



# 2<sup>ND</sup> QUARTER 2017 REPORT

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Community Referral Coordinator Program

# Executive Summary

# 113,514

patient encounters since June 2007

# 4413

patient encounters during Q2 2017

# 2304

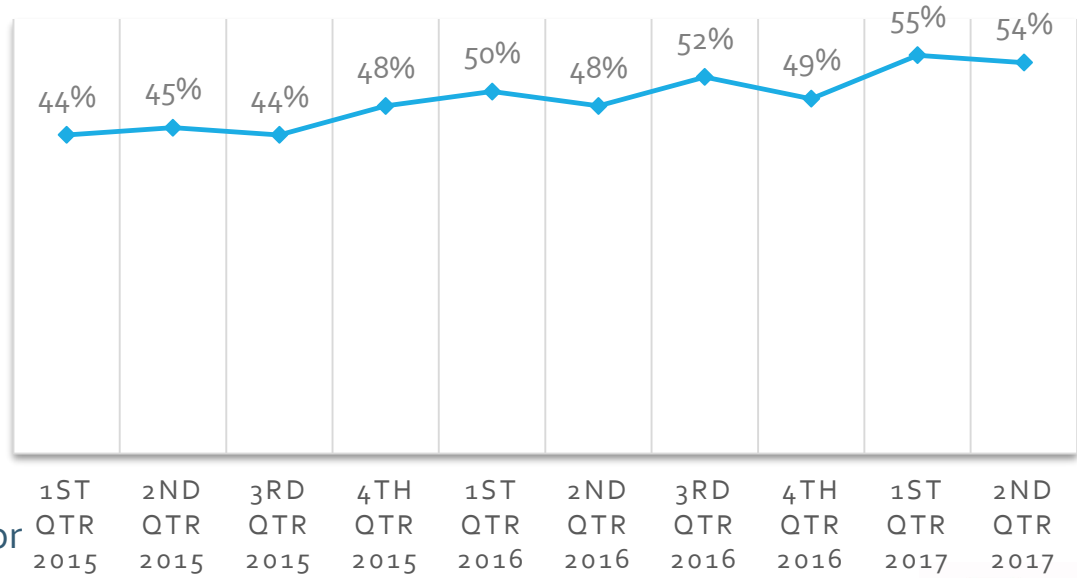
(52%) patient encounters resulted in a scheduled appointment during Q2 2017

# 54%

appointment kept rate in Q2 2017

- 1% decrease from previous quarter (55%)
- 996 (54%)\* kept appointments
- 857 (46%)\* missed appointments
- 546 (23%) appointments were cancelled or unknown

## SHOW RATE OVER TIME



\*Note: appointments that were cancelled or unknown are not included in the appointment kept rate or no show rate

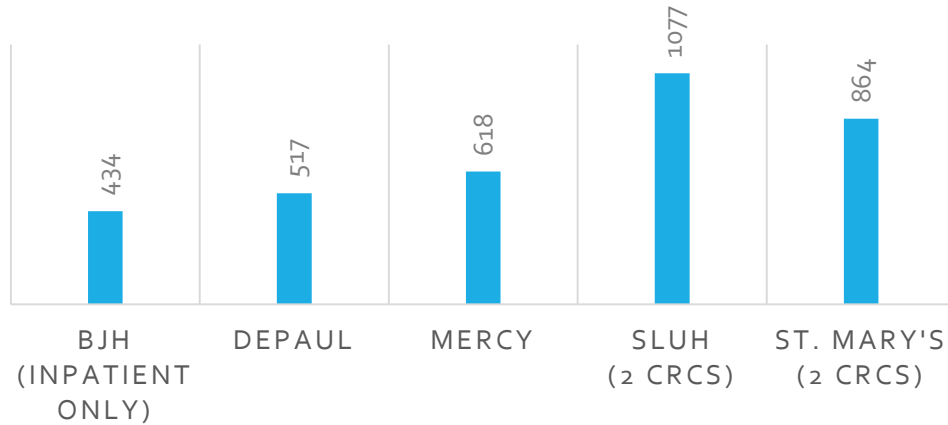


# PART I: St. Louis Adult Sites

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

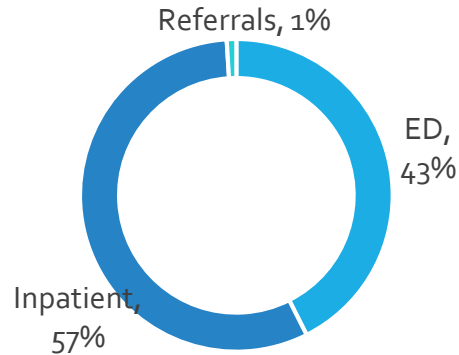
**3510**  
patient encounters

ENCOUNTERS BY HOSPITAL

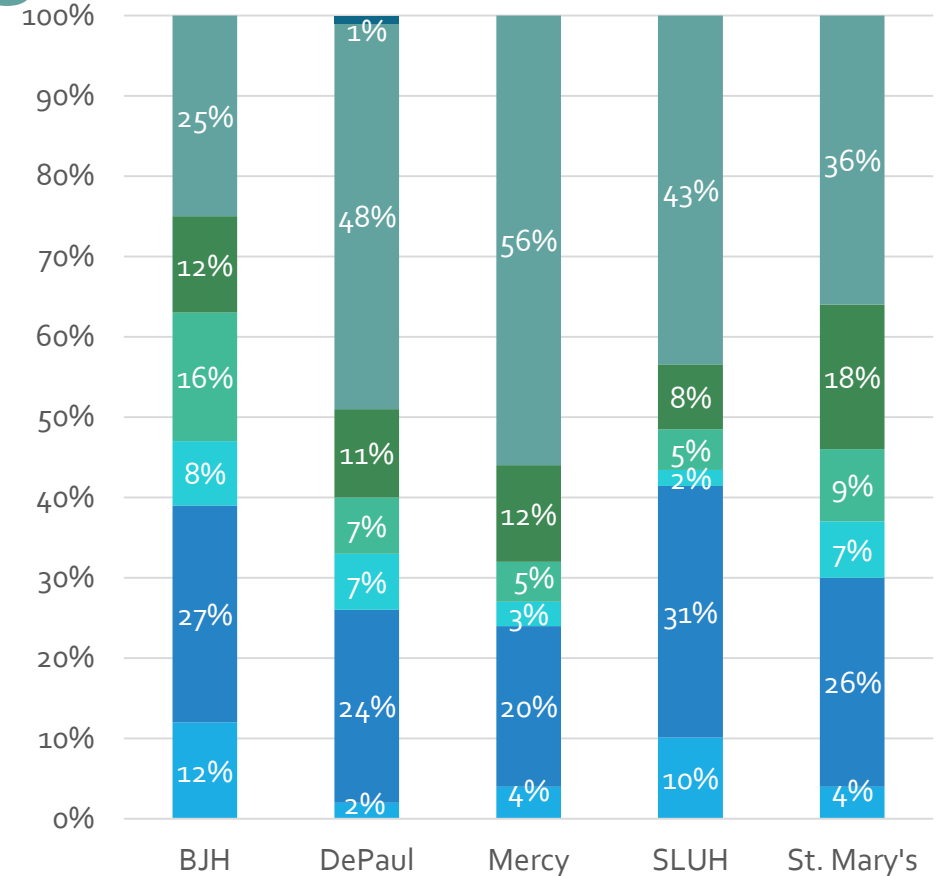


**61%**  
with no primary care home

**82%**  
with chronic diseases



Encounter by Payor Type by Hospital

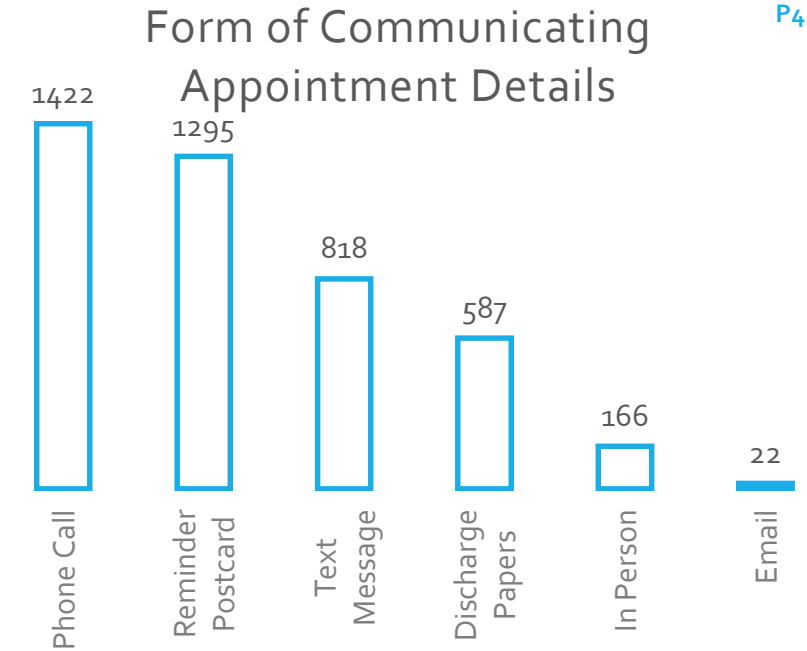
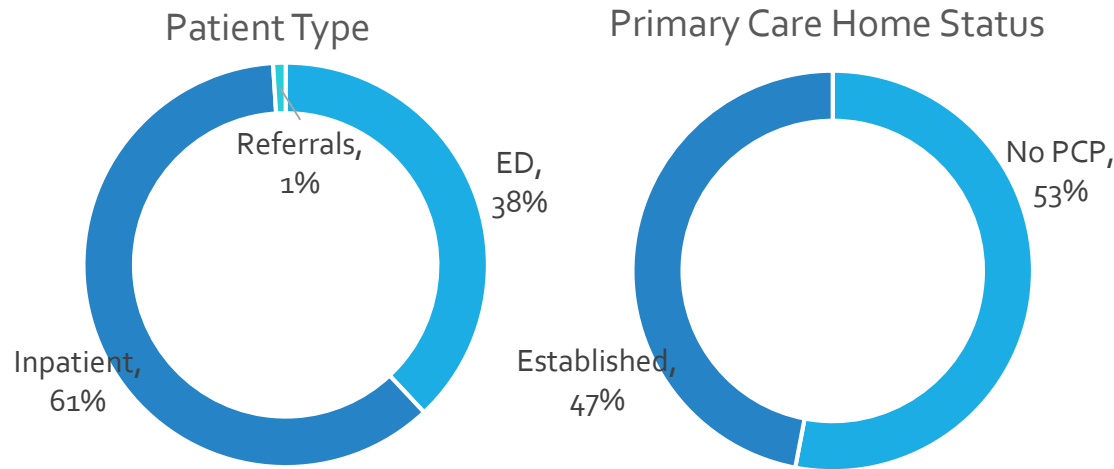


- Gateway
- Medicare
- Private
- VA/Military Benefits
- Medicaid
- Medicare/Medicaid
- Self-Pay/Uninsured



# 53% of CRC patient encounters at St. Louis Adult sites resulted in a scheduled appointment

**1877**  
appointments  
scheduled



**83%**  
of scheduled  
appointments  
were for  
individuals with  
chronic diseases

## Type of Appointments Scheduled

Primary Care	1,814
Specialty Care	41
Gynecology	31
Obstetrics	13
Behavioral Health	9
Podiatry	3
Dental	1
Labs/Radiology	1

**33%** 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

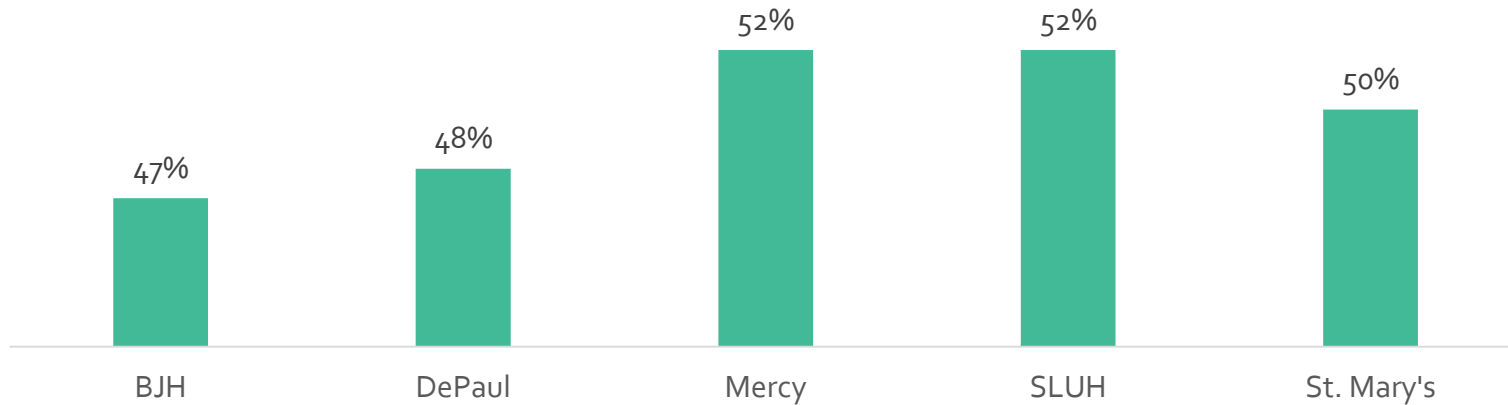
# St. Louis Adult Appointments Kept

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	428	365	200	55%
Family Care Health Center	187	141	84	60%
Myrtle Hilliard Davis Comprehensive	400	328	111	34%
People's Health Center	323	263	114	43%
St. Louis County Dept of Public Health	142	68	52	76%
BJH Primary Medicine Clinic	24	21	10	48%
COMTREA	22	14	7	50%
Crider Health Center	23	22	9	41%
Mercy JFK & McAuley Clinics	23	19	15	79%
Mercy St. Louis Providers	77	68	41	60%
Southern Illinois Healthcare Foundation	78	67	34	51%
SLU Care Providers	39	28	19	68%
SSM Medical Group Providers	105	86	57	66%
St. Mary's Internal Medicine Clinic	20	16	13	81%
Other	64	-	-	-
<b>Total</b>	<b>1955</b>	<b>1506</b>	<b>766</b>	<b>51%</b>

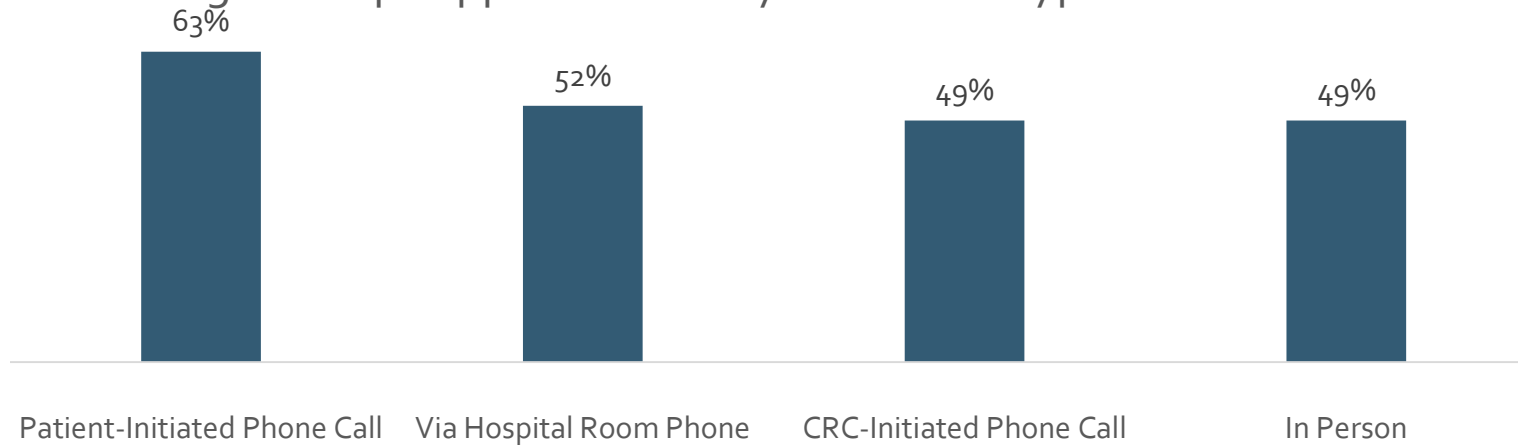


# 52% appointment kept rate for appointments scheduled by CRCs at the St. Louis adult hospital sites

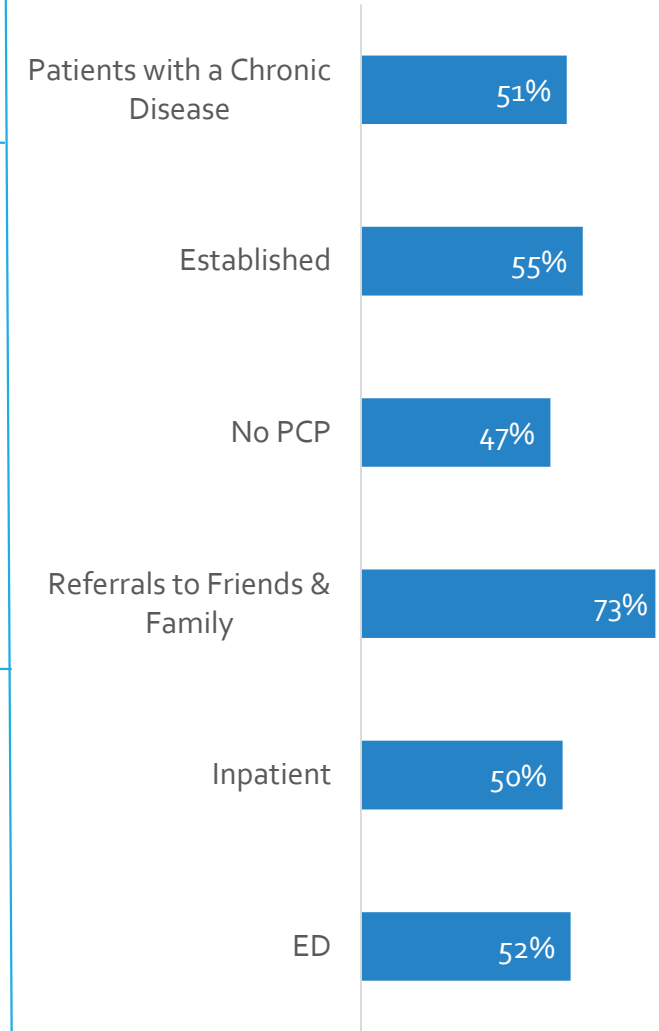
### Percentage of Kept Appointments by Hospital



### Percentage of Kept Appointments by Encounter Type



### Show Rate by Category

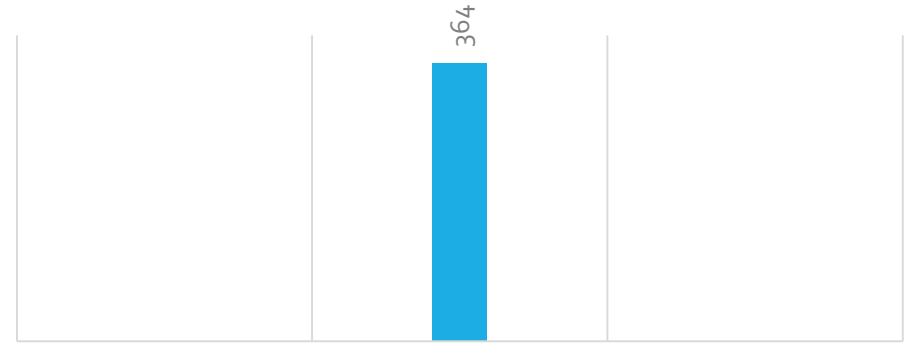


# PART II: Pediatric Sites

SSM Health Cardinal Glennon Children's Hospital

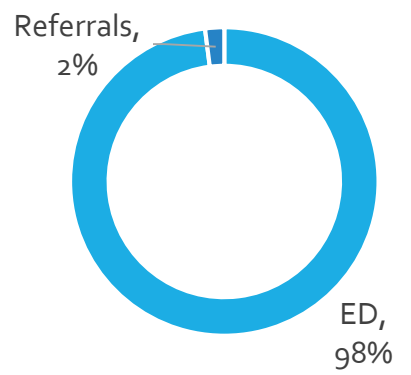
364  
patient encounters

ENCOUNTERS BY HOSPITAL

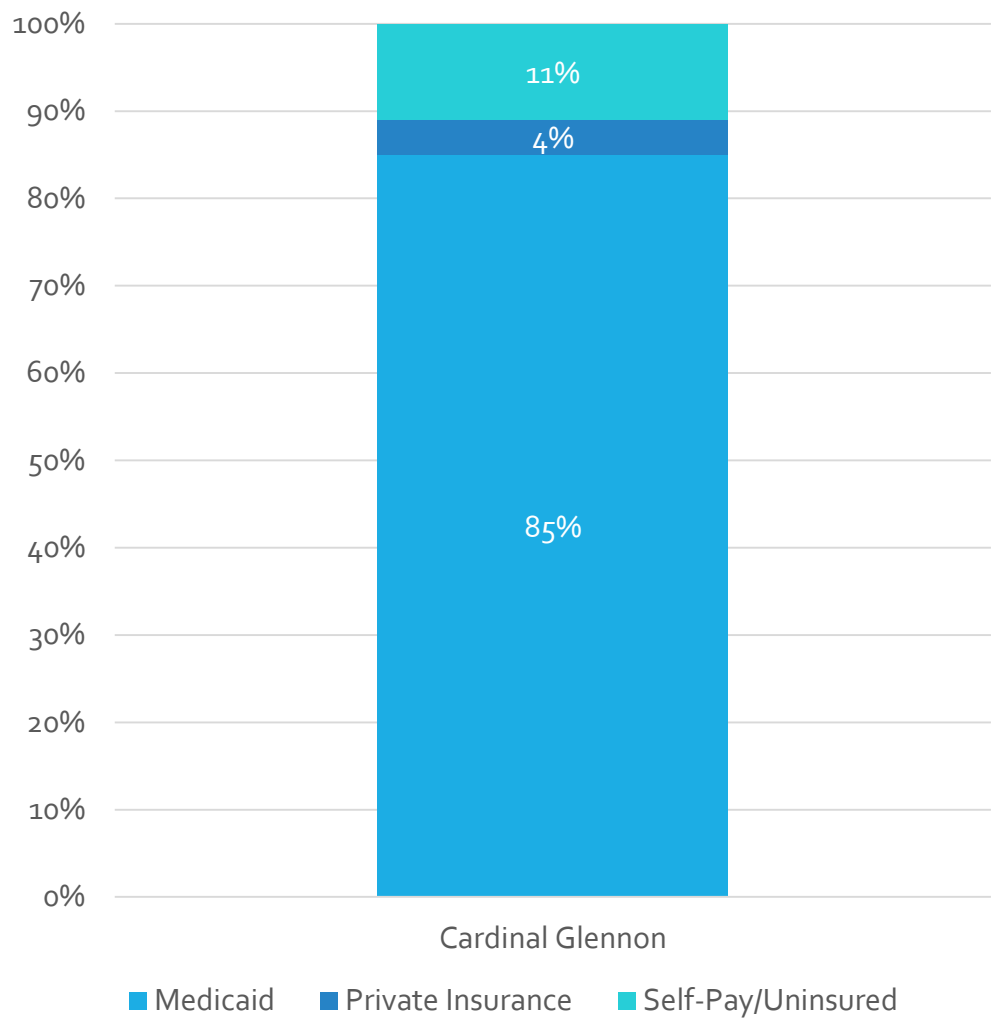


24%  
with no primary care home

32%  
with chronic diseases

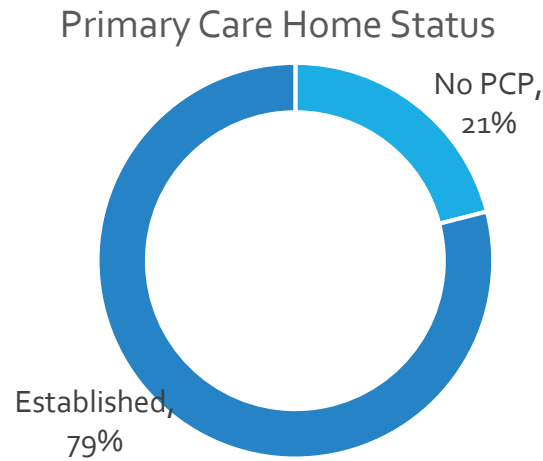
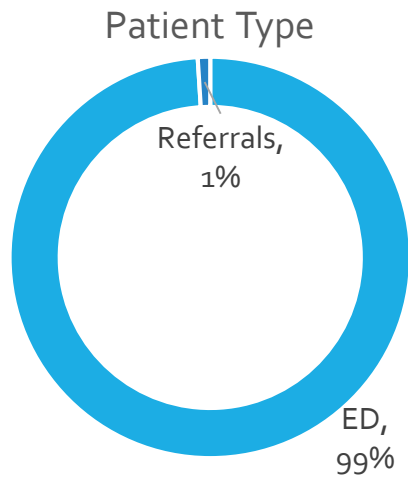


Encounter by Payor Type by Hospital

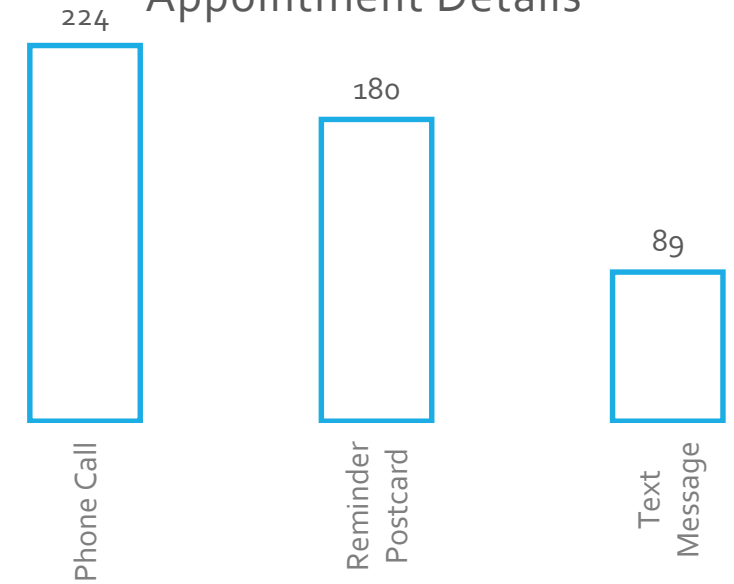


# 62% of CRC pediatric encounters resulted in a scheduled appointment

**227**  
appointments  
scheduled



## Form of Communicating Appointment Details



**30%**  
of scheduled  
appointments  
were for  
individuals with  
chronic diseases

### Type of Appointments Scheduled

Primary Care	182
Specialty Care	43
Dental	7
Gynecology	3
Behavioral Health	2

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

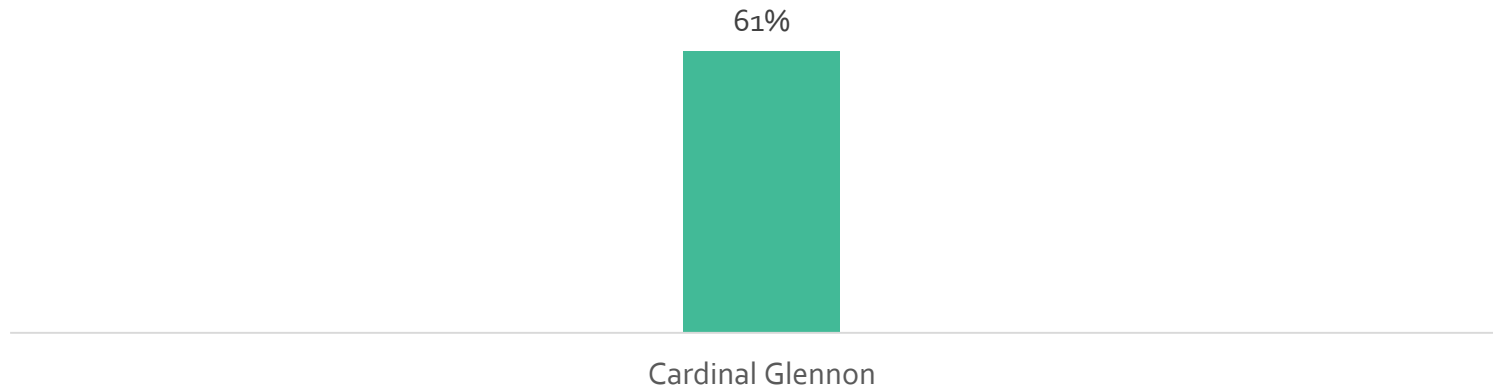


# Pediatric Appointments Kept

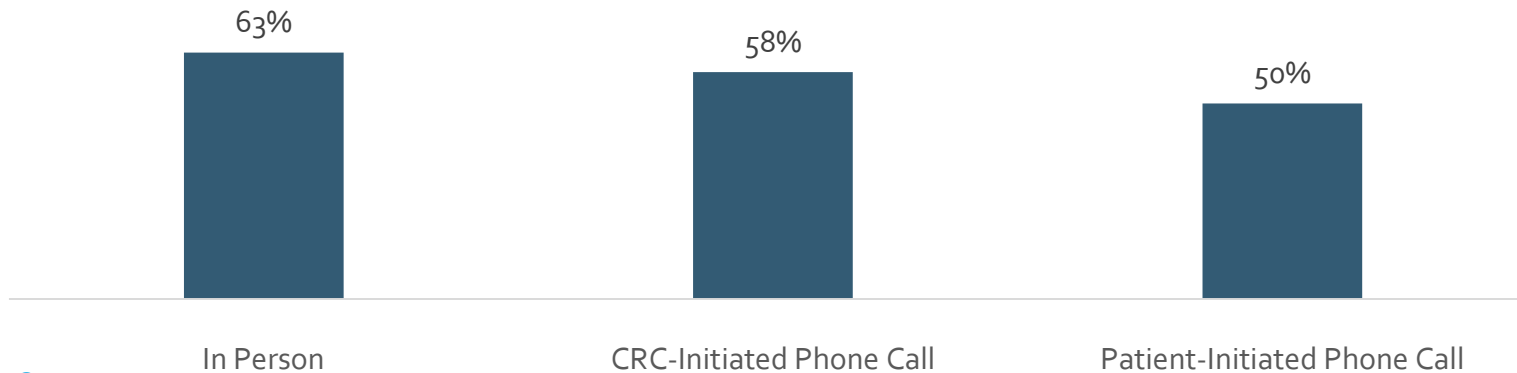
Provider	Appointments Scheduled <i>(including those cancelled or unknown)</i>	Appointments Scheduled <i>(excluding those cancelled or unknown)</i>	Appointments Kept	Appointment Kept Rate
Affinia Healthcare	51	42	27	64%
Family Care Health Center	24	19	14	74%
Myrtle Hilliard Davis Comprehensive	14	13	4	31%
People's Health Center	51	39	20	51%
St. Louis County Dept of Public Health	6	5	2	40%
Cardinal Glennon Specialty Care	34	29	21	72%
Danis Pediatrics	17	14	11	79%
Mercy St. Louis Providers	2	1	1	100%
Southern Illinois Healthcare Foundation	22	20	11	55%
SLU Care Providers	8	7	5	71%
SSM Medical Group Providers	6	2	1	50%
Other	10	-	-	-
<b>Total</b>	<b>245</b>	<b>191</b>	<b>117</b>	<b>61%</b>

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

## Percentage of Kept Appointments by Hospital

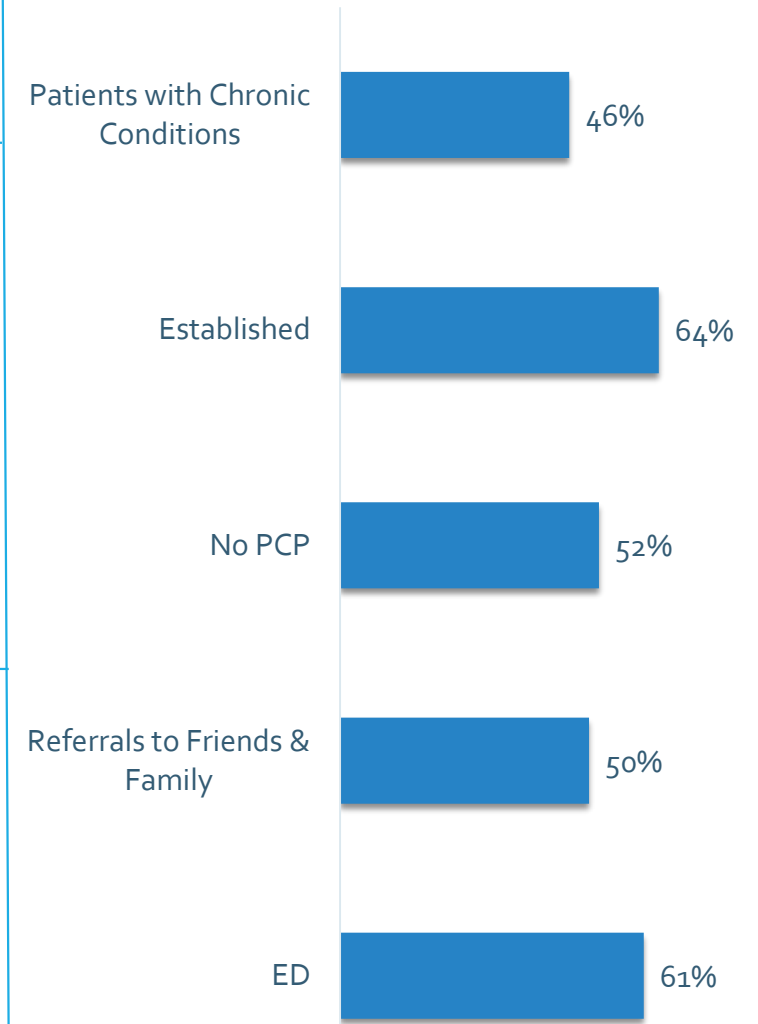


## Percentage of Kept Appointments by Encounter Type



## Show Rate by Category

P10



# PART III: Rural Sites

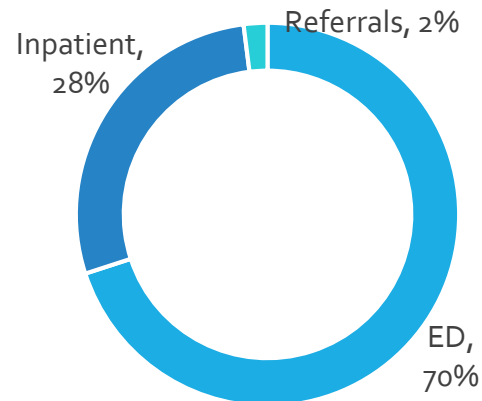
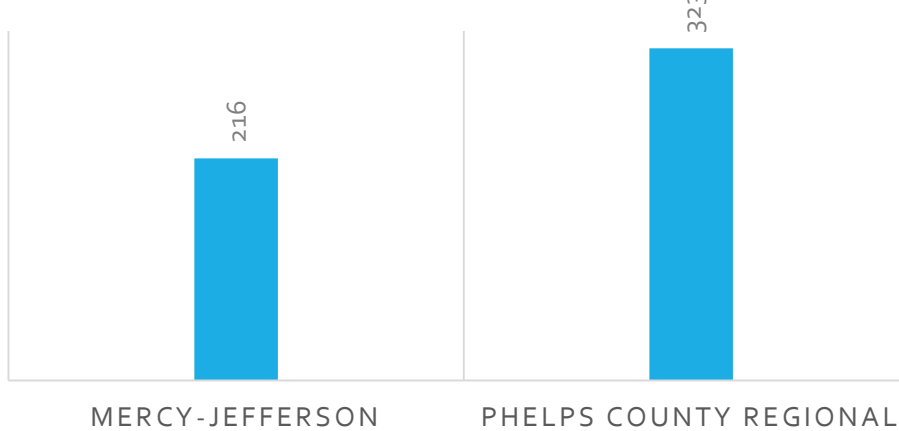
Mercy Hospital – Jefferson\*,  
Phelps County Regional Medical Center

**539**  
patient encounters

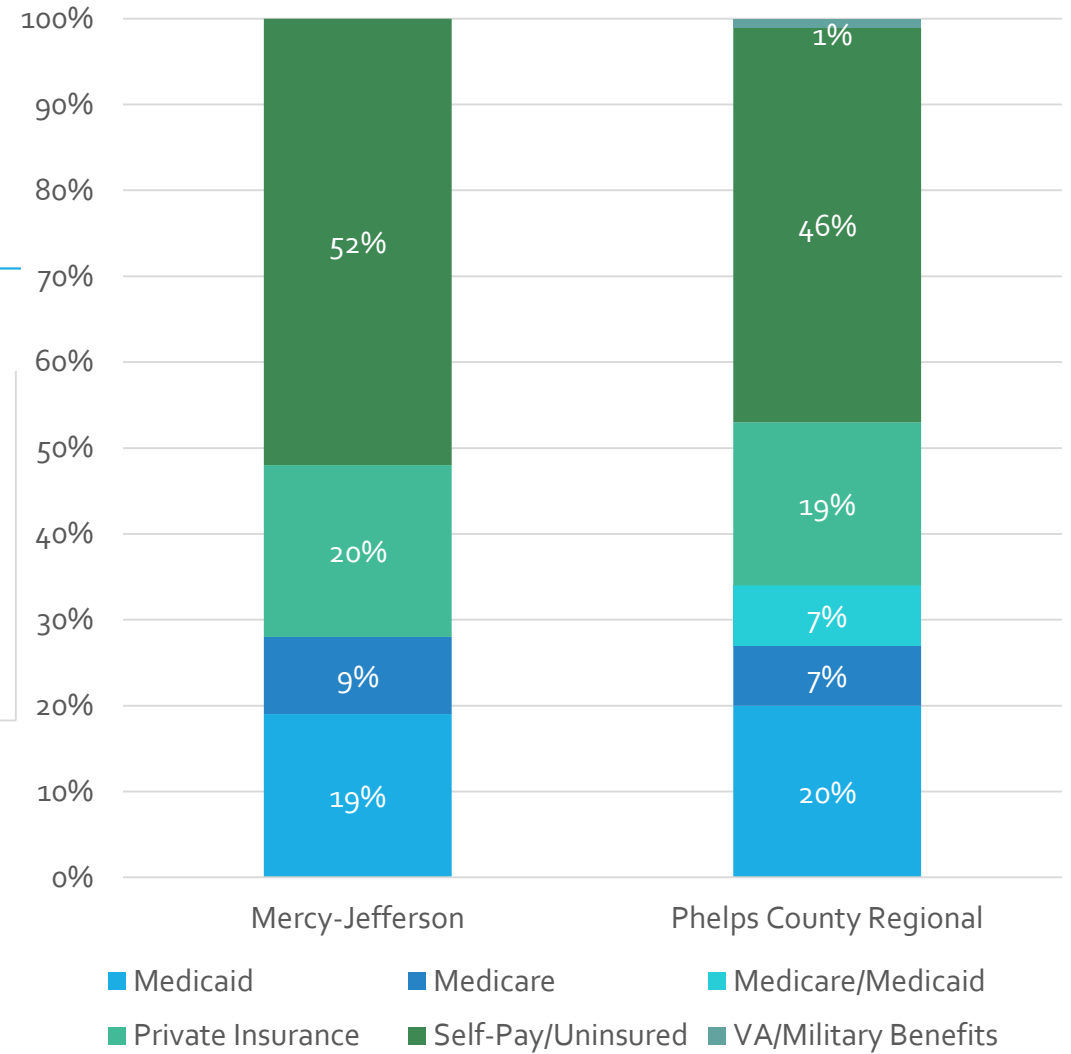
**81%**  
with no primary care home

**68%**  
with chronic diseases

ENCOUNTERS BY HOSPITAL



Encounter by Payor Type by Hospital

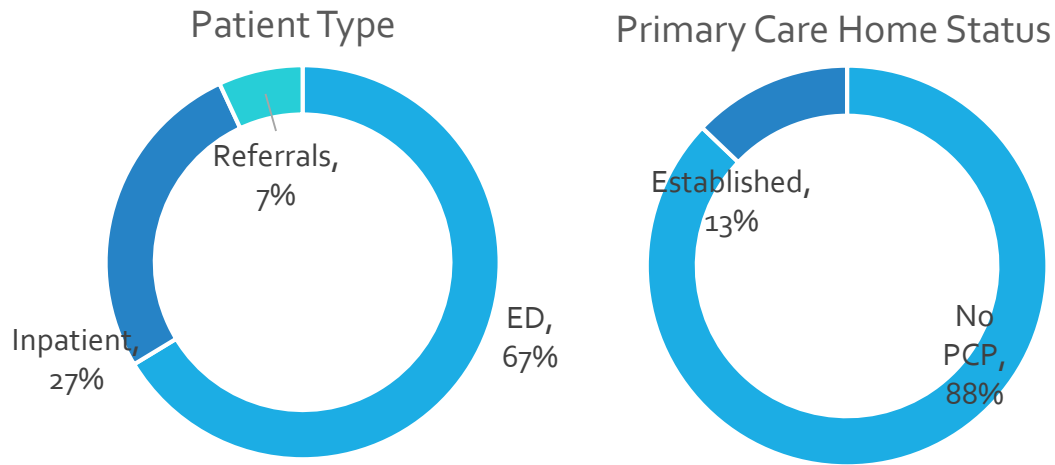


\*Mercy Hospital-Jefferson has a 1/2 time CRC only.

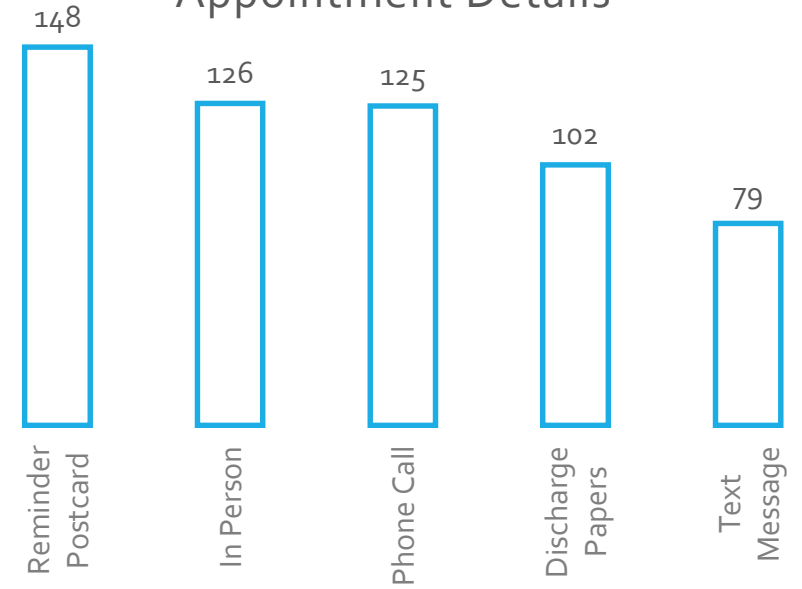


# 37% of CRC rural encounters resulted in a scheduled appointment

200 appointments scheduled



## Form of Communicating Appointment Details



76% of scheduled appointments were for individuals with chronic diseases

### Type of Appointments Scheduled

Primary Care	169
Specialty Care	14
Dental	13
Obstetrics	5
Behavioral Health	2
Gynecology	1
Podiatry	1

66% of patients were notified of their follow up appointment date/time prior to discharge

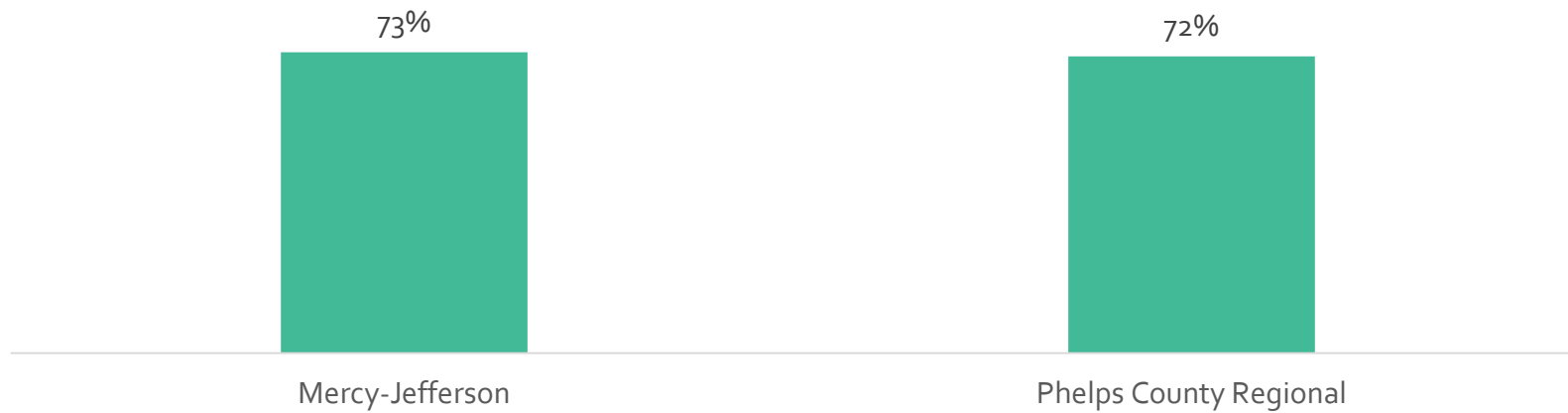
85% received appointment details via two or more forms of communication

# Rural Appointments Kept

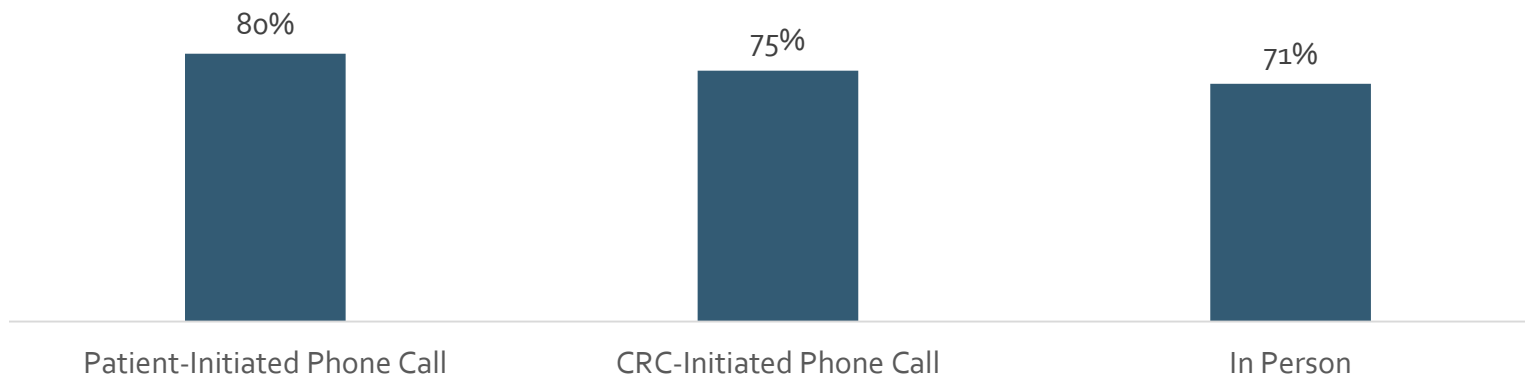
Provider	Appointments Scheduled <i>(including those cancelled or unknown)</i>	Appointments Scheduled <i>(excluding those cancelled or unknown)</i>	Appointments Kept	Appointment Kept Rate
Phelps County Regional Medical Center Providers	42	38	29	76%
Your Community Health Center	50	45	31	69%
COMTREA	41	32	21	66%
Mercy-St. Louis Providers	48	41	32	78%
Mercy-Springfield Providers	8	-	-	-
Others	10	-	-	-
<b>Total</b>	<b>199</b>	<b>156</b>	<b>113</b>	<b>72%</b>

# 72% 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

