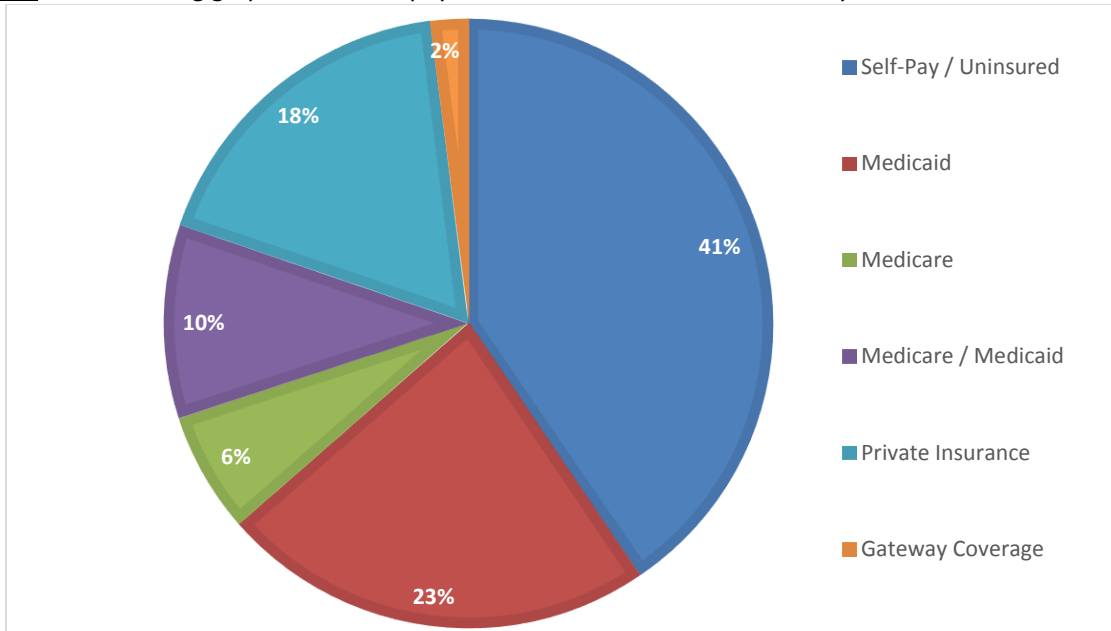


COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health St. Mary's Hospital 2016 Annual Report

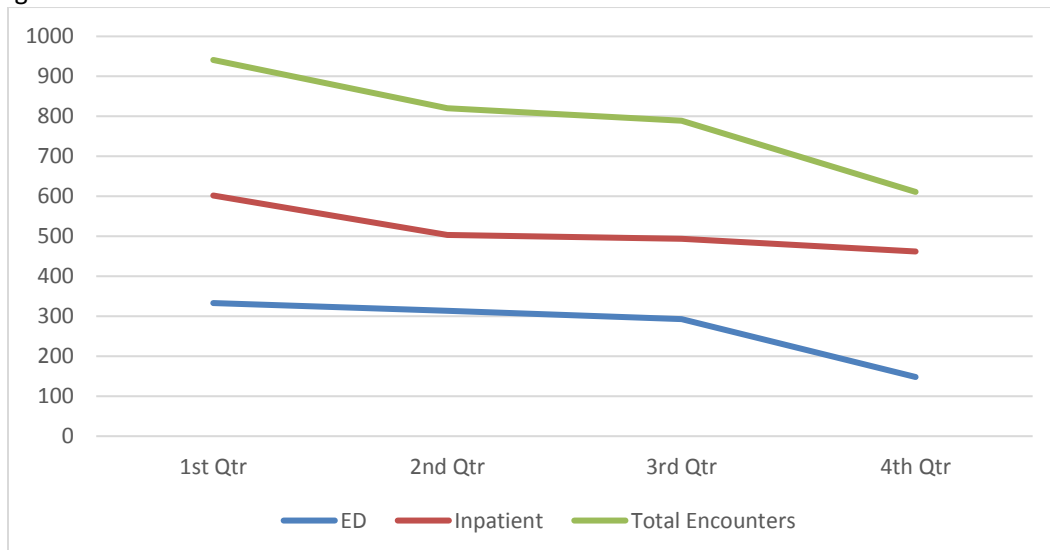
2016 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **3,161** patient encounters at SSM Health St. Mary's Hospital in 2016.
 - 1,088 (34%)** occurred in the Emergency Department
 - 2,061 (65%)** occurred in the Inpatient side of the hospital
 - 12 (<1%)** were with friends of family members of the SSM St. Mary's patient who was encountered
 - 2,598 (82%)** patient encounters were with individuals who have a chronic disease

- Payer Status.** The following graph details the payer mix associated with the St. Mary's encounters in 2016

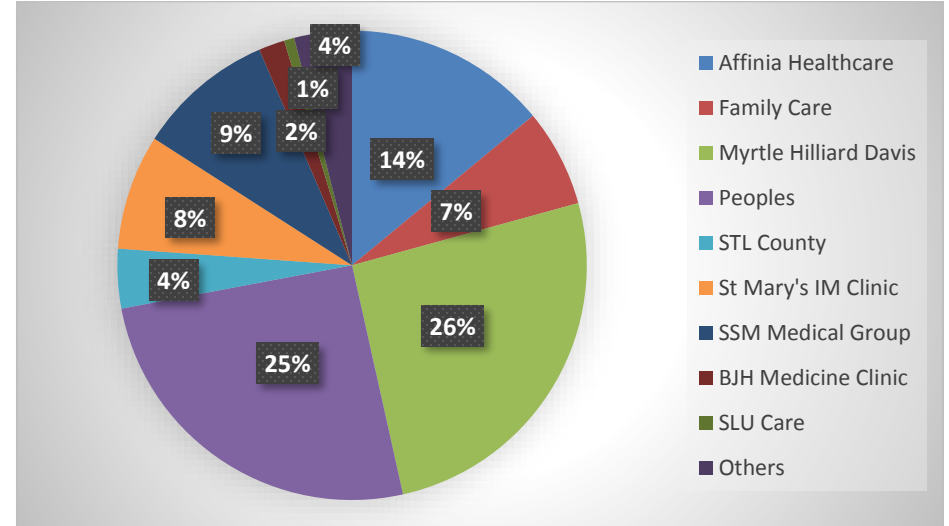
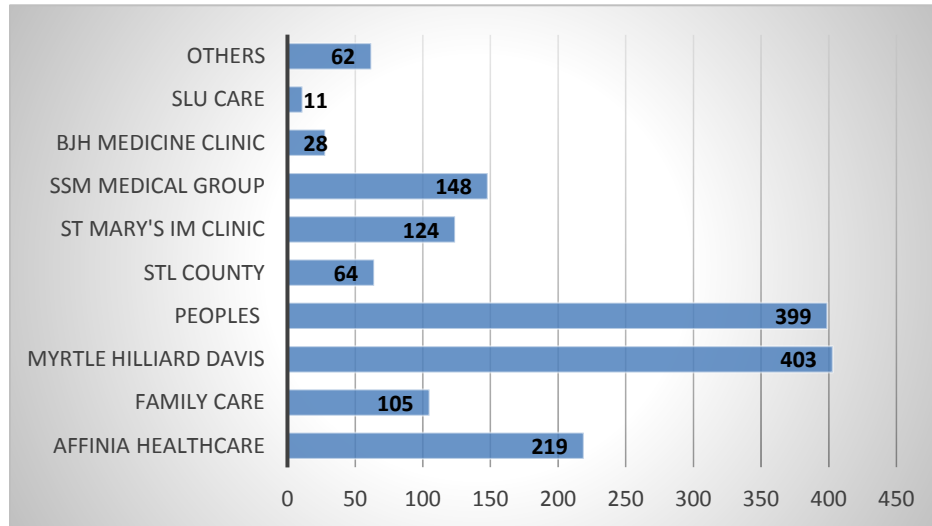


- Encounter Trends.** Following is a graph of all St. Mary's encounters over 2016 across both the Emergency Department and Inpatient setting

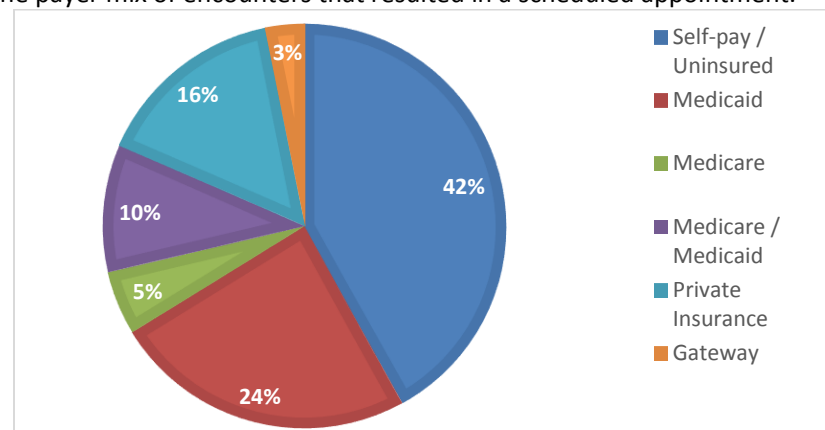


2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **3,161** encounters that occurred at SSM Health St. Mary's Hospital during 2016, **1,563 (49%)** resulted in a scheduled appointment.
 - **568 (36%)** appointments were the result of an ED encounter
 - **992 (63%)** appointments were the result of an Inpatient encounter
 - **3 (<1%)** appointments were for friends or family of the SSM St. Mary's patient encountered.
 - **1,279 (83%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **1,536** appointments were scheduled.

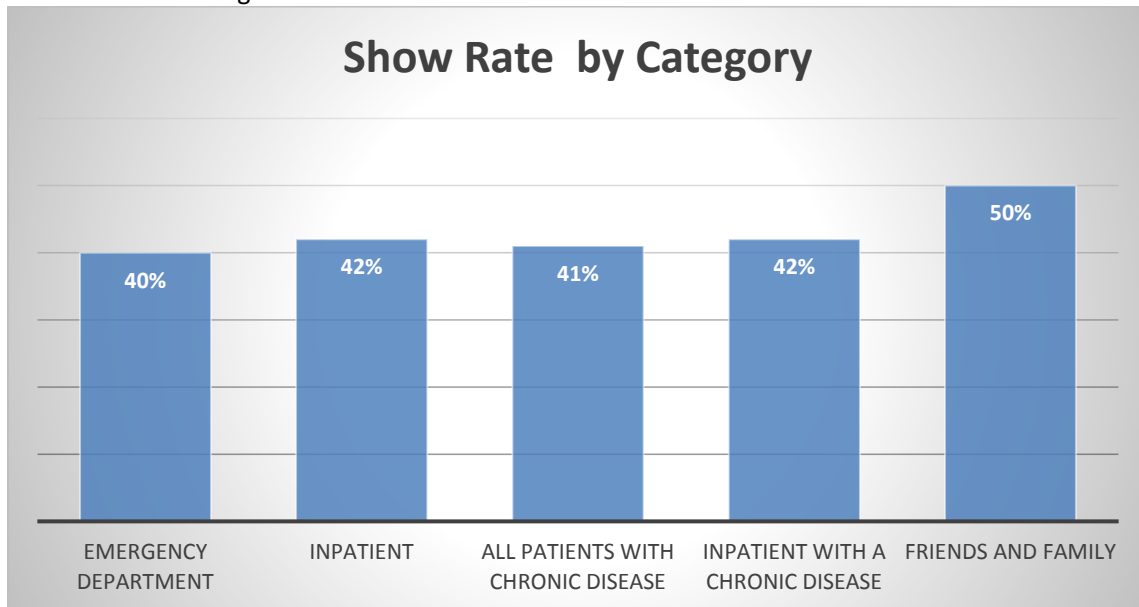


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

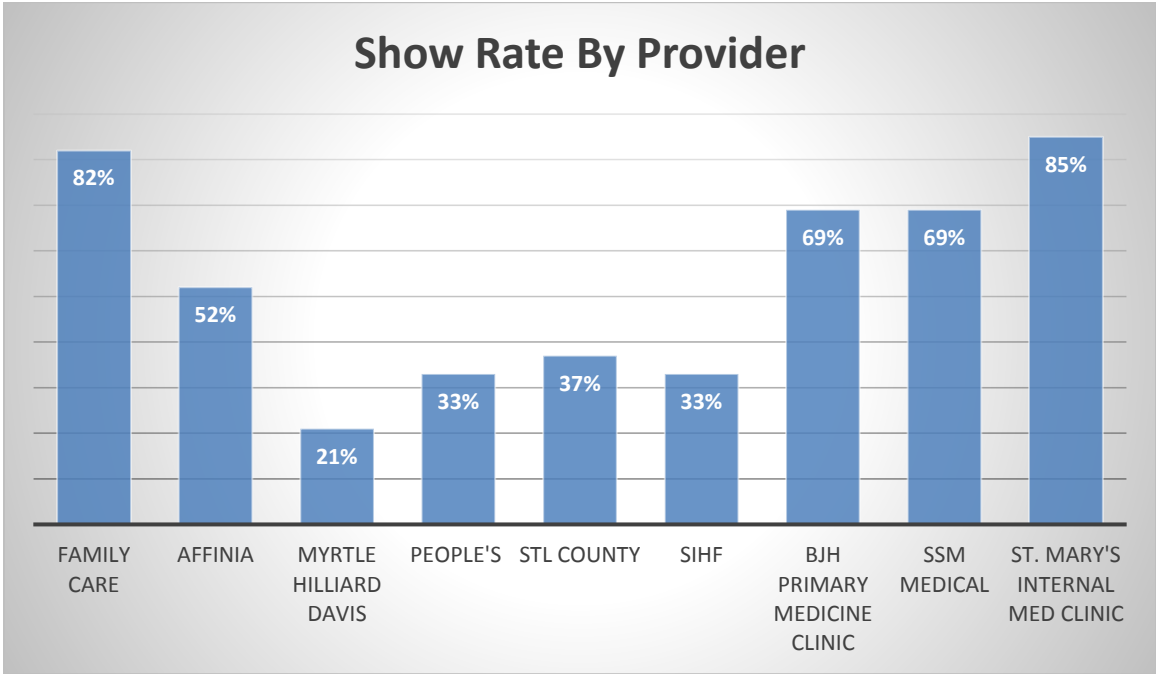
- Of the 1,450 appointments scheduled to occur in 2016, **459 (41%)*** were kept. 338 (23%) of scheduled appointments were cancelled, unknown, or rescheduled. 653 (45%)* of scheduled appointments resulted in a no show.
 - 149 (38%)** out of **393** scheduled patients encountered in the ED kept their appointment
 - 309 (42%)** out of **730** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 1 (50%)** of the **2** scheduled patients were friends and family of the SSM St. Mary's patient encountered
 - 387 (41%)** out of **939** scheduled patients with a chronic disease diagnosis kept their appointment
 - 282 (42%)** out of **669** 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	63	50	39	82%
Affinia	219	180	93	52%
Myrtle Hilliard Davis	384	356	74	21%
People's	391	306	100	33%
St. Louis County	67	38	14	37%
Southern Illinois Healthcare Foundation	5	3	1	33%
BJH Primary Medicine Clinic	26	14	5	36%
SLU Care	11	3	3	100%
SSM Medical Group at St. Mary's	155	107	74	69%
SSM St. Mary's Internal Medicine Clinic	69	55	47	85%
Other Providers**	60	13	9	69%
TOTAL	1,450	1,125	459	41%

*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 St. Mary's show rate trend for 2015 and 2016.

