

EXECUTIVE SUMMARY

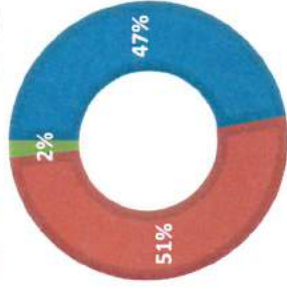
ENCOUNTERS: July 1st – September 30th (3rd Quarter 2016)

The Community Referral Coordinator Program has provided 101,359 patient encounters since June 2007. 3,695 of those encounters occurred between July 1st and September 30th of 2016. This is a 7% change from the previous quarter (3,968).

- 2,517 (68%) patient encounters were with individuals who have a chronic disease

PATIENT TYPE

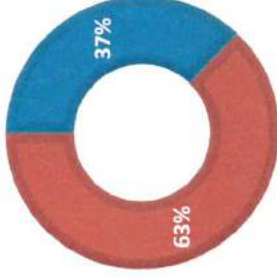
■ ED ■ Inpatient ■ Other



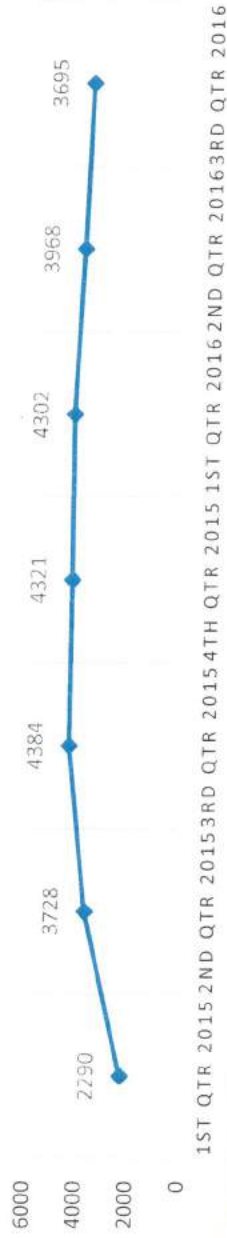
PRIMARY CARE HOME

STATUS

■ Established ■ No PCP



ENCOUNTER TRENDS



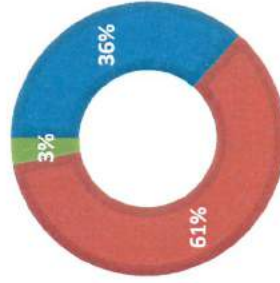
SCHEDULED APPOINTMENTS: July 1st – September 30th (3rd Quarter 2016)

Out of the 3,695 encounters that occurred during the 3rd quarter of 2016, 1,987 (54%) resulted in a scheduled appointment. This represents an overall 1% 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 (2,017).

- 1,392 (70%) of the referrals were with individuals who have a chronic disease

PATIENT TYPE

■ ED ■ Inpatient ■ Other



PRIMARY CARE

HOME STATUS

■ Established ■ No PCP



TYPES OF APPOINTMENTS SCHEDULED

Primary Care	1,886
Specialty Care	82
Gynecology	32
Obstetrics	10
Dental	7
INR/Labs	5
Behavioral Health	4
Eye	2
Podiatry	1

APPOINTMENTS KEPT: July 1st – September 30th (3rd Quarter 2016)

The CRC program has resulted in **15,263** kept appointments since January of 2008. 13,204 (87%) of those have occurred since the beginning of 2011.

Of the 1,971 appointments scheduled to occur in the 3rd quarter of 2016, **794 (52%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **4% increase** in the kept appointment rate since the last quarter. 454 (23%) of scheduled appointments were cancelled, unknown, or rescheduled. 723 (48%)* of scheduled appointments resulted in a no show.

- **342 (62%)** out of **551** scheduled patients encountered in the ED kept their appointment
- **426 (46%)** out of **919** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
- **548 (51%)** out of **1,071** scheduled patients who have a **chronic disease diagnosis** kept their appointment
- **356 (47%)** out of **762** 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	1,378	1,109	521	47%
Other sites	593	408	273	67%
TOTAL	1,971	1,517	794	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.

SHOW RATE OVER TIME



Please note, factors impacting data during the 3rd 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. Another factor increased the number of appointment cancellations: Saint Louis County Department of Public Health experienced provider turnover during the quarter.



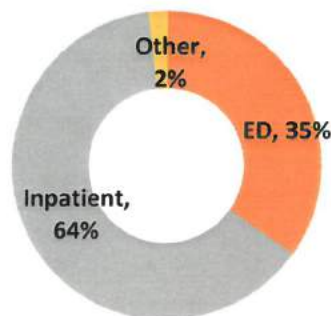
Part I: St. Louis Adult Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 3rd Quarter 2016 Report (July-September)

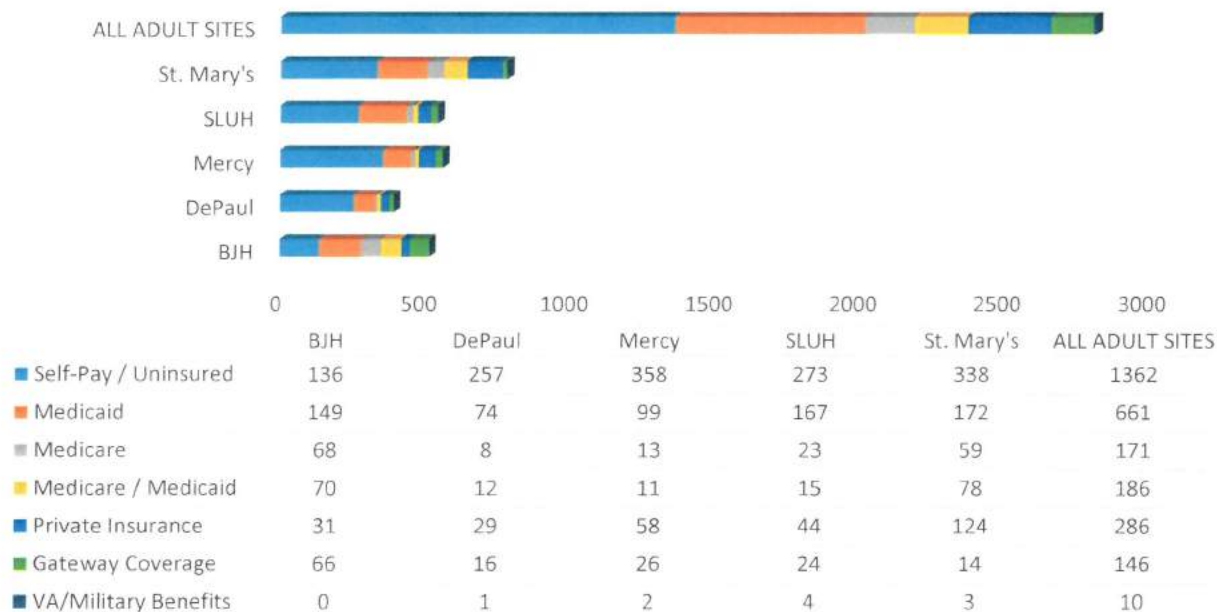
ENCOUNTERS: July 1st – September 30th (3rd Quarter 2016)

- 2,822** patients were encountered by CRCs at one of the St. Louis City/County Adult hospitals during 3rd 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: 84% identify English as their primary language. Spanish and Bosnian are the 2nd and 3rd most common
- Race/Ethnicity:
 - 65% Black/African American
 - 23% 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:
 - 31 Missouri Counties
 - 17 Illinois Counties
 - Top 5 Zip Codes:
 - 63136 – North County
 - 63115 – North City
 - 63114 – North County
 - 63121 – North City
 - 63116 – South City

Social Determinants of Health

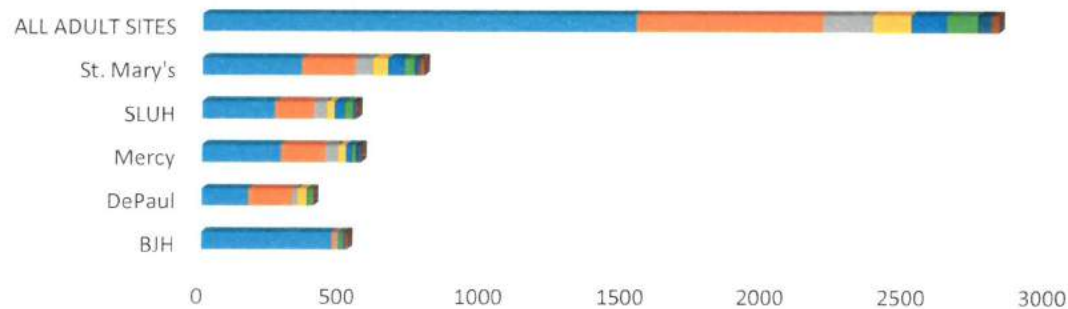
59% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)

- **15% of those individuals have more than three barriers**
- 489 individuals were identified as **unemployed or underemployed**
- 225 individuals were identified by the hospital as a **high risk for readmission**
- 87 individuals were identified as **homeless**

SCHEDULED APPOINTMENTS: July 1st – September 30th (3rd Quarter 2016)

- 55%** of 3rd quarter CRC encounters resulted in a scheduled appointment (1,554/2,822) and 29 (2%) encounters yielded more than one scheduled appointment.
- 1,585** total appointments scheduled during 3rd Quarter 2016.
- 79%** of scheduled appointments were for individuals who have a **chronic disease**.

Disposition of Encounter



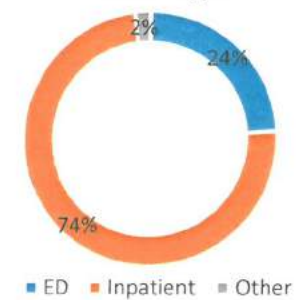
	BJH	DePaul	Mercy	SLUH	St. Mary's	ALL ADULT SITES
Appointment Scheduled	468	168	283	261	357	1537
Could not reach patient	16	159	159	140	190	664
Patient prefers to arrange their own appointments	6	17	47	46	62	178
Patient refused services	0	32	25	26	52	135
Did not need appointment	4	3	24	36	60	127
Someone else scheduled appointment	14	18	12	29	35	108
CHC/Provider wants to engage	5	0	16	10	16	47
Only TOC engagement	7	0	1	2	16	26

Type of Appointments Scheduled

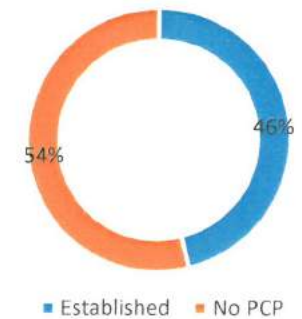
Primary Care	1,500	INR/Labs	5
Specialty Care	38	Dental	2
Gynecology	26	Eye	2
Obstetrics	8	Podiatry	1
Behavioral Health	3		

- 31%** of patients were notified of their follow up appointment date/time **prior to discharge**
- 71%** received appointment details **via two or more forms of communication**

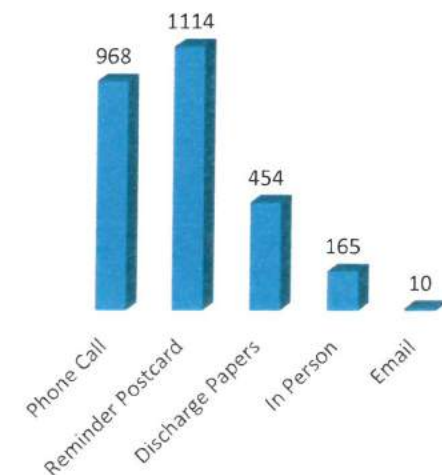
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



APPOINTMENTS KEPT: July 1st – September 30th (3rd Quarter 2016)

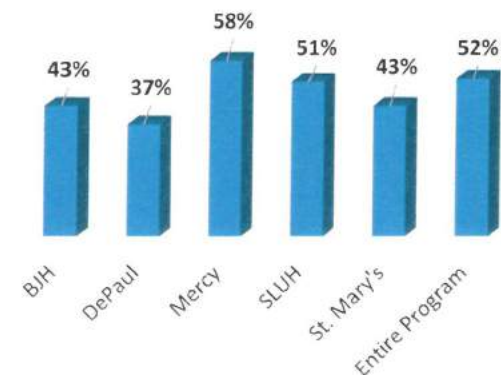
47% appointment kept rate for appointments scheduled by CRCs at the St. Louis adult hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	336	284	146	51%
Family Care Health Center	87	70	45	64%
Myrtle Hilliard Davis Comprehensive	355	331	107	32%
People's Health Center	244	172	72	42%
St. Louis County Dept of Public Health	151	80	32	40%
BJH Primary Medicine Clinic	22	16	7	44%
COMTREA	16	11	4	36%
Crider	21	18	9	50%
Mercy JFK Clinic	24	23	18	78%
Mercy St. Louis Providers	91	76	49	64%
Southern Illinois Healthcare Foundation	59	44	18	41%
SLU Care	17	12	5	42%
SSM Medical Group	52	39	30	77%
St. Mary's Internal Medicine Clinic	15	13	13	100%
Casa de Salud	3	*	*	*
Private MDs	22	*	*	*
Others	34	*	*	*
TOTAL	1,549	1,189	555	47%

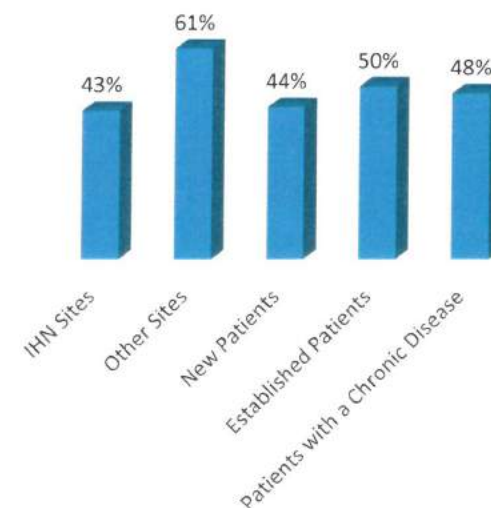
*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

**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 II: Pediatric Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 3rd Quarter 2016 Report (July-September)

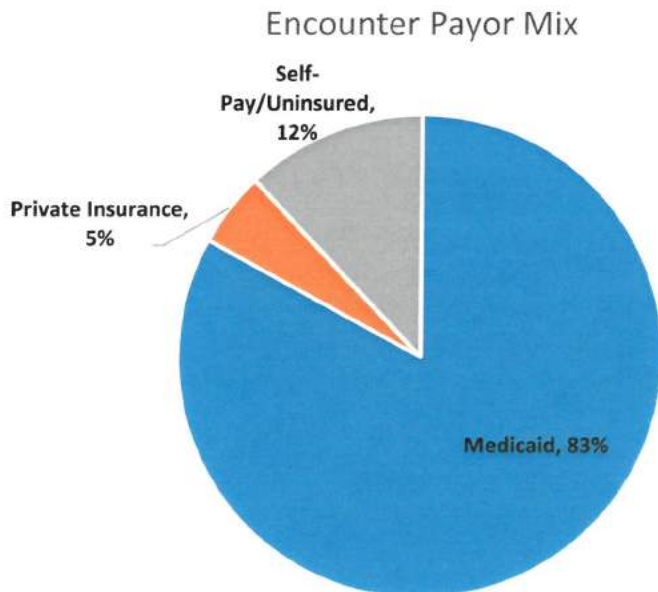
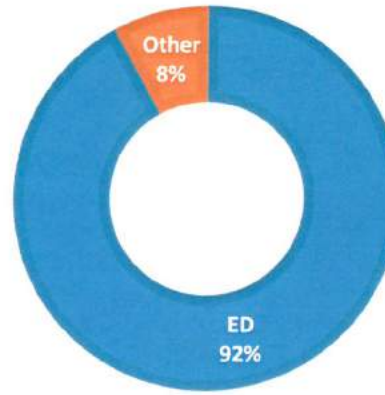
ENCOUNTERS: July 1st – September 30th (3rd Quarter 2016)

- 487** patients were encountered by the CRC at the pediatric program site during 3rd quarter 2016.
- 25%** have at least one chronic disease.
- 25%** had no Primary Care Home.

Pediatric Site: SSM Cardinal Glennon Children's Hospital

Most Common Chronic Disease Types

1. Asthma (57%)
2. Mental Health (25%)
3. Seizures (12%)



Demographic Profile

- Average Age: 7 years old (Min=0, Max=41*)
**The age spread accounts for some parents/guardians*
- Gender: 50% Female, 50% Male
- Language: 83% identify English as their primary language. Spanish and Arabic are the 2nd and 3rd most common
- Race/Ethnicity:
 - 68% Black/African American
 - 12% White/Caucasian
 - 7% Hispanic/Latino
 - 8% Unknown
 - 4% Multiple/Mixed Race
 - 1% Asian
- Geography:
 - 9 Missouri Counties
 - 7 Illinois Counties
 - Top 5 Zip Codes:
 - 63118 – South City
 - 63116 – South City
 - 63111 – South City
 - 63106 – South City
 - 63115 – North City
 - 43% of encountered patients come from these 5 zip codes

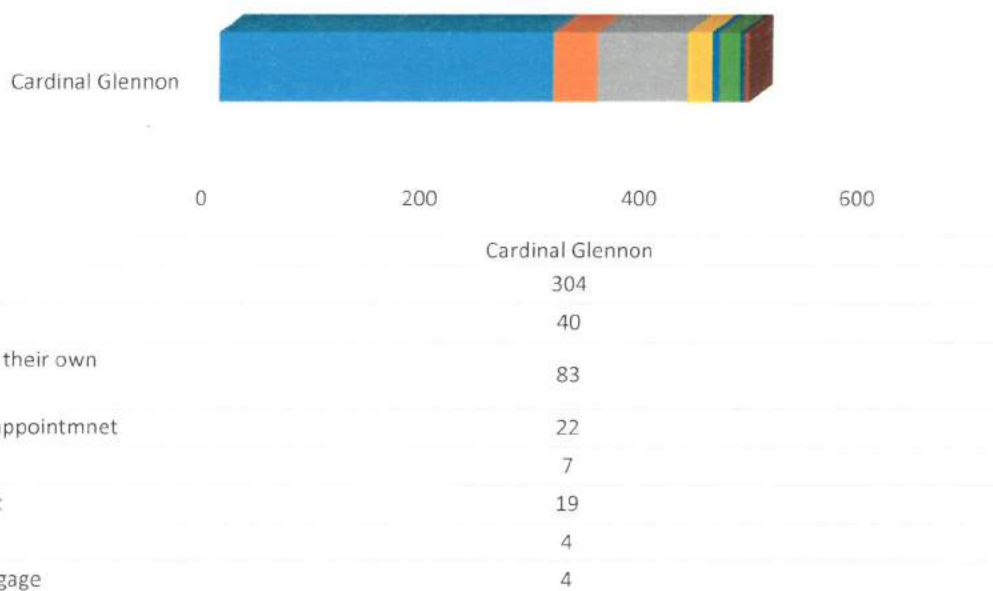
Social Determinants of Health

- 34% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 3% of patients have more than three barriers
 - 13 individuals were identified as homeless

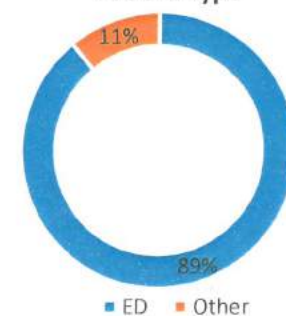
SCHEDULED APPOINTMENTS: July 1st – September 30th (3rd Quarter 2016)

65% of 3rd quarter CRC pediatric encounters resulted in a scheduled appointment (316/487) and 8 (3%) encounters yielded more than one scheduled appointment.
324 total appointments scheduled during 3rd Quarter 2016.

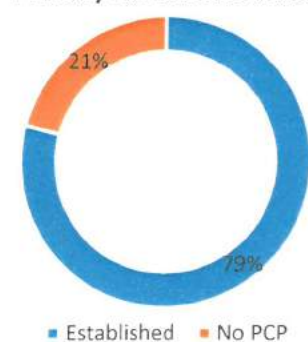
Disposition of Encounter



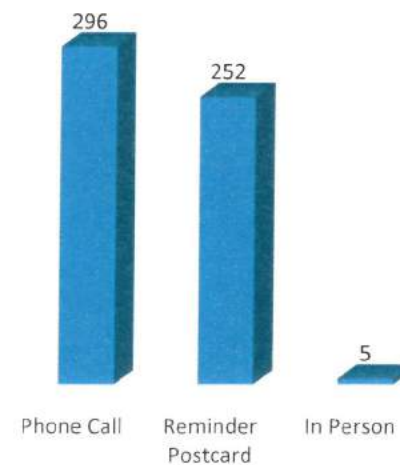
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



Type of Appointments Scheduled

Primary Care	281
Specialty Care	33
Gynecology	3
Dental	5
Obstetrics	2

- **2%** of patients were notified of their follow up appointment date/time **prior to discharge**
- **84%** received appointment details **via two or more forms of communication**

APPOINTMENTS KEPT: July 1st – September 30th (3rd Quarter 2016)

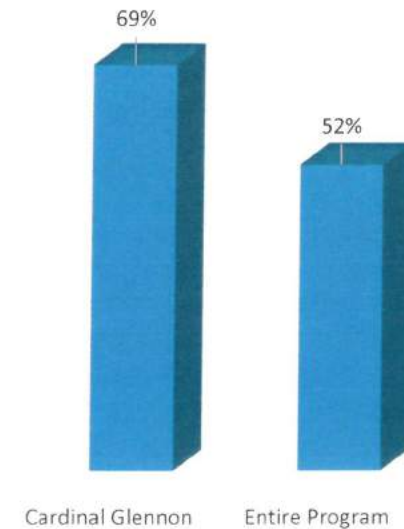
69% appointment kept rate for appointments scheduled by CRCs at the pediatric hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	86	70	52	74%
Family Care Health Center	37	35	32	91%
Myrtle Hilliard Davis Comprehensive	22	18	7	39%
People's Health Center	54	44	24	55%
St. Louis County Dept of Public Health	6	5	4	80%
Cardinal Glennon Specialists	24	22	14	64%
Danis Pediatrics	32	27	21	78%
Mercy Providers	6	4	4	100%
Southern Illinois Healthcare Foundation	15	13	6	46%
SSM Providers	3	*	*	*
Private MDs	2	*	*	*
SLU Care	7	*	*	*
Others	7	*	*	*
TOTAL	301	238	164	69%

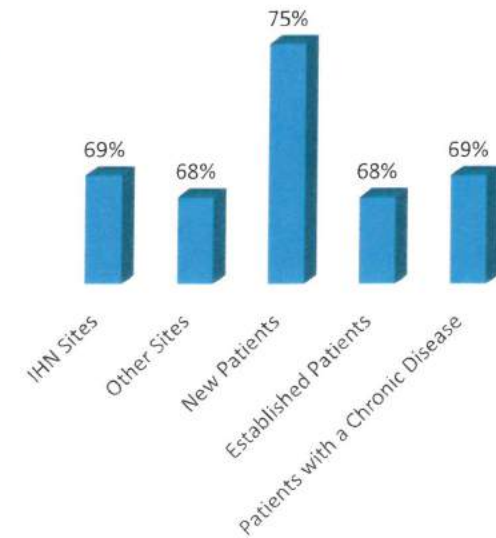
*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

**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 3rd Quarter 2016 Report (July-September)

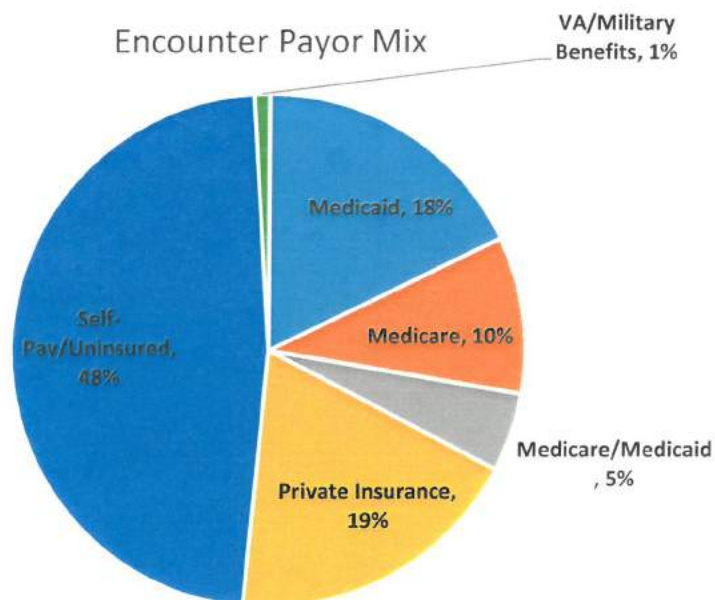
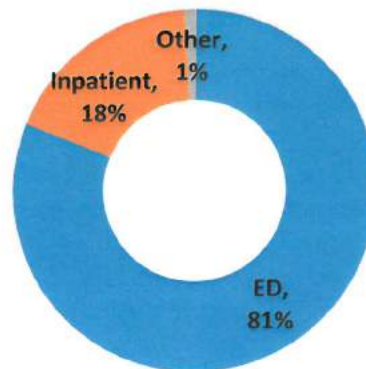
ENCOUNTERS: July 1st – September 30th (3rd Quarter 2016)

- 386** patients were encountered by the CRC at the rural program site during 3rd quarter 2016.
- 61%** have at least one chronic disease.
- 83%** 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 (37%)
3. Diabetes (17%)
4. Chronic Pain (15%)
5. Asthma (15%)



Demographic Profile

- Average Age: 37 years old (Min=0, Max=90)
 - 6% of all encounters were with Pediatric patients
- Gender: 50% Female, 50% Male
- Language: 89% identify English as their primary language. 3 Spanish-speaking individuals were encountered
- Race/Ethnicity:
 - 80% White/Caucasian
 - 9% Unknown
 - 8% Black/African American
 - 1% Asian
 - 1% Hispanic/Latino
- Geography:
 - 17 Missouri Counties
 - 5 people from Out of State
 - Top 5 Zip Codes:
 - 65401 – Rolla, Phelps Co.
 - 66559 – St. James, Phelps Co.
 - 65560 – Salem, Dent Co.
 - 65584 – St. Roberts, Pulaski Co.
 - 65583 – Waynesville, Pulaski Co.
 - 40% of encountered patients come from Zip Code 65401 in Rolla

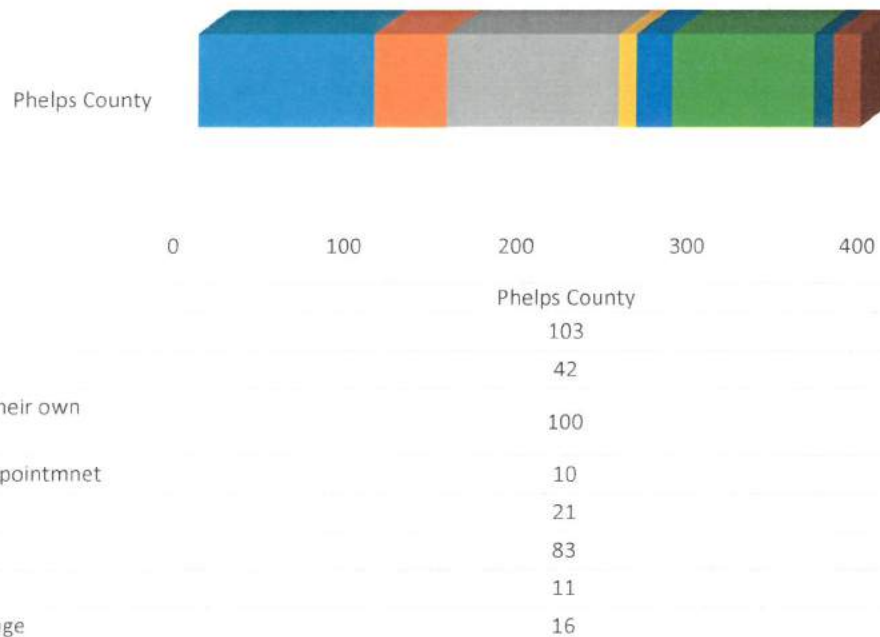
Social Determinants of Health

- 86% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 28% of patients have more than three barriers
 - 109 individuals were identified as **unemployed or underemployed**
 - 11 individuals were identified as **homeless**

SCHEDULED APPOINTMENTS: July 1st – September 30th (3rd Quarter 2016)

- 30%** of 3rd quarter CRC rural encounters resulted in a scheduled appointment (117/386) and 3 (3%) encounters yielded more than one scheduled appointment.
- 120** total appointments scheduled during 3rd Quarter 2016.
- 76%** of scheduled appointments were for individuals who have a **chronic disease**.

Disposition of Encounter

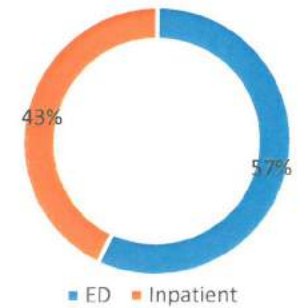


Type of Appointments Scheduled

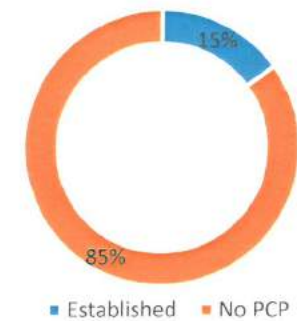
Primary Care	105
Specialty Care	11
Gynecology	3
Behavioral Health	1

- 68%** of patients were notified of their follow up appointment date/time **prior to discharge**
- 75%** received appointment details **via two or more forms of communication**

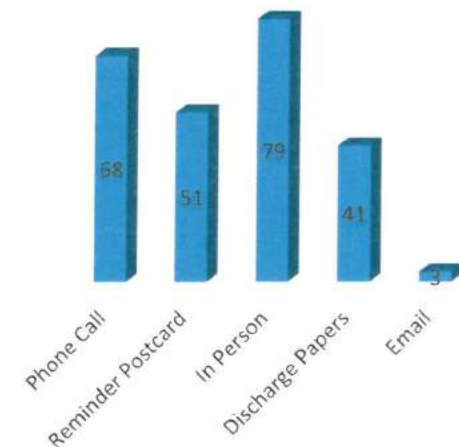
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



APPOINTMENTS KEPT: July 1st – September 30th (3rd Quarter 2016)

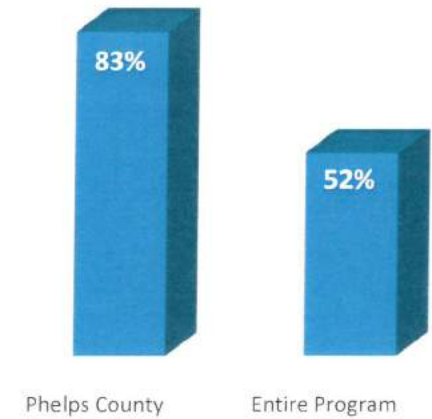
83% appointment kept rate for appointments scheduled by CRCs at the rural hospital sites

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	38	33	87%
Your Community Health Center	60	52	42	81%
Mercy Springfield Providers	13	*	*	*
Others	7	*	*	*
TOTAL	121	90	75	83%

*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

