

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 1st Quarter 2016 Report (January-March)

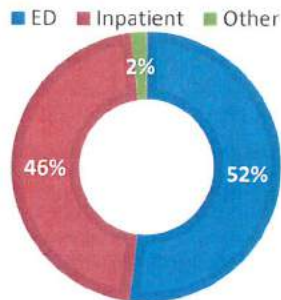
EXECUTIVE SUMMARY

ENCOUNTERS: January 1st – March 31st (1st Quarter 2016)

The Community Referral Coordinator Program has provided 93,696 patient encounters since June 2007. **4,302** of those encounters occurred between January 1st and March 31st of 2016. This is a **0% change** from the previous quarter (4,321).

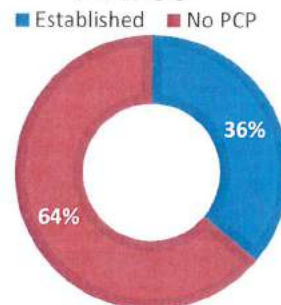
- **3,075 (71%)** patient encounters were with individuals who have a chronic disease

PATIENT TYPE



PRIMARY CARE HOME

STATUS



ENCOUNTER TRENDS

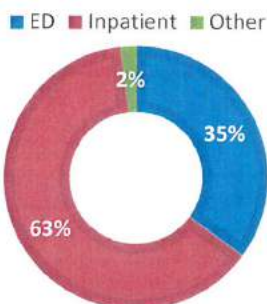


SCHEDULED APPOINTMENTS: January 1st – March 31st (1st Quarter 2016)

Out of the **4,302** encounters that occurred during the 1st quarter of 2016, **2,053 (48%)** resulted in a **scheduled appointment**. This represents an overall **11% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **6% increase** in appointments scheduled since the last quarter (1,833).

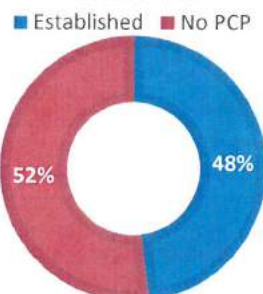
- **1,599 (78%)** of the referrals were with individuals who have a chronic disease

PATIENT TYPE



PRIMARY CARE HOME

STATUS



TYPES OF APPOINTMENTS SCHEDULED

Primary Care	1,951
Specialty Care	65
Gynecology	32
Behavioral Health	17
Obstetrics	16
INR/Labs	7
Podiatry	4
Eye	3
Dental	3

APPOINTMENTS KEPT: January 1st – March 31st (1st Quarter 2016)

The CRC program has resulted in **13,727** kept appointments since January of 2008. 11,668 (85%) of those have occurred since the beginning of 2011.

Of the 1,996 appointments scheduled to occur in the 1st quarter of 2016, **737 (50%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **2% increase** in the kept appointment rate since the last quarter. 512 (26%) of scheduled appointments were cancelled, unknown, or rescheduled. 747 (50%)* of scheduled appointments resulted in a no show.

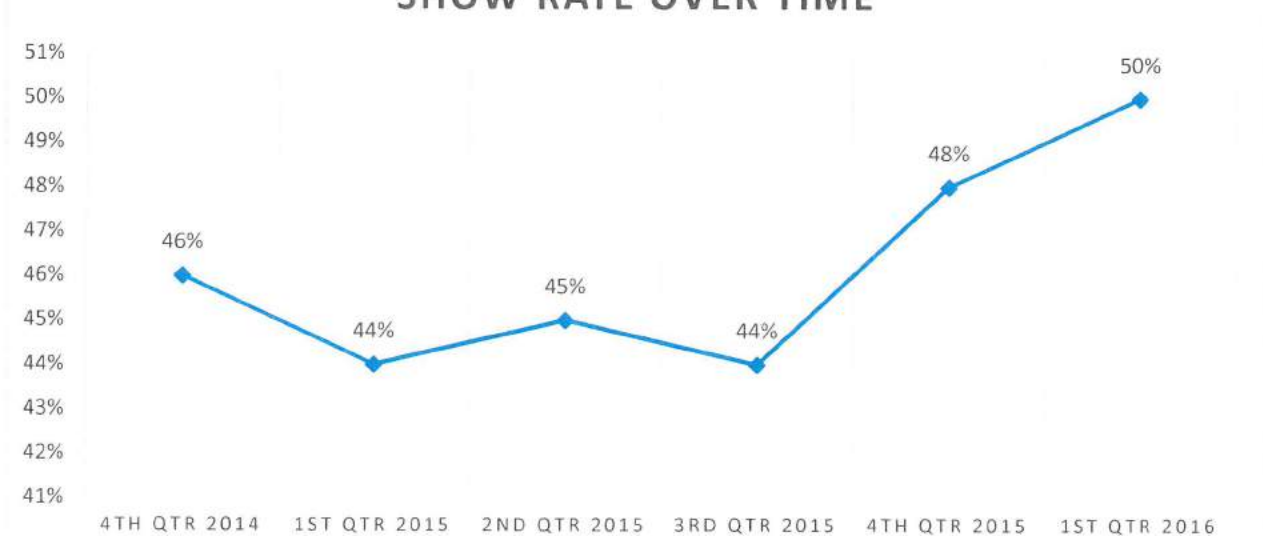
- **264 (51%)** out of **515** scheduled patients encountered in the **ED** kept their appointment
- **465 (49%)** out of **953** scheduled patients encountered in the **Inpatient** side of the hospital kept their appointment.
- **581 (50%)** out of **1,160** scheduled patients who have a **chronic disease diagnosis** kept their appointment
- **407 (49%)** out of **832** scheduled patients from the inpatient side of the hospital who kept their appointment had a chronic disease diagnosis

The following table summarizes the kept appointment data for both **IHN network providers** and **other providers**.

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Integrated Health Network sites	1,522	1,190	538	45%
Other sites	474	294	199	68%
TOTAL	1,996	1,484	737	50%

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

SHOW RATE OVER TIME



Part I: St. Louis Adult Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 1st Quarter 2016 Report (January-March)

ENCOUNTERS: January 1st – March 31st (1st Quarter 2016)

3,609

patients were encountered by CRCs at one of the St. Louis City/County Adult hospitals during 1st quarter 2016.

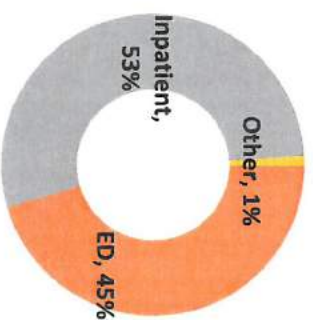
76%

have at least one chronic disease. Of those 2,740 individuals, 53 (2%) had a new chronic disease diagnosis during the reporting hospital stay.

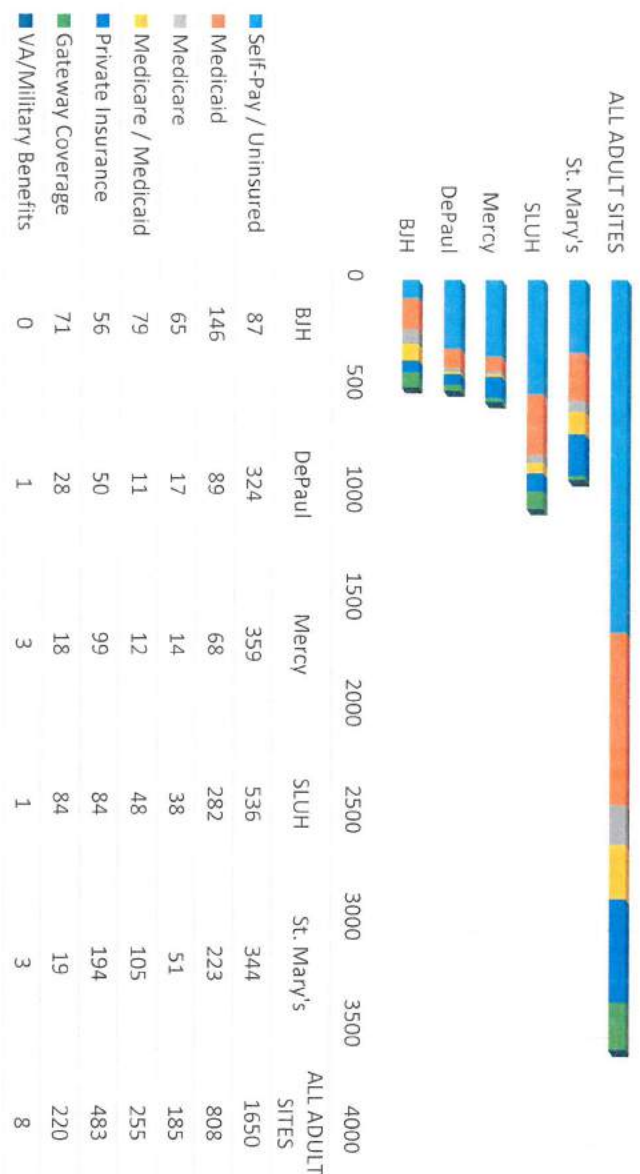
66%

had no Primary Care Home.

St. Louis Adult Sites: BJC Barnes-Jewish Hospital, SSM Health –DePaul Hospital, Mercy Hospital-St. Louis, SSM Health Saint Louis University Hospital, SSM Health St. Mary's Hospital



Encounter Payor Mix by Hospital



Demographic Profile

- Average Age: 43 years old (Min=16, Max=92)
- 52% Male, 48% Female, <1% Transgender
- Language: 86% identify English as their primary language. Spanish and Arabic are the 2nd and 3rd most common
- Race/Ethnicity:
 - 65% Black/African American
 - 19% White/Caucasian
 - 13% Unknown
 - 2% Hispanic/Latino
 - 1% Some Other Race
 - <1% Asian
 - <1% American Indian/Alaskan Native
 - <1% Multiple/Mixed Race
- Geography:
 - 30 Missouri Counties
 - 18 Illinois Counties
 - Top 5 Zip Codes:
 - 63115 – North City
 - 63118 – South City
 - 63136 – North County
 - 63116 – South City
 - 63112 – North City
- 25% of encountered patients come from these 5 zip codes

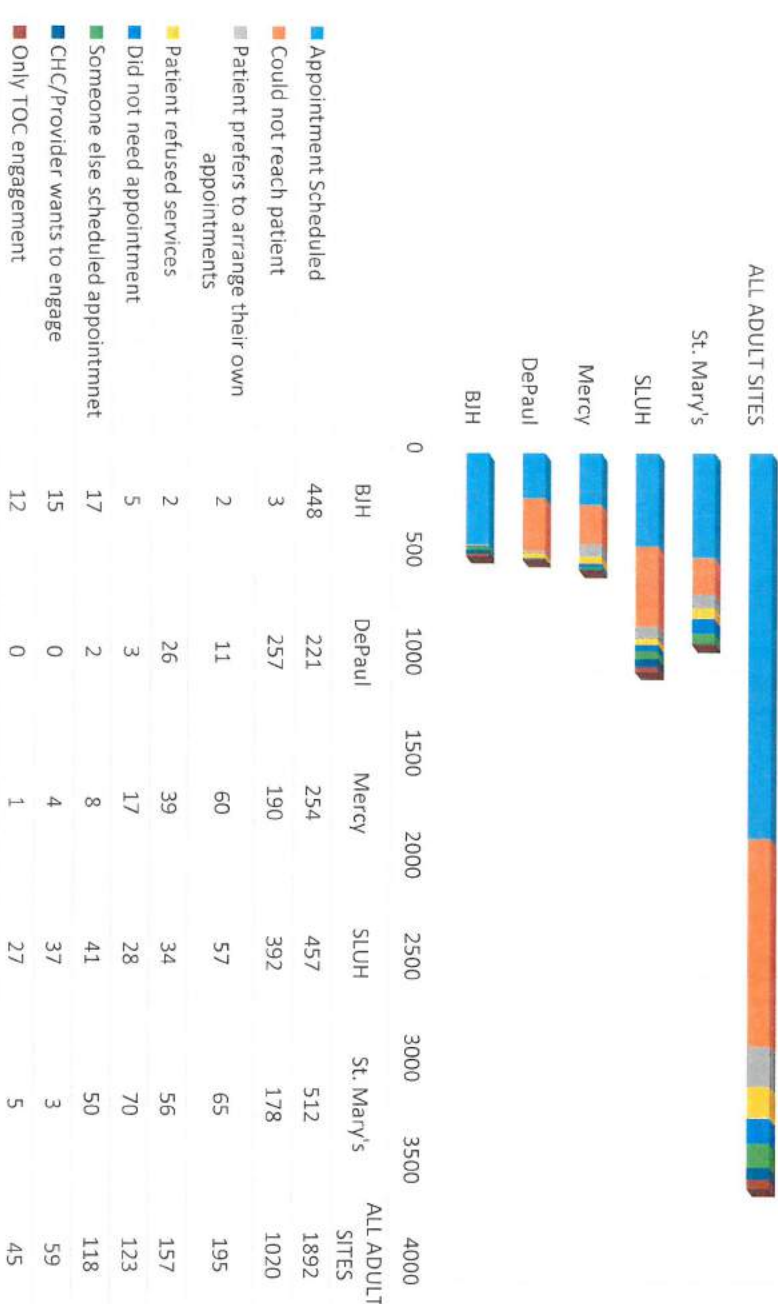
Social Determinants of Health

- 61% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 22% of those individuals have more than three barriers
- 601 individuals were identified as unemployed or underemployed
- 267 individuals were identified by the hospital as a high risk for readmission
- 114 individuals were identified as homeless

SCHEDULED APPOINTMENTS: January 1st – March 31st (1st Quarter 2016)

50% of 1st quarter CRC encounters resulted in a **scheduled appointment** (1,810/3,609), 36 (2%) encounters yielded more than one scheduled appointment.
1,847 total appointments scheduled during 1st Quarter 2016.
82% of scheduled appointments were for individuals who have a **chronic disease**.

Disposition of Encounter



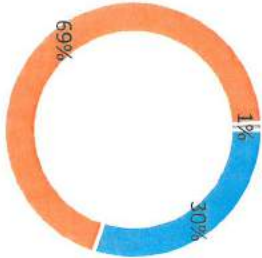
Type of Appointments Scheduled

Primary Care	1,739	INR/Labs	6
Specialty Care	40	Podiatry	4
Gynecology	23	Eye	3
Behavioral Health	17	Dental	2
Obstetrics	13		

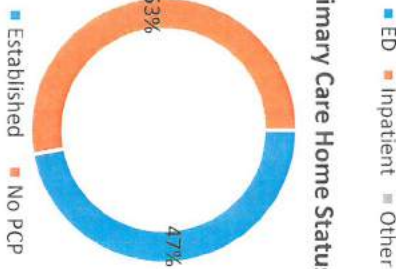
- **32%** of patients were notified of their follow up appointment date/time prior to discharge
- **61%** received appointment details via two forms of communication

Draft for Discussion

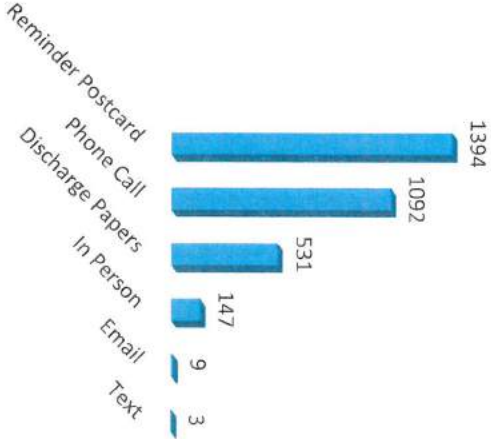
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



APPOINTMENTS KEPT: January 1st – March 31st (4th Quarter 2016)

48% appointment kept rate for appointments scheduled by CRCs at the St. Louis Adult hospital sites

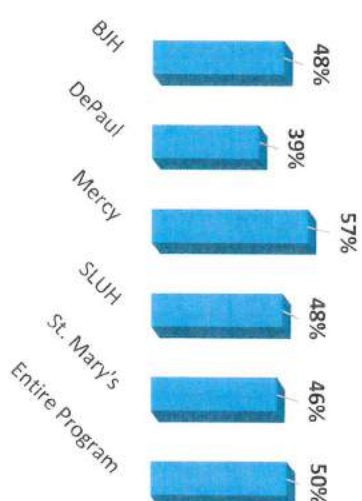
Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	365	284	166	58%
Family Care Health Center	84	72	52	72%
Myrtle Hilliard Davis Comprehensive	466	396	130	33%
People's Health Center	401	316	126	40%
St. Louis County Dept of Public Health	138	69	34	49%
COMTREA	10	9	7	78%
Crider	9	6	4	67%
Mercy JFK Clinic	13	11	10	91%
Mercy St. Louis Providers	84	69	41	59%
Southern Illinois Healthcare Foundation	42	31	13	42%
SLU Care	9	7	7	100%
SSM Medical Group	48	28	20	71%
St. Mary's Internal Medicine Clinic	25	23	20	87%
Barron Family Medicine	2	2	1	50%
BJH Primary Medicine Clinic	24	*	*	*
Casa de Salud	3	*	*	*
Padda Institute	4	*	*	*
Private MDS	22	*	*	*
Veteran's Administration	3	*	*	*
Others	19	*	*	*
TOTAL	1,771	1,323	631	48%

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

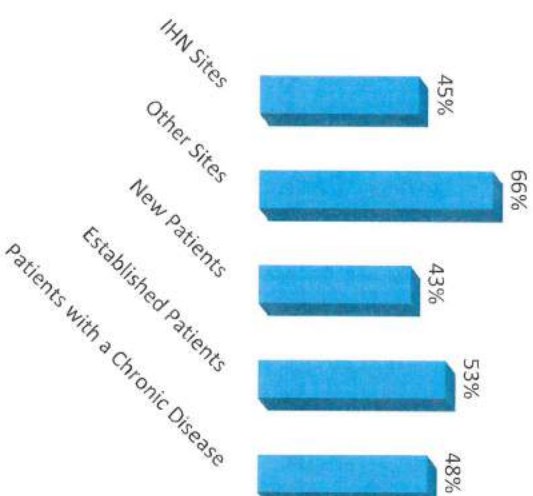
**Note: Social Determinants of Health data is only captured by patient record, self-report, and one-on-one conversations between patients and CRCs. There is no universal screening done at this time.

Draft for Discussion

Show Rate by Hospital



Show Rate by Category





Part II: Pediatric Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 1st Quarter 2016 Report (January-March)

saint louis
INTEGRATED
HEALTH NETWORK

ENCOUNTERS: January 1st – March 31st (1st Quarter 2016)

352 patients were encountered by the CRC at the pediatric program site during 1st quarter 2016.

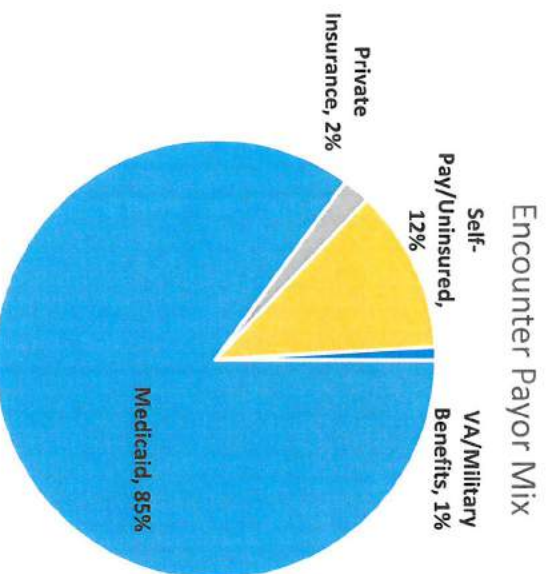
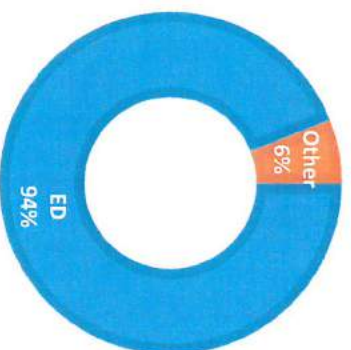
34% have at least one chronic disease.

22% had no Primary Care Home.

Pediatric Site: SSM Cardinal Glennon Children's Hospital

Most Common Chronic Disease Types

1. Asthma (45%)
2. Mental Health (15%)
3. Seizures (6%)



Demographic Profile

- Average Age: 8 years old (Min=0, Max=49*)
*The age spread accounts for some parents/guardians
- Gender: 51% Female, 49% Male
- Language: 88% identify English as their primary language. Spanish, Arabic, and Vietnamese are the 2nd, 3rd, and 4th most common
- Race/Ethnicity:
 - 72% Black/African American
 - 10% White/Caucasian
 - 9% Hispanic/Latino
 - 4% Multiple/Mixed Race
 - 4% Unknown
 - 2% Asian
- Geography:
 - 5 Missouri Counties
 - 6 Illinois Counties
 - Top 4 Zip Codes:
 - 63118 – South City
 - 63111 – South City
 - 63116 – South City
 - 63106 – North City
 - 40% of encountered patients come from these 4 zip codes

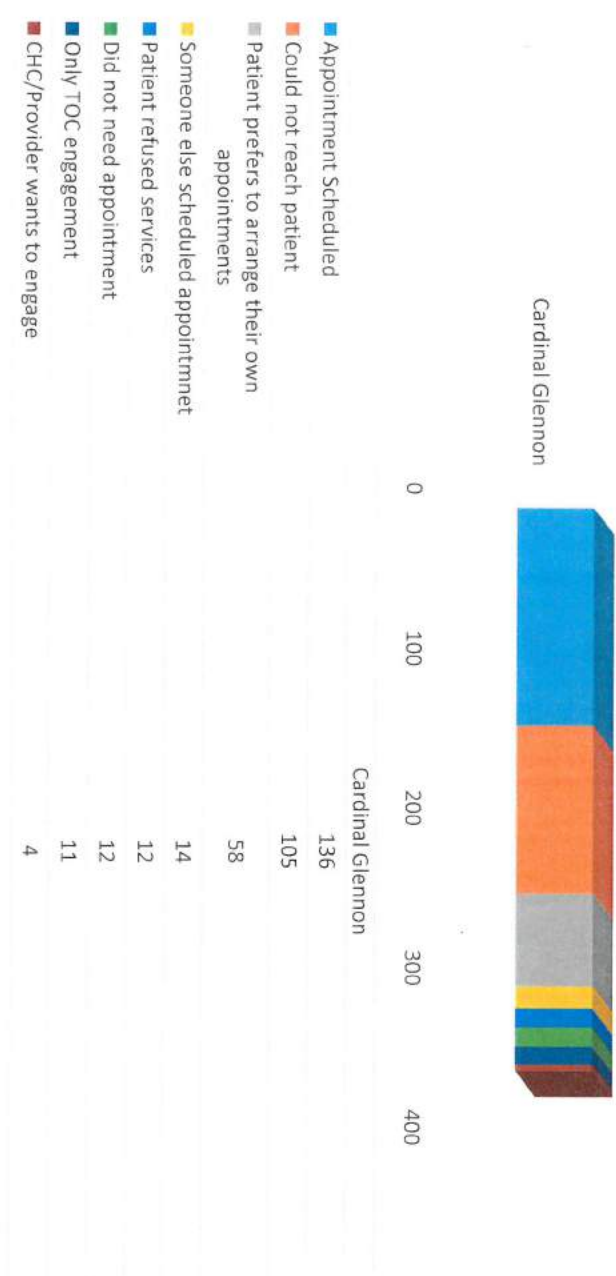
Social Determinants of Health

- 79% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 19% of patients have more than three barriers
 - 12 individuals were identified as homeless

SCHEDULED APPOINTMENTS: January 1st – March 31st (1st Quarter 2016)

39% of 1st quarter CRC pediatric encounters resulted in a scheduled appointment (139/352), 7 (5%) encounters yielded more than one scheduled appointment.
146 total appointments scheduled during 1st Quarter 2016.

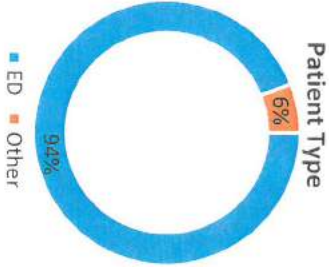
Disposition of Encounter



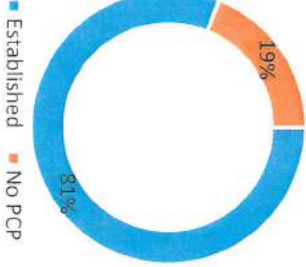
Type of Appointments Scheduled

Primary Care	118
Specialty Care	16
Gynecology	9
Obstetrics	2
Dental	1

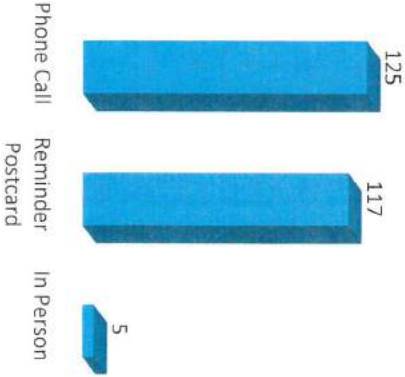
- **4%** of patients were notified of their follow up appointment date/time **prior to discharge**
- **83%** received appointment details via **two forms of communication**



Primary Care Home Status



Form of Communicating Appointment Details



APPOINTMENTS KEPT: January 1st – March 31st (4th Quarter 2016)

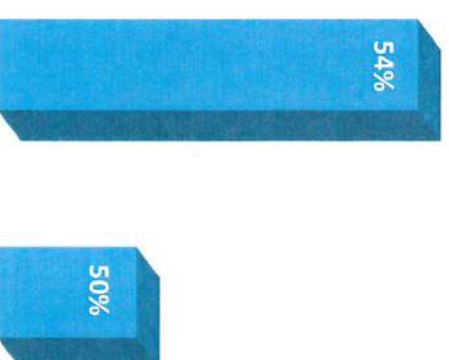
54% appointment kept rate for appointments scheduled by CRCs at the pediatric hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	33	25	17	68%
Family Care Health Center	9	7	5	71%
Myrtle Hilliard Davis Comprehensive	8	6	2	33%
People's Health Center	17	14	5	36%
St. Louis County Dept of Public Health	1	1	1	100%
Cardinal Glennon Specialists	14	11	7	64%
Danis Pediatrics	26	19	8	42%
Healthcare & Dentalcare for Kids	2	1	0	0%
Southern Illinois Healthcare Foundation	3	3	2	67%
Private MDs	1	*	*	*
TOTAL	114	87	47	54%

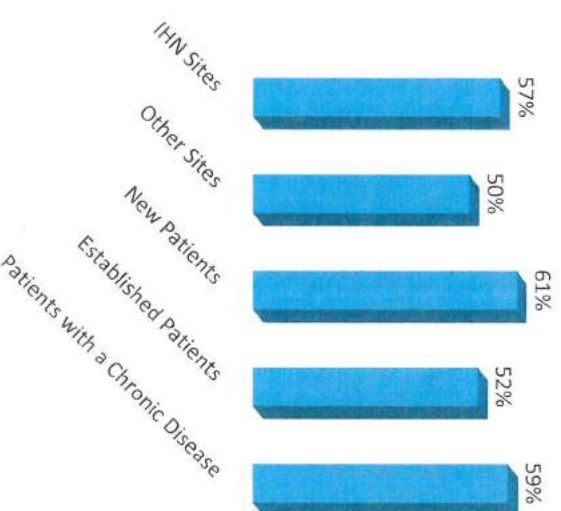
*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

**Note: Social Determinants of Health data is only captured by patient record, self-report, and one-on-one conversations between patients and CRCs. There is no universal screening done at this time.

Show Rate by Hospital



Show Rate by Category





Part III: Rural Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 1st Quarter 2016 Report (January-March)

ENCOUNTERS: January 1st – March 31st (1st Quarter 2016)

341 patients were encountered by the CRC at the rural program site during 1st quarter 2016.

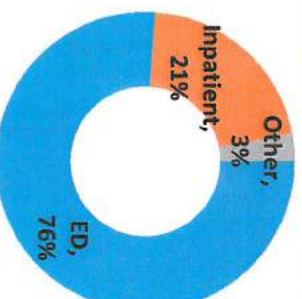
63% have at least one chronic disease.

84% had no Primary Care Home.

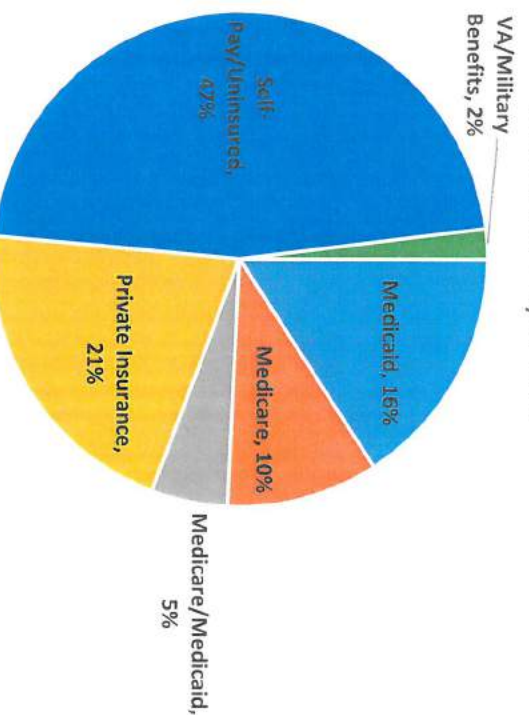
Rural Site: Phelps County Regional Medical Center (Rolla, MO)

Most Common Chronic Disease Types

1. Mental Health (42%)
2. Hypertension (31%)
3. Chronic Pain (24%)
4. Asthma (22%)
5. COPD (15%)



Encounter Payor Mix



Demographic Profile

- Average Age: 39 years old (Min=2, Max=89)
 - 9% of all encounters were with Pediatric patients
- Gender: 54% Female, 46% Male
- Language: 96% identify English as their primary language. 1 Spanish-speaking individual was encountered
- Race/Ethnicity:
 - 82% White/Caucasian
 - 9% Unknown
 - 5% Black/African American
 - 2% Multiple/Mixed Race
 - 1% Asian
 - <1% American Indian/Alaskan Native
 - <1% Hispanic/Latino
 - <1% Native Hawaiian/Other Pacific Islander
 - <1% Some Other Race
- Geography:
 - 10 Missouri Counties
 - 2 people from Out of State
 - Top 5 Zip Codes:
 - 65401 – Rolla, Phelps Co.
 - 66559 – St. James, Phelps Co.
 - 65584 – St. Roberts, Pulaski Co.
 - 65459 – Dixon, Pulaski Co.
 - 65550 – Newburg, Phelps Co.
 - 38% of encountered patients come from Zip Code 65401 in Rolla

Social Determinants of Health

- 85% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 21% of patients have more than three barriers
 - 97 individuals were identified as unemployed or underemployed
 - 11 individuals were identified as homeless

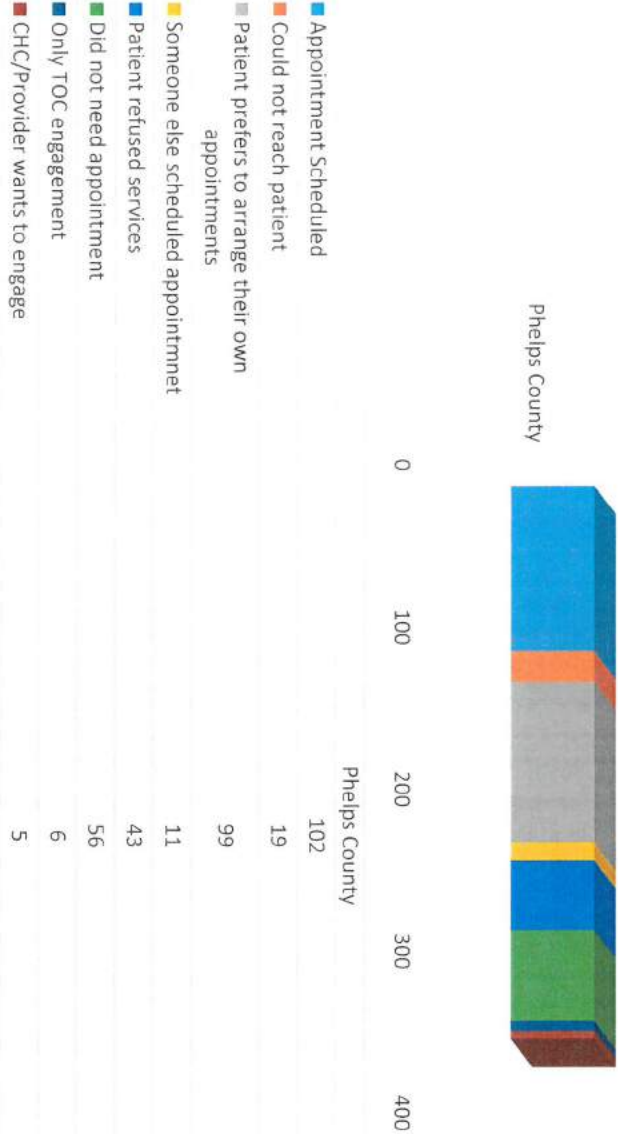
SCHEDULED APPOINTMENTS: January 1st – March 31st (1st Quarter 2016)

30% of 1st quarter CRC rural encounters resulted in a scheduled appointment (104/341), 1 (4%) encounters yielded more than one scheduled appointment.

105 total appointments scheduled during 1st Quarter 2016.

76% of scheduled appointments were for individuals who have a chronic disease.

Disposition of Encounter

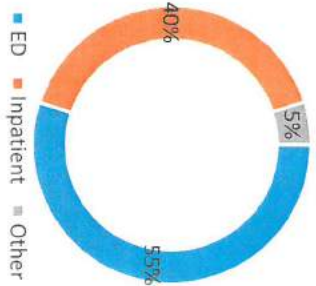


Type of Appointments Scheduled

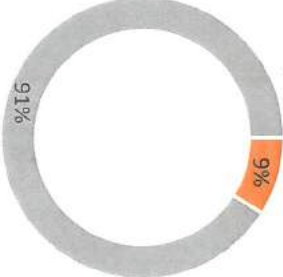
Primary Care	94
Specialty Care	9
Obstetrics	1
INR/Labs	1

- **70%** of patients were notified of their follow up appointment date/time prior to discharge
- **82%** received appointment details via two forms of communication

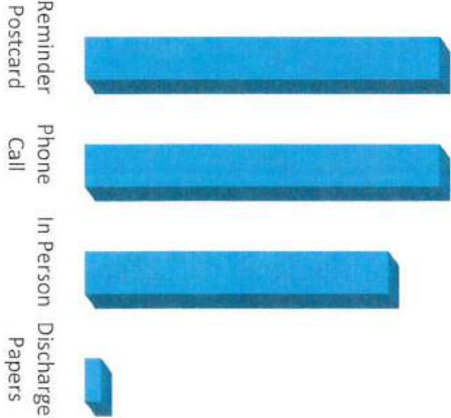
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



APPOINTMENTS KEPT: January 1st – March 31st (4th Quarter 2016)

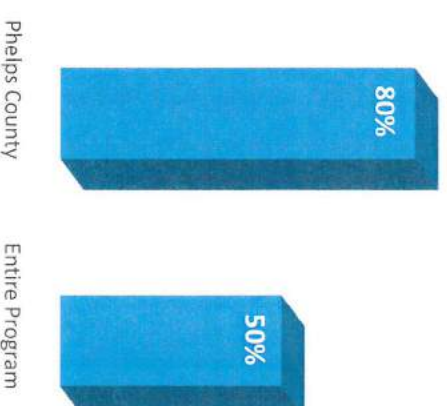
80% appointment kept rate for appointments scheduled by CRCs at the rural hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Phelps County Regional Medical Center	50	41	37	90%
Your Community Health Center	37	32	21	66%
Mercy St. Louis Providers	2	1	1	100%
Mercy Springfield Providers	10	*	*	*
SSM Providers	2	*	*	*
Private MDs	4	*	*	*
Others	6	*	*	*
TOTAL	111	74	59	80%

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

**Note: Social Determinants of Health data is only captured by patient record, self-report, and one-on-one conversations between patients and CRCs. There is no universal screening done at this time.

Show Rate by Hospital



Show Rate by Category

