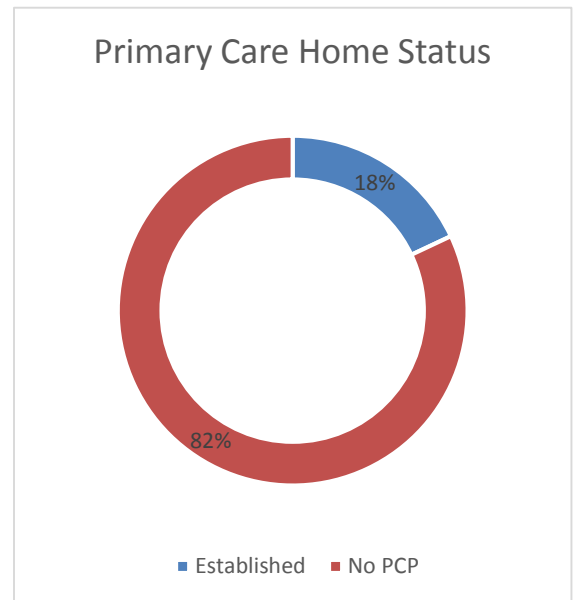
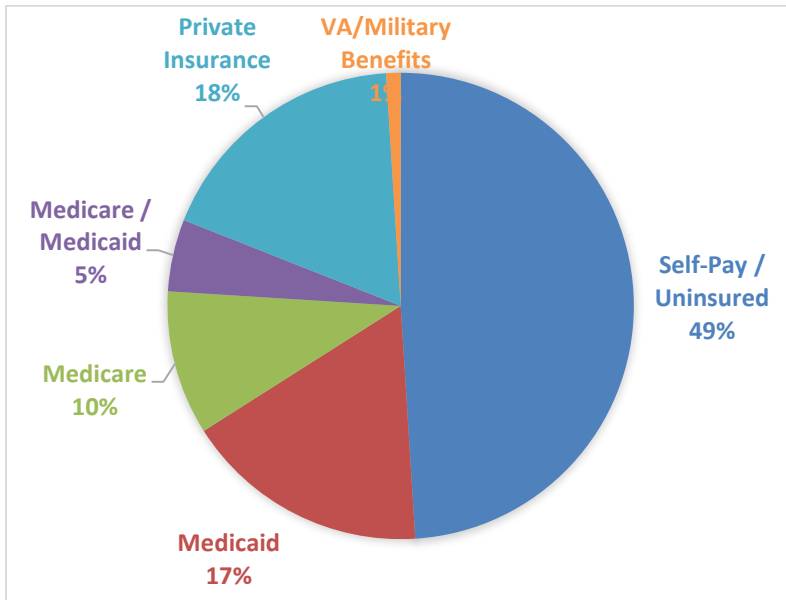




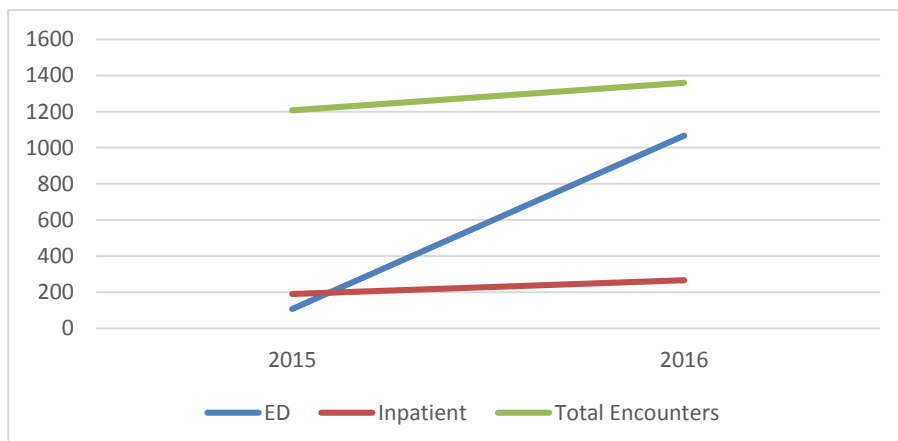
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE Phelps County Regional Medical Center 2016 Annual Report

ENCOUNTERS: January 1st – December 31st (2016)

- The Community Referral Coordinator (CRC) Program has provided **2,567** patient encounters at Phelps County Regional Medical Center since the program site began in March 2015. **1,359** of those encounters occurred between **January 1st and December 31st of 2016**.
 - 1,067 (79%)** occurred in the Emergency Department
 - 266 (20%)** occurred in the Inpatient side of the hospital
 - 26 (2%)** were with friends or family members of the PCRM patient who was encountered
 - 867 (64%)** patient encounters were with individuals who have a chronic disease
- Payer & Primary Care Home Status.** The following graphs details the payer mix associated with the Phelps County encounters in 2016 as well as which encounters were with patient who are established with a primary care home versus those who are not.

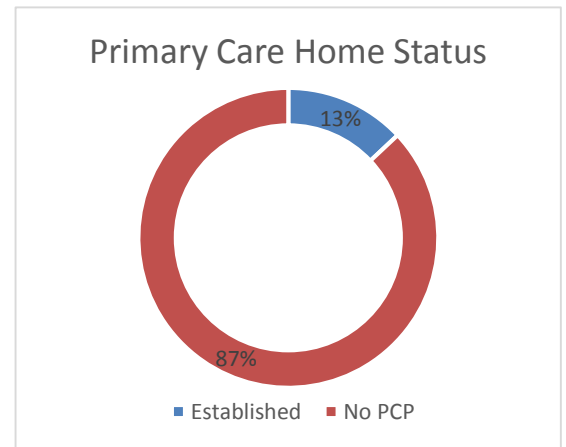
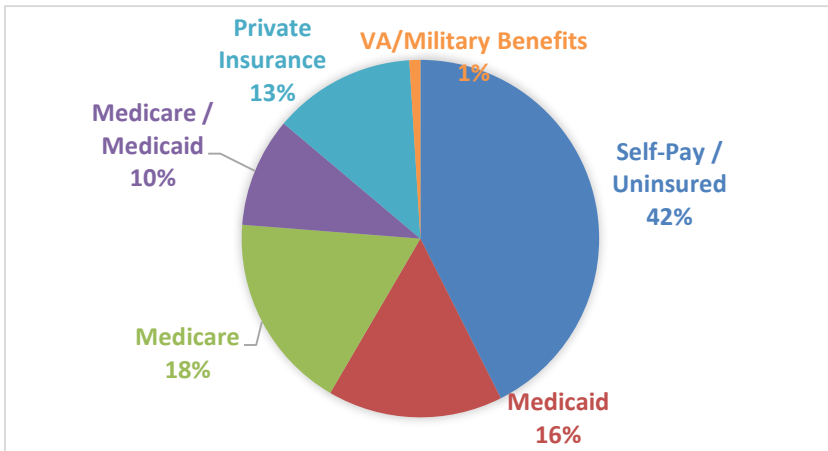


- Encounter Trends.** The following graph illustrates encounter trends at Phelps County from year to year.

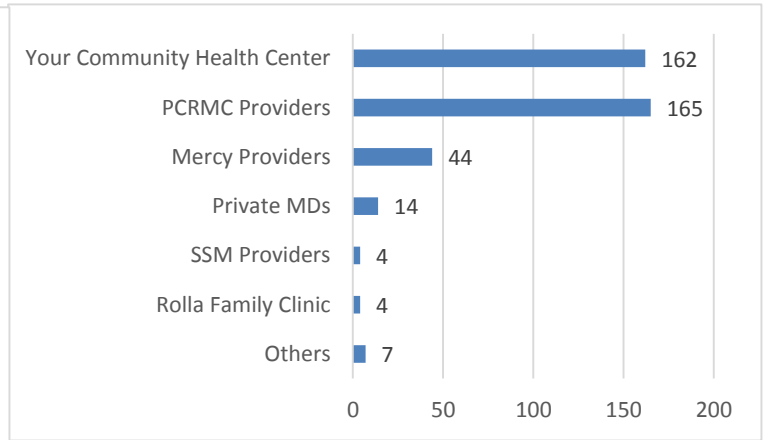
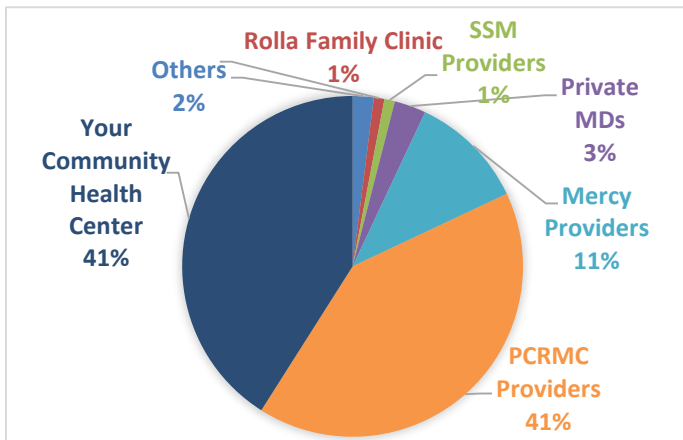


SCHEDULED APPOINTMENTS: January 1st – December 31st (2016)

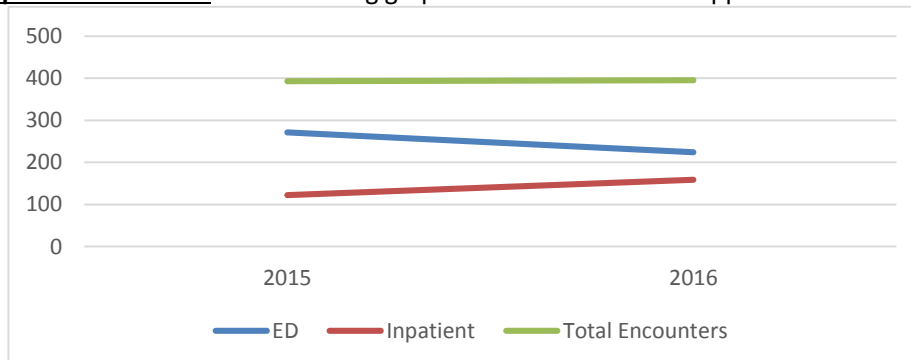
- The CRC Program has provided 788 patient referrals since the program site began in March 2015.
- Out of the **1,359** encounters that occurred at Phelps County Regional Medical Center during 2016, **395 (29%)** resulted in a **scheduled appointment**. This represents a 4% decrease in appointments scheduled compared to last year. 5 (1%) encounters yielded more than one scheduled appointment.
 - **224 (57%)** appointments were the result of an ED encounter
 - **159 (40%)** appointments were the result of an Inpatient encounter
 - **12 (3%)** appointments were scheduled for friends or family members of the PCRMC patient who was encountered
 - **307 (78%)** of the referrals were individuals with a chronic disease diagnosis
- **Payer & Primary Care Home Status.** The following graph details the payer mix and primary care home status of encounters that resulted in a scheduled appointment.



- **Provider Breakdown.** The following graphs detail at which providers the **400** appointments were scheduled.



- **Scheduled Appointment Trends.** The following graph illustrates scheduled appointment trends at Phelps County.



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

- The CRC Program has had 436 kept appointments since the program site began in March 2015.
- Of the **409** appointments scheduled to occur during 2016, **229 (80%)*** were kept. 123 (30%) of scheduled appointments were cancelled or unknown. 57 (20%)* of scheduled appointments resulted in a no show.
 - **147 (82%)** out of **180** scheduled patients encountered in the **ED** kept their appointment
 - **75 (77%)** out of **98** scheduled patients encountered in the **Inpatient** side of the hospital kept their appointment
 - **7 (88%)** out of **8** scheduled patients were a friend or family member of the patient encountered at the hospital
 - **173 (80%)** out of **217** scheduled patients with a **chronic disease** diagnosis kept their appointment
 - **65 (77%)** out of **84** 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 **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*
Your Community Health Center	164	142	105	74%
PCRMC Providers	169	144	124	86%
Mercy Providers	46	-	-	-
SSM Providers	4	-	-	-
Private MDs	14	-	-	-
Others	12	-	-	-
TOTAL	409	286	229	80%

**Please note that appointments that were cancelled or unknown during 2016 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.

