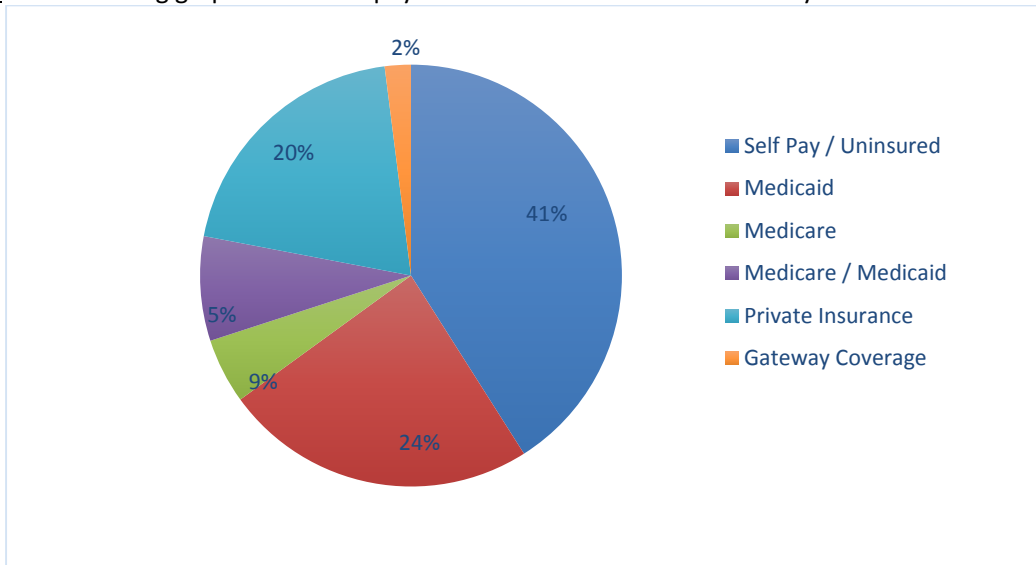




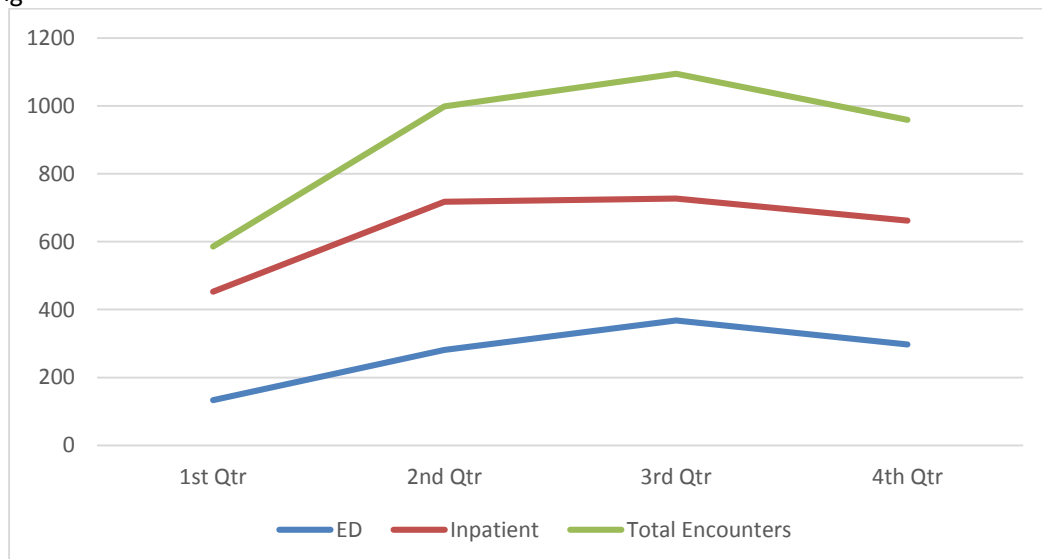
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE SSM Health St. Mary's Hospital 2015 Annual Report

2015 ENCOUNTERS (January 1st – December 31st)

- The Community Referral Coordinator Program provided **3,639** patient encounters at SSM Health St. Mary's Hospital in 2015.
 - **1,079 (30%)** occurred in the Emergency Department
 - **2,560 (70%)** occurred in the Inpatient side of the hospital
 - **2,799 (77%)** patient encounters were with individuals who have a chronic disease
- **276 (19%)** Self-Pay/Uninsured patients were given **Gateway to Better Health applications**
- **Payer Status.** The following graph details the payer mix associated with the St. Mary's encounters in 2015

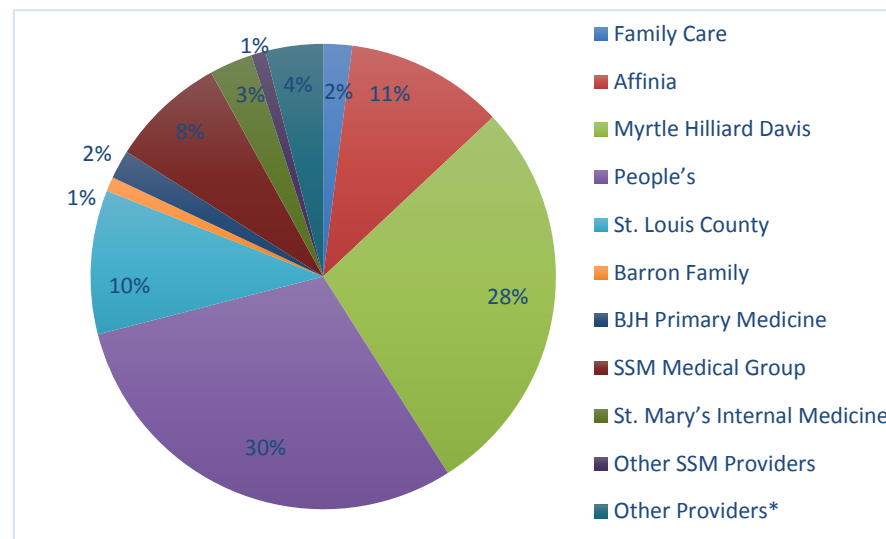
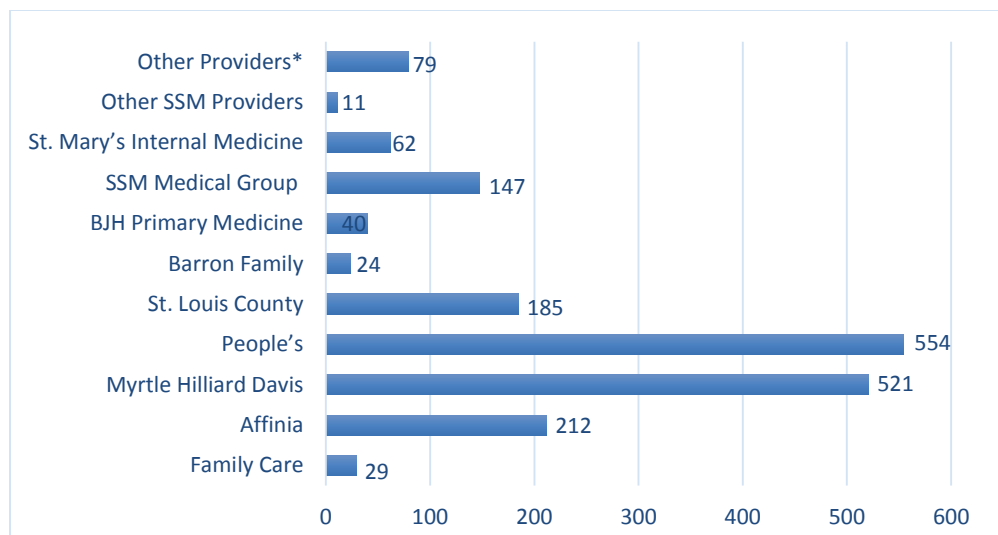


- **Encounter Trends.** Following is a graph of all St. Mary's encounters over 2015 across both the Emergency Department and Inpatient setting

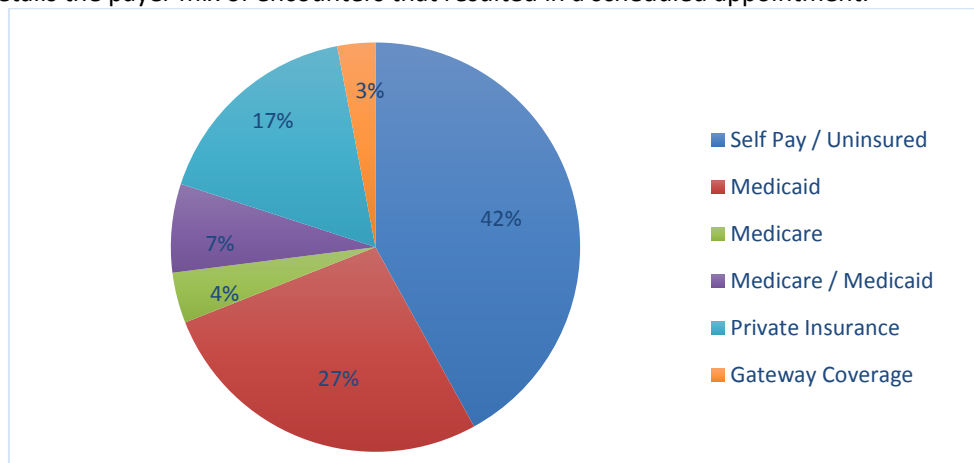


2015 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **3,639** encounters that occurred at SSM Health St. Mary's Hospital during 2015, **1,864 (51%)** resulted in a scheduled appointment.
 - **424 (23%)** appointments were the result of an ED encounter
 - **1,440 (77%)** appointments were the result of an Inpatient encounter
 - **1,492 (80%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **1,864** appointments were scheduled.

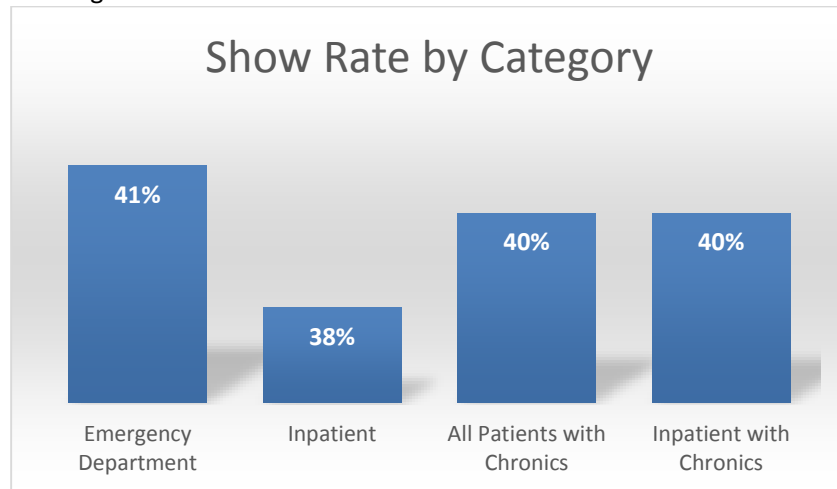


- **Payer Status.** The following graph details the payer mix of encounters that resulted in a scheduled appointment.



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

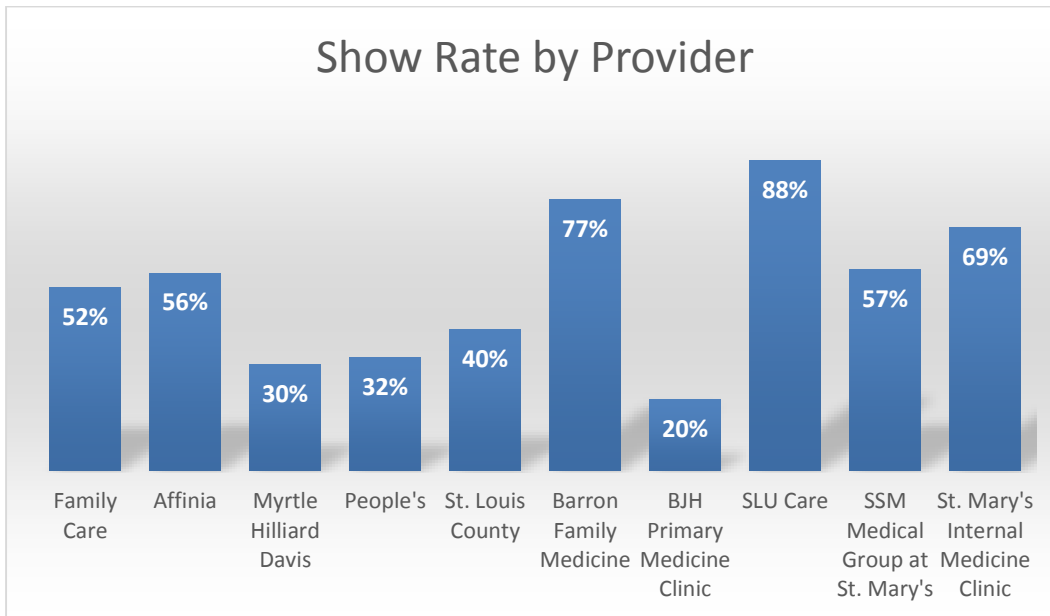
- Of the 1,856 appointments scheduled to occur in 2015, **586 (39%)*** were kept. 352 (19%) of scheduled appointments were cancelled, unknown, or rescheduled. 918 (61%)* of scheduled appointments resulted in a no show.
 - 138 (41%)** out of **337** scheduled patients encountered in the ED kept their appointment
 - 448 (38%)** out of **1,167** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 482 (40%)** out of **1,191** scheduled patients with a chronic disease diagnosis kept their appointment
 - 387 (40%)** out of **976** 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 <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
Family Care	33	27	14	52%
Affinia	222	167	93	56%
Myrtle Hilliard Davis	530	500	148	30%
People's	520	446	143	32%
St. Louis County	186	158	63	40%
Barron Family Medicine	23	22	17	77%
BJH Primary Medicine Clinic	38	15	3	20%
SLU Care	8	8	7	88%
SSM Medical Group at St. Mary's	148	109	62	57%
SSM St. Mary's Internal Medicine Clinic	69	52	36	69%
Misc. SSM Providers	11	*	*	*
Other Providers**	68	*	*	*
TOTAL	1,856	1,504	586	39%

*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, SSM 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	1,491	1,298	461	36%
SSM sites	228	161	98	61%
Other Non-Network sites	69	45	27	60%
Other sites	68	*	*	*
TOTAL	1,856	1,504	586	39%

- The following is the St. Mary's show rate trend for 2014 and 2015.

