

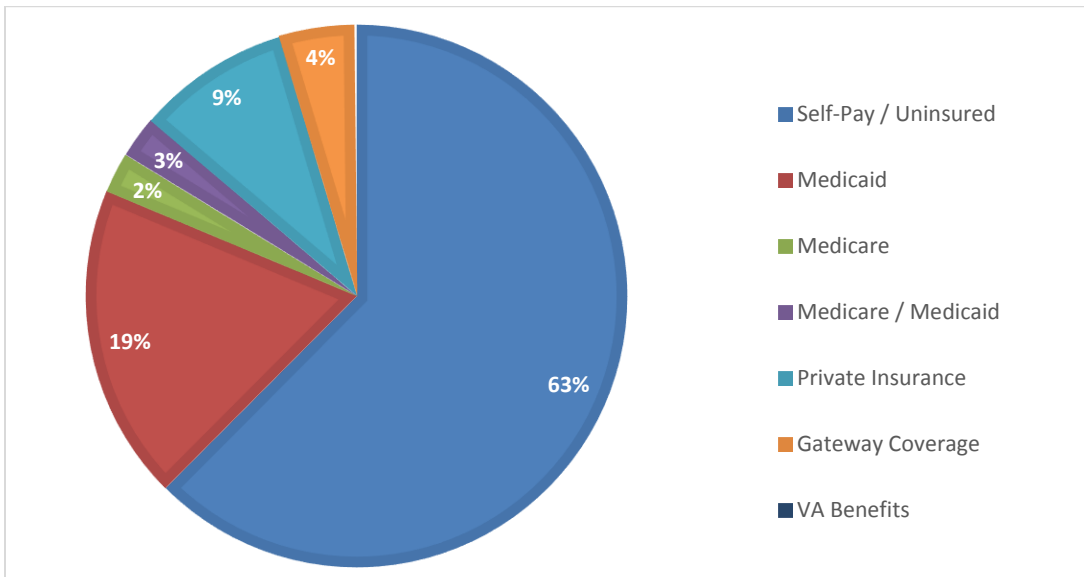


COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health DePaul Hospital 2016 Annual Report

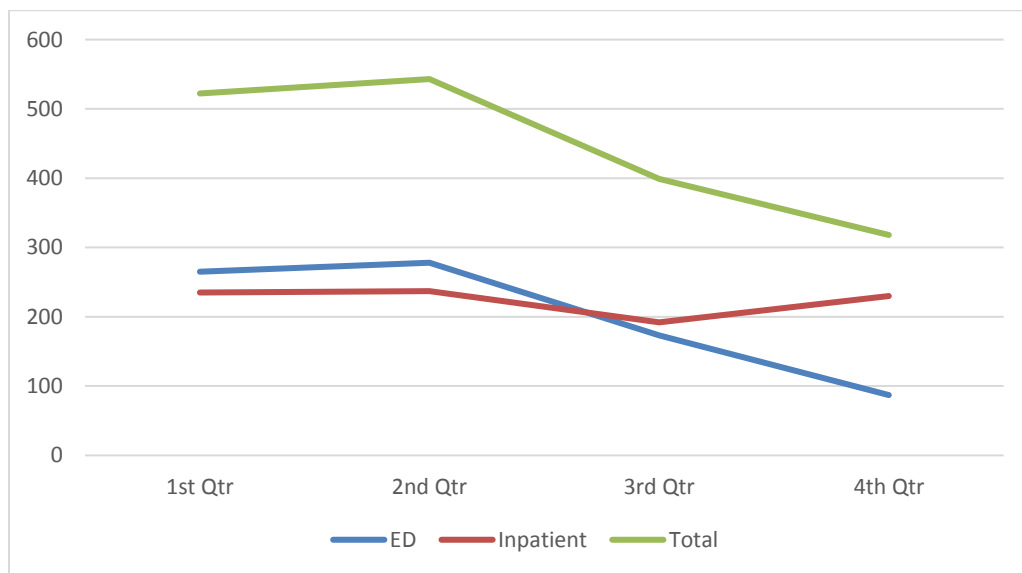
2016 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **1,782 patient encounters** at SSM Health DePaul Hospital in 2016.
 - **803 (45%)** occurred in the Emergency Department
 - **894 (50%)** occurred in the Inpatient side of the hospital
 - **85 (5%)** occurred with friends or family of the SSM DePaul patient who was encountered
 - **1,129 (63%)** patient encounters were with individuals who have a chronic disease

- **Payer Status.** The following graph details the payer mix associated with the DePaul encounters in 2016

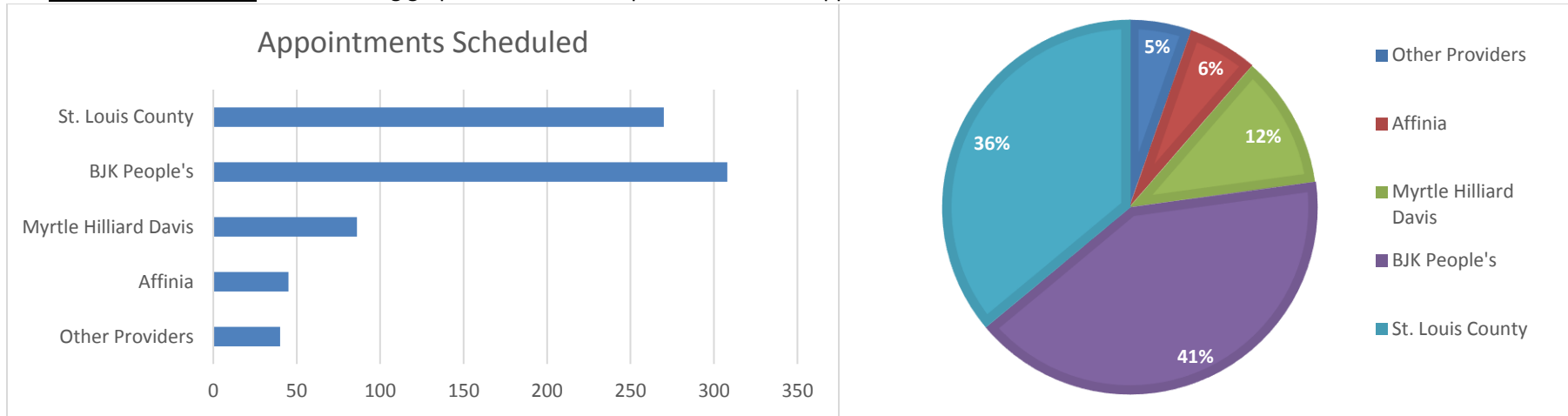


- **Encounter Trends.** Following is a graph of all DePaul encounters over 2016 across both the ED and Inpatient setting

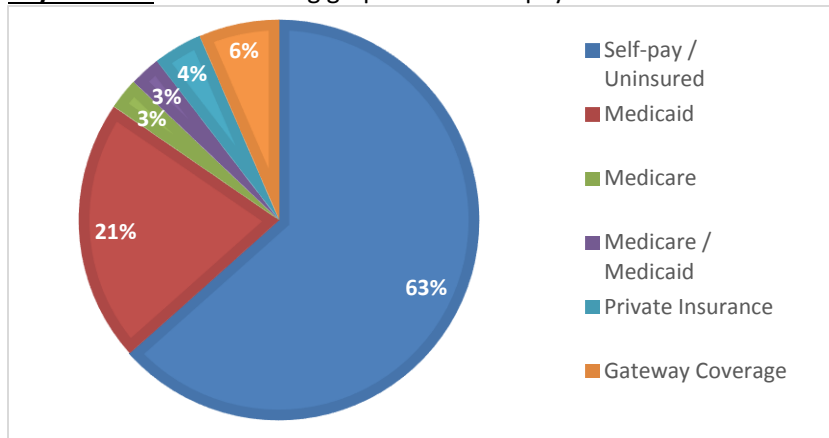


2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **1,782** encounters that occurred at SSM Health DePaul Hospital during 2016, **758 (43%)** resulted in a **scheduled appointment**.
 - **120 (16%)** appointments were the result of an ED encounter
 - **586 (77%)** appointments were the result of an Inpatient encounter
 - **52 (7%)** appointment were for friends or family of the SSM DePaul patient encountered
 - **547 (72%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **758** appointments were scheduled.

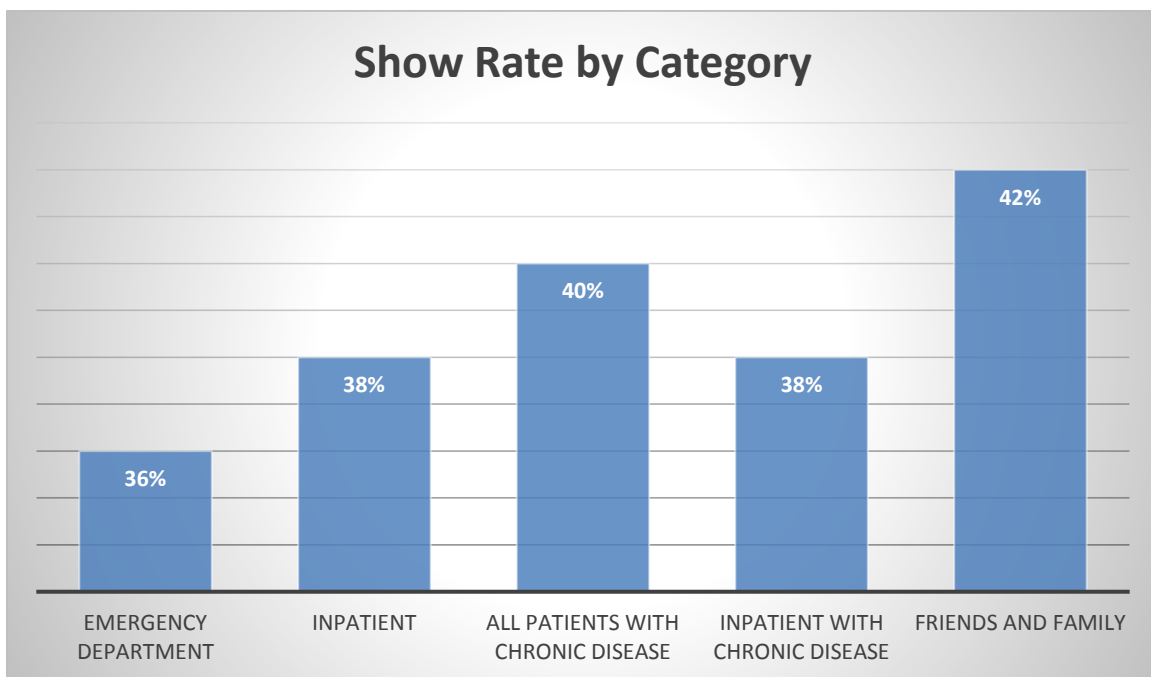


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

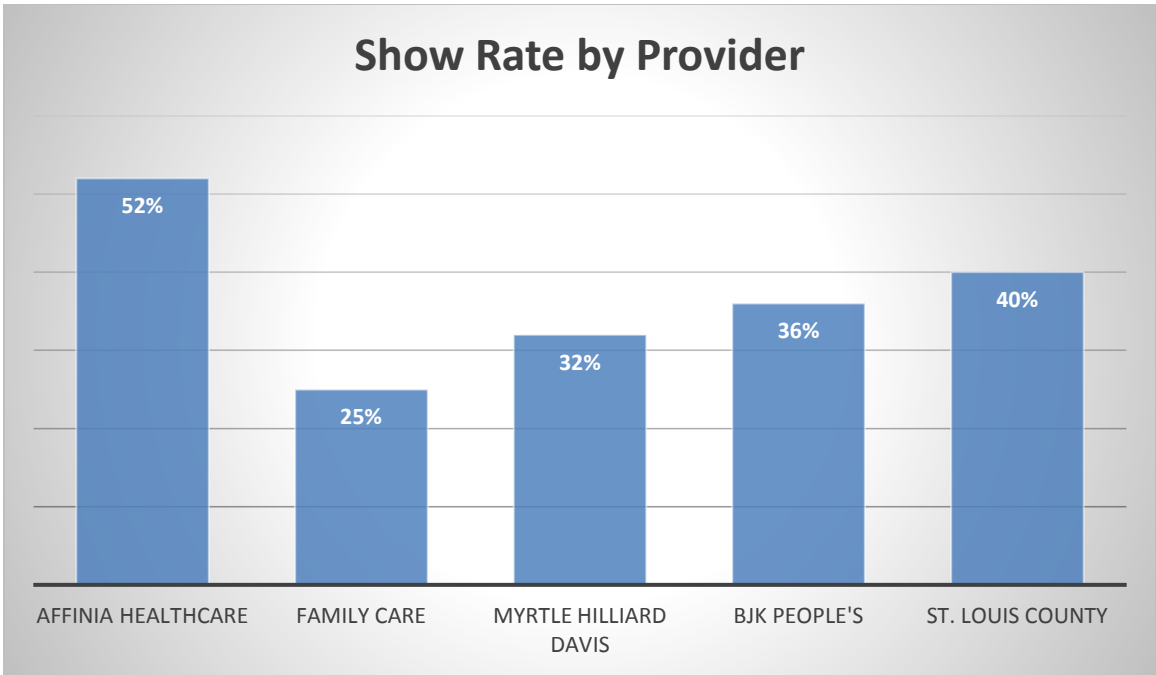
- Of the 732 appointments scheduled to occur at in 2016, **170 (38%)* were kept**. **279 (38%)** of scheduled appointments were cancelled, unknown, or rescheduled. **283 (62%)*** of scheduled appointments resulted in a no show.
 - 25 (36%)** out of **70** scheduled patients encountered in the ED kept their appointment
 - 133 (38%)** out of **350** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 13 (42%)** out of the **31** scheduled friends for family of SSM DePaul encountered patients kept their appointment.
 - 126 (42%)** out of **300** scheduled patients with a chronic disease diagnosis kept their appointment
 - 99 (38%)** out of **261** 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 in **2016**.

| Provider | Appointments Scheduled (including those cancelled or rescheduled) | Appointments Scheduled (excluding those cancelled or rescheduled) | Appointments Kept | Appointment Kept Rate* |
|-------------------------------|--|--|-------------------|------------------------|
| Family Care | 5 | 4 | 1 | 25% |
| Affinia | 44 | 33 | 17 | 52% |
| Myrtle Hilliard Davis | 81 | 73 | 23 | 32% |
| People's | 297 | 202 | 73 | 36% |
| St. Louis County ⁺ | 269 | 139 | 56 | 40% |
| Other Providers** | 36 | * | * | * |
| TOTAL | 732 | 451 | 170 | 38% |

*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 DePaul show rate trend for 2015 and 2016.

