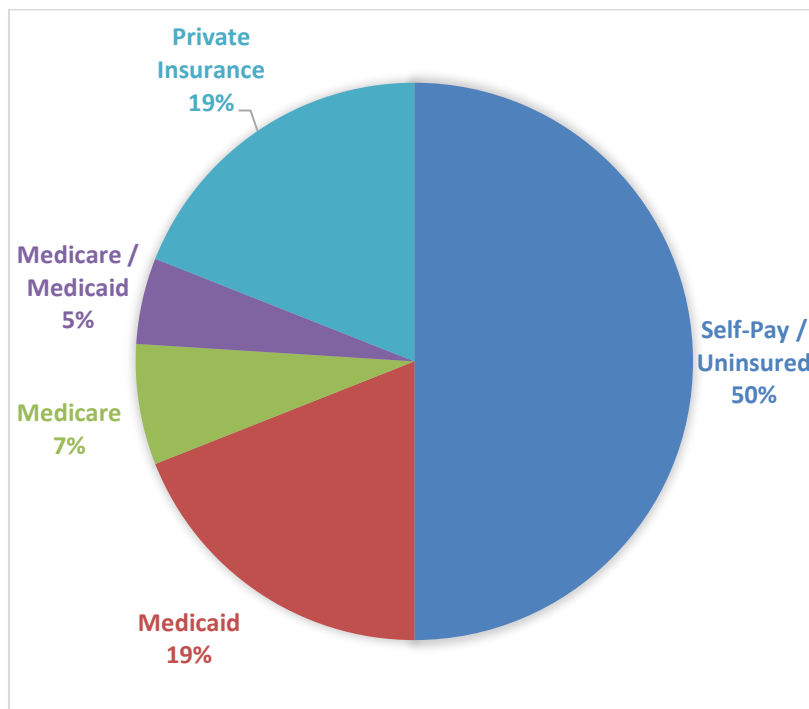




**COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE**  
**Phelps County Regional Medical Center**  
**2015 Annual Report**

**ENCOUNTERS: March 1<sup>st</sup> – December 31<sup>st</sup> (2015)**

- The Community Referral Coordinator (CRC) Program has provided **1,208** patient encounters at Phelps County Regional Medical Center since the program site began in March 2015.
  - 1,017 (84%)** occurred in the Emergency Department
  - 191 (16%)** occurred in the Inpatient side of the hospital
  - 727 (60%)** patient encounters were with individuals who have a chronic disease
- Payer Status.** The following graph details the payer mix associated with the Phelps County encounters in 2015

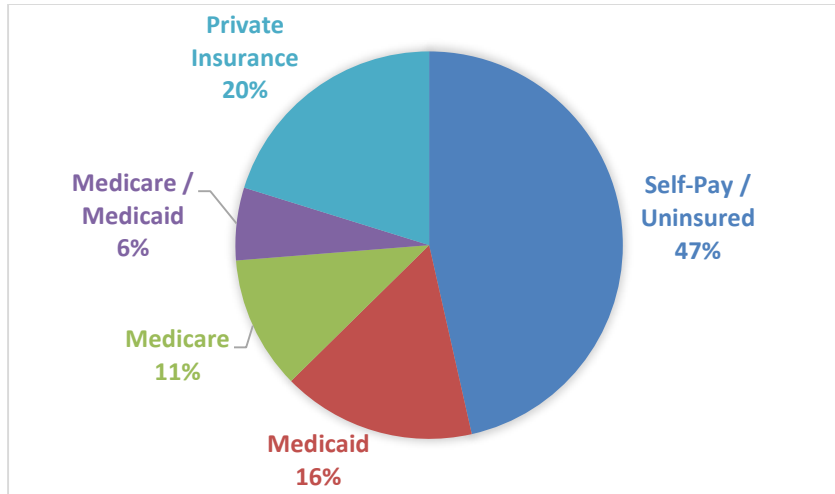


- Primary Care Home.** The following table details which encounters were with patients who are established with a primary care home versus those who are not.

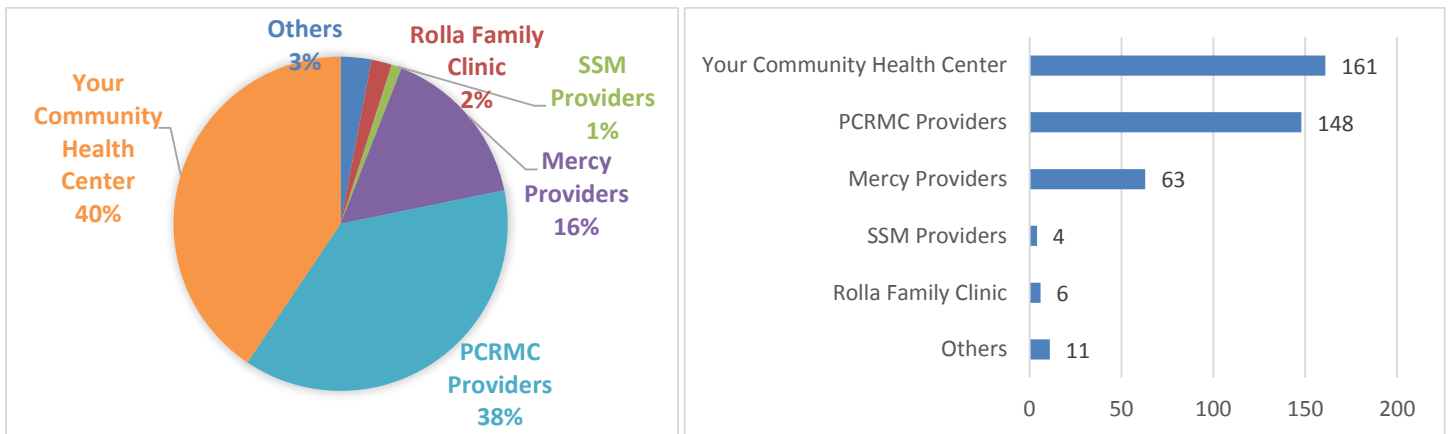
Primary Care Home	New	Established	Total
Encounters	929 (77%)	279 (23%)	1,208 (100%)
• Inpatient	151 (16%)	40 (14%)	191 (16%)
• ED	778 (84%)	239 (86%)	1,017 (84%)

**SCHEDULED APPOINTMENTS: March 1<sup>st</sup> – December 31<sup>st</sup> (2015)**

- The CRC Program has provided 393 patient referrals since the program site began in March 2015.
- Out of the **1,208** encounters that occurred at Phelps County Regional Medical Center during 2015, **393 (33%)** resulted in a **scheduled appointment**.
  - **271 (69%)** appointments were the result of an ED encounter
  - **122 (31%)** appointments were the result of an Inpatient encounter
  - **271 (69%)** of the referrals were individuals with a chronic disease diagnosis
- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



- **Provider Breakdown.** The following graphs detail at which providers the **393** appointments were scheduled.



- **Primary Care Home.** The following table details the number of patients with no PCP versus those established with a primary care home.

Primary Care Home	New	Established	Total
Appointments	321 (82%)	72 (18%)	393 (100%)
• Inpatient	109 (34%)	13 (18%)	122 (31%)
• ED	212 (66%)	59 (82%)	271 (69%)

**APPOINTMENTS KEPT: March 1<sup>st</sup> – December 31<sup>st</sup> (2015)**

- The CRC Program has had 207 kept appointments since the program site began in March 2015.
- Of the **380** appointments scheduled to occur during 2015, **207 (79%)\*** were kept. 118 (31%) of scheduled appointments were cancelled or unknown. 55 (21%)\* of scheduled appointments resulted in a no show.
  - **155 (80%)** out of **194** scheduled patients encountered in the **ED** kept their appointment
  - **52 (76%)** out of **68** scheduled patients encountered in the **Inpatient** side of the hospital kept their appointment
  - **134 (77%)** out of **175** scheduled patients with a **chronic disease** diagnosis kept their appointment
  - **39 (74%)** out of **53** scheduled patients from the inpatient side of the hospital who kept their appointment had a chronic disease diagnosis
- Following is a summary table of kept appointment data for visits that were scheduled to occur during **2015**

Provider	Appointments Scheduled <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
<b>Your Community Health Center</b>	159	140	101	72%
<b>PCPMC Providers</b>	142	122	106	87%
<b>Mercy Providers</b>	60	-	-	-
<b>SSM Providers</b>	4	-	-	-
<b>Others</b>	15	-	-	-
<b>TOTAL</b>	<b>380</b>	<b>262</b>	<b>207</b>	<b>79%</b>

\*Please note that appointments that were cancelled or unknown during 2015 are not included in the calculation of the appointment kept rate or no show rate for the period.

- The following graph summarizes the Phelps County kept appointment data by patient type.

