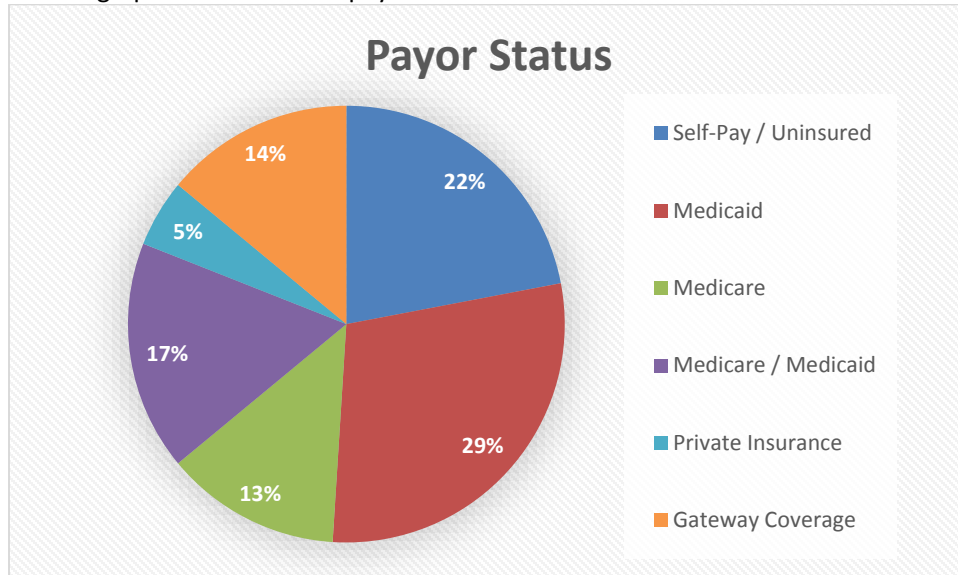


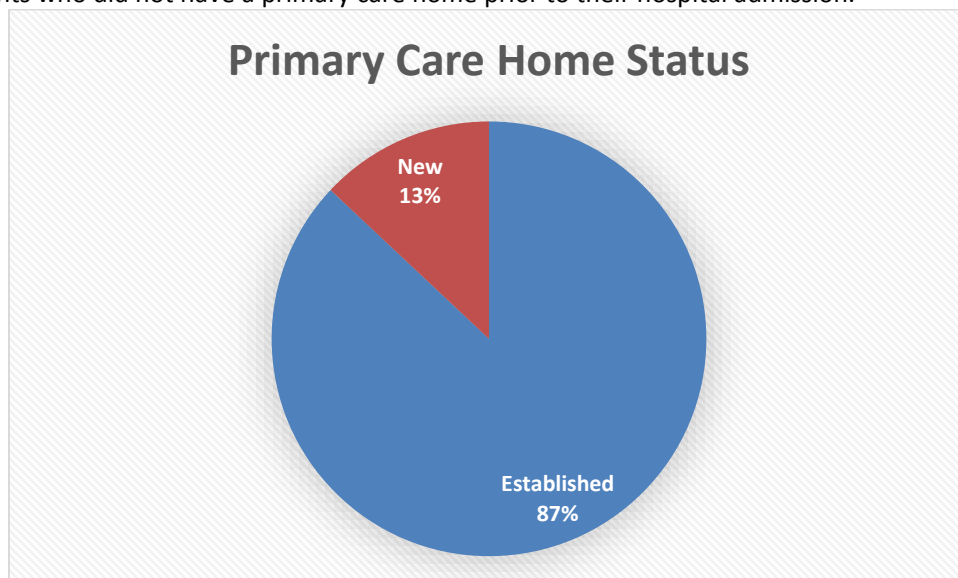
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE Barnes-Jewish Hospital 2015 Annual Report

2015 ENCOUNTERS (January 1st – December 31st)

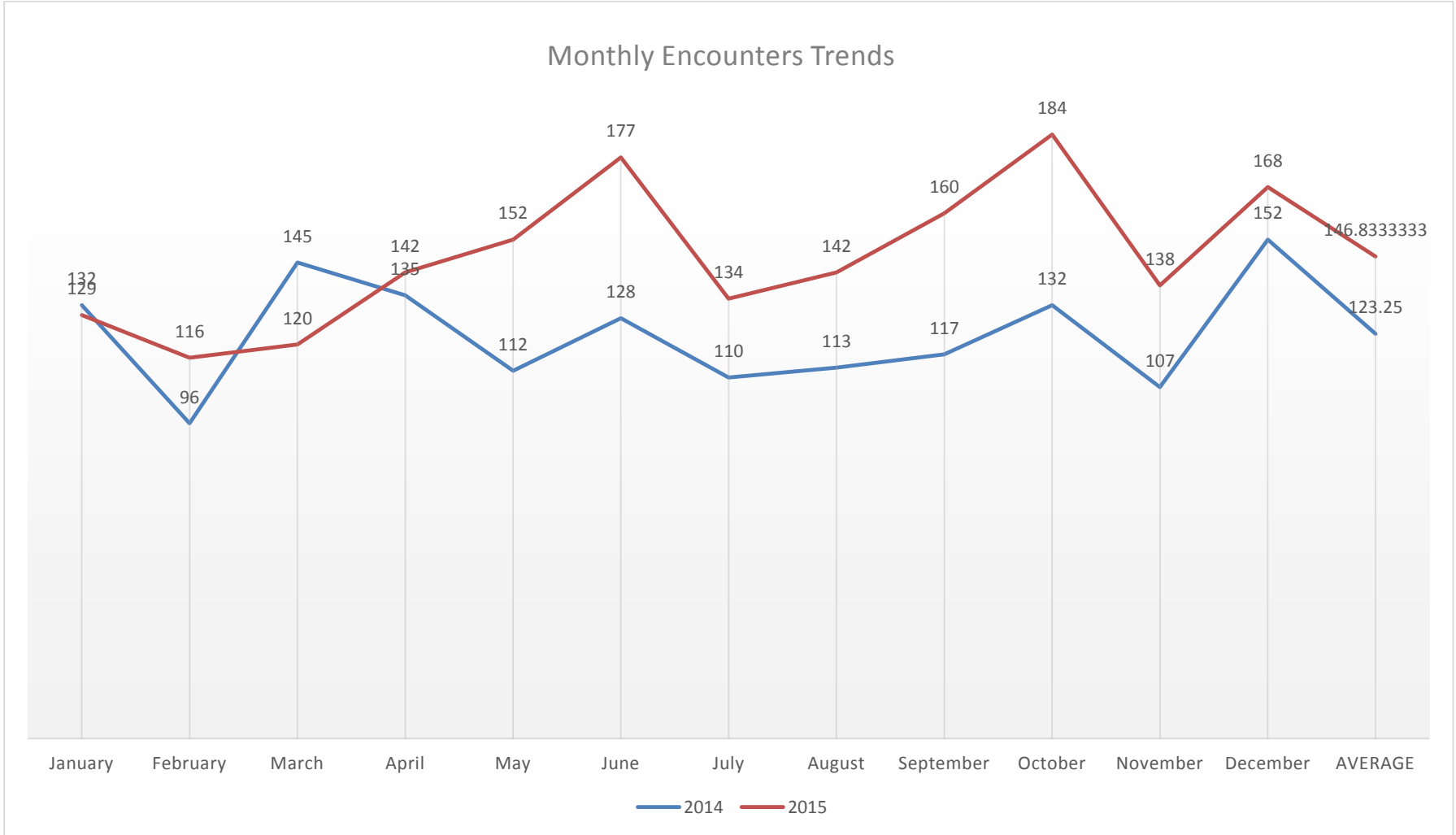
- The Community Referral Coordinator Program provided **1,762 patient encounters** at Barnes-Jewish Hospital in 2015. **This is a 19% increase from the previous year (1,477)**
 - **1,602 (91%)** patient encounters were with individuals who have a chronic disease
- **Payor Status.** Below is a graph that details the payor mix associated with the Barnes-Jewish encounters in 2015.



- **Primary Care Home Status.** This graph details which encounters were with established health center patients and which were with patients who did not have a primary care home prior to their hospital admission.



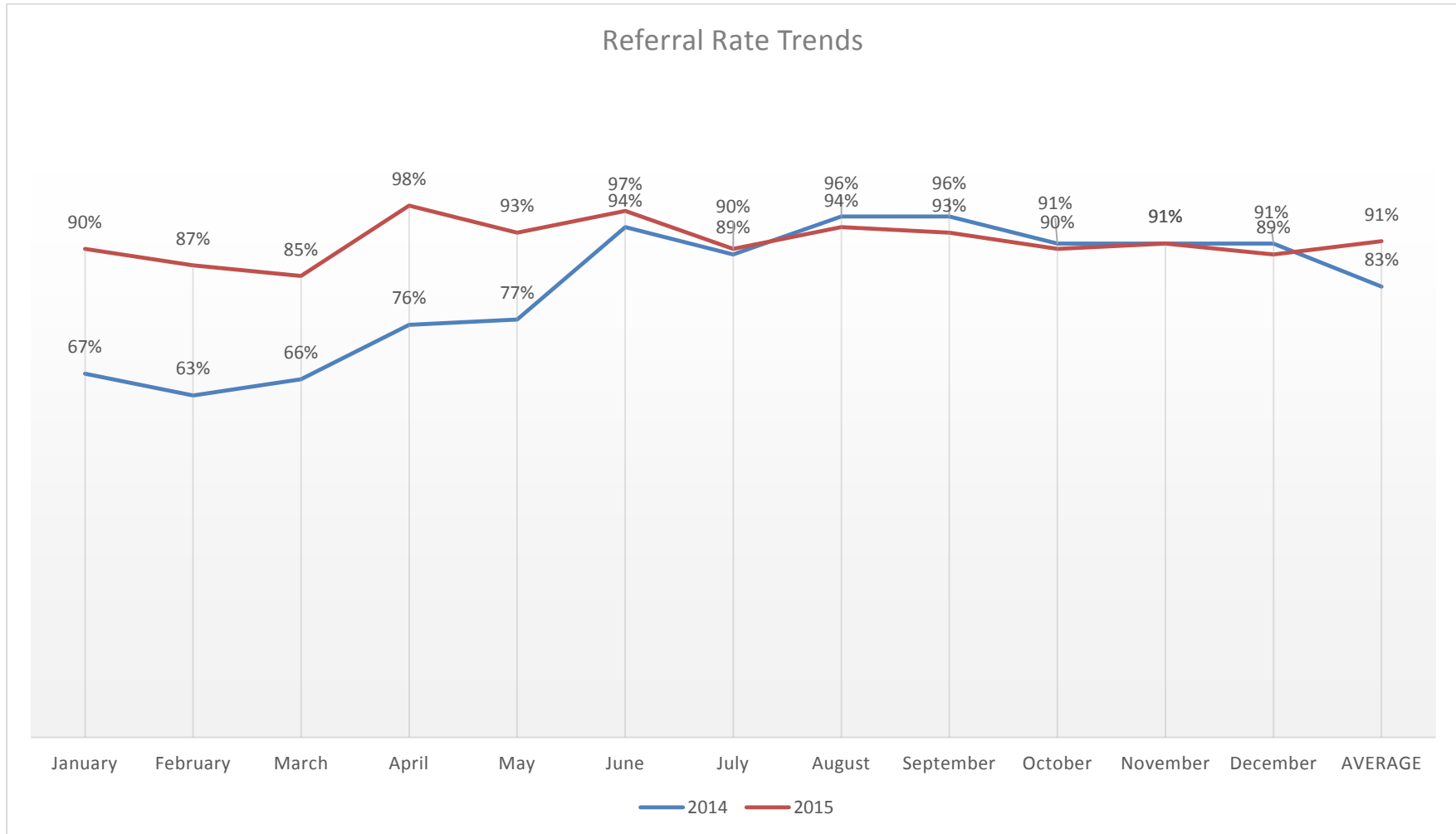
- Encounter Trends.** Following is a graph of all BJH encounters in 2014 and 2015. All patient encounters occurred in the Inpatient setting with the exception of 9 Emergency Department encounters in 2014 and 14 ED encounters in 2015.



2015 Average: 147/month
 2014 Average: 123/month

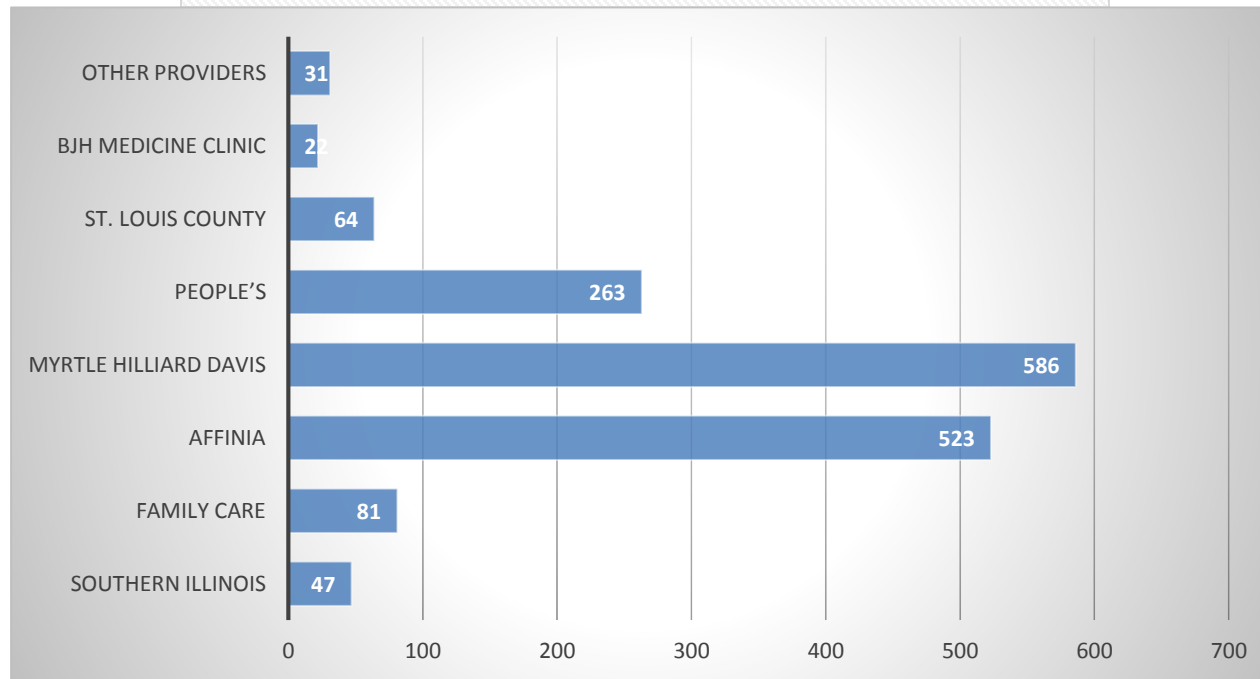
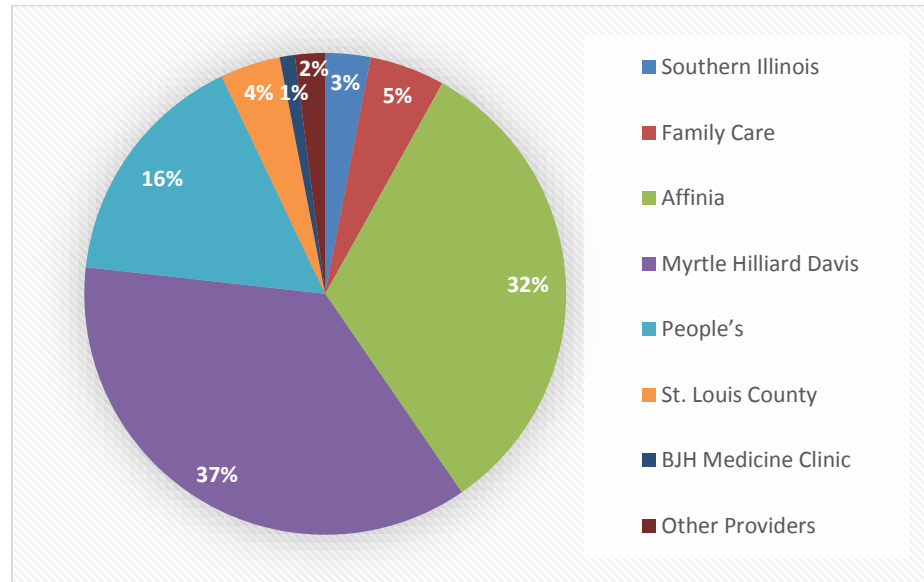
2015 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **1,762** encounters that occurred at Barnes-Jewish Hospital during 2015, **1,614 (92%)** resulted in a **scheduled appointment**. This represents an overall 32% change in appointments scheduled; however adjusting for differences in the number of encounters, this represents a 9% increase in appointments scheduled since 2014 (1,225).
 - **1,475 (92%)** of the referrals were individuals with a chronic disease diagnosis



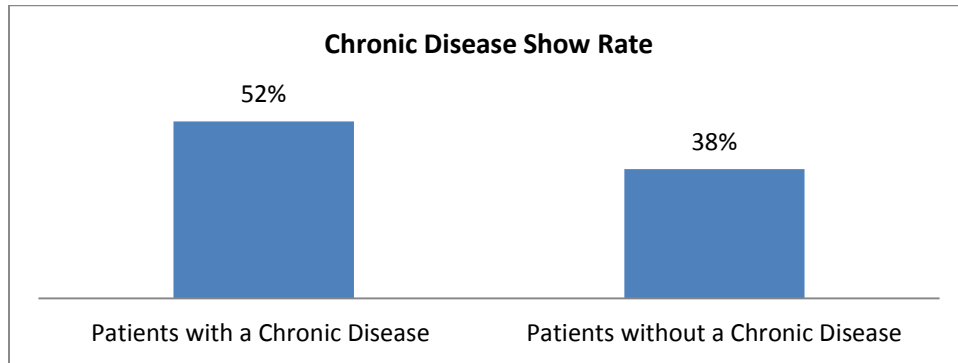
2015 Average: 92%
2014 Average: 83%

- **Provider Breakdown.** The following graphs detail at which providers the **1,614** appointments were scheduled.



2015 APPOINTMENTS KEPT (January 1st – September 30th)*

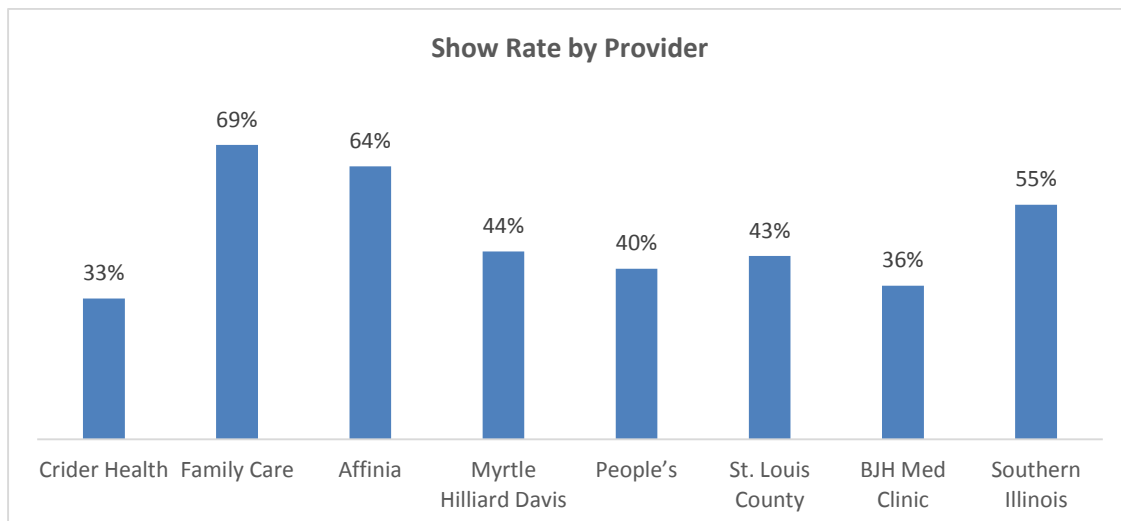
- Of the 1,639 appointments scheduled to occur in 2015, **686 (51%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **0% change** in the appointment kept rate since 2014. 296 (18%) of scheduled appointments were cancelled, unknown, or rescheduled. 657 (49%)* of scheduled appointments resulted in a no show.
 - 647 (52%)** out of **1,239** scheduled patients with a chronic disease diagnosis kept their appointment



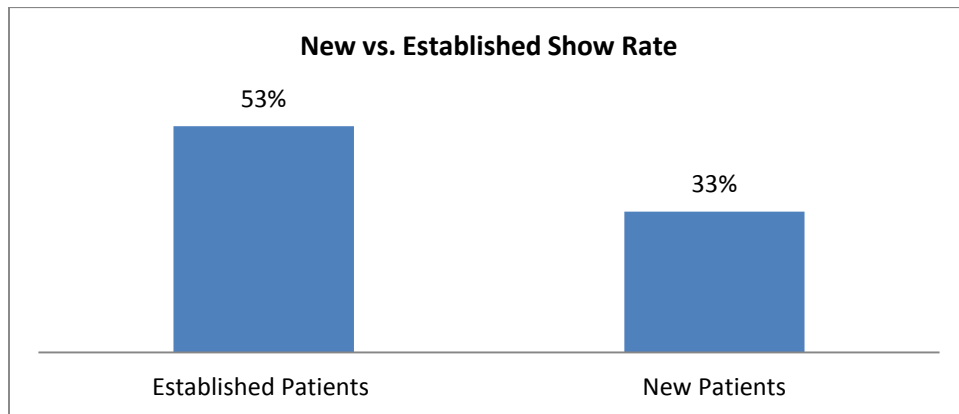
- Following is a summary table of kept appointment data for visits that were scheduled to occur in **2015**.

Provider	Appointments Scheduled <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
Crider Health	3	3	1	33%
Family Care	82	67	46	69%
Affinia	529	423	270	64%
Myrtle Hilliard Davis	593	531	234	44%
People's	272	216	87	40%
St. Louis County	65	49	21	43%
BJH Primary Medicine Clinic	21	14	5	36%
Southern Illinois Healthcare Foundation	43	40	22	55%
Other Providers**	31	*	*	*
TOTAL	1,639	1,343	686	51%

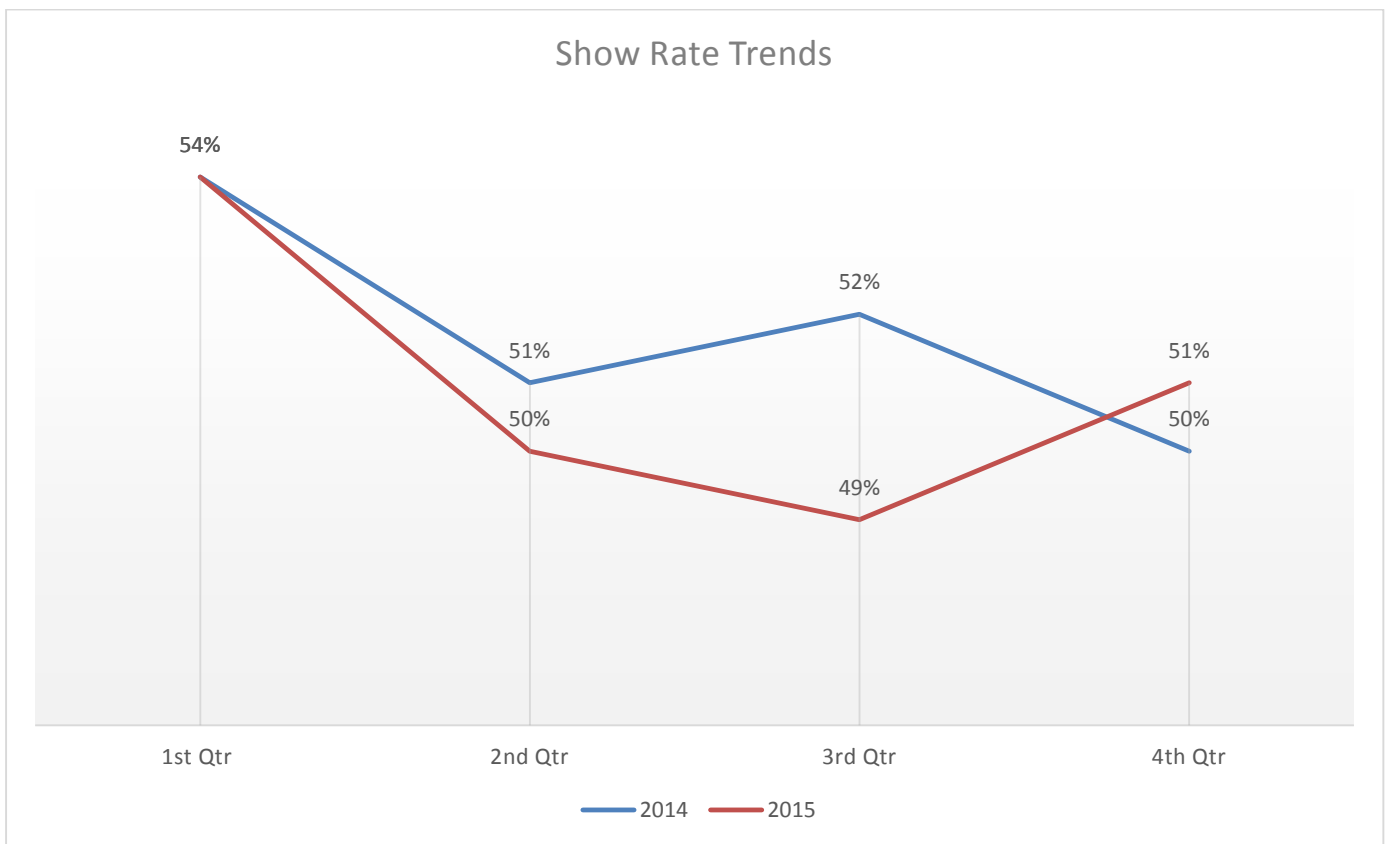
*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.



- The following graph details the total show rate for patients new to community health centers versus those established with a primary care home.



- The following graph illustrates the BJH show rate trends by quarter for 2014 and 2015.



2015 Average: 51% Show Rate
 2014 Average: 52% Show Rate

- The following graph illustrates the show rate trends over time starting in 2012 through 2015.

