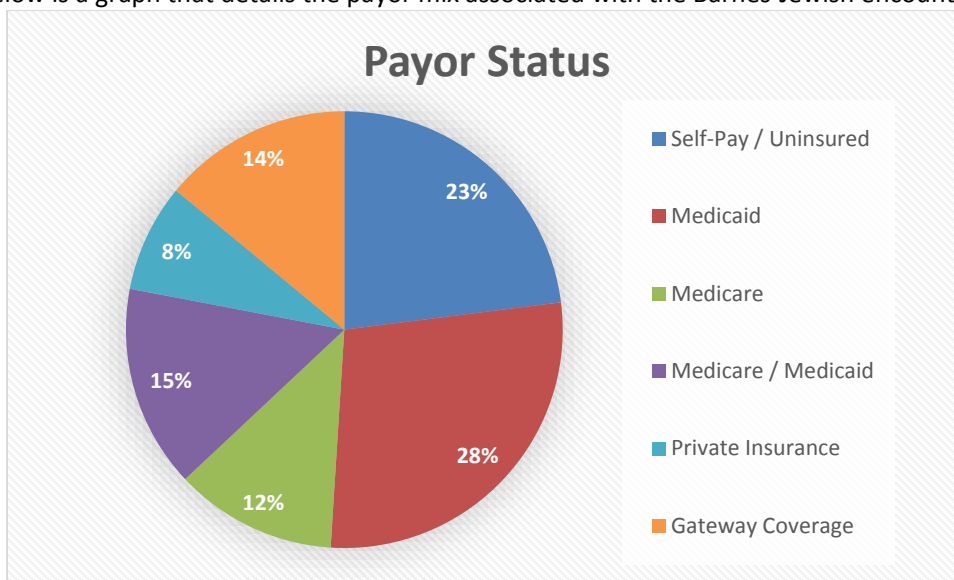




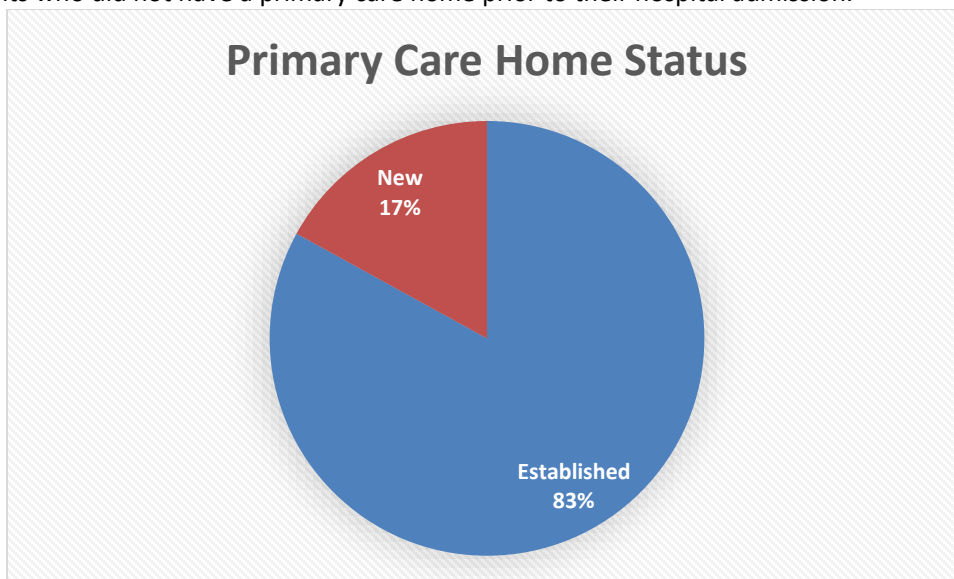
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE Barnes-Jewish Hospital 2016 Annual Report

2016 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **1,983 patient encounters*** at Barnes-Jewish Hospital in 2016. **This is a 13% increase from the previous year (1,762)**
 - 1,697 (86%)** patient encounters were with individuals who have a chronic disease
- Payor Status.** Below is a graph that details the payor mix associated with the Barnes-Jewish encounters in 2016.

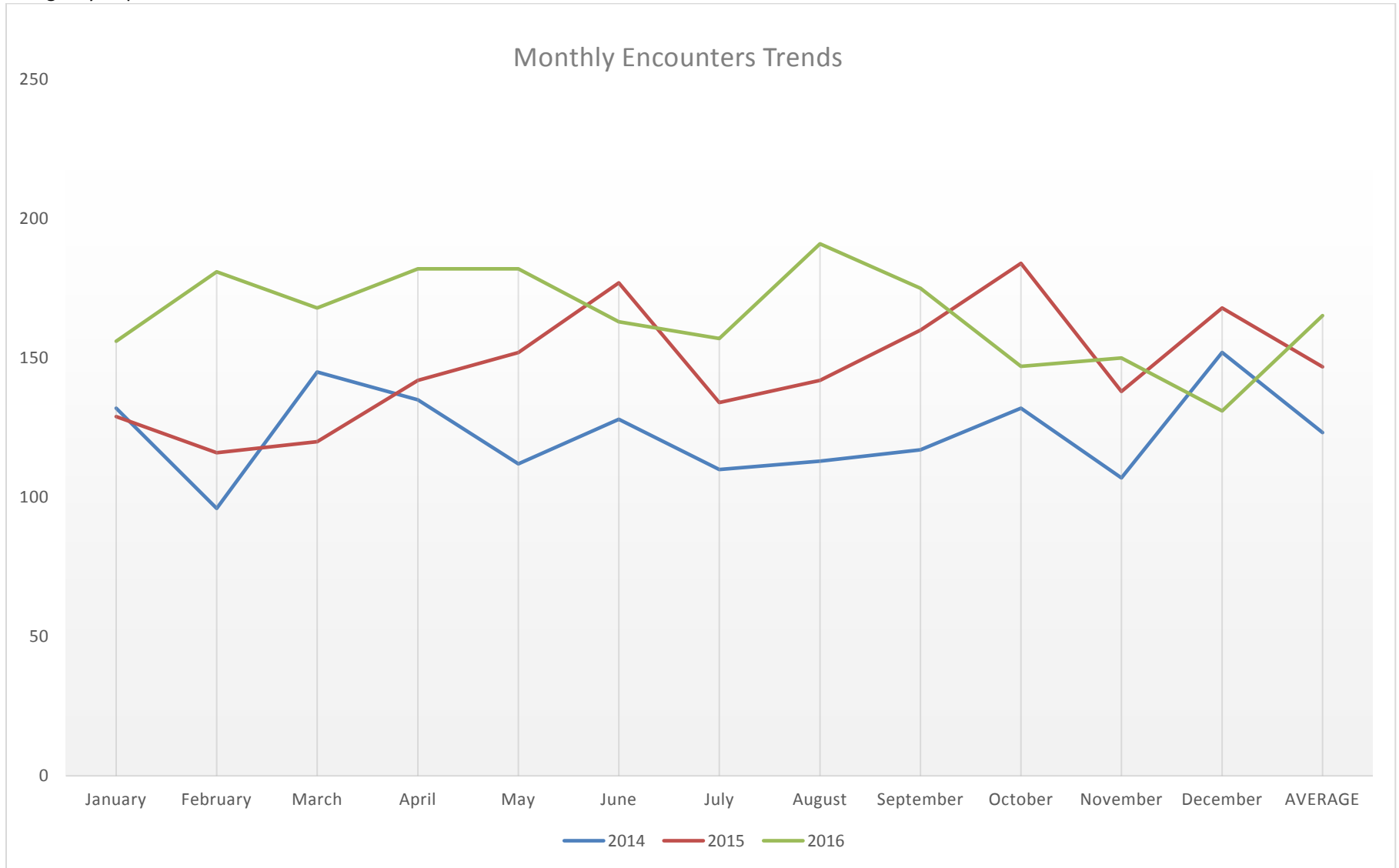


- Primary Care Home Status.** This graph details which encounters were with established health center patients and which were with patients who did not have a primary care home prior to their hospital admission.



***Note:** On average, the CRC provided an additional **35 encounters per month** assisting in the transitions of care facilitation of medical information (discharge summary) following a BJH inpatient stay to outpatient Case Mangers at FQHCs and CMHCs. The encounters were initiated by the outpatient providers and not referred to the CRC by BJH staff.

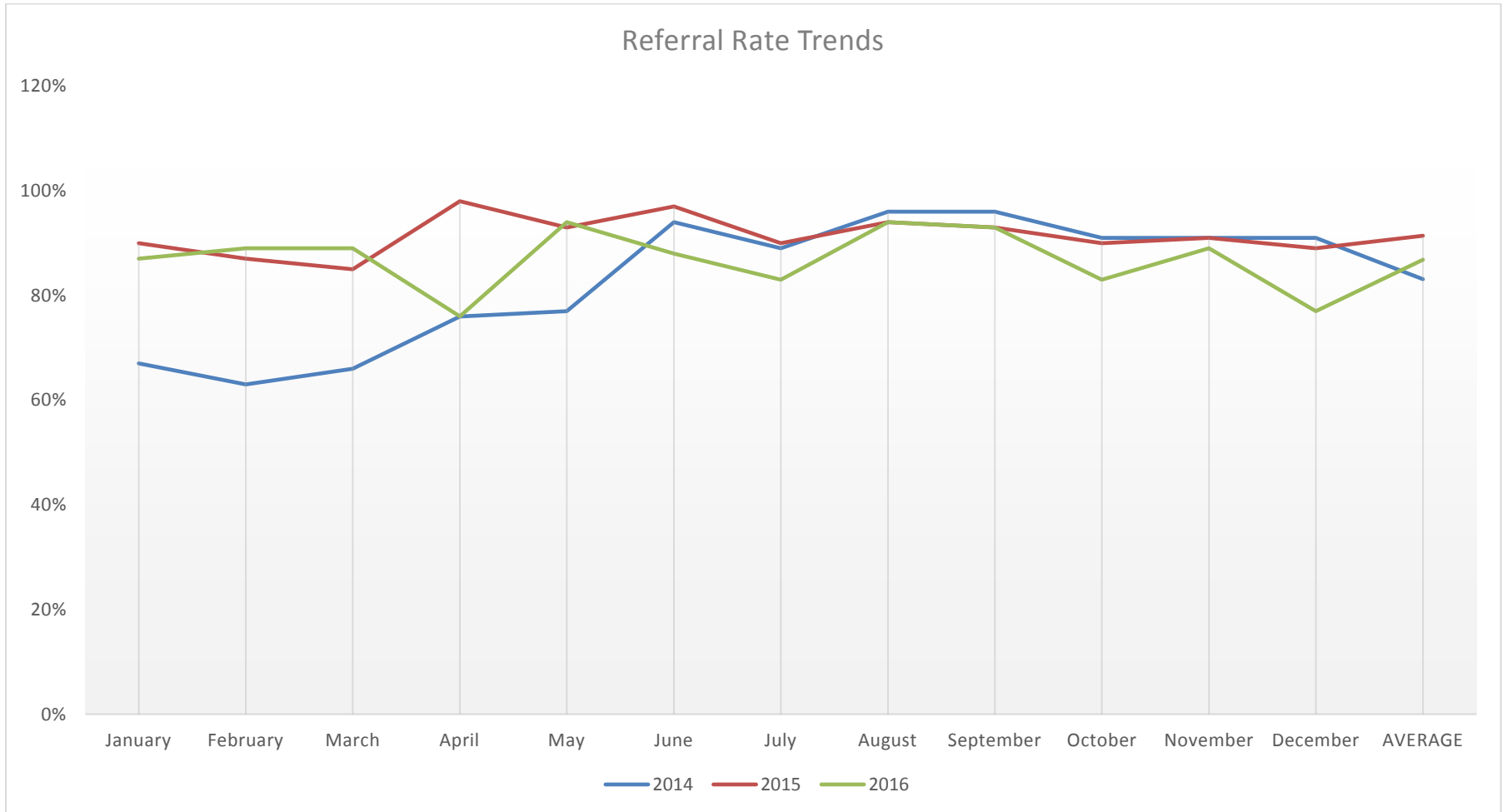
- **Encounter Trends.** Following is a graph of all BJH encounters from 2014-2016. All patient encounters occurred in the Inpatient setting with the exception of 9 Emergency Department encounters in 2014, 14 ED encounters in 2015, 4 ED encounters and 21 “other” encounters in 2016.



2016 Average: 165/month
2015 Average: 147/month
2014 Average: 123/month

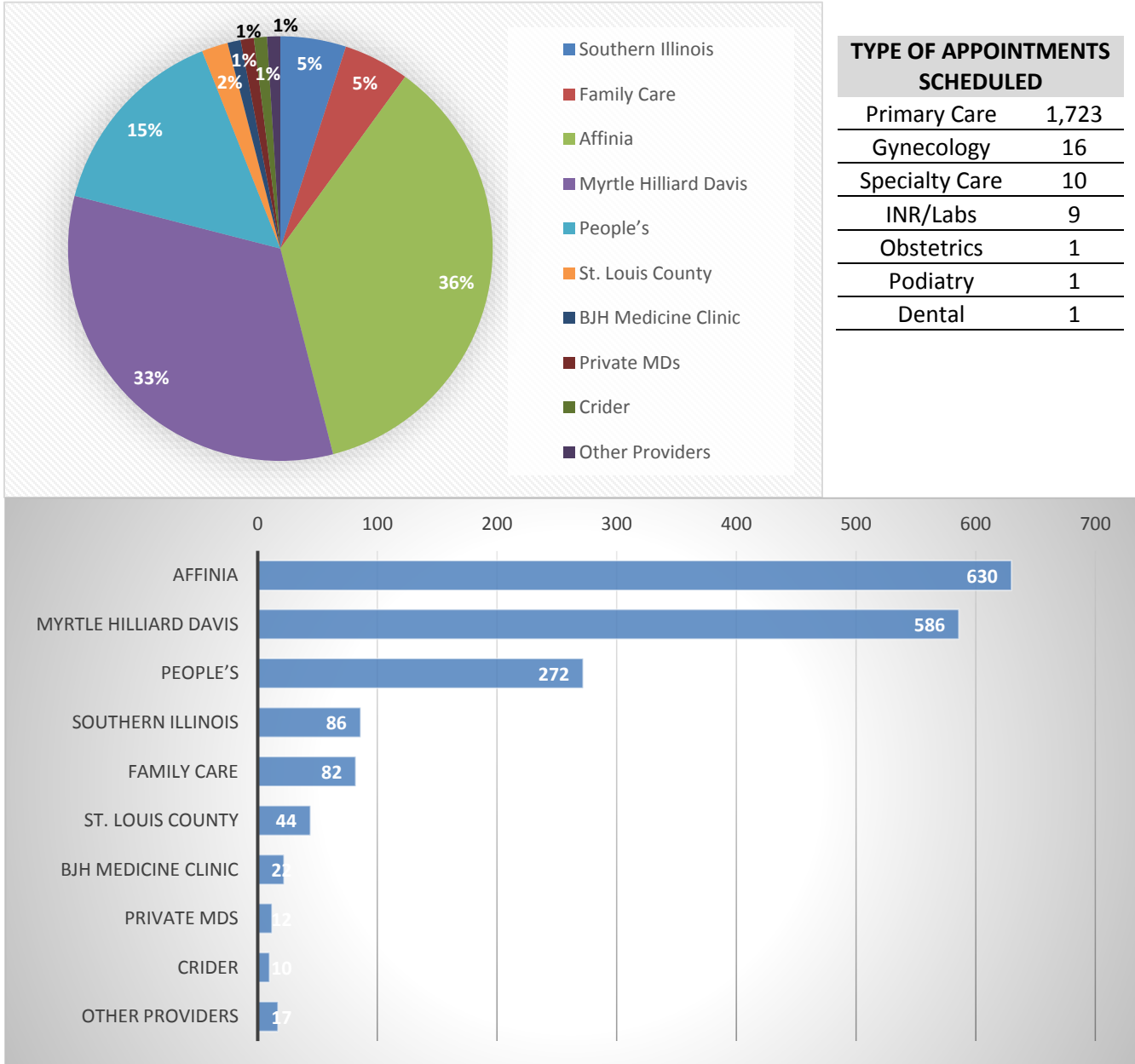
2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **1,983** encounters that occurred at Barnes-Jewish Hospital during 2016, **1,733 (87%)** resulted in a **scheduled appointment**. This represents an overall 7% change in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a 5% decrease in appointments scheduled since 2015 (1,614). 27 (2%) encounters yielded more than one scheduled appointment, thus the **total number of scheduled appointments is 1,761**.
 - **1,502 (87%)** of the referrals were individuals with a chronic disease diagnosis



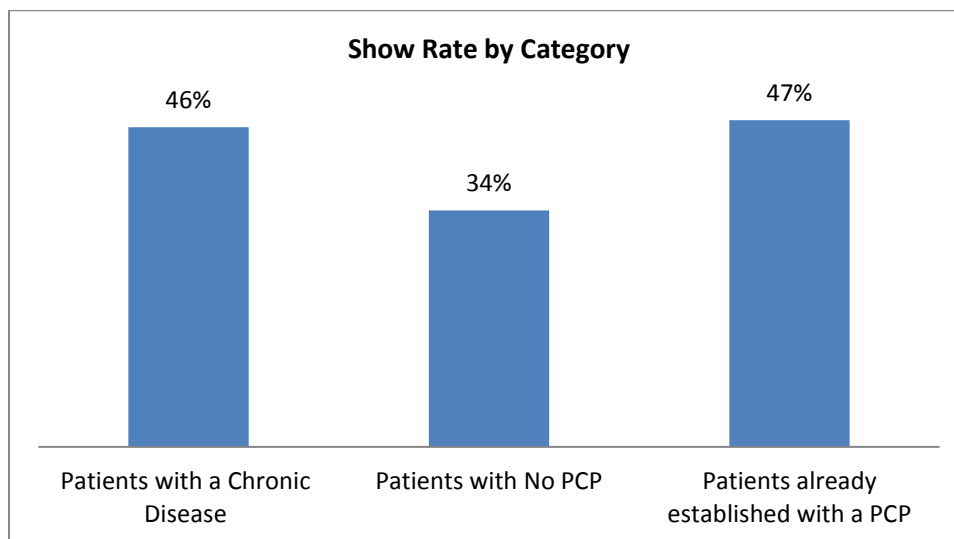
2016 Average: 87%
 2015 Average: 92%
 2014 Average: 83%

- **Provider Breakdown.** The following graphs detail at which providers the **1,761** appointments were scheduled.



2016 APPOINTMENTS KEPT (January 1st – September 30th)*

- Of the 1,762 appointments scheduled to occur in 2016, **651 (45%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **6% decrease** in the appointment kept rate since 2015. 331 (19%) of scheduled appointments were cancelled, unknown, or rescheduled. 780 (55%)* of scheduled appointments resulted in a no show.
 - 568 (46%)** out of **1,239** scheduled patients with a chronic disease diagnosis kept their appointment

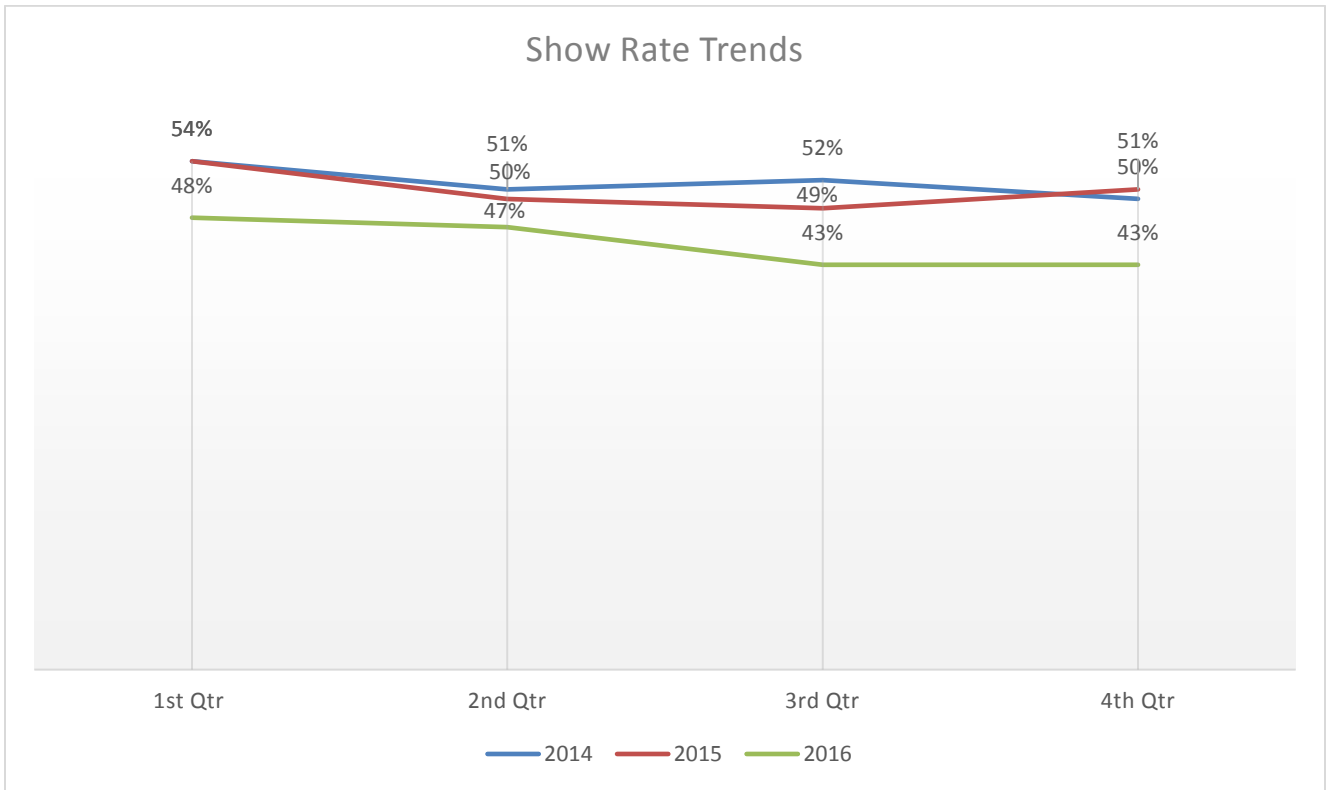


- Following is a summary table of kept appointment data for visits that were scheduled to occur in **2016**.

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Crider Health	8	8	4	50%
Family Care	82	64	41	64%
Affinia	642	511	286	56%
Myrtle Hilliard Davis	585	537	179	33%
People's	261	200	94	47%
St. Louis County	43	25	12	48%
BJH Primary Medicine Clinic ◊	24	13	6	46%
Southern Illinois Healthcare Foundation	86	73	29	40%
Private MDs	12	*	*	*
Other Providers**	19	*	*	*
TOTAL	1,762	1,431	651	45%

*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate. ◊ BJH Primary Medicine Clinic did not report on appointment outcomes for some months during 2016 resulting in a higher rate of unknown appointments in column 2.

- The following graph illustrates the BJH show rate trends by quarter for 2014, 2015, and 2016



2016 Average: 45% Show Rate
 2015 Average: 51% Show Rate
 2014 Average: 52% Show Rate

- The following graph illustrates the show rate trends over time starting in 2012 through 2016.

