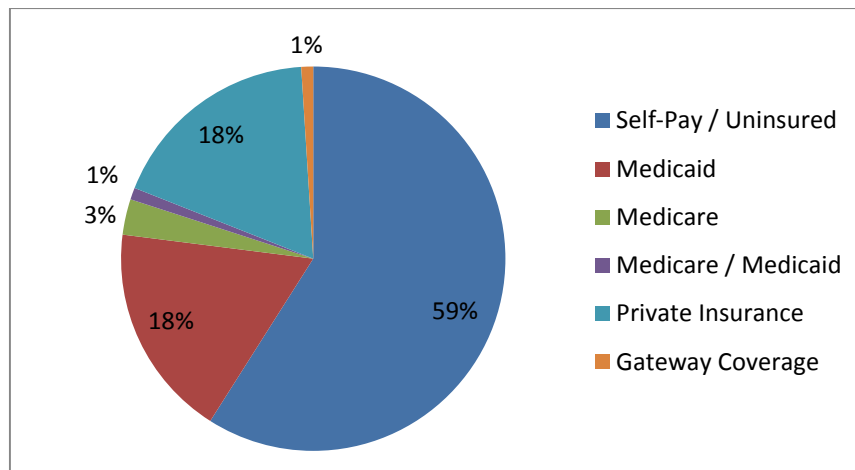


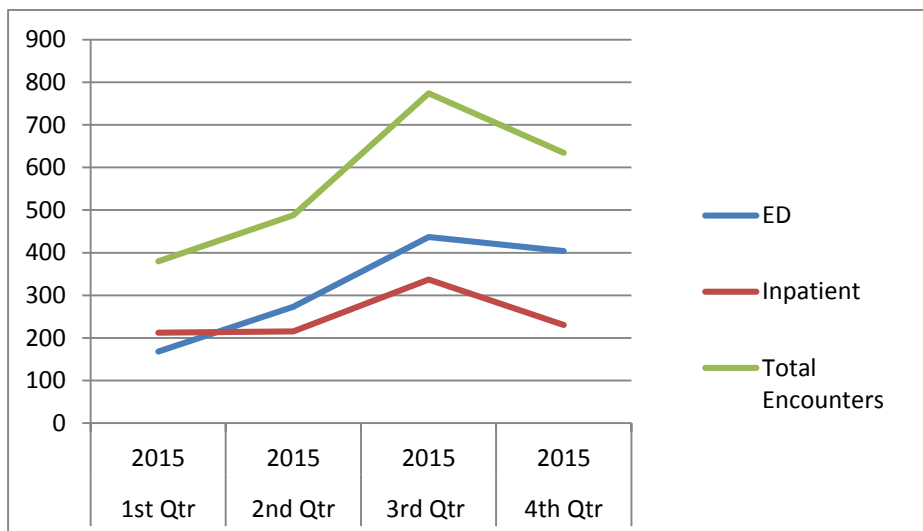
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE Mercy Hospital – St. Louis 2015 Annual Report

2015 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **2,276 patient encounters** at Mercy Hospital –St. Louis in 2015. **This is a 41 % increase from the previous year (1,616).**
 - 1,282 (56%)** occurred in the Emergency Department
 - 994 (44%)** occurred in the Inpatient side of the hospital
 - 1,719 (76%)** patient encounters were with individuals who have a chronic disease
- Payer Status.** The following graph details the payer mix associated with the Mercy encounters in 2015

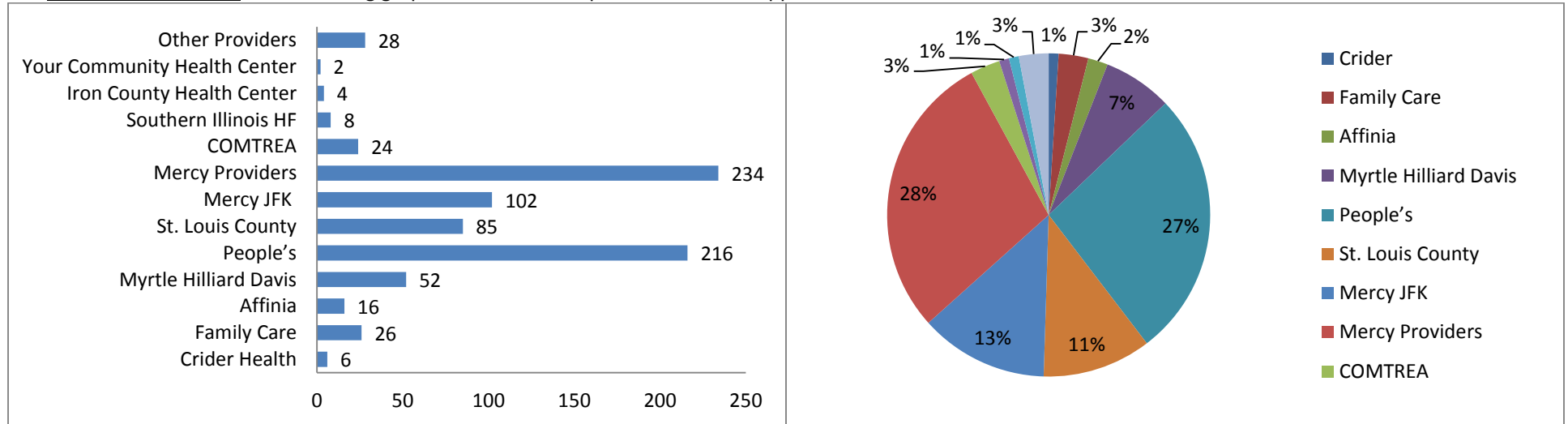


- Encounter Trends.** Following is a graph of all Mercy encounters over 2015 across both the Emergency Department and Inpatient setting

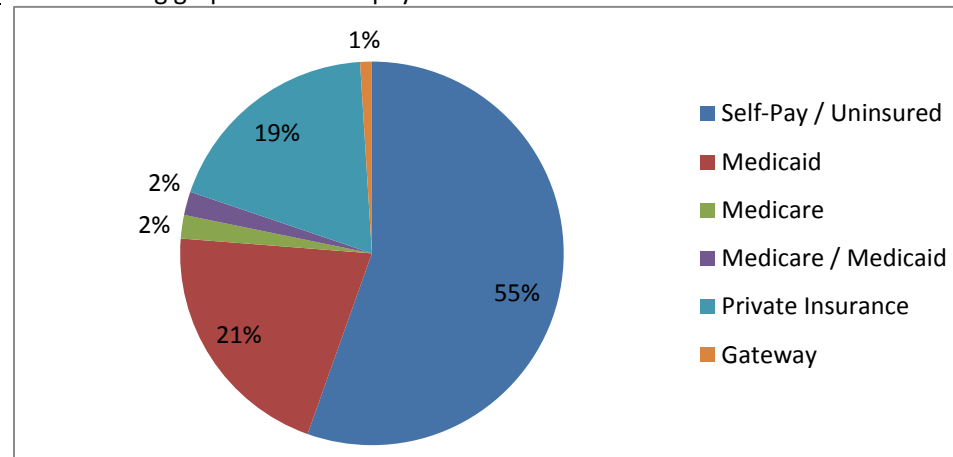


2015 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **2,276** encounters that occurred at Mercy Hospital – St. Louis during 2015, **798 (35%)** resulted in a **scheduled appointment**. This represents an overall 4% change in appointments scheduled; however adjusting for differences in the number of encounters, this represents a 12% decline in appointments scheduled since 2014 (766).
 - **449 (56%)** appointments were the result of an ED encounter
 - **349 (44%)** appointments were the result of an Inpatient encounter
 - **617 (77%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **798** appointments were scheduled.

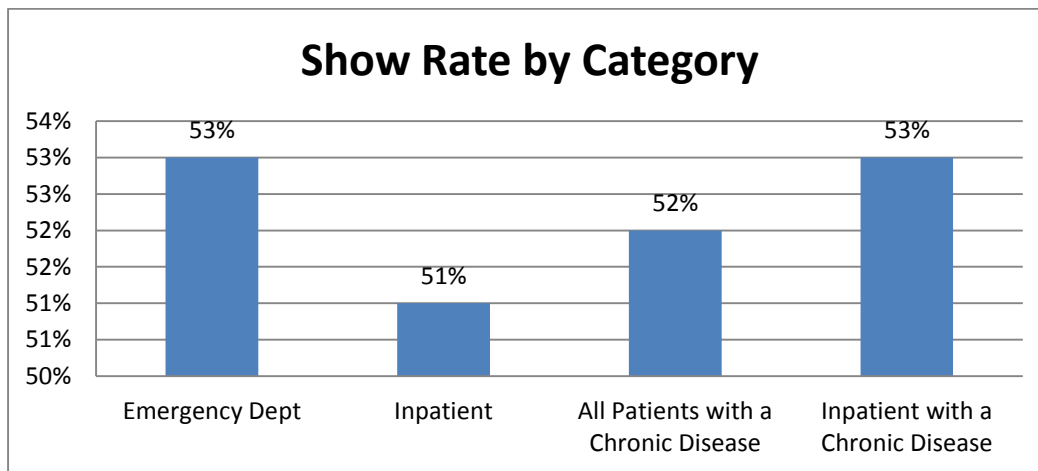


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

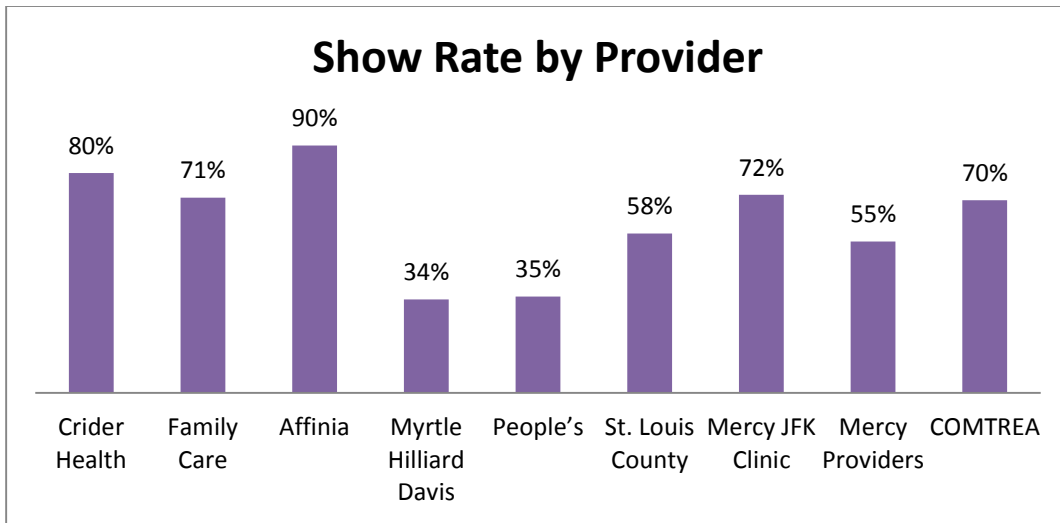
- Of the 799 appointments scheduled to occur in 2015, **318 (52%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **10% decrease** in the kept appointment rate since 2014. **190 (24%)** of scheduled appointments were cancelled, unknown, or rescheduled. **291 (48%)*** of scheduled appointments resulted in a no show.
 - 178 (53%)** out of **334** scheduled patients encountered in the ED kept their appointment
 - 140 (51%)** out of **275** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 254 (52%)** out of **484** scheduled patients with a chronic disease diagnosis kept their appointment
 - 124 (53%)** out of **234** 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*
Crider Health	5	5	4	80%
Family Care	26	21	15	71%
Affinia	17	10	9	90%
Myrtle Hilliard Davis	54	50	17	34%
People's	212	171	60	35%
St. Louis County	92	74	43	58%
Mercy JFK Clinic	106	86	62	72%
Mercy Providers	227	176	96	55%
COMTREA	22	10	7	70%
Southern Illinois Healthcare Foundation	6	4	3	75%
Your Community Health Center	2	2	2	100%
Other Providers**	30	*	*	*
TOTAL	799	609	318	52%

*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 table summarizes the kept appointment data for both IHN network providers, Mercy providers, and others.

Provider	Appointments Scheduled <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
Integrated Health Network sites	406	331	148	45%
Mercy sites	333	262	158	60%
Other sites	60	16	12	75%
TOTAL	799	609	318	65%

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

Type of Patient Appointment	Appointments Scheduled <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Total Kept	Show Rate
New Patient	716	543	277	51%
Established Patient	83	66	41	62%
Total	799	609	318	52%

- The following is the Mercy show rate trend for 2015.

