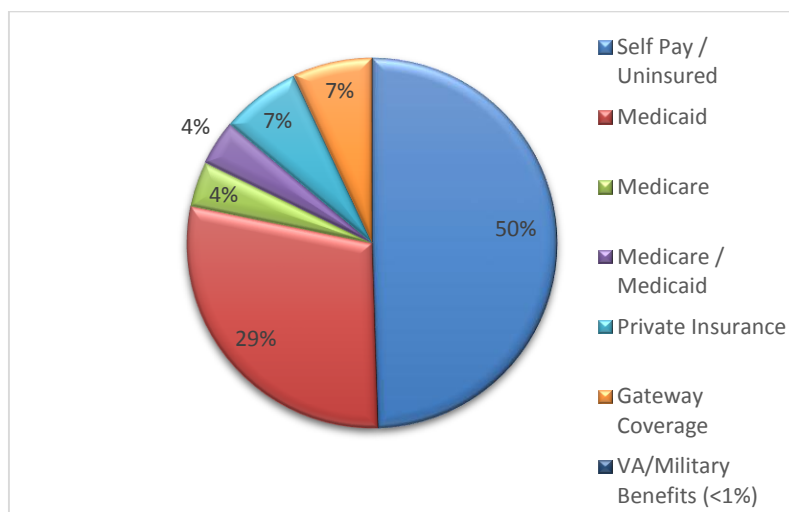


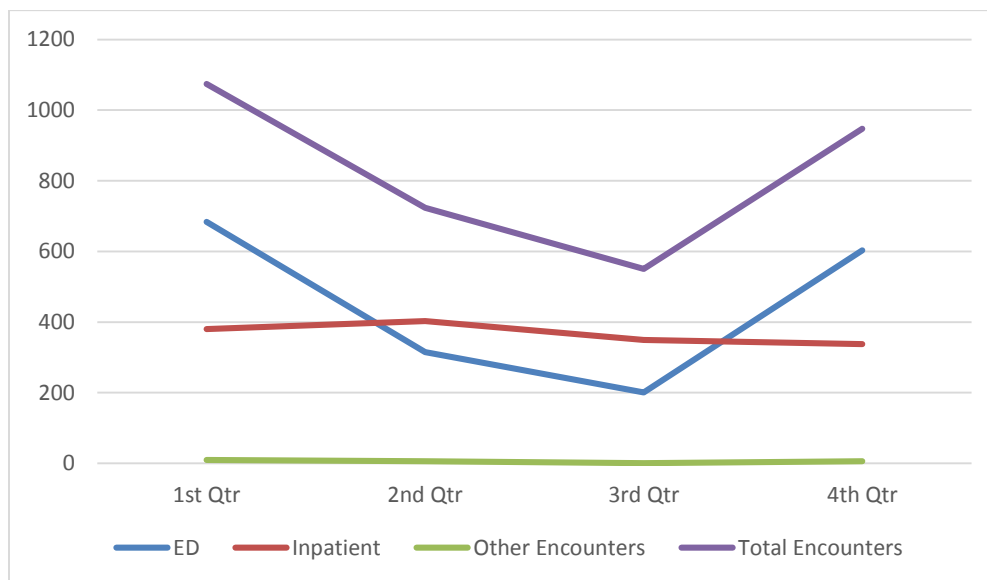
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health Saint Louis University Hospital 2016 Annual Report

2016 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **3,296 patient encounters** at SSM Health Saint Louis University Hospital in 2016. **This is an 4% increase from the previous year (3,158).**
 - 1,803 (55%)** occurred in the Emergency Department
 - 1,470 (45%)** occurred in the Inpatient side of the hospital
 - 23 (1%)** occurred with friends or family members of the SLUH patients
 - 2,445 (74%)** patient encounters were with individuals who have a chronic disease
- Payer Status.** The following graph details the payer mix associated with the SLUH encounters in 2016

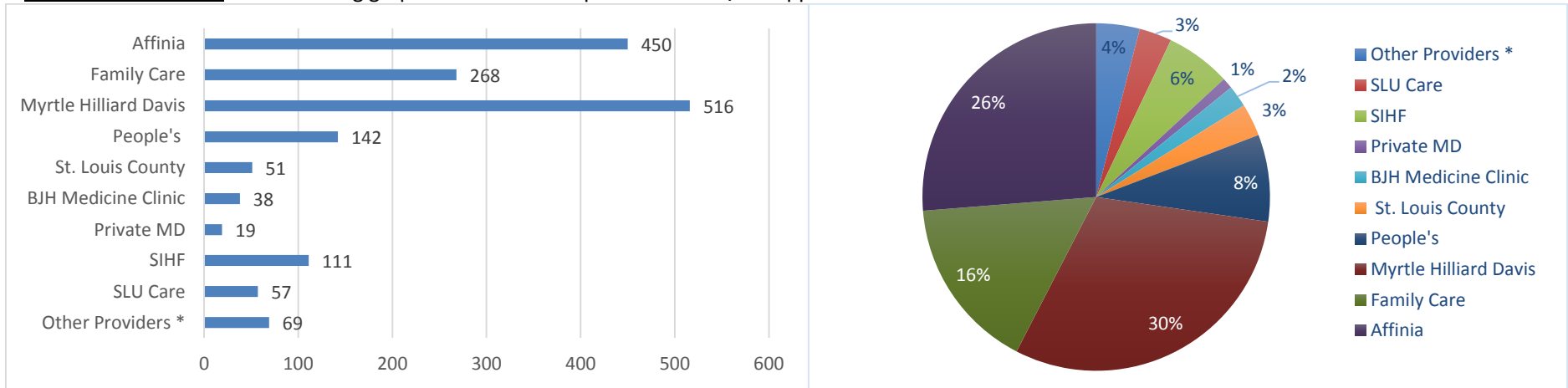


- Encounter Trends.** Following is a graph of all SLUH encounters over 2016 across both the Emergency Department and Inpatient setting

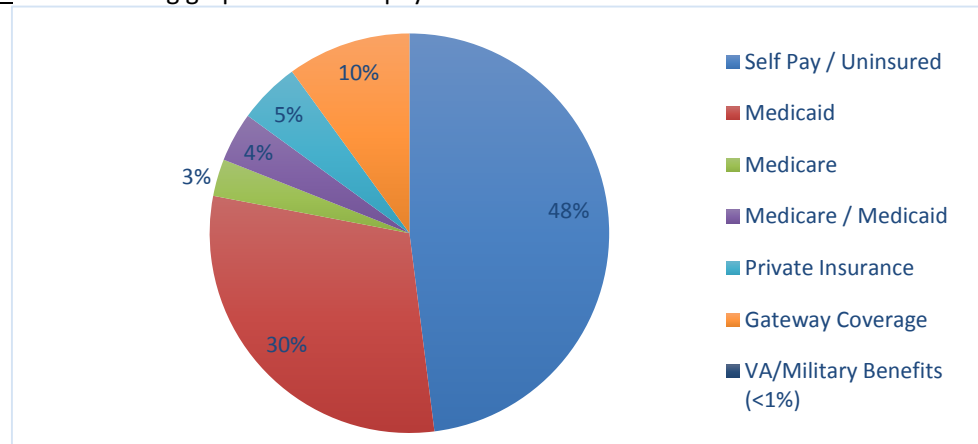


2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **3,296** encounters that occurred at SSM Health Saint Louis University Hospital during 2016, **1,682 (51%)** resulted in a **scheduled appointment**. This represents an overall **51% change** in appointments scheduled since 2015 (1,114); however, adjusting for differences in the number of encounters, this represents a **16% increase** in appointments scheduled since 2015 (35%). 39 (2%) encounters yielded more than one scheduled appointment, thus the **total number of appointments scheduled is 1,721**.
 - 752 (45%)** appointments were the result of an ED encounter
 - 914 (54%)** appointments were the result of an Inpatient encounter
 - 16 (1%)** appointments were the result of an encounter with a friend or family member
 - 1,280 (76%)** of the referrals were individuals with a chronic disease diagnosis
- Provider Breakdown.** The following graphs detail at which providers the **1,721** appointments were scheduled.

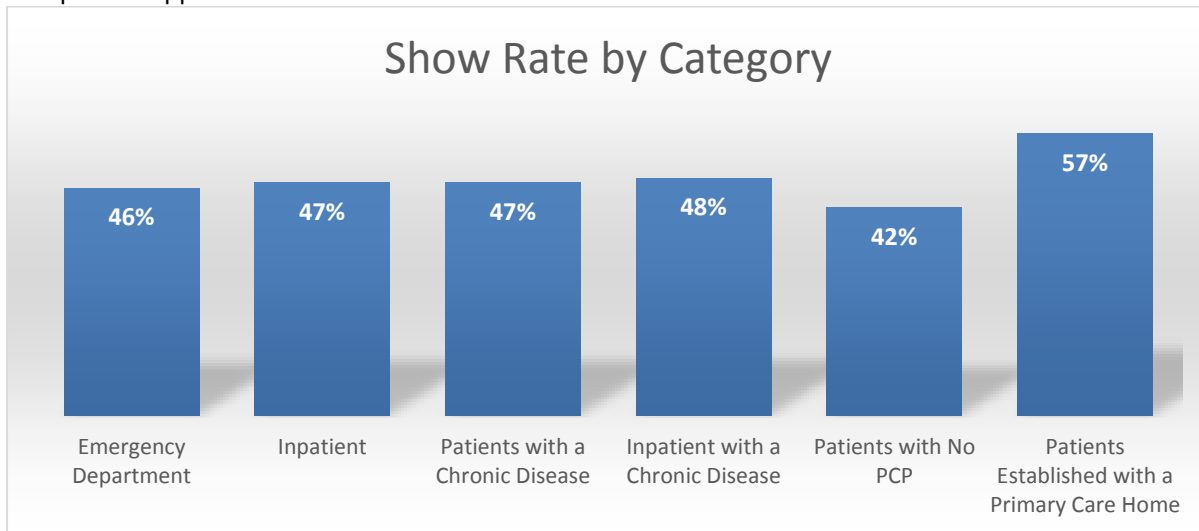


- Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

- Of the 1,648 appointments scheduled to occur in 2016, **602 (46%)*** were kept. Adjusting for difference in the number of appointments scheduled, this represents a **3% increase** in the kept appointment rate since 2015. **347 (21%)** of scheduled appointments were cancelled, unknown, or rescheduled. **699 (54%)*** of scheduled appointments resulted in a no show.
 - 267 (46%)** out of **583** scheduled patients encountered in the ED kept their appointment
 - 331 (47%)** out of **706** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 4 (33%)** out of **12** scheduled individuals were friends or family members of the SLUH patient
 - 467 (47%)** out of **998** scheduled patients with a chronic disease diagnosis kept their appointment
 - 282 (48%)** out of **587** scheduled patients with a chronic disease diagnosis from the inpatient side of the hospital kept their appointment

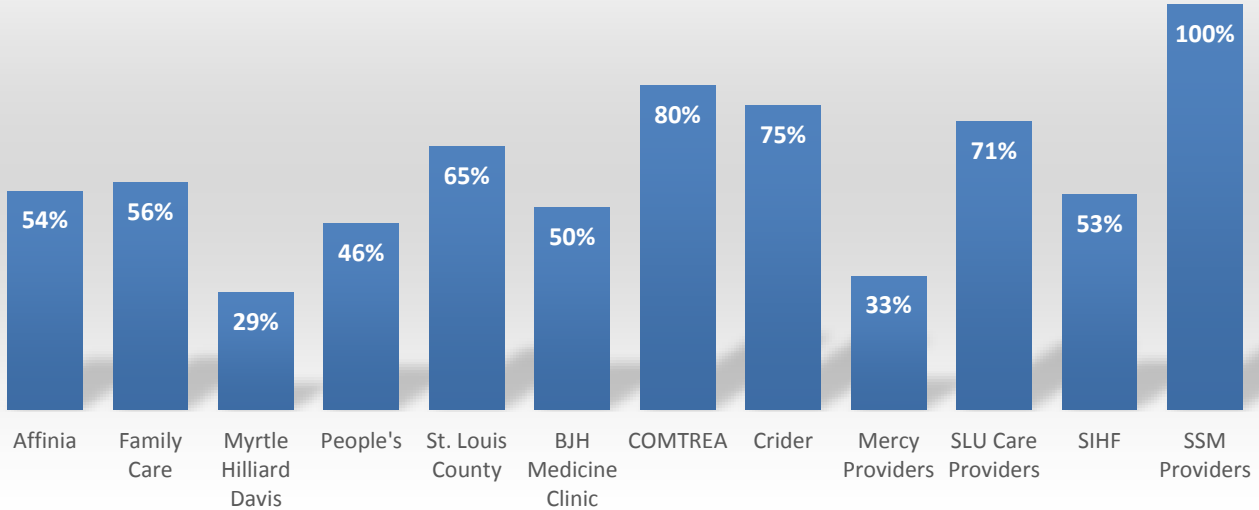


- Following is a summary table of kept appointment data for visits that were scheduled to occur in **2016**.

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia	446	373	202	54%
Family Care	254	211	118	56%
Myrtle Hilliard Davis	488	425	122	29%
People's	133	101	46	46%
St. Louis County	45	26	17	65%
BJH Primary Medicine Clinic	38	28	14	50%
COMTREA	5	5	4	80%
Crider	4	4	3	75%
Mercy Providers	7	3	1	33%
SLU Care Providers	52	41	29	71%
Southern Illinois Healthcare Foundation	107	80	42	53%
SSM Providers	10	4	4	100%
Private MDs	18	-	-	-
Other Providers**	41	-	-	-
TOTAL	1,648	1,301	602	46%

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

Show Rate by Provider



- The following is the SLUH show rate trend for 2016.

