

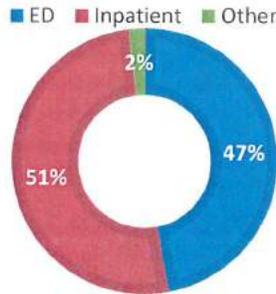
**EXECUTIVE SUMMARY**

**ENCOUNTERS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

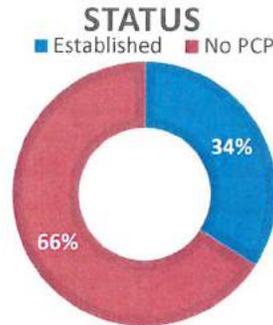
The Community Referral Coordinator Program has provided 97,664 patient encounters since June 2007. **3,968** of those encounters occurred between **April 1<sup>st</sup> and June 30<sup>th</sup> of 2016**. This is a **8% change** from the previous quarter (4,302).

- **2,827 (71%)** patient encounters were with individuals who have a chronic disease

**PATIENT TYPE**



**PRIMARY CARE HOME STATUS**



**ENCOUNTER TRENDS**

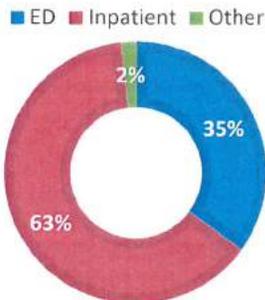


**SCHEDULED APPOINTMENTS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

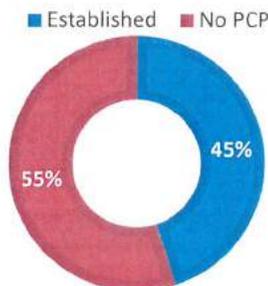
Out of the **3,968** encounters that occurred during the 2<sup>nd</sup> quarter of 2016, **2,017 (51%)** resulted in a **scheduled appointment**. This represents an overall **2% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **3% increase** in appointments scheduled since the last quarter (2,053).

- **1,522 (75%)** of the referrals were with individuals who have a chronic disease

**PATIENT TYPE**



**PRIMARY CARE HOME STATUS**



**TYPES OF APPOINTMENTS SCHEDULED**

Primary Care	1,916
Specialty Care	83
Gynecology	32
Behavioral Health	12
Obstetrics	8
INR/Labs	7
Dental	8
Podiatry	3

## APPOINTMENTS KEPT: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)

The CRC program has resulted in **14,469** kept appointments since January of 2008. 12,410 (86%) of those have occurred since the beginning of 2011.

Of the 2,043 appointments scheduled to occur in the 2<sup>nd</sup> quarter of 2016, **742 (48%)\*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **2% decrease** in the kept appointment rate since the last quarter. 493 (24%) of scheduled appointments were cancelled, unknown, or rescheduled. 808 (52%)\* of scheduled appointments resulted in a no show.

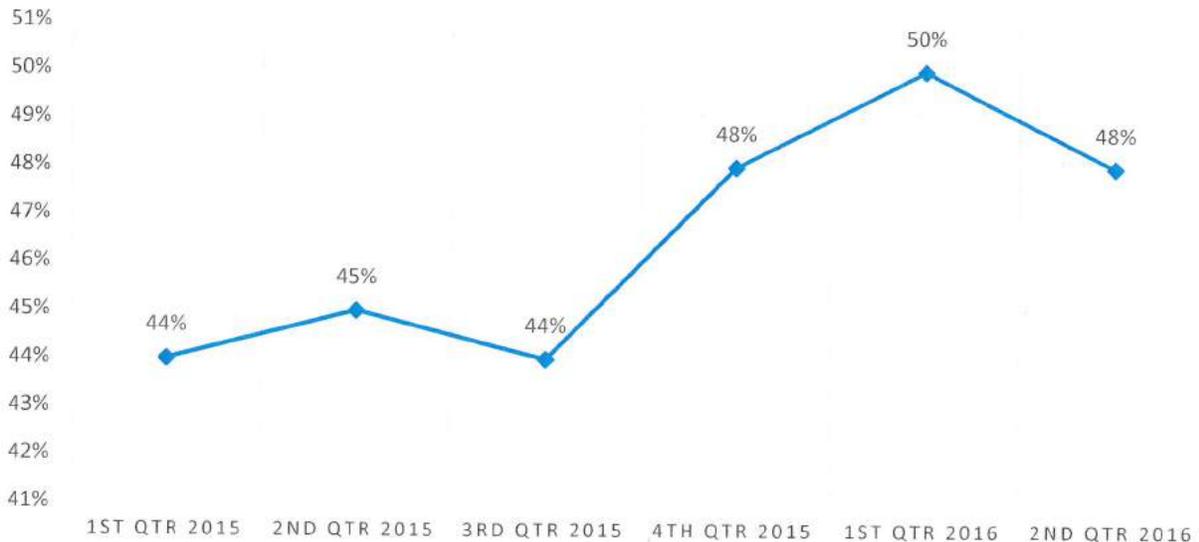
- **300 (53%)** out of **568** scheduled patients encountered in the **ED** kept their appointment
- **424 (44%)** out of **955** scheduled patients encountered in the **Inpatient** side of the hospital kept their appointment.
- **550 (47%)** out of **1,178** scheduled patients who have a **chronic disease diagnosis** kept their appointment
- **373 (45%)** out of **824** 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*
<b>Integrated Health Network sites</b>	1,512	1,216	529	44%
<b>Other sites</b>	531	334	213	64%
<b>TOTAL</b>	<b>2,043</b>	<b>1,550</b>	<b>742</b>	<b>48%</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.

### SHOW RATE OVER TIME



Please note, factors impacting data during the 2<sup>nd</sup> quarter of 2016 include: SSM Saint Louis University Hospital was without two full-time CRCs for a portion of the quarter due to staff turnover. SSM St. Mary's Hospital was without two full-time CRCs for a portion of the quarter due to staff on medical leave. Two factors increased the number of appointment cancellations: MHD Comprehensive Health Center was closed for two days due to flooding and People's Health Center experienced provider turnover during the quarter.

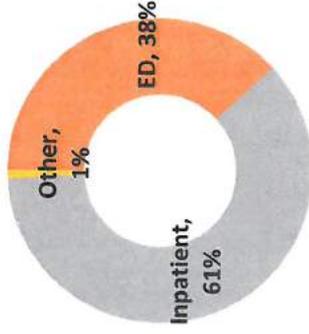


## Part I: St. Louis Adult Sites

### COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 2<sup>nd</sup> Quarter 2016 Report (April-June)

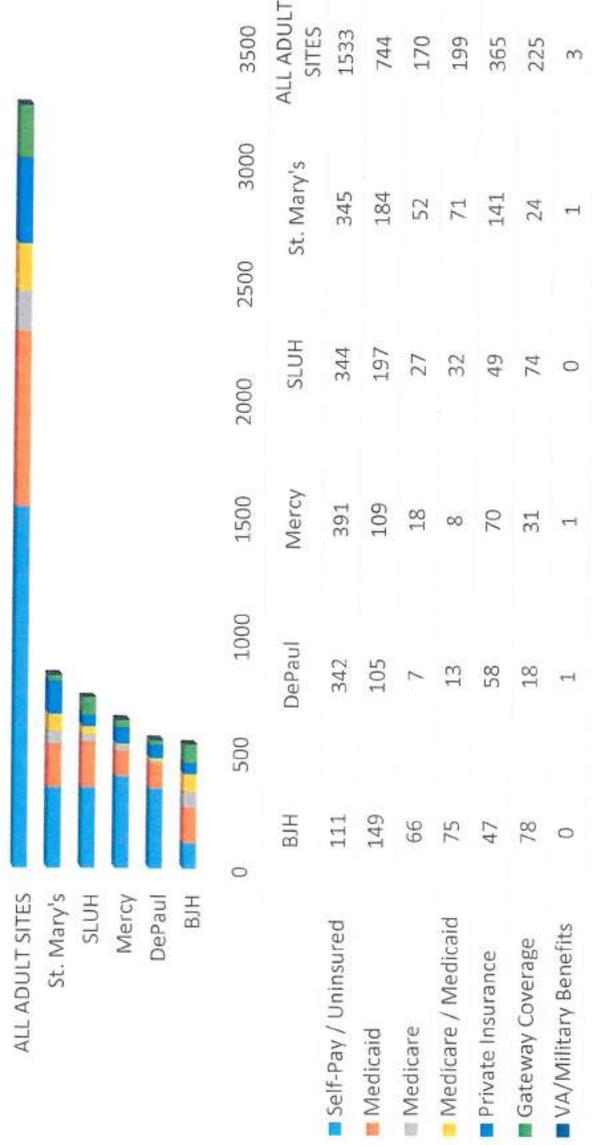
#### ENCOUNTERS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)

**3,239** patients were encountered by CRCs at one of the St. Louis City/County Adult hospitals during 2<sup>nd</sup> quarter 2016.  
**76%** have at least one chronic disease.  
**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=15, Max=100)
- 52% Male, 48% Female, <1% Transgender
- Language: 97% identify English as their primary language. Spanish and Arabic are the 2<sup>nd</sup> and 3<sup>rd</sup> most common
- Race/Ethnicity:
  - 58% Black/African American
  - 34% White/Caucasian
  - 4% Unknown
  - 3% Hispanic/Latino
  - 1% Some Other Race
  - 1% Asian
  - 1% Multiple/Mixed Race
  - <1% American Indian/Alaskan Native
  - <1% Native Hawaiian/Pacific Islander
- Geography:
  - 35 Missouri Counties
  - 19 Illinois Counties
  - Top 5 Zip Codes:
    - 63114 – North County
    - 63136 – North County
    - 63115 – North City
    - 63112 – North City
    - 63113 – Midtown

## Social Determinants of Health

- 56% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- **16% of those individuals have more than three barriers**
  - 654 individuals were identified as **unemployed or underemployed**
  - 285 individuals were identified by the hospital as a **high risk for readmission**
  - 116 individuals were identified as **homeless**

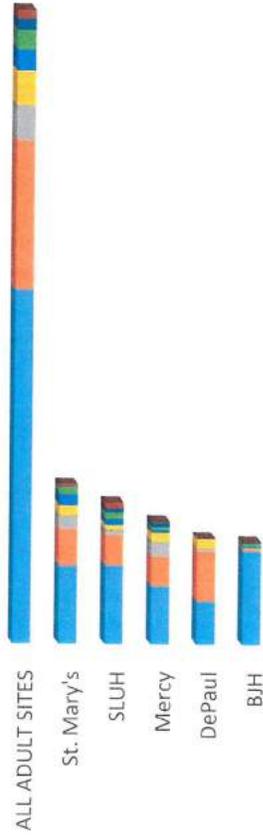
## SCHEDULED APPOINTMENTS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)

**53%** of 2<sup>nd</sup> quarter CRC encounters resulted in a scheduled appointment (1,723/3,239) and 38 (2%) encounters yielded more than one scheduled appointment.

**1,762** total appointments scheduled during 2<sup>nd</sup> Quarter 2016.

**80%** of scheduled appointments were for individuals who have a chronic disease.

### Disposition of Encounter

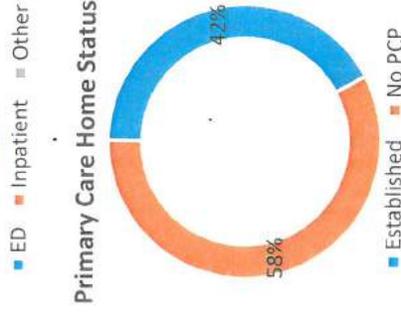
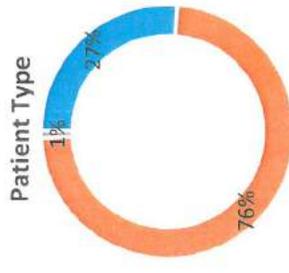


	BJH	DePaul	Mercy	SLUH	St. Mary's	ALL ADULT SITES
Appointment Scheduled	480	224	301	404	401	1810
Could not reach patient	10	256	152	158	189	765
Patient prefers to arrange their own appointments	3	13	74	22	66	178
Patient refused services	2	49	44	27	53	175
Did not need appointment	7	1	14	30	57	109
Someone else scheduled appointment	16	1	16	32	36	101
CHC/Provider wants to engage	7	0	25	22	3	57
Only TOC engagement	1	0	2	28	13	44

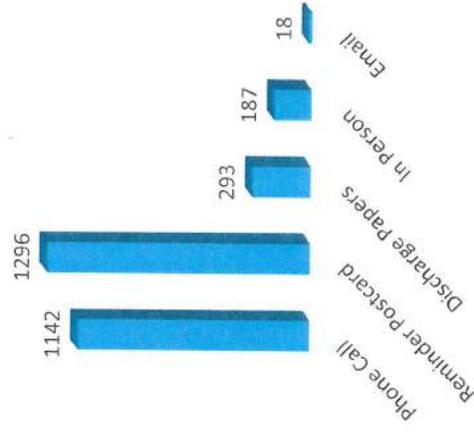
### Type of Appointments Scheduled

Primary Care	1,668	INR/Labs	7
Specialty Care	39	Dental	5
Gynecology	20	Podiatry	3
Behavioral Health	12		
Obstetrics	8		

- **31%** of patients were notified of their follow up appointment date/time prior to discharge
- **73%** received appointment details via two forms of communication



### Form of Communicating Appointment Details

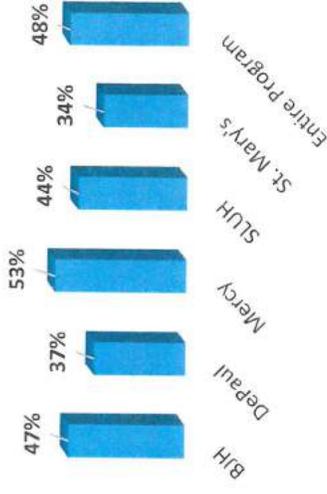


**APPOINTMENTS KEPT: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

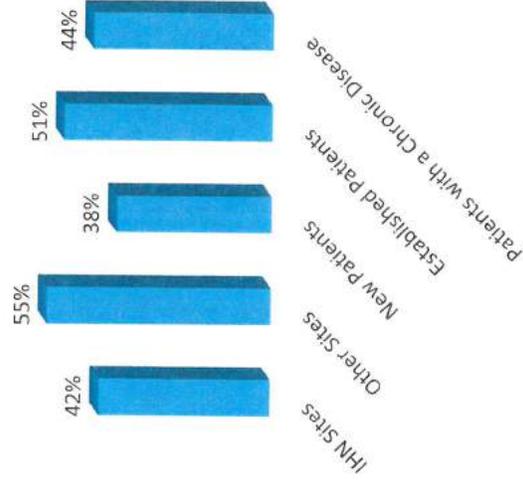
**44%** appointment kept rate for appointments scheduled by CRCs at the St. Louis adult hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	373	301	171	57%
Family Care Health Center	115	93	50	54%
Myrtle Hilliard Davis Comprehensive	392	359	101	28%
People's Health Center	372	284	104	37%
St. Louis County Dept of Public Health	137	83	42	51%
BIH Primary Medicine Clinic	15	11	5	45%
COMTREA	26	18	7	39%
Crider	15	14	4	29%
Mercy JFK Clinic	20	19	15	79%
Mercy St. Louis Providers	84	57	28	49%
Southern Illinois Healthcare Foundation	57	44	24	55%
SLU Care	22	14	9	64%
SSM Medical Group	47	33	21	64%
St. Mary's Internal Medicine Clinic	15	10	9	90%
Casa de Salud	5	*	*	*
Private MDs	24	*	*	*
Others	37	*	*	*
<b>TOTAL</b>	<b>1,756</b>	<b>1,340</b>	<b>590</b>	<b>44%</b>

Show Rate by Hospital



Show Rate by Category



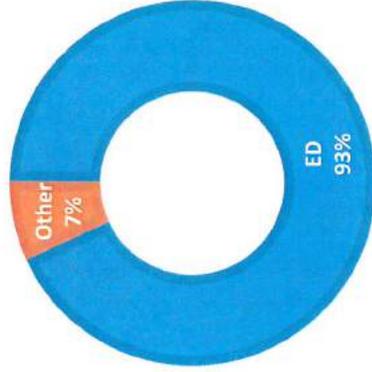
\*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

\*\*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.

**COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE**  
**2<sup>nd</sup> Quarter 2016 Report (April-June)**

**ENCOUNTERS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

- 399** patients were encountered by the CRC at the pediatric program site during 2<sup>nd</sup> quarter 2016.
- 32%** have at least one chronic disease.
- 24%** had no Primary Care Home.

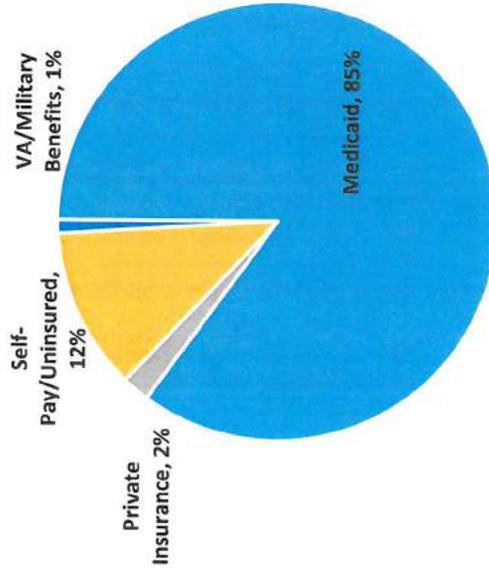


**Pediatric Site:** SSM Cardinal Glennon Children's Hospital

**Most Common Chronic Disease Types**

1. Asthma (69%)
2. Mental Health (21%)
3. Seizures (6%)

**Encounter Payor Mix**



**Demographic Profile**

- Average Age: 7 years old (Min=0, Max=38\*)  
 \*The age spread accounts for some parents/guardians
- Gender: 51% Female, 49% Male
- Language: 83% identify English as their primary language. Spanish and Arabic are the 2<sup>nd</sup> and 3<sup>rd</sup> most common
- Race/Ethnicity:
  - 70% Black/African American
  - 11% White/Caucasian
  - 6% Hispanic/Latino
  - 5% Unknown
  - 4% Multiple/Mixed Race
  - 3% Asian
- Geography:
  - 7 Missouri Counties
  - 4 Illinois Counties
  - Top 5 Zip Codes:
    - 63118 – South City
    - 63116 – South City
    - 63111 – South City
    - 63104 – South City
    - 63136 – North County
  - 43% of encountered patients come from these 5 zip codes

**Social Determinants of Health**

- 51% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 8% of patients have more than three barriers
  - 3 individuals were identified as homeless

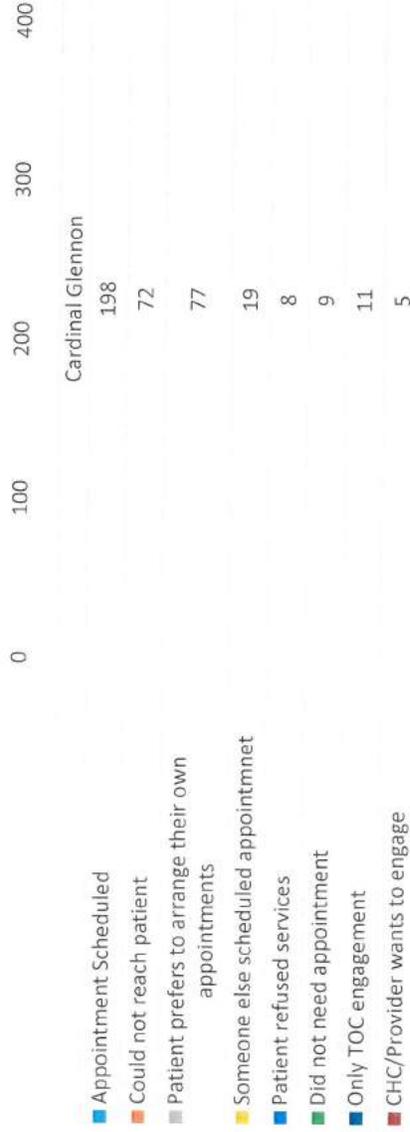
### SCHEDULED APPOINTMENTS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)

**51%** of 2<sup>nd</sup> quarter CRC pediatric encounters resulted in a scheduled appointment (202/399) and 13 (6%) encounters yielded more than one scheduled appointment.  
**215** total appointments scheduled during 2<sup>nd</sup> Quarter 2016.

#### Disposition of Encounter



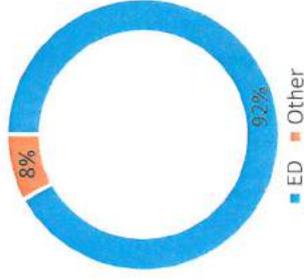
Cardinal Glennon



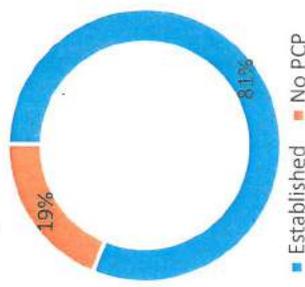
#### Type of Appointments Scheduled

- Primary Care 170
  - Specialty Care 31
  - Gynecology 11
  - Dental 3
- 5% of patients were notified of their follow up appointment date/time prior to discharge
  - 86% received appointment details via two forms of communication

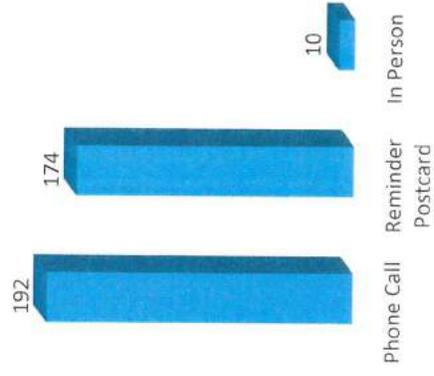
#### Patient Type



#### Primary Care Home Status



#### Form of Communicating Appointment Details



**APPOINTMENTS KEPT: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

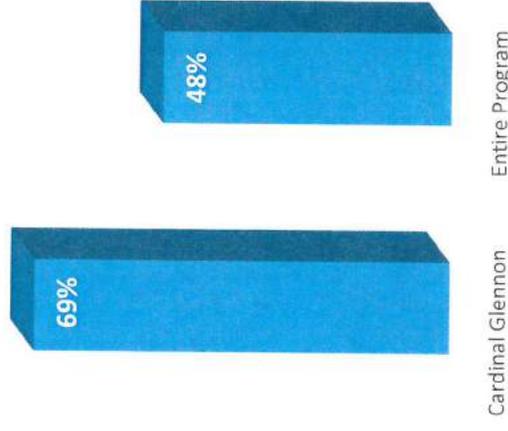
**69%** appointment kept rate for appointments scheduled by CRCs at the pediatric hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	45	40	27	68%
Family Care Health Center	20	10	8	80%
Myrtle Hilliard Davis Comprehensive	15	15	8	53%
People's Health Center	42	31	18	58%
St. Louis County Dept of Public Health	1	0	0	N/A
BJH Medicine Clinic	1	1	0	0%
Cardinal Glennon Specialists	29	21	19	90%
Danis Pediatrics	31	24	17	71%
Mercy Providers	3	3	3	100%
Southern Illinois Healthcare Foundation	4	4	3	75%
Private MDs	3	*	*	*
SLU Care	2	*	*	*
Others	1	*	*	*
<b>TOTAL</b>	<b>197</b>	<b>149</b>	<b>103</b>	<b>69%</b>

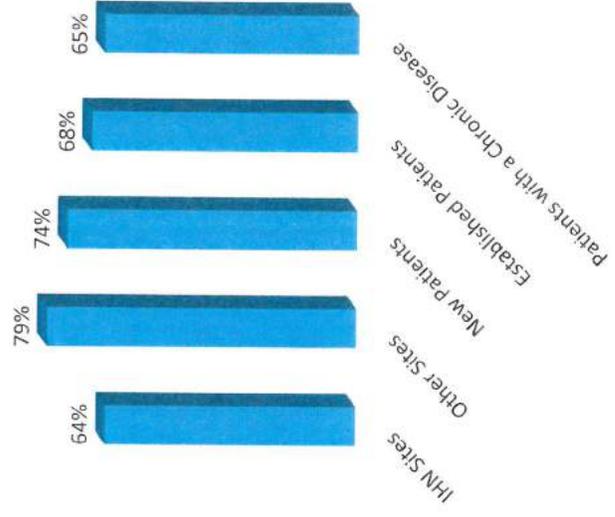
\*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

\*\*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

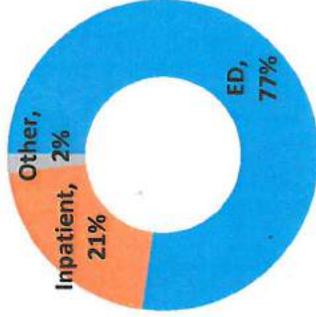
### COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 2<sup>nd</sup> Quarter 2016 Report (April-June)

#### ENCOUNTERS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)

**330** patients were encountered by the CRC at the rural program site during 2<sup>nd</sup> quarter 2016.

**68%** have at least one chronic disease.

**80%** had no Primary Care Home.

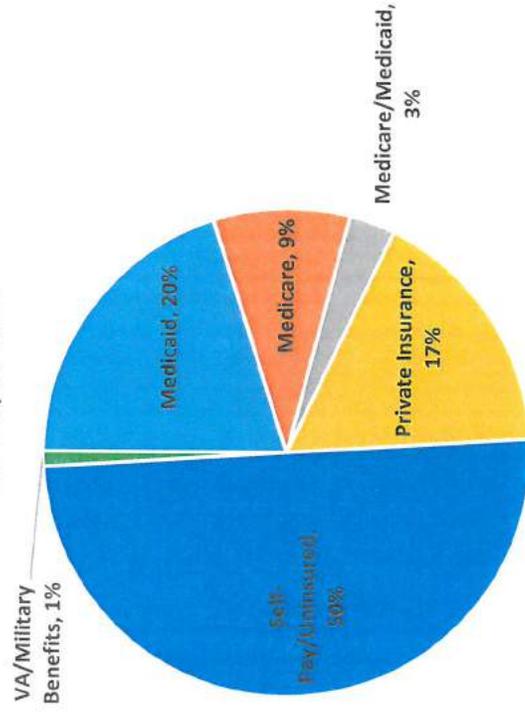


**Rural Site:** Phelps County Regional Medical Center (Rolla, MO)

#### Most Common Chronic Disease Types

1. Mental Health (45%)
2. Hypertension (30%)
3. Chronic Pain (25%)
4. Asthma (19%)
5. Diabetes (17%)

#### Encounter Payor Mix



## Demographic Profile

- Average Age: 38 years old (Min=0, Max=89)
  - 11% of all encounters were with Pediatric patients
- Gender: 54% Female, 46% Male
- Language: 99% identify English as their primary language. 2 Spanish-speaking individuals were encountered
- Race/Ethnicity:
  - 88% White/Caucasian
  - 8% Black/African American
  - 2% Unknown
  - 1% Multiple/Mixed Race
  - 1% Asian
  - 1% Hispanic/Latino
- Geography:
  - 15 Missouri Counties
  - 5 people from Out of State
  - Top 5 Zip Codes:
    - 65401 – Rolla, Phelps Co.
    - 66559 – St. James, Phelps Co.
    - 65583 – Waynesville, Pulaski Co.
    - 65584 – St. Roberts, Pulaski Co.
    - 65550 – Newburg, Phelps Co.
- 38% of encountered patients come from Zip Code 65401 in Rolla

## Social Determinants of Health

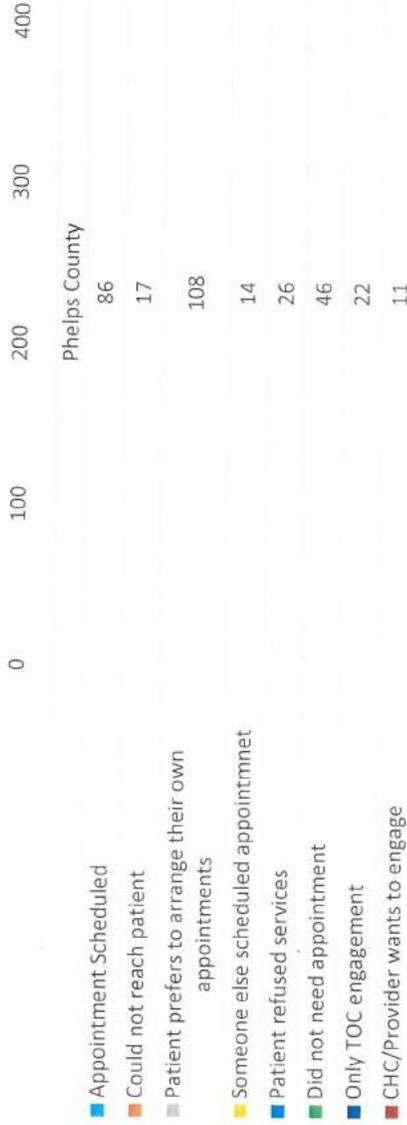
86% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)

- 20% of patients have more than three barriers
- 105 individuals were identified as **unemployed or underemployed**
- 15 individuals were identified as **homeless**

**SCHEDULED APPOINTMENTS: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

- 28%** of 2<sup>nd</sup> quarter CRC rural encounters resulted in a scheduled appointment (92/330).
- 92** total appointments scheduled during 2<sup>nd</sup> Quarter 2016.
- 80%** of scheduled appointments were for individuals who have a chronic disease.

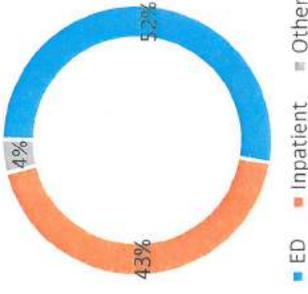
Disposition of Encounter



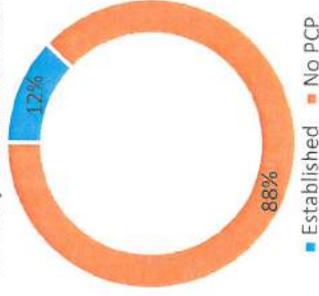
**Type of Appointments Scheduled**

- Primary Care 78
- Specialty Care 13
- Gynecology 1
- 72%** of patients were notified of their follow up appointment date/time prior to discharge
- 78%** received appointment details via two forms of communication

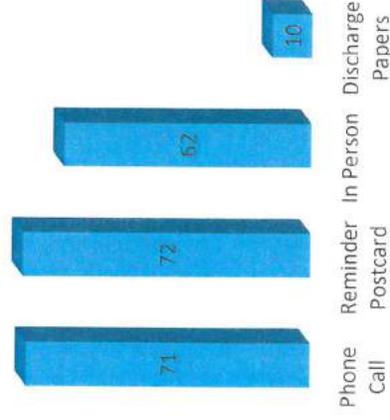
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



**APPOINTMENTS KEPT: April 1<sup>st</sup> – June 30<sup>th</sup> (2<sup>nd</sup> Quarter 2016)**

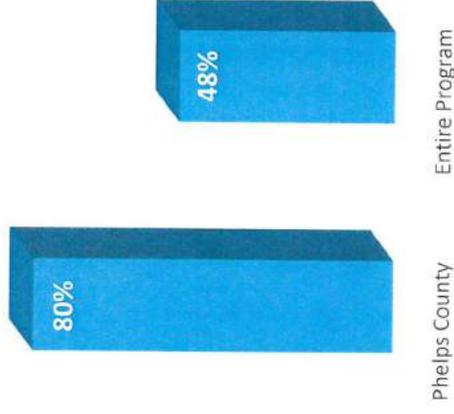
**80%** appointment kept rate for appointments scheduled by CRCs at the rural hospital sites

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	41	33	27	82%
Your Community Health Center	29	28	22	79%
Mercy Springfield Providers	10	*	*	*
Private MDs	6	*	*	*
Others	4	*	*	*
<b>TOTAL</b>	<b>90</b>	<b>61</b>	<b>49</b>	<b>80%</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.

\*\*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

