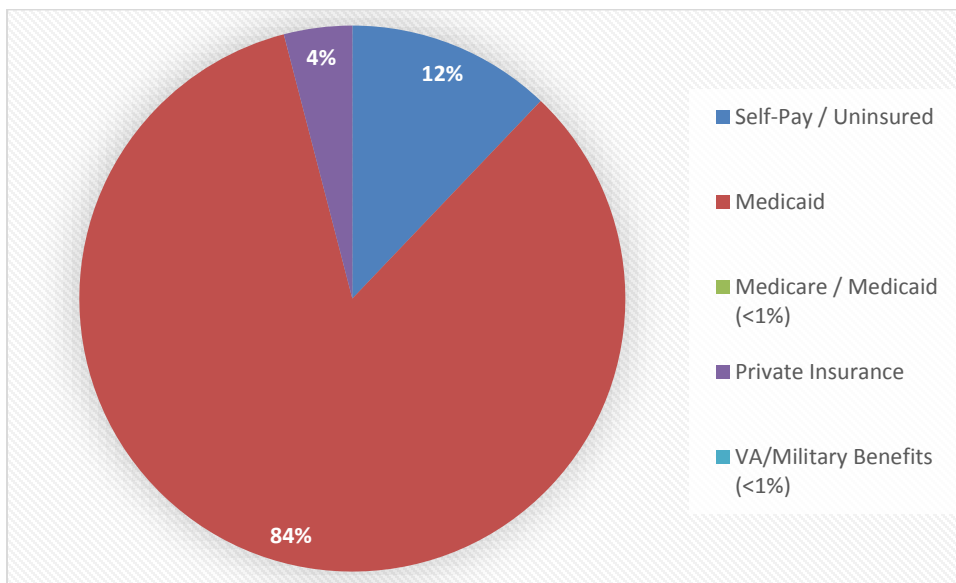




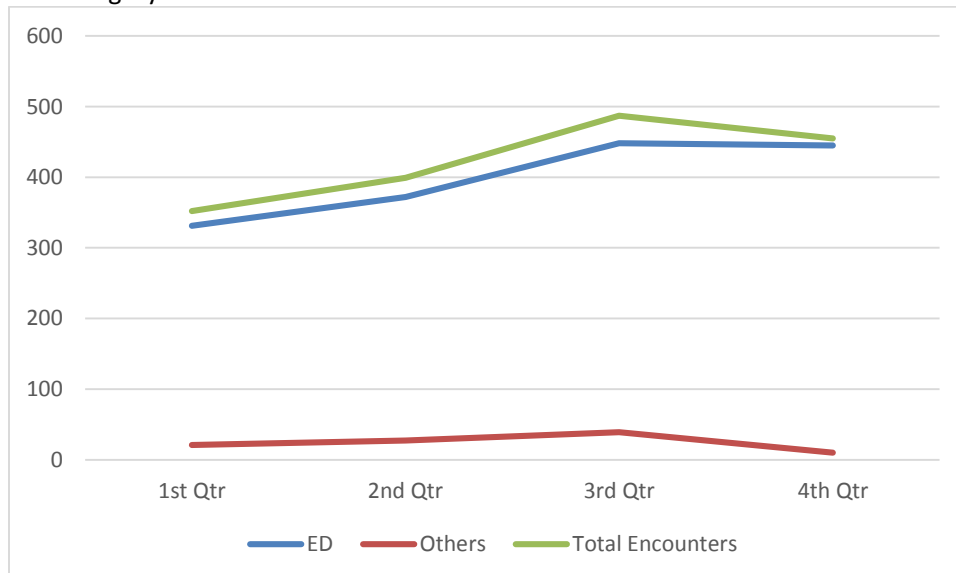
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health Cardinal Glennon Hospital 2016 Annual Report

2016 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **1,693 patient encounters** at SSM Health Cardinal Glennon Hospital in 2016.
 - 1,596 (94%)** occurred in the Emergency Department
 - 97 (6%)** occurred with friends or family members of the Cardinal Glennon patient
 - 497 (29%)** patient encounters were with individuals who have a chronic disease
- Payer Status.** The following graph details the payer mix associated with the Cardinal Glennon encounters in 2016

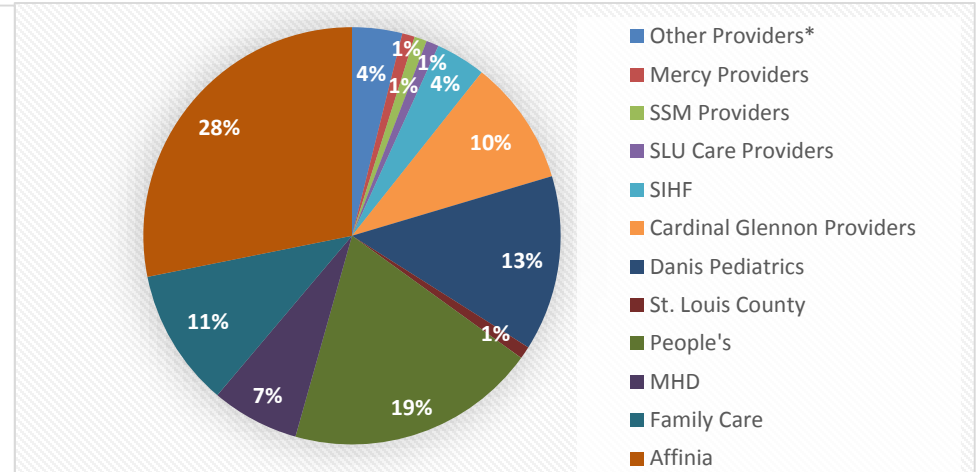
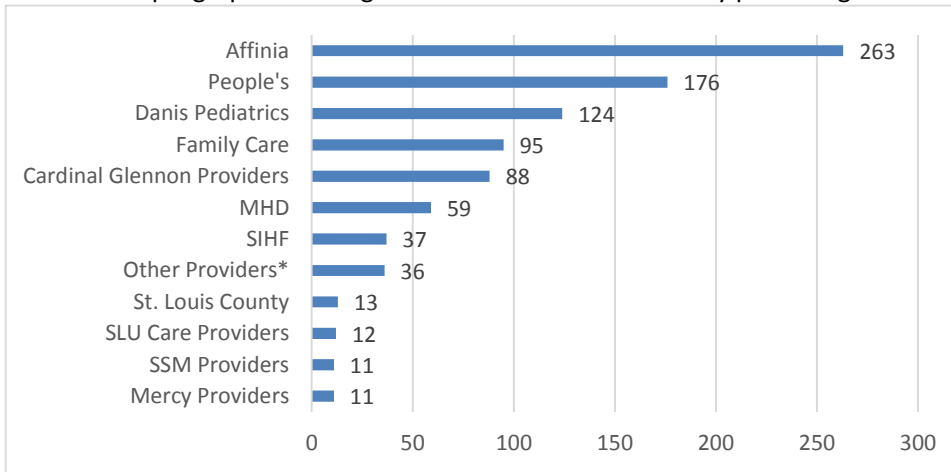


- Encounter Trends.** Following is a graph of all Cardinal Glennon encounters over 2016 across both the Emergency Department and Other category

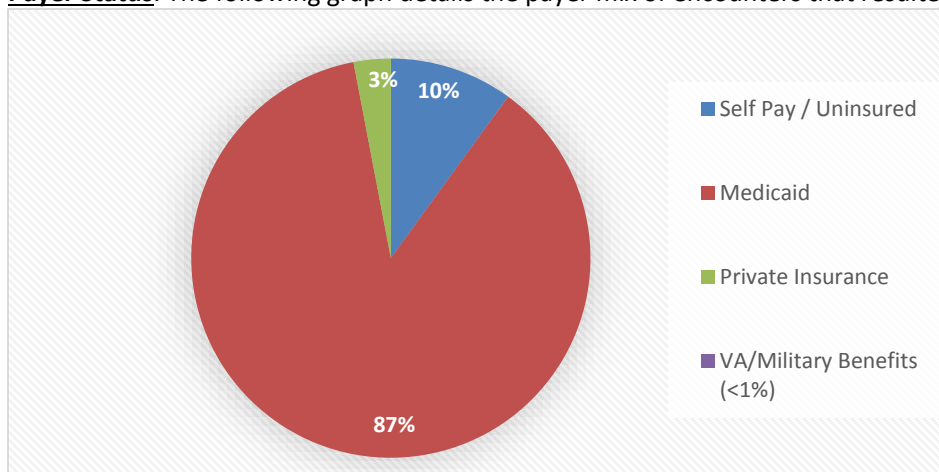


2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **1,693** encounters that occurred at SSM Health Cardinal Glennon Hospital during 2016, **893 (53%)** resulted in a scheduled appointment. 32 (4%) encounters resulted in more than one scheduled appointment, thus there were a total of 925 appointments scheduled by the CRC in 2016.
 - **826 (92%)** appointments were the result of an ED encounter
 - **67 (8%)** appointments were the result of an encounter with a friends or family member of a Cardinal Glennon patient
 - **265 (30%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **925** appointments were scheduled. The bar graph on the left illustrates the total volume while the pie graph on the right illustrates the breakdown by percentages.

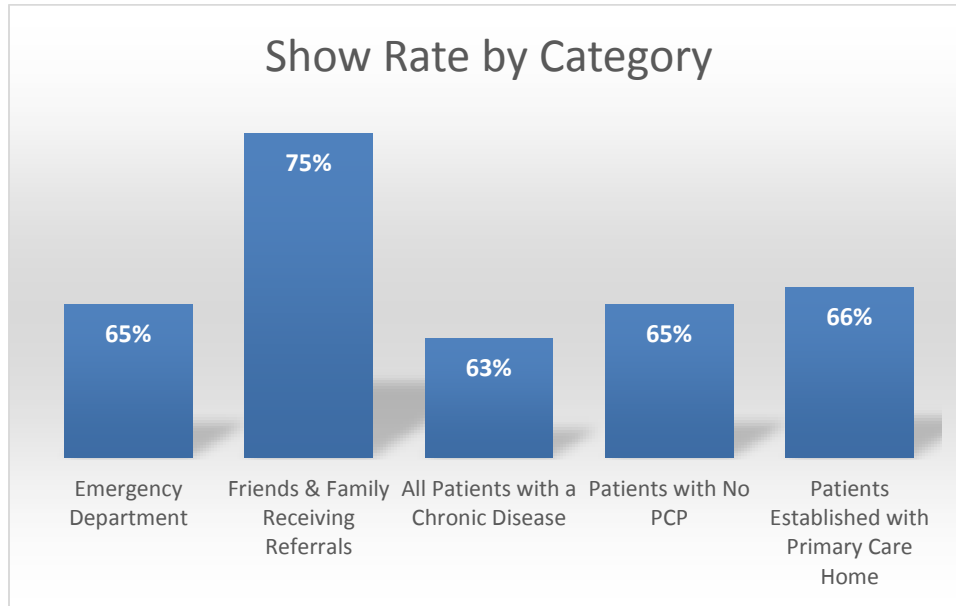


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

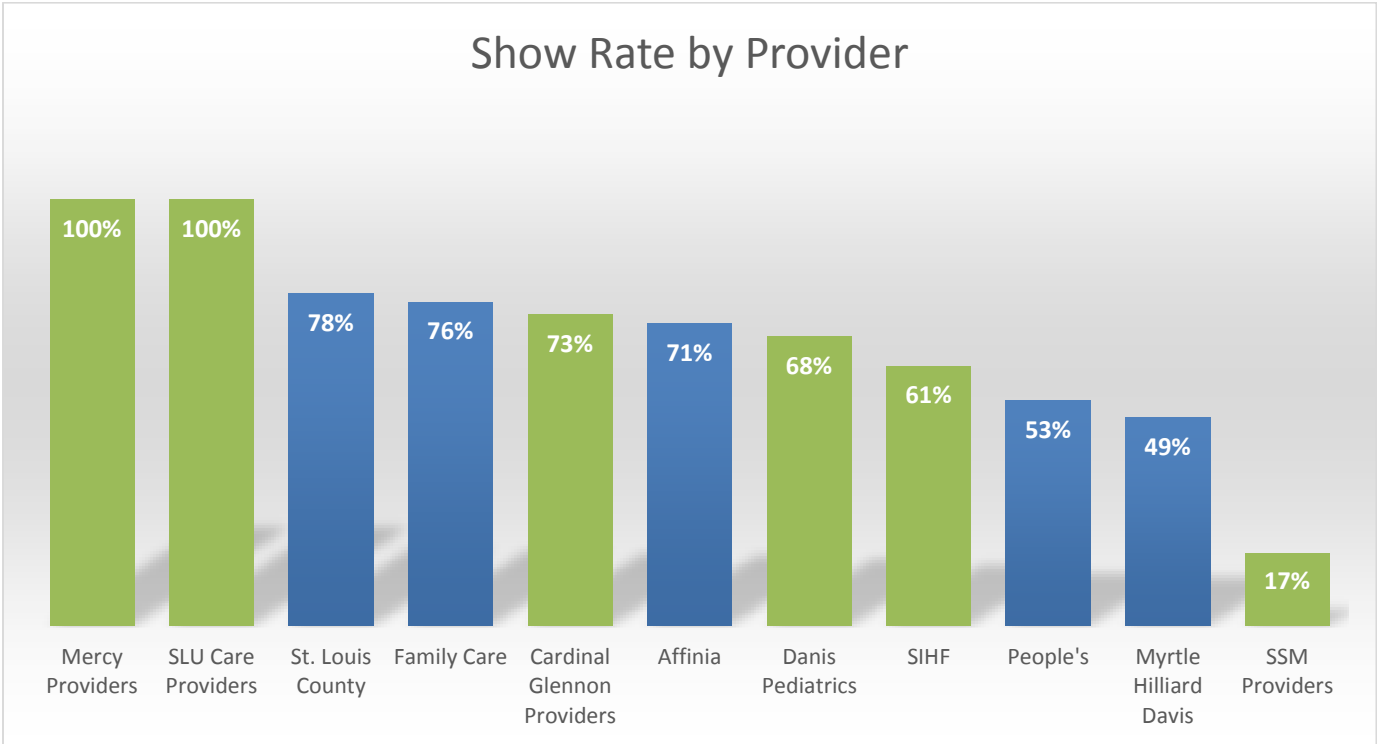
- Of the 889 appointments scheduled to occur in 2016, **459 (66%)* were kept**. **192 (22%)** of scheduled appointments were cancelled, unknown, or rescheduled. **238 (34%)*** of scheduled appointments resulted in a no show.
 - **419 (65%)** out of **644** scheduled patients encountered in the ED kept their appointment
 - **40 (75%)** out of **53** scheduled patients who were friends or family members of the Cardinal Glennon patient kept their appointment.
 - **132 (63%)** out of **210** 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 <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
Affinia	255	212	150	71%
Family Care	89	71	54	76%
Myrtle Hilliard Davis	58	51	25	49%
People's	170	135	72	53%
St. Louis County	12	9	7	78%
Cardinal Glennon Providers	92	78	57	73%
Danis Pediatrics	117	94	64	68%
Mercy Providers	11	8	8	100%
Southern Illinois Healthcare Foundation	35	31	19	61%
SLU Care Providers	10	2	2	100%
SSM Providers	11	6	1	17%
Other Providers	29	*	*	*
TOTAL	889	697	459	66%

*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.



- The following is the Cardinal Glennon show rate trend for 2016.

