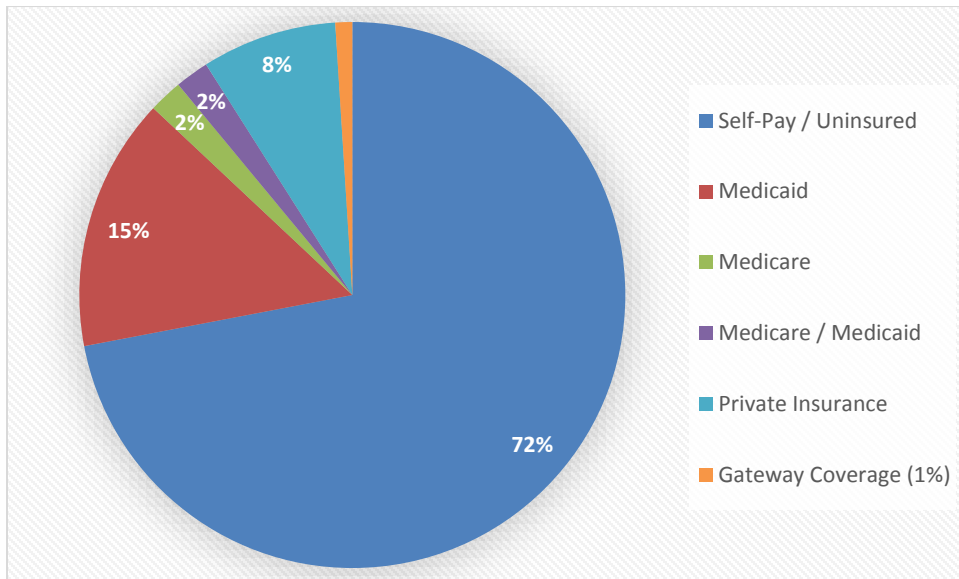




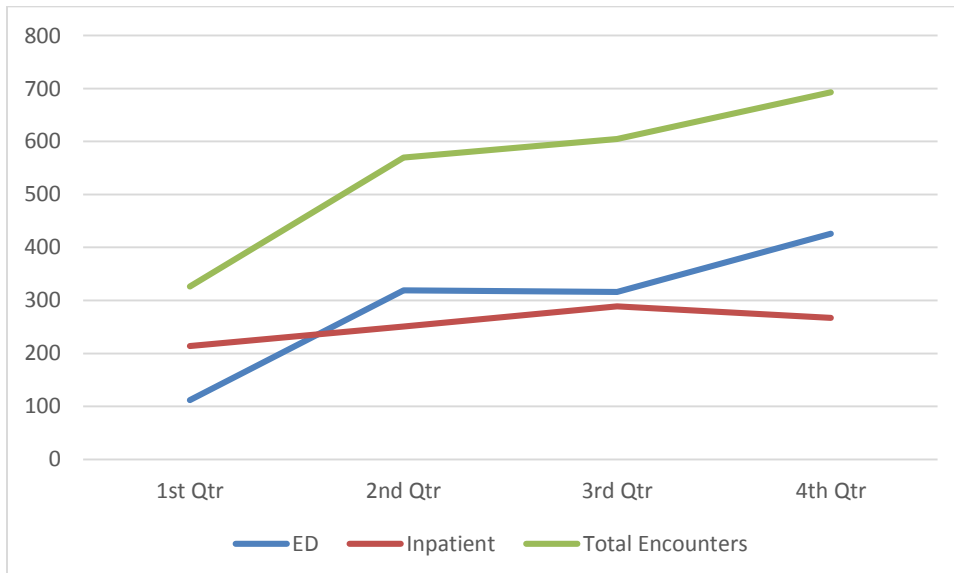
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health DePaul Hospital 2015 Annual Report

2015 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **2,194 patient encounters** at SSM Health DePaul Hospital in 2015. **This is a 42% increase from the previous year (1,543)**
 - 1,173 (53%)** occurred in the Emergency Department
 - 1,021 (47%)** occurred in the Inpatient side of the hospital
 - 1,130 (52%)** patient encounters were with individuals who have a chronic disease
- Payer Status.** The following graph details the payer mix associated with the DePaul encounters in 2015

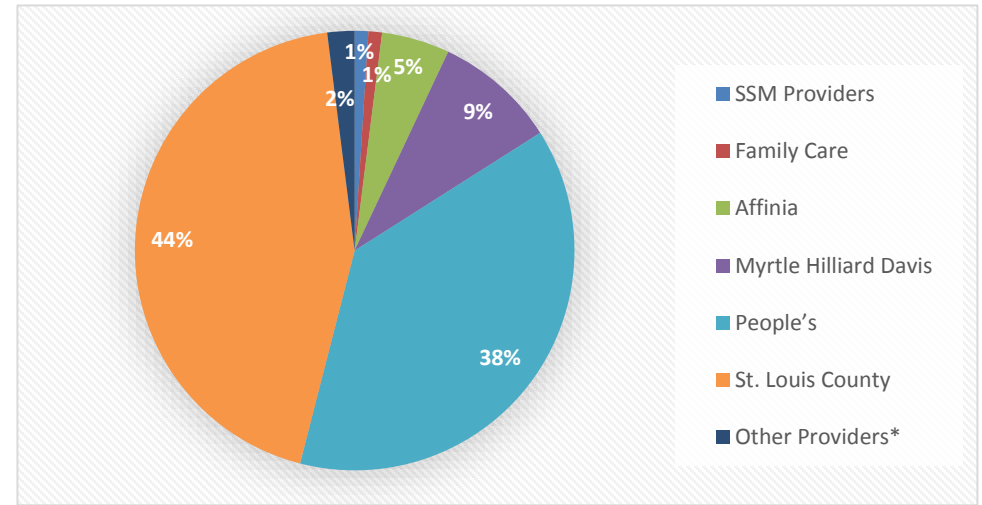
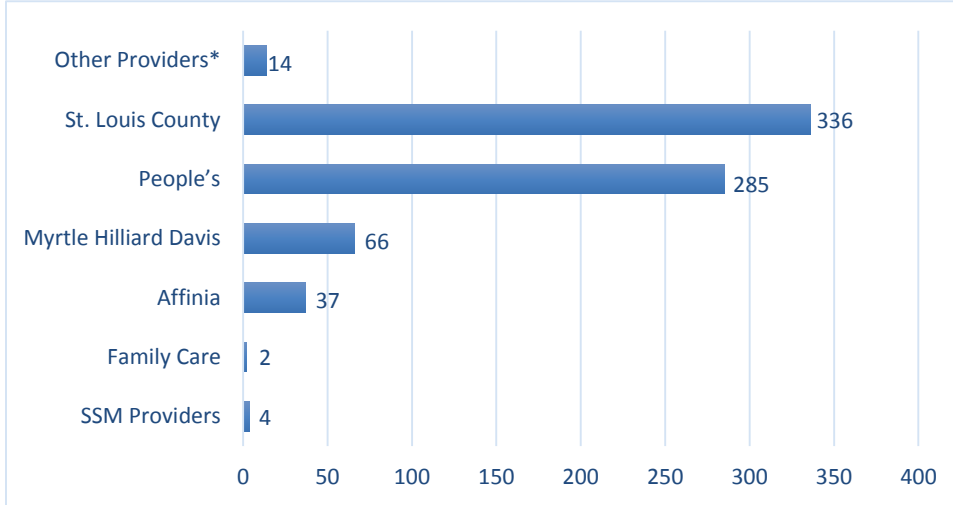


- Encounter Trends.** Following is a graph of all DePaul encounters over 2015 across both the Emergency Department and Inpatient setting

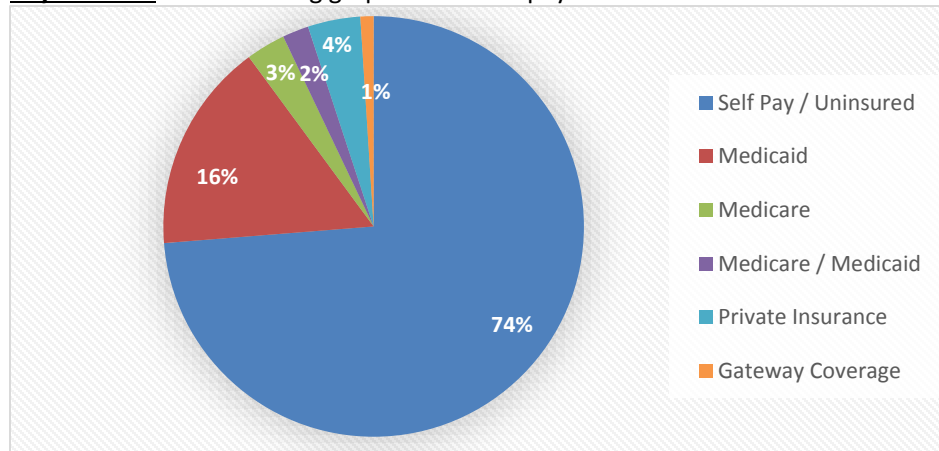


2015 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **2,194** encounters that occurred at SSM Health DePaul Hospital during 2015, **744 (34%)** resulted in a **scheduled appointment**. This represents an overall **5% change** in appointments scheduled; however adjusting for differences in the number of encounters, this represents a **17% decline** in appointments scheduled since 2014 (781).
 - **132 (18%)** appointments were the result of an ED encounter
 - **612 (82%)** appointments were the result of an Inpatient encounter
 - **485 (65%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **744** appointments were scheduled.

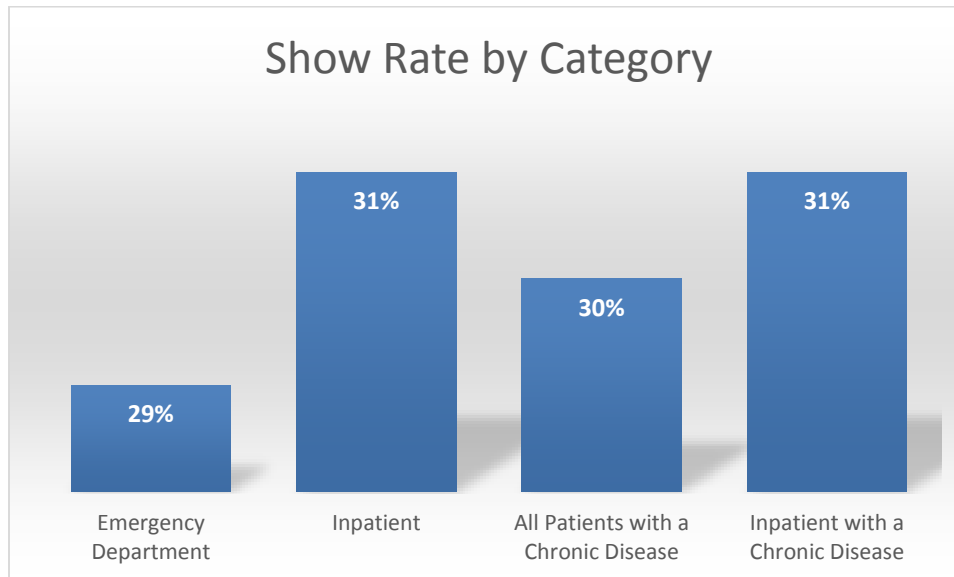


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

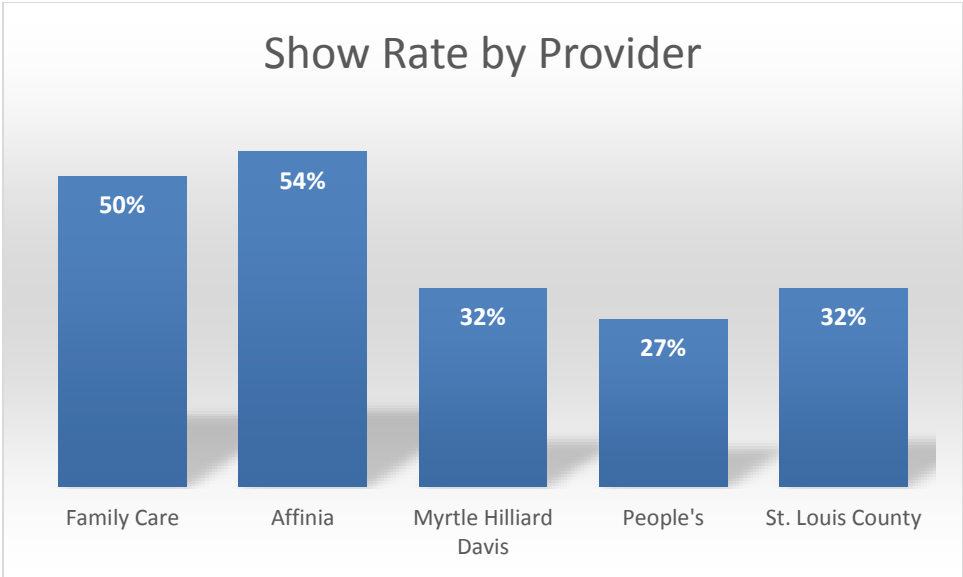
- Of the 725 appointments scheduled to occur at in 2015, **185 (31%)* were kept**. Adjusting for differences in the number of appointments scheduled, this represents a **1% decrease** in the kept appointment rate since 2014. **126 (17%)** of scheduled appointments were cancelled, unknown, or rescheduled. **414 (69%)*** of scheduled appointments resulted in a no show.
 - 32 (29%)** out of **111** scheduled patients encountered in the ED kept their appointment
 - 53 (31%)** out of **488** scheduled patients encountered in the Inpatient side of the hospital kept their-appointment.
 - 118 (30%)** out of **387** scheduled patients with a chronic disease diagnosis kept their appointment
 - 103 (31%)** out of **331** 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 **2015**.

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Family Care	2	2	1	50%
Affinia	36	28	15	54%
Myrtle Hilliard Davis	62	59	19	32%
People's	281	254	69	27%
St. Louis County ⁺	328	256	81	32%
Other Providers**	16	*	*	*
TOTAL	725	599	185	31%

*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 DePaul show rate trend for 2015.

