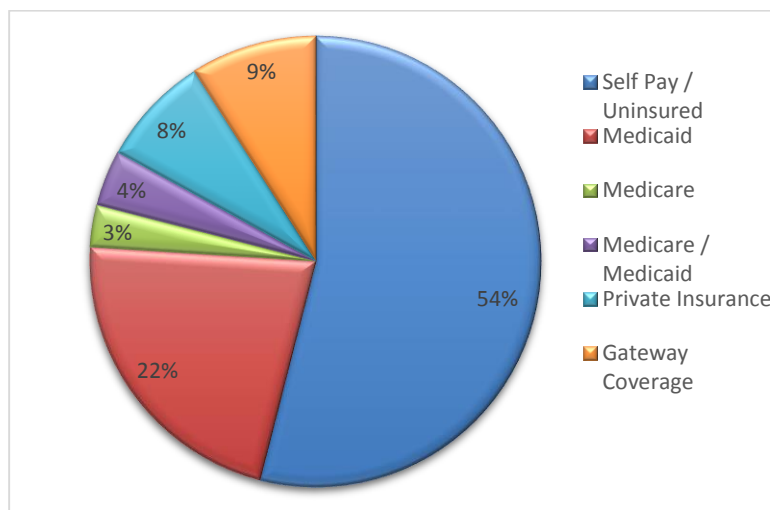


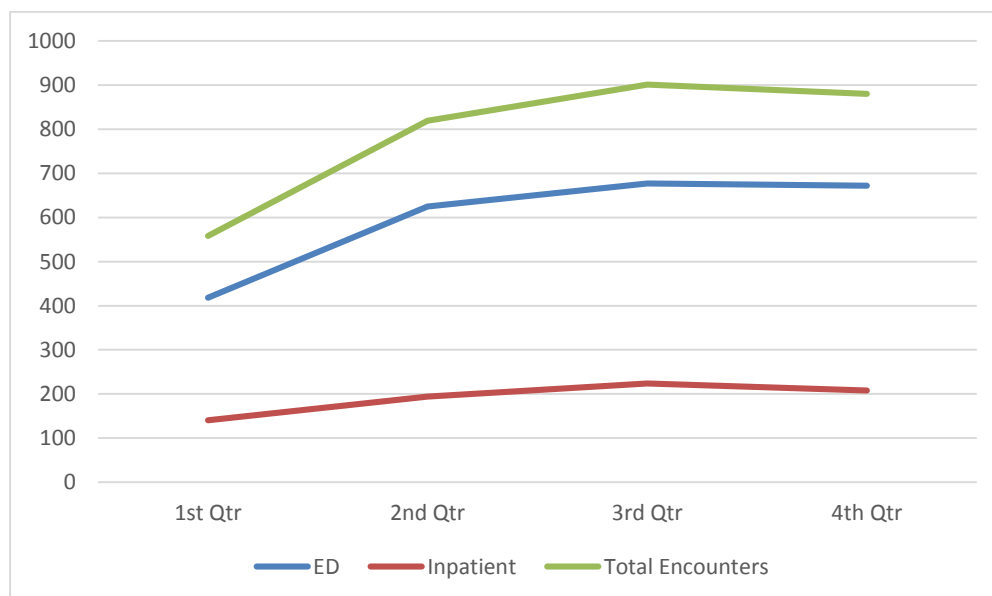
## COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health Saint Louis University Hospital 2015 Annual Report

### 2015 ENCOUNTERS (January 1<sup>st</sup> – December 31<sup>st</sup>)

- The Community Referral Coordinator Program provided **3,158 patient encounters** at SSM Health Saint Louis University Hospital in 2015. **This is an 86% increase from the previous year (1,698).**
  - **2,392 (76%)** occurred in the Emergency Department
  - **766 (24%)** occurred in the Inpatient side of the hospital
  - **2,350 (74%)** patient encounters were with individuals who have a chronic disease
- **66 (4%)** self-pay/uninsured patients were given **Gateway to Better Health applications**
- **Payer Status.** The following graph details the payer mix associated with the SLUH encounters in 2015

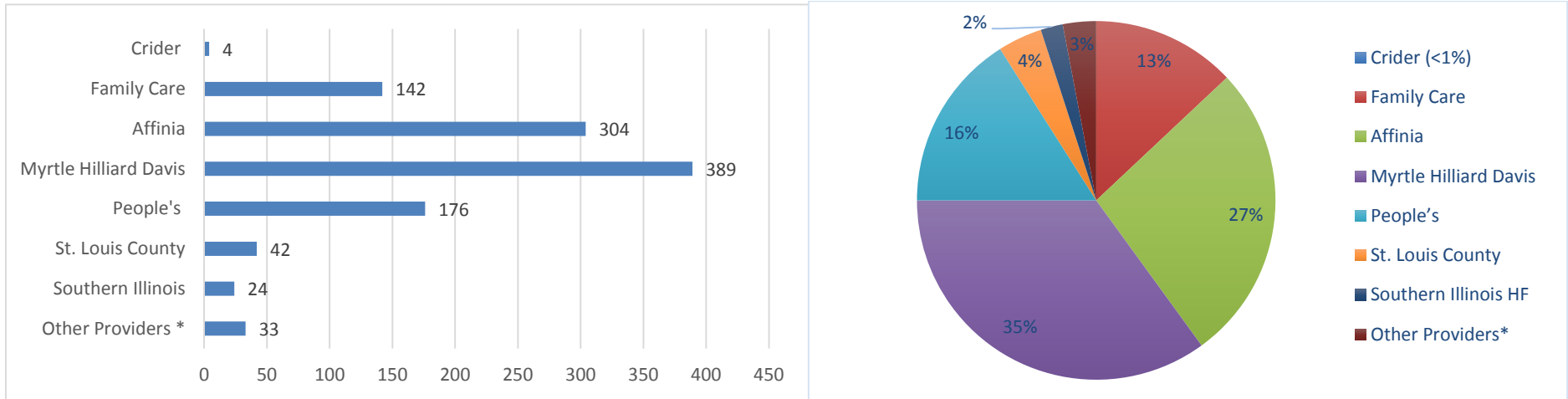


- **Encounter Trends.** Following is a graph of all SLUH encounters over 2015 across both the Emergency Department and Inpatient setting

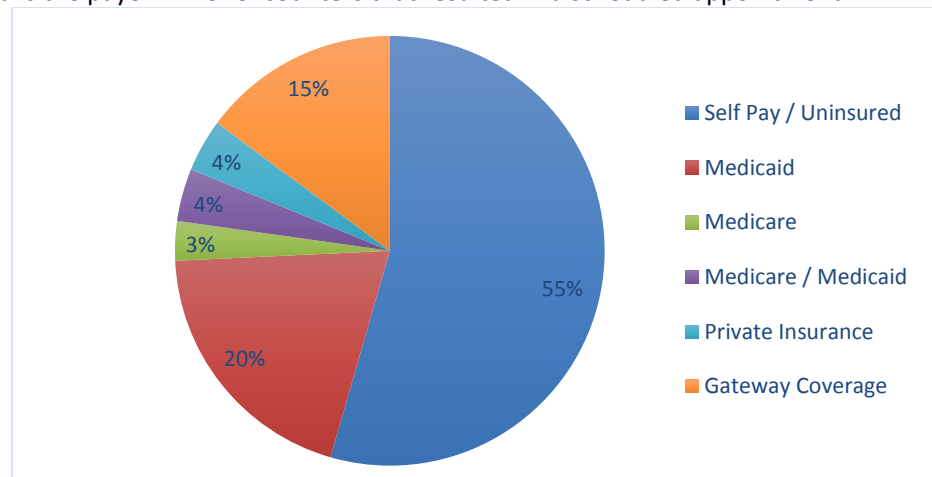


## 2015 SCHEDULED APPOINTMENTS (January 1<sup>st</sup> – December 31<sup>st</sup>)

- Out of the **3,158** encounters that occurred at SSM Health Saint Louis University Hospital during 2015, **1,114 (35%)** resulted in a **scheduled appointment**. This represents an overall **52% change** in appointments scheduled; however adjusting for differences in the number of encounters, this represents a **8% decline** in appointments scheduled since 2014 (732).
  - **556 (50%)** appointments were the result of an ED encounter
  - **558 (50%)** appointments were the result of an Inpatient encounter
  - **897 (81%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **1,114** appointments were scheduled.

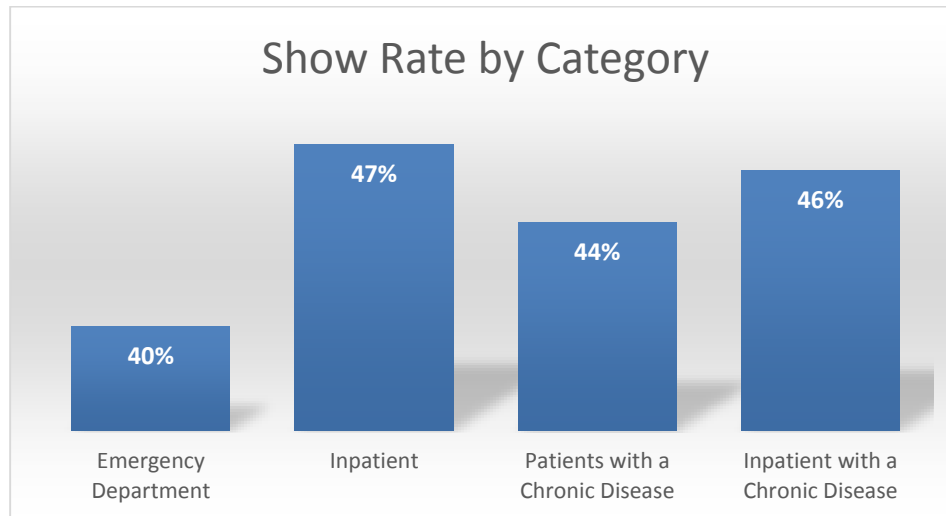


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



## 2015 APPOINTMENTS KEPT (January 1<sup>st</sup> – December 31<sup>st</sup>)

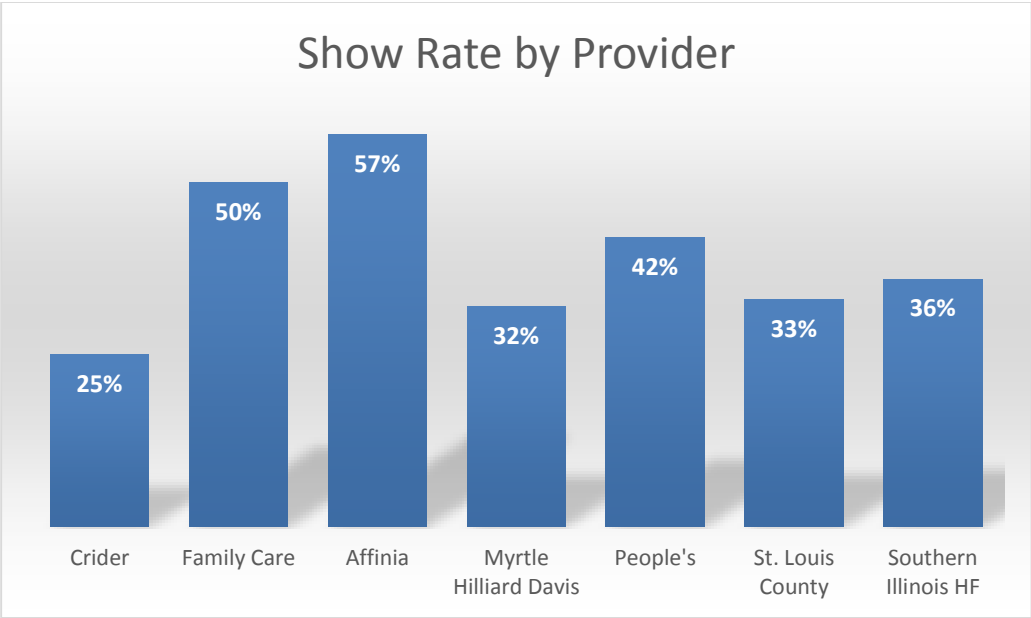
- Of the 1,089 appointments scheduled to occur in 2015, **385 (43%)\*** were kept. Adjusting for difference in the number of appointments scheduled, this represents a **2% decrease** in the kept appointment rate since 2014. **198 (18%)** of scheduled appointments were cancelled, unknown, or rescheduled. **506 (46%)\*** of scheduled appointments resulted in a no show.
  - 185 (40%)** out of **462** scheduled patients encountered in the ED kept their appointment
  - 200 (47%)** out of **429** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
  - 316 (44%)** out of **712** scheduled patients with a chronic disease diagnosis kept their appointment
  - 180 (46%)** out of **391** scheduled patients with a chronic disease diagnosis from the inpatient side of the hospital kept their appointment



- 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	4	4	1	25%
Family Care	139	123	61	50%
Affinia	301	245	140	57%
Myrtle Hilliard Davis	388	339	108	32%
People's	166	136	57	42%
St. Louis County	40	27	9	33%
Southern Illinois Healthcare Foundation	21	11	4	36%
SLU Care	3	2	2	100%
SSM Providers	2	2	2	100%
COMTREA	3	2	1	50%
Other Providers**	22	-	-	-
<b>TOTAL</b>	<b>1,089</b>	<b>891</b>	<b>385</b>	<b>43%</b>

\*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 SLUH show rate trend for 2015.

