



1ST QUARTER 2017 REPORT

Community Referral Coordinator Program

Executive Summary

109,101

patient encounters since
June 2007

4202

patient encounters during
Q1 2017

2228

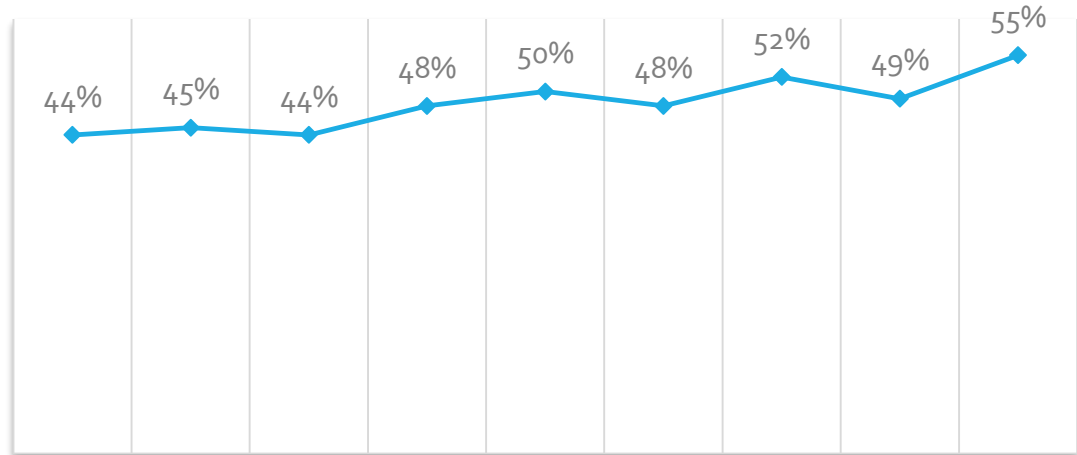
(53%) patient encounters resulted
in a scheduled appointment
during Q1 2017

55%

appointment kept rate
in Q1 2017

- 6% increase from previous quarter (49%)
- 911 (55%)* kept appointments
- 740 (45%)* missed appointments
- 503 (23%) appointments were cancelled or unknown

SHOW RATE OVER TIME



1ST QTR 2015	2ND QTR 2015	3RD QTR 2015	4TH QTR 2015	1ST QTR 2016	2ND QTR 2016	3RD QTR 2016	4TH QTR 2016	1ST QTR 2017
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*Note: appointments that were cancelled or unknown are not included in the appointment kept rate or no show rate

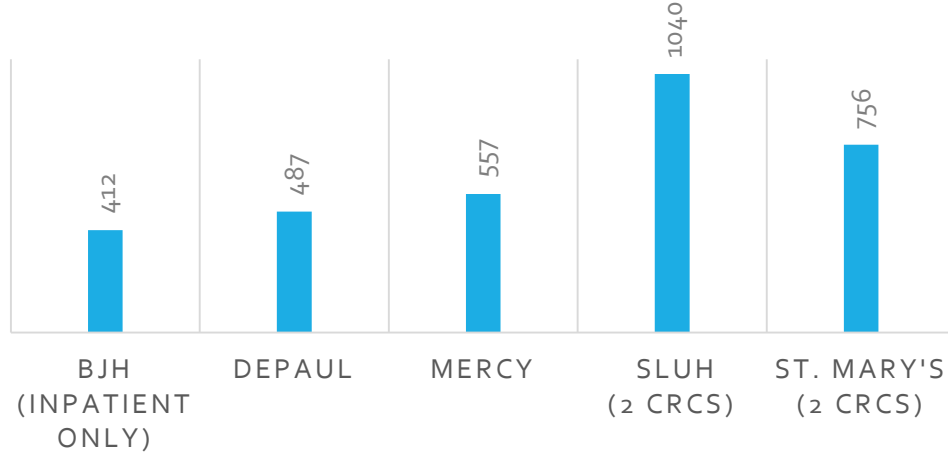


PART I: St. Louis Adult Sites

BJC Barnes-Jewish Hospital, SSM Health DePaul Hospital, Mercy Hospital-St. Louis, SSM Health Saint Louis University Hospital, SSM Health St. Mary's Hospital

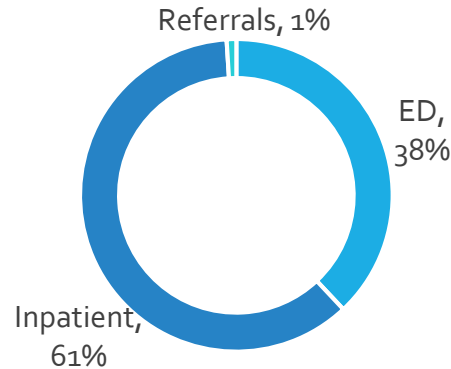
3252
patient encounters

ENCOUNTERS BY HOSPITAL

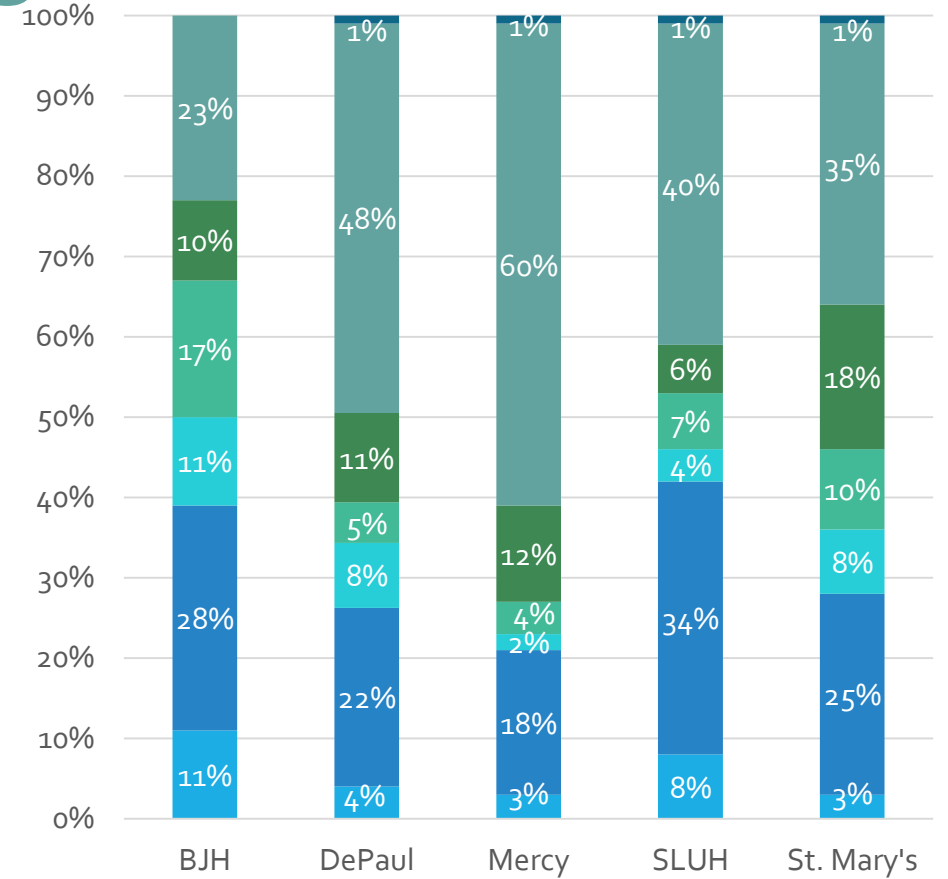


58%
with no primary care home

82%
with chronic diseases



Encounter by Payor Type by Hospital

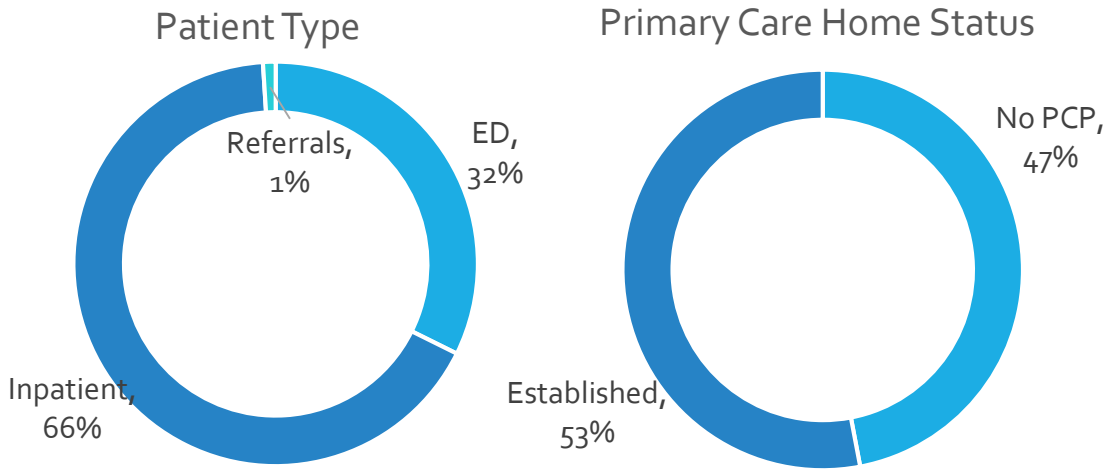


- Gateway
- Medicare
- Private
- VA/Military Benefits
- Medicaid
- Medicare/Medicaid
- Self-Pay/Uninsured

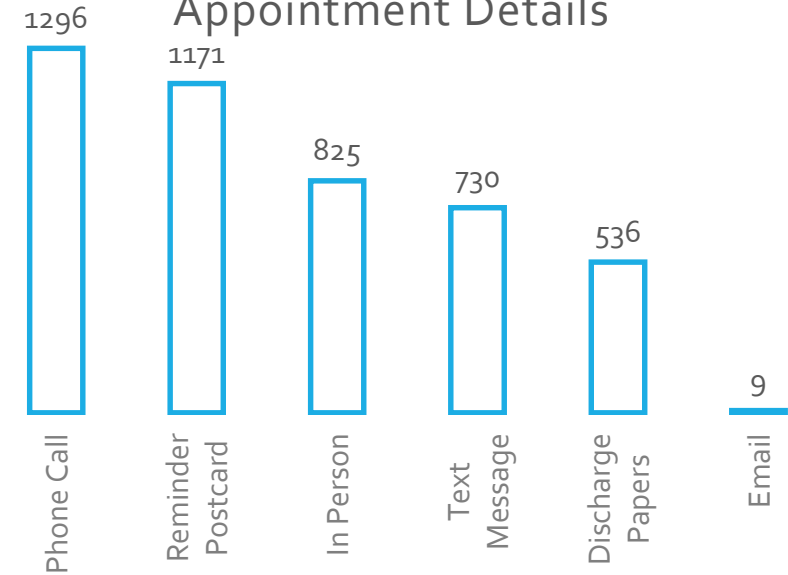


54% of CRC patient encounters at St. Louis Adult sites resulted in a scheduled appointment

1752
appointments
scheduled



Form of Communicating Appointment Details



84%
of scheduled
appointments
were for
individuals with
chronic diseases

Type of Appointments Scheduled

Primary Care	1,695
Specialty Care	39
Gynecology	24
Obstetrics	13
Behavioral Health	12
Dental	2
Podiatry	2

32% of patients were notified of their follow up appointment date/time prior to discharge

81% received appointment details via two or more forms of communication

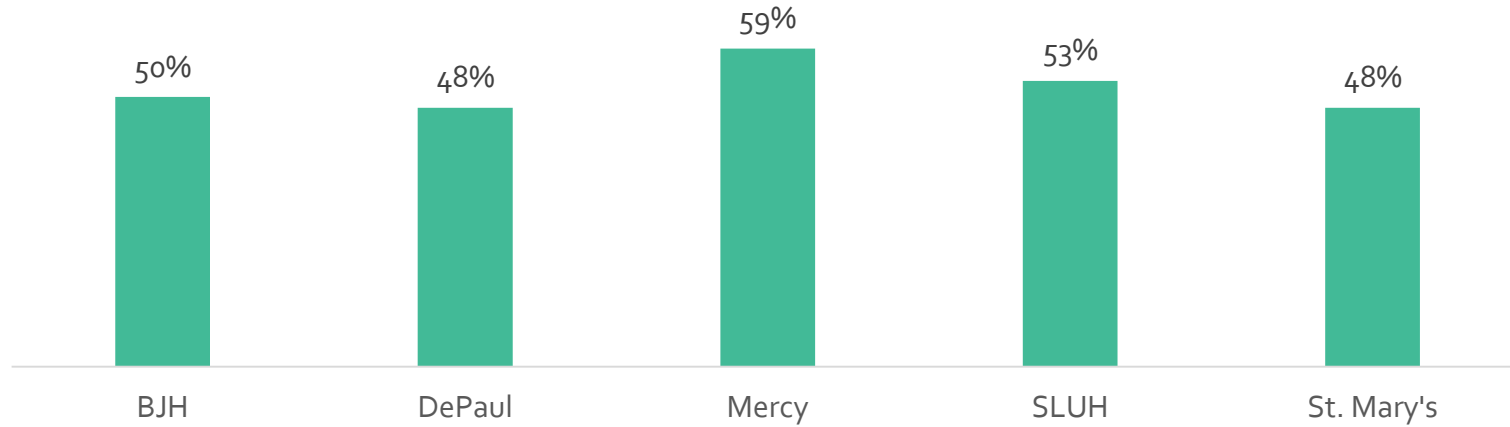
St. Louis Adult Appointments Kept

Provider	Appointments Scheduled <i>(including those cancelled or unknown)</i>	Appointments Scheduled <i>(excluding those cancelled or unknown)</i>	Appointments Kept	Appointment Kept Rate
Affinia Healthcare	370	314	174	55%
Family Care Health Center	156	119	79	66%
Myrtle Hilliard Davis Comprehensive	368	280	112	40%
People's Health Center	346	296	127	43%
St. Louis County Dept of Public Health	115	70	48	69%
BJH Primary Medicine Clinic	30	25	13	52%
COMTREA	23	15	9	60%
Crider Health Center	14	14	8	57%
Mercy JFK & McAuley Clinics	13	10	8	80%
Mercy St. Louis Providers	71	56	38	68%
Southern Illinois Healthcare Foundation	79	66	27	41%
SLU Care Providers	27	19	14	74%
SSM Medical Group Providers	22	14	11	79%
St. Mary's Internal Medicine Clinic	15	14	11	79%
Other	45	-	-	-
Total	1694	1312	679	52%

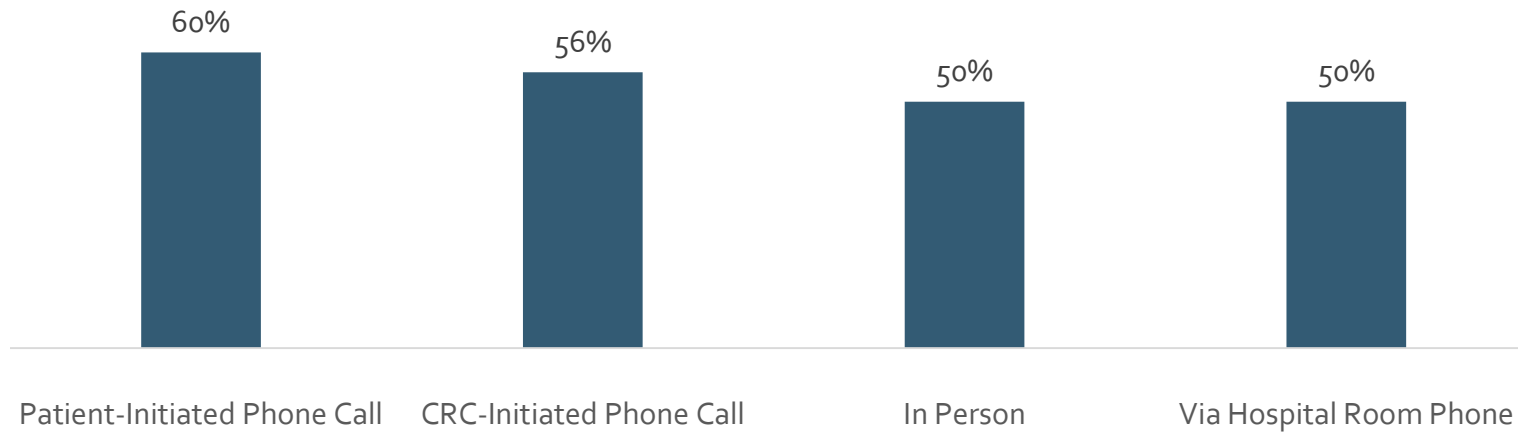


52% appointment kept rate for appointments scheduled by CRCs at the **St. Louis adult** hospital sites

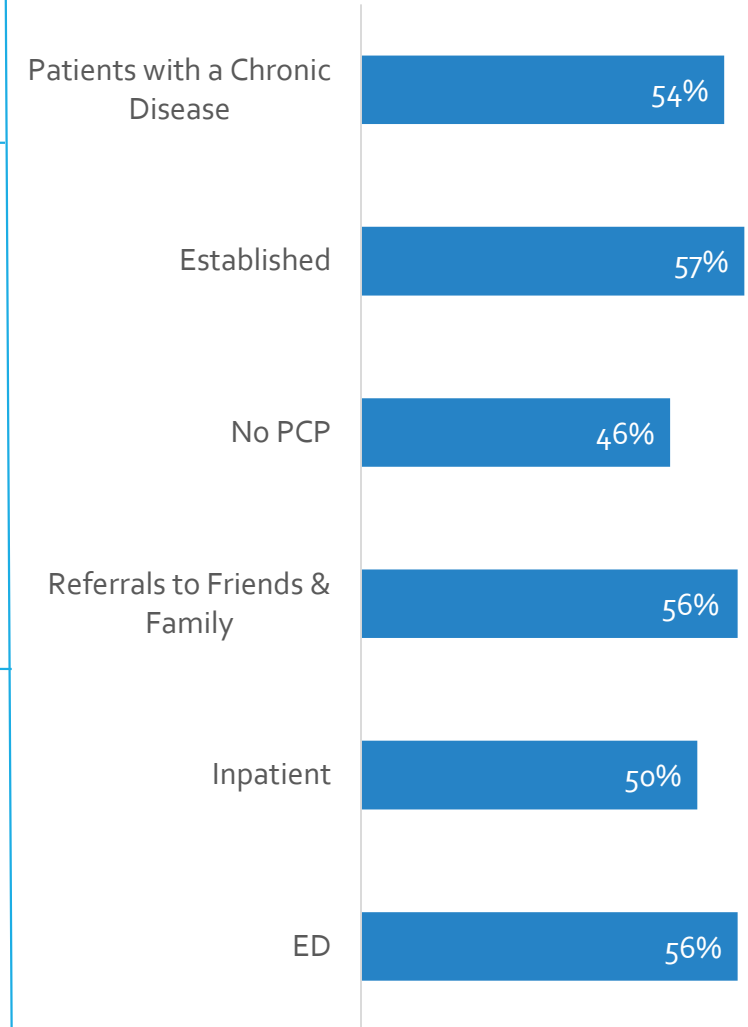
Percentage of Kept Appointments by Hospital



Percentage of Kept Appointments by Encounter Type



Show Rate by Category P6



PART II: Pediatric Sites

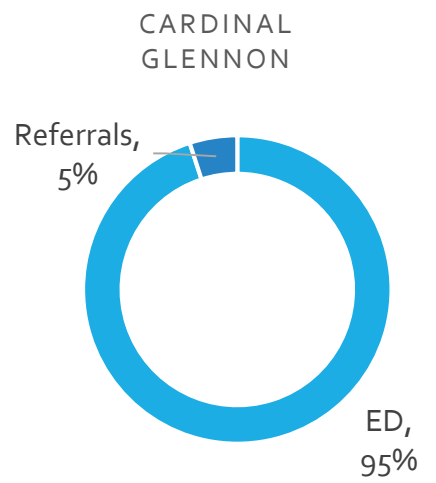
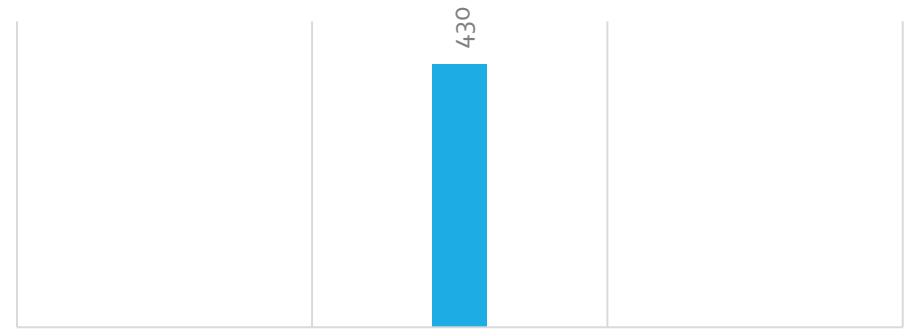
SSM Health Cardinal Glennon Children's Hospital

430
patient encounters

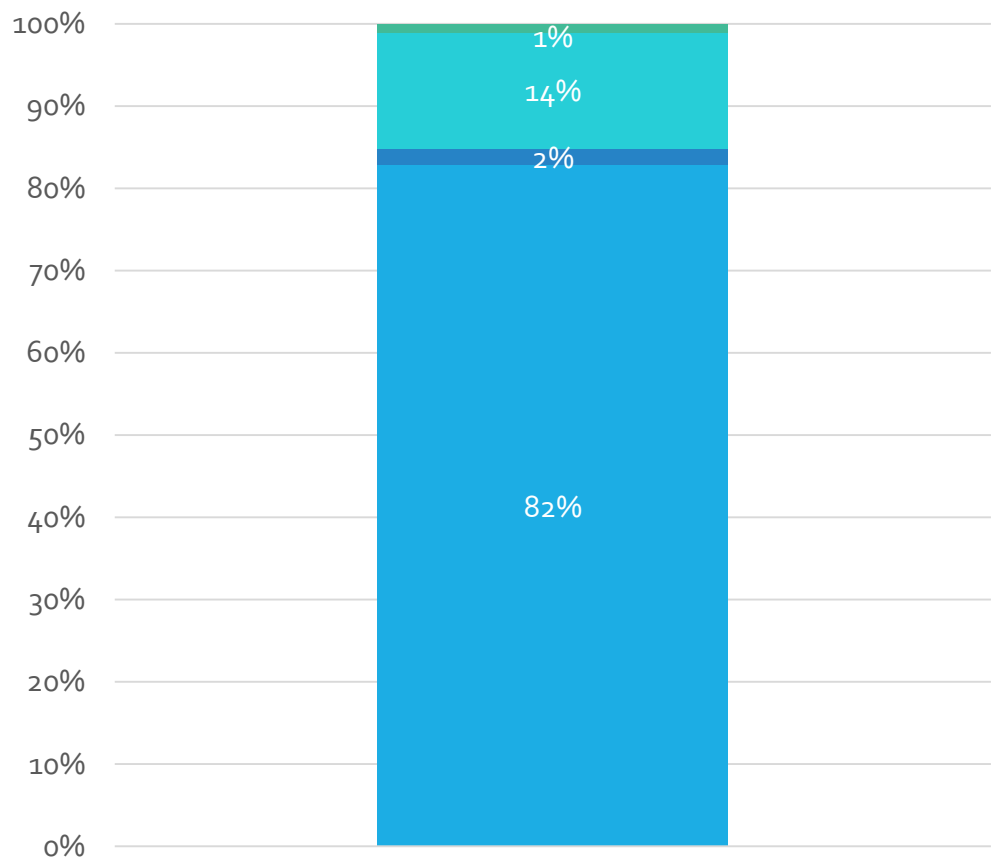
27%
with no primary care home

33%
with chronic diseases

ENCOUNTERS BY HOSPITAL



Encounter by Payor Type by Hospital

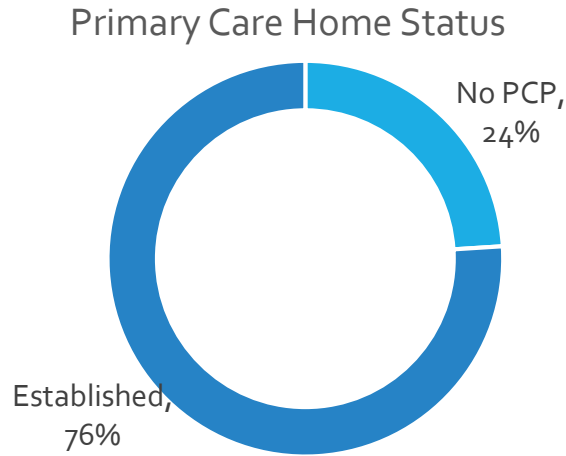
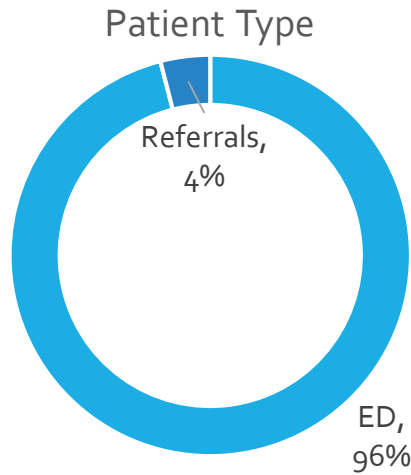


- Medicaid
- Private Insurance
- Self-Pay/Uninsured
- VA/Military Benefits

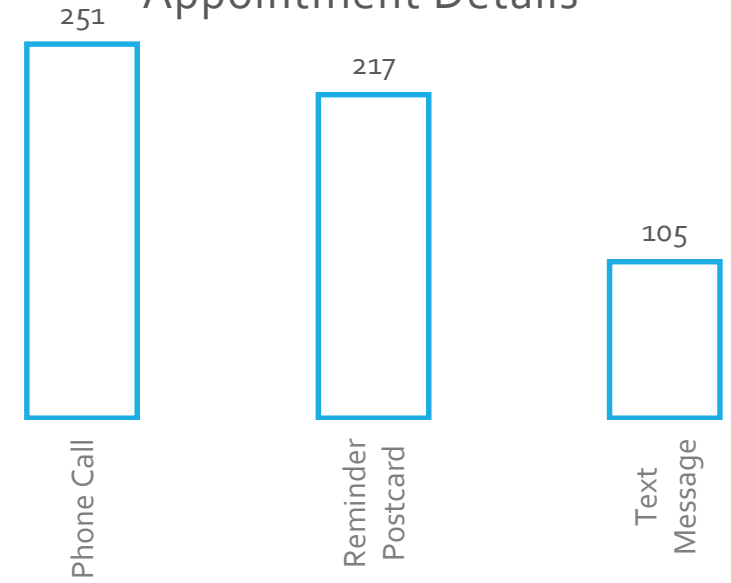


60% of CRC **pediatric** encounters resulted in a scheduled appointment

257
appointments
scheduled



Form of Communicating Appointment Details



37%
of scheduled
appointments
were for
individuals with
chronic diseases

Type of Appointments Scheduled

Primary Care	214
Specialty Care	39
Dental	13
Gynecology	5

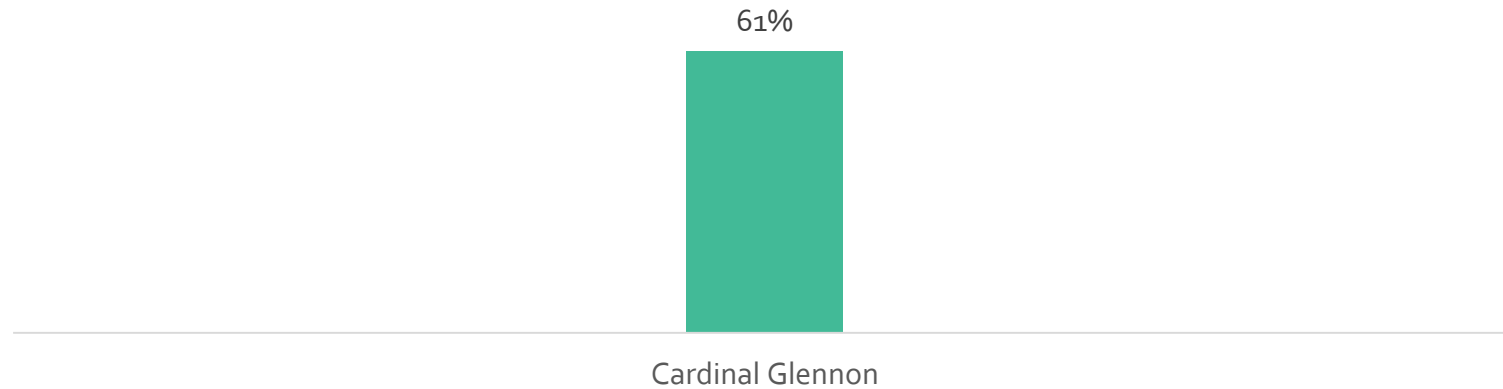
86% received appointment details via two or more forms of communication

Pediatric Appointments Kept

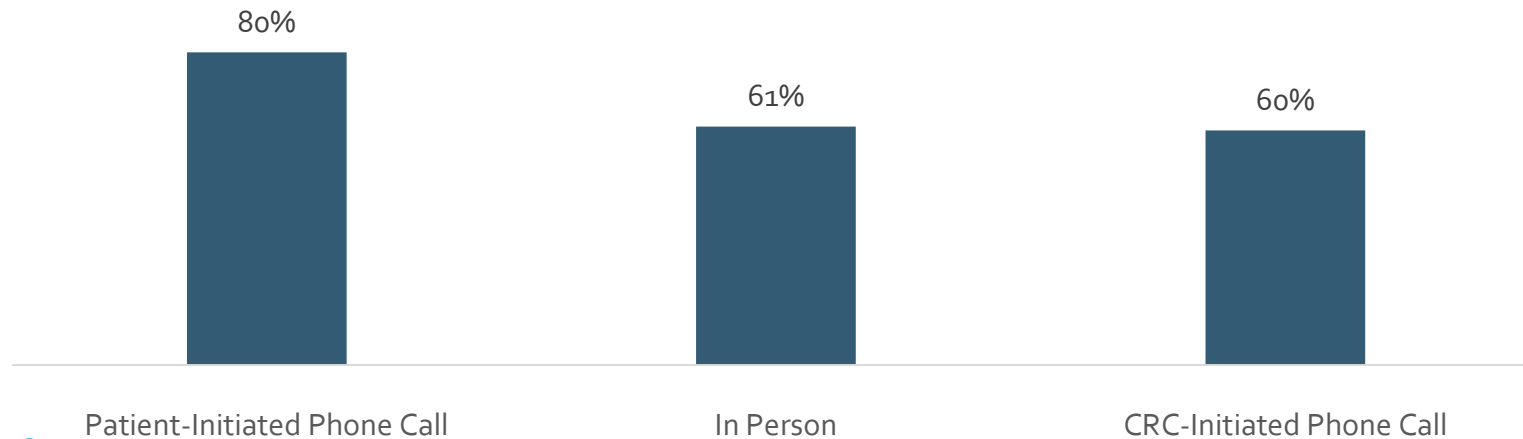
Provider	Appointments Scheduled <i>(including those cancelled or unknown)</i>	Appointments Scheduled <i>(excluding those cancelled or unknown)</i>	Appointments Kept	Appointment Kept Rate
Affinia Healthcare	64	55	35	64%
Family Care Health Center	26	23	21	91%
Myrtle Hilliard Davis Comprehensive	16	11	4	36%
People's Health Center	54	43	19	44%
St. Louis County Dept of Public Health	9	7	3	43%
Cardinal Glennon Specialty Care	19	14	11	79%
Danis Pediatrics	22	14	9	64%
Mercy JFK Clinic	1	1	1	100%
Mercy St. Louis Providers	2	2	0	0%
Southern Illinois Healthcare Foundation	14	13	7	54%
SLU Care Providers	5	2	2	100%
SSM Medical Group Providers	2	2	2	100%
Other	19	-	-	-
Total	253	187	114	61%

61% appointment kept rate for appointments scheduled by CRCs at the pediatric hospital sites

Percentage of Kept Appointments by Hospital



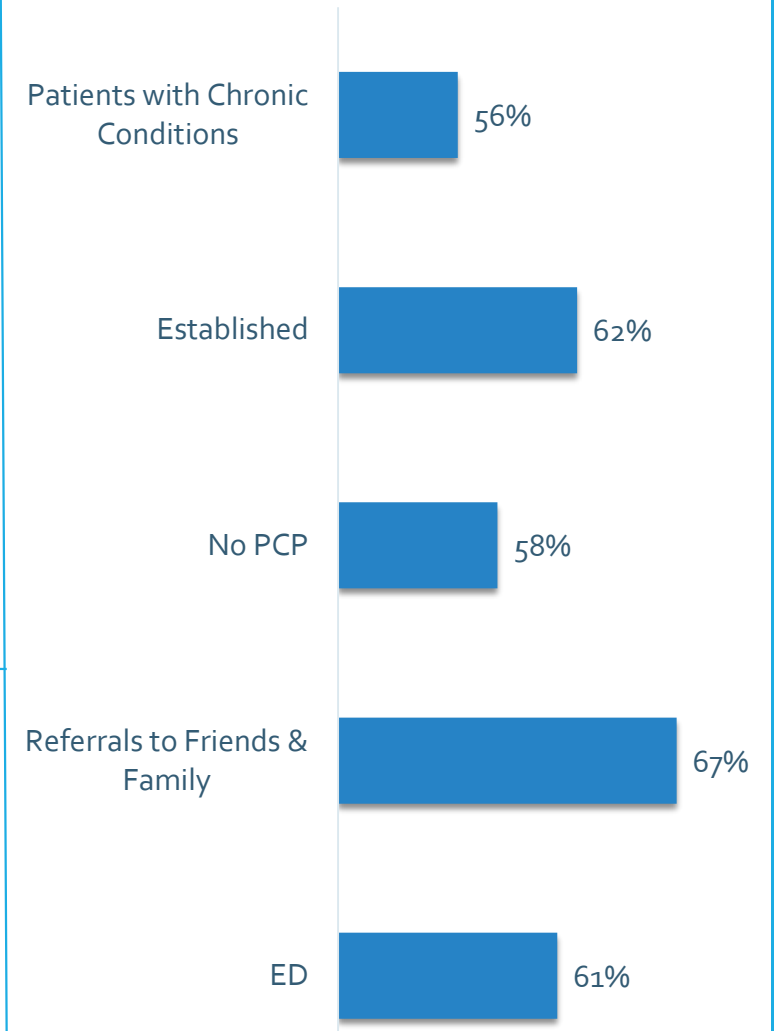
Percentage of Kept Appointments by Encounter Type



CRC Program Q1 2017

Show Rate by Category

P10



PART III: Rural Sites

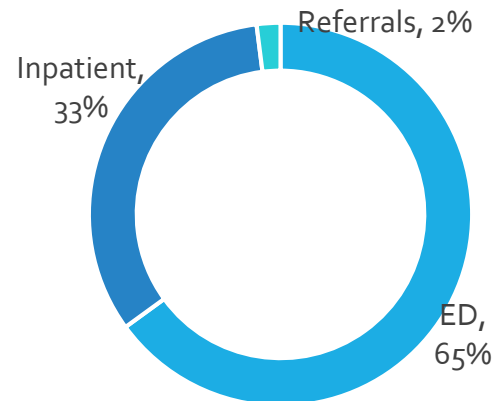
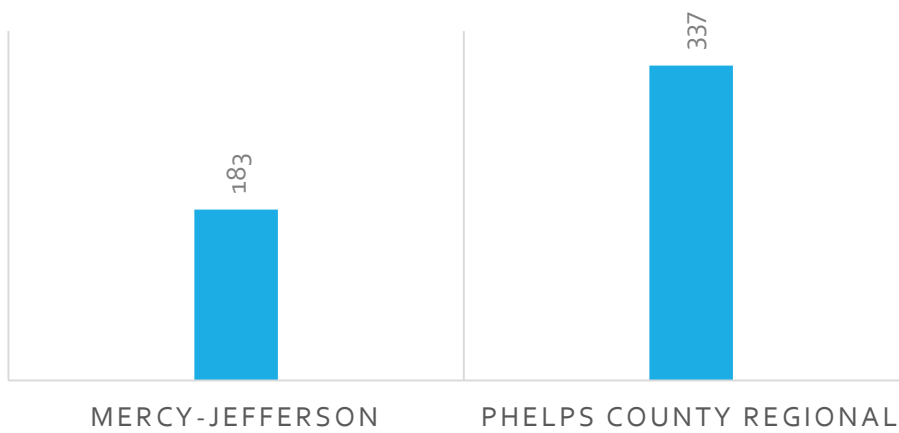
Mercy Hospital – Jefferson*,
Phelps County Regional Medical Center

520
patient encounters

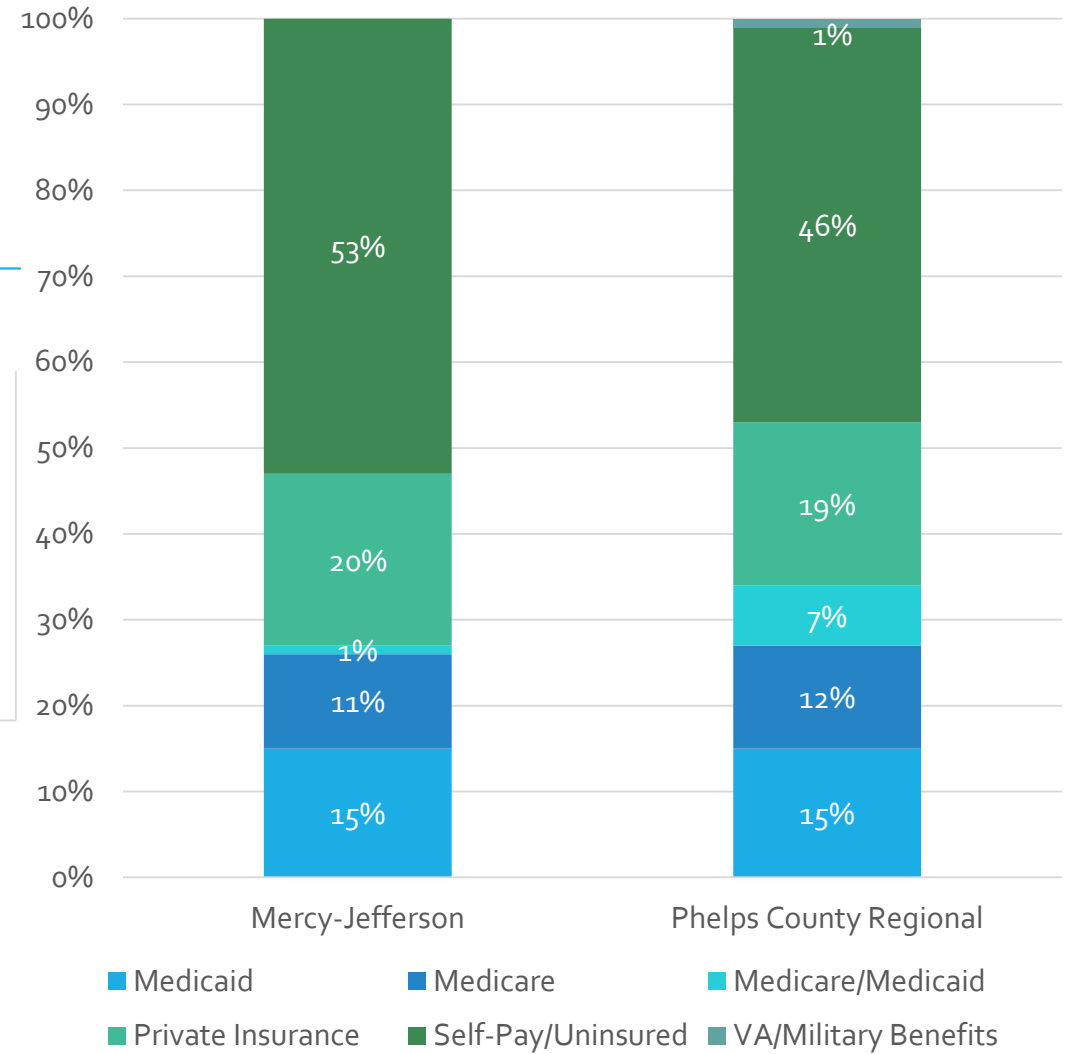
80%
with no primary care home

71%
with chronic diseases

ENCOUNTERS BY HOSPITAL



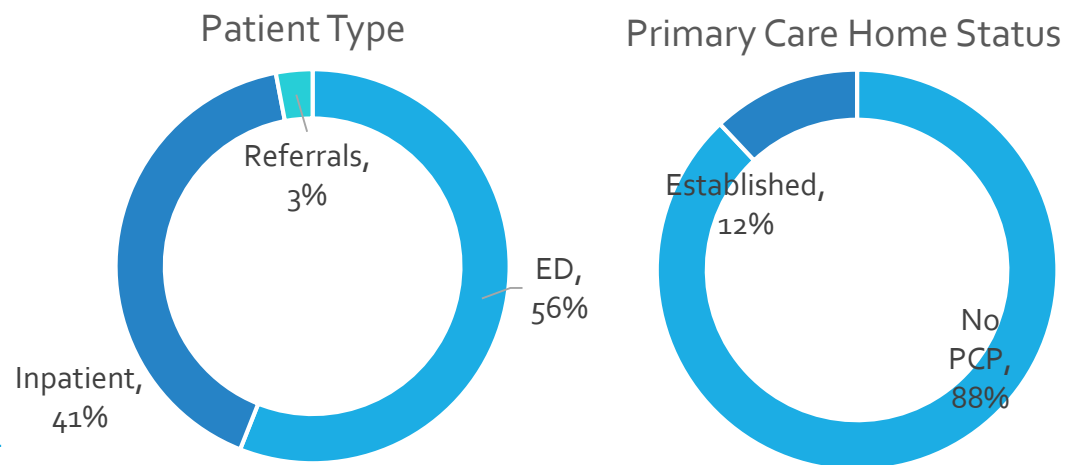
Encounter by Payor Type by Hospital



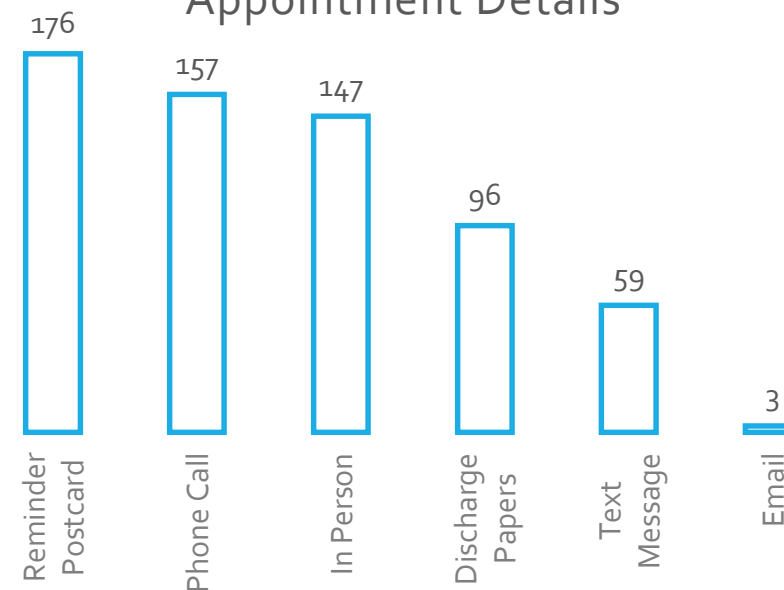
*Mercy Hospital-Jefferson has a 1/2 time CRC only.

42% of CRC rural encounters resulted in a scheduled appointment

219
appointments
scheduled



Form of Communicating Appointment Details



80%
of scheduled
appointments
were for
individuals with
chronic diseases

Type of Appointments Scheduled

Primary Care	200
Specialty Care	12
Dental	2
Obstetrics	2
Behavioral Health	1
Gynecology	1
Podiatry	1

70% of patients were notified of their follow up appointment date/time prior to discharge

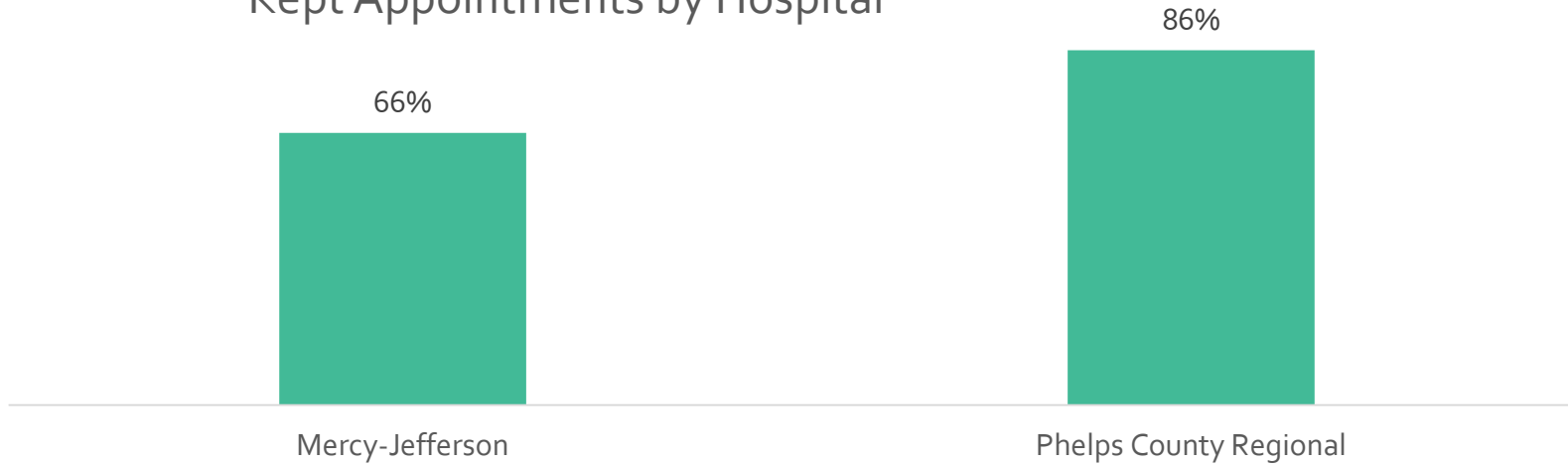
86% received appointment details via two or more forms of communication

Rural Appointments Kept

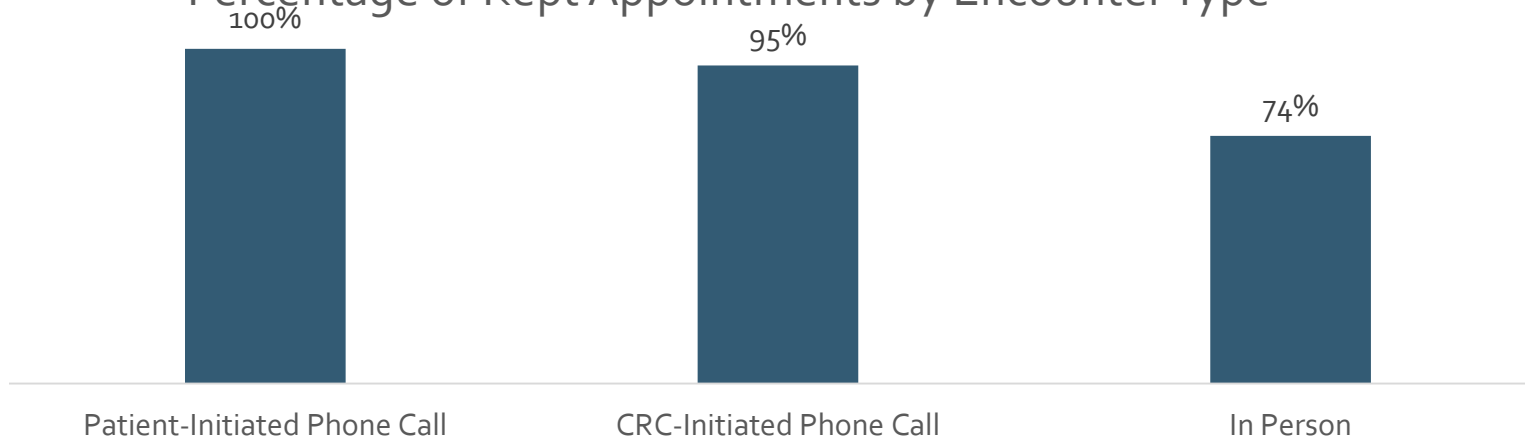
Provider	Appointments Scheduled <i>(including those cancelled or unknown)</i>	Appointments Scheduled <i>(excluding those cancelled or unknown)</i>	Appointments Kept	Appointment Kept Rate
Phelps County Regional Medical Center Providers	45	38	34	89%
Your Community Health Center	58	53	44	83%
COMTREA	46	36	23	64%
Mercy-St. Louis Providers	30	24	17	71%
Crider Health Center	1	1	0	0%
Mercy-Springfield Providers	13	-	-	-
Others	14	-	-	-
Total	207	152	118	78%

78% appointment **kept rate** for appointments scheduled by CRCs at the **rural** hospital sites

Kept Appointments by Hospital



Percentage of Kept Appointments by Encounter Type



Show Rate by Category

P14

