

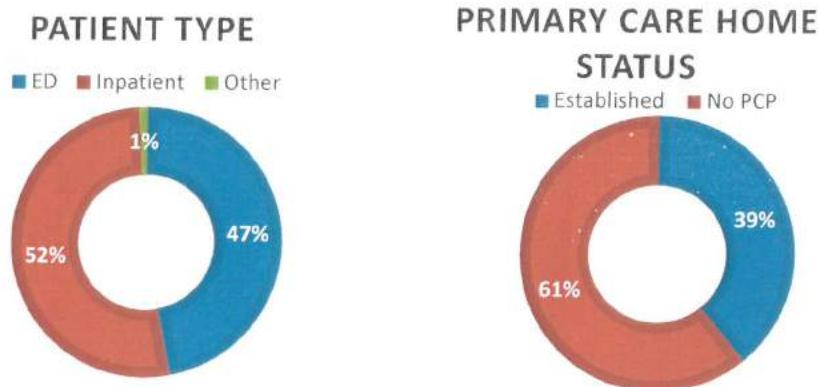
COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 4th Quarter 2016 Report (October-December)

EXECUTIVE SUMMARY

ENCOUNTERS: October 1st – December 31st (4th Quarter 2016)

The Community Referral Coordinator Program has provided 104,899 patient encounters since June 2007. **3,540** of those encounters occurred between **October 1st and December 31st of 2016**. This is a **4% change** from the previous quarter (3,695).

- **2,527 (71%)** patient encounters were with individuals who have a chronic disease



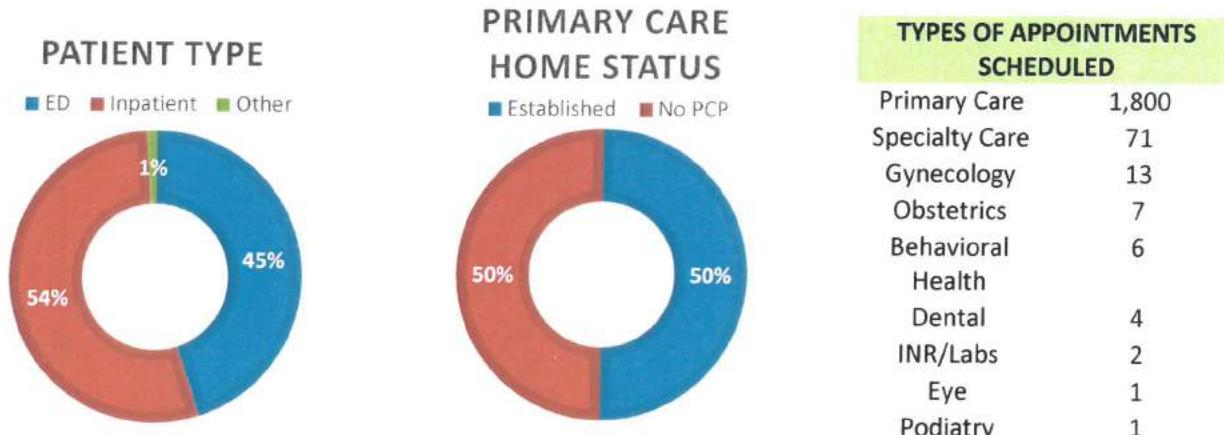
ENCOUNTER TRENDS



SCHEDULED APPOINTMENTS: October 1st – December 31st (4th Quarter 2016)

Out of the **3,540** encounters that occurred during the **4th quarter of 2016**, **1,874 (53%)** resulted in a scheduled appointment. This represents an overall **6% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **1% decrease** in appointments scheduled since the last quarter (1,987).

- **1,409 (75%)** of the referrals were with individuals who have a chronic disease



APPOINTMENTS KEPT: October 1st – December 31st (4th Quarter 2016)

The CRC program has resulted in **16,012** kept appointments since January of 2008. 13,953 (87%) of those have occurred since the beginning of 2011.

Of the 1,966 appointments scheduled to occur in the 4th quarter of 2016, **749 (49%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **3% decrease** in the kept appointment rate since the last quarter. 437 (22%) of scheduled appointments were cancelled, unknown, or rescheduled. 780 (51%) of scheduled appointments resulted in a no show.

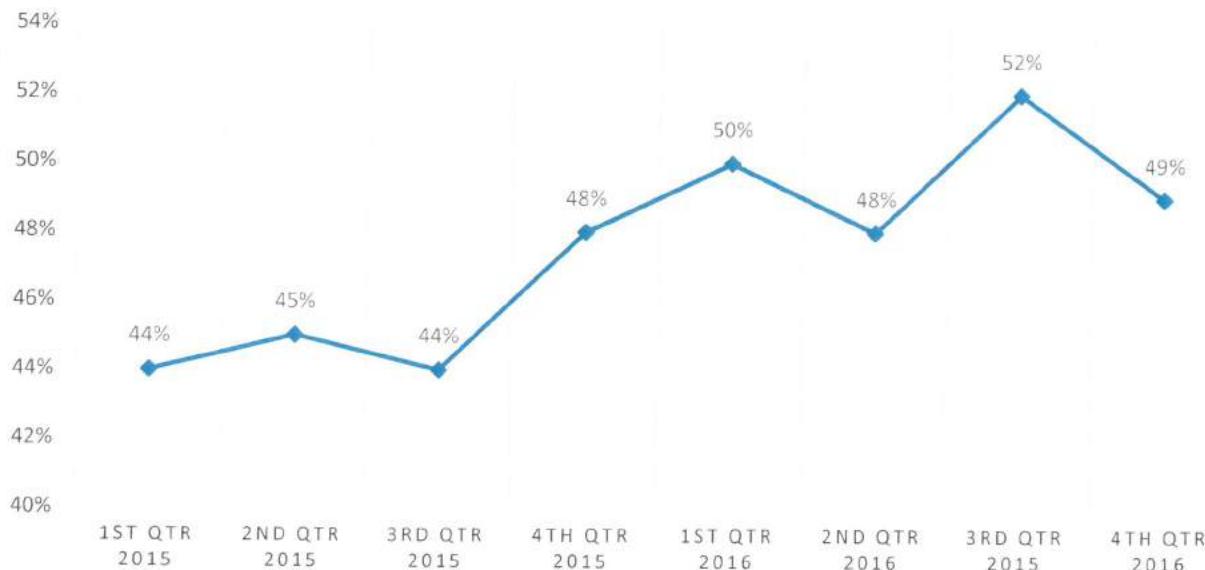
- **369 (54%)** out of **683** scheduled patients encountered in the ED kept their appointment
- **362 (44%)** out of **820** scheduled patients encountered in the Inpatient side of the hospital kept their-appointment
- **18 (69%)** out of **26** scheduled individuals were friends or family members of the patient encountered by the CRC
- **523 (47%)** out of **1,113** scheduled patients who have a **chronic disease diagnosis** kept their appointment
- **309 (45%)** out of **694** 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	1,467	1,179	520	44%
Other sites	449	350	229	65%
TOTAL	1,966	1,529	749	49%

*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 4th quarter of 2016 include: SSM DePaul Hospital was without a full-time CRC for a portion of the quarter due to staff turnover. SSM St. Mary's Hospital was without two full-time CRCs due to staff on medical leave.



Part I: St. Louis Adult Sites

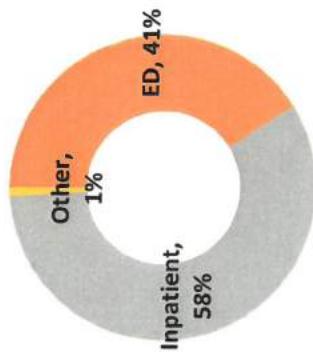
COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 4th Quarter 2016 Report (October-December)

ENCOUNTERS: October 1st – December 31st (4th Quarter 2016)

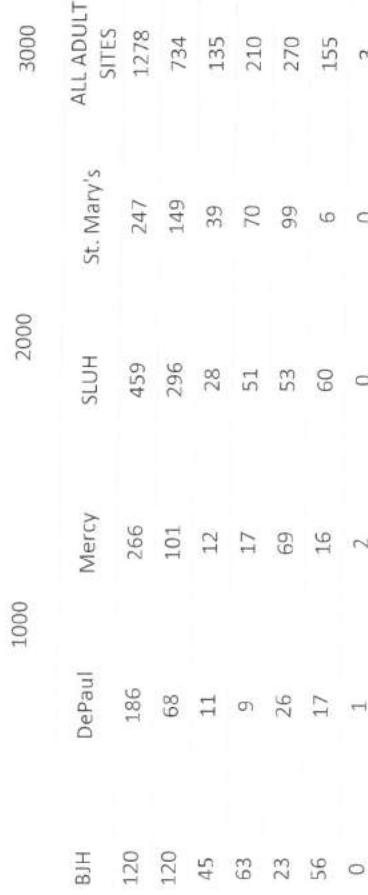
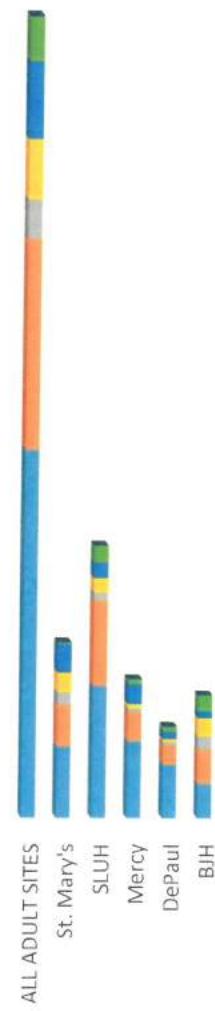
2785 patients were encountered by CRCs at one of the St. Louis City/County Adult hospitals during 4th quarter 2016.
79% have at least one chronic disease.

64% 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=0, Max=97)
- 51% Male, 49% Female, <1% Transgender
- Language: 83% identify English as their primary language. Spanish and Arabic are the 2nd and 3rd most common
- Race/Ethnicity:
 - 65% Black/African American
 - 27% White/Caucasian
 - 4% Unknown
 - 2% Hispanic/Latino
 - 1% Some Other Race
 - 1% Asian
 - <1% Multiple/Mixed Race
 - <1% American Indian/Alaskan Native
- Geography:
 - 31 Missouri Counties
 - 17 Illinois Counties
 - Top 5 Zip Codes:
 - 63118 – South City
 - 63136 – North County
 - 63116 – South City
 - 63115 – North City
 - 63112 – North City

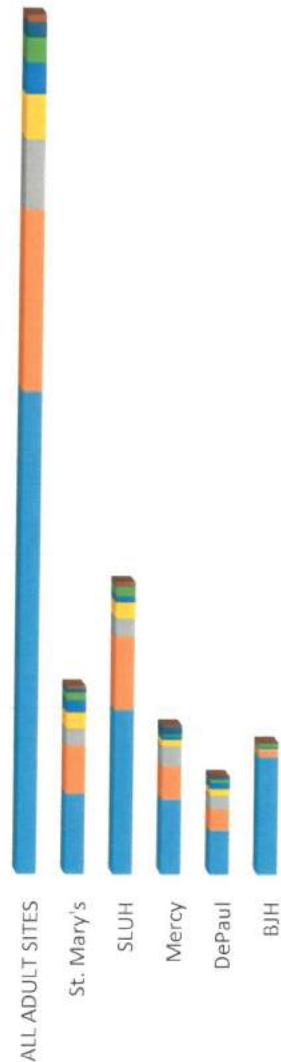
Social Determinants of Health

- 66% 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**
 - 527 individuals were identified as **unemployed or underemployed**
 - 282 individuals were identified by the hospital as **a high risk for readmission**
 - 81 individuals were identified as **homeless**

SCHEDULED APPOINTMENTS: October 1st – December 31st (4th Quarter 2016)

- 55%** of 4th quarter CRC encounters resulted in a scheduled appointment (1,523/2785) and 26 (1%) encounters yielded more than one scheduled appointment.
- 1,549** total appointments scheduled during 4th Quarter 2016.
- 82%** of scheduled appointments were for individuals who have a chronic disease.

Disposition of Encounter

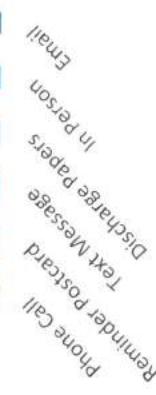


	All ADULT SITES	St. Mary's	SLUH	Mercy	DePaul	BJH	St. Mary's	ALL ADULT SITES
Appointment Scheduled	381	144	107	107	45	45	534	1565
Could not reach patient	20	68	238	238	20	20	262	588
Patient prefers to arrange their own appointments							155	229
Patient refused services	3	20	51	51	31	31	56	145
Did not need appointment	5	22	15	15	20	20	41	103
Someone else scheduled appointment	11	10	4	4	24	24	24	80
CHC/Provider wants to engage	1	9	24	24	2	2	13	49
Only TOC engagement	2	0	4	4	12	12	8	26

Type of Appointments Scheduled

Primary Care	1,499	INR/Labs	2
Specialty Care	26	Dental	1
Gynecology	10	Eye	1
Behavioral Health	5	Podiatry	1
Obstetrics	4		

- 28%** of patients were notified of their follow up appointment date/time **prior to discharge**
- 79%** received appointment details via **two or more forms of communication**



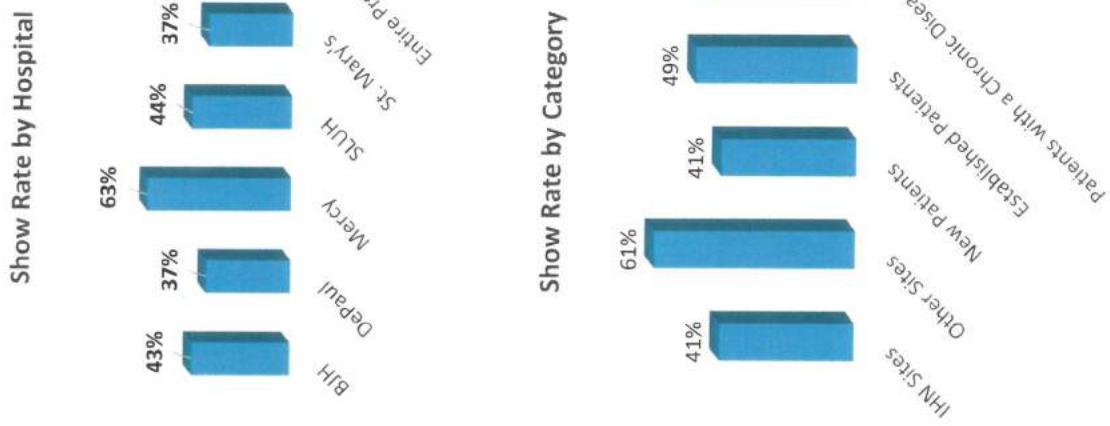
APPOINTMENTS KEPT: October 1st – December 31st (4th Quarter 2016)

45% 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	339	279	148	53%
Family Care Health Center	166	126	74	59%
Myrtle Hilliard Davis Comprehensive	389	366	88	24%
People's Health Center	264	195	85	44%
St. Louis County Dept of Public Health	122	57	27	47%
BJH Primary Medicine Clinic	35	31	14	45%
COMTREA	21	17	12	71%
Crider	13	13	5	38%
Mercy JFK Clinic	22	18	12	67%
Mercy St. Louis Providers	65	50	44	88%
Southern Illinois Healthcare Foundation	63	54	23	43%
SLU Care	18	13	12	92%
SSM Medical Group	21	15	8	53%
St. Mary's Internal Medicine Clinic	18	12	7	58%
Casa de Salud	3	*	*	*
Private MDs	10	*	*	*
Others	33	*	*	*
TOTAL	1,602	1,246	559	45%

*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.





Part II: **Pediatric** Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 4th Quarter 2016 Report (October-December)

ENCOUNTERS: October 1st – December 31st (4th Quarter 2016)

455 patients were encountered by the CRC at the pediatric program site during 4th quarter 2016.

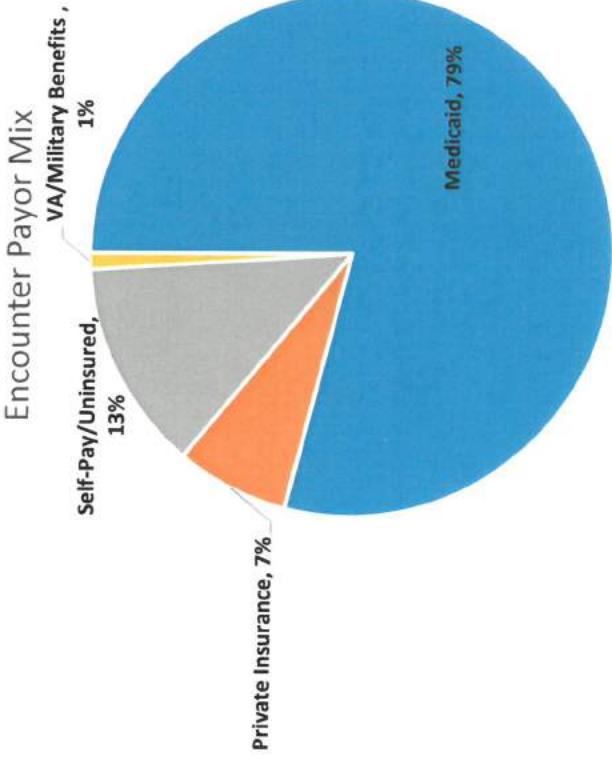
27% have at least one chronic disease.

28% had no Primary Care Home.

Pediatric Site: SSM Cardinal Glennon Children's Hospital

Most Common Chronic Disease Types

1. Asthma (55%)
2. Mental Health (25%)
3. Seizures (11%)



Demographic Profile

- Average Age: 7 years old (Min=0, Max=38*)
 - *The age spread accounts for some parents/guardians
- Gender: 52% Female, 48% Male
- Language: 84% identify English as their primary language. Spanish and Arabic are the 2nd and 3rd most common
- Race/Ethnicity:
 - 68% Black/African American
 - 14% White/Caucasian
 - 8% Hispanic/Latino
 - 4% Unknown
 - 4% Multiple/Mixed Race
 - 2% Asian
- Geography:
 - 7 Missouri Counties
 - 4 Illinois Counties
 - Top 5 Zip Codes:
 - 63118 – South City
 - 63116 – South City
 - 63111 – South City
 - 63136 – North County
 - 63104 – South City
 - 45% of encountered patients come from these 5 zip codes

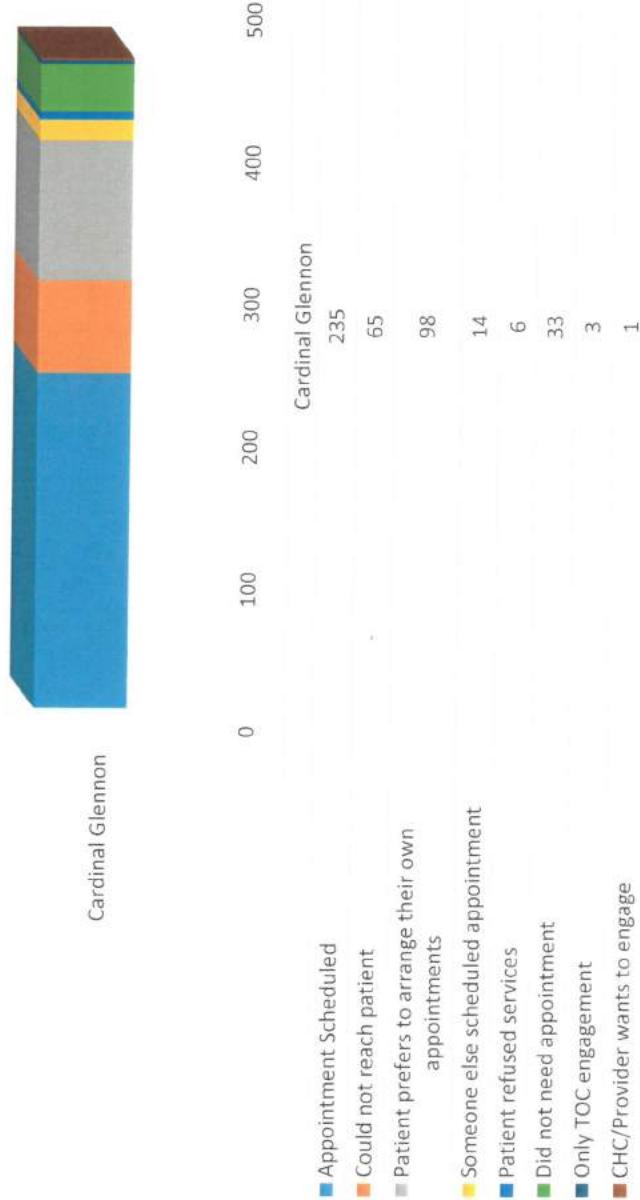
Social Determinants of Health

- 32% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- 2 patients have more than three barriers
 - 4 individuals were identified as homeless

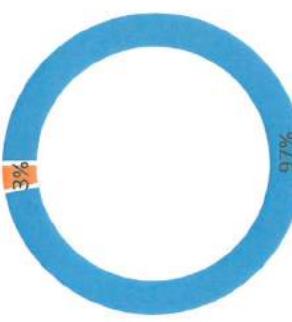
SCHEDULED APPOINTMENTS: October 1st – December 31st (4th Quarter 2016)

- 52%** of 4th quarter CRC pediatric encounters resulted in a scheduled appointment (235/455) and 4 (1%) encounters yielded more than one scheduled appointment.
- 239** total appointments scheduled during 4th Quarter 2016.

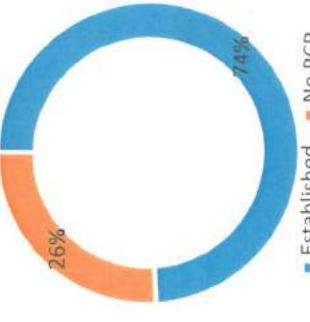
Disposition of Encounter



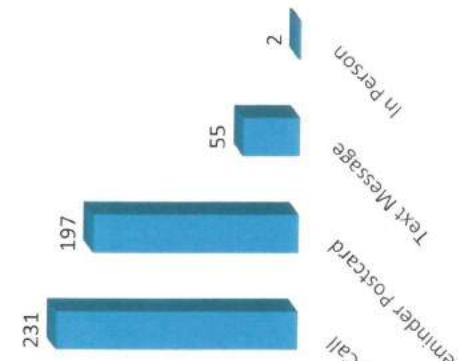
Patient Type



Primary Care Home Status



Form of Communicating Appointment Details



Type of Appointments Scheduled

Primary Care	207
Specialty Care	25
Gynecology	3
Dental	3
Behavioral Health	1

- 1%** of patients were notified of their follow up appointment date/time prior to discharge
- 88%** received appointment details via two or more forms of communication

APPOINTMENTS KEPT: October 1st – December 31st (4th Quarter 2016)

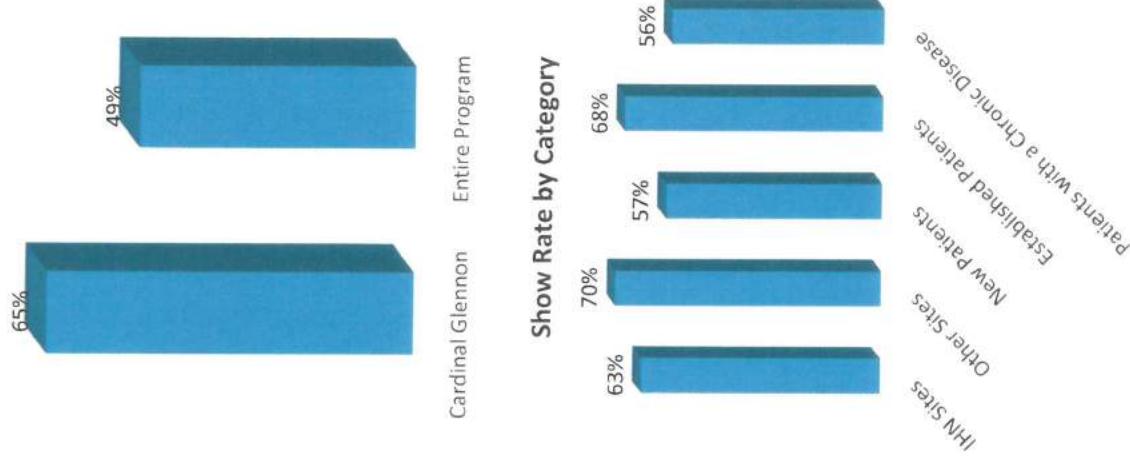
65% appointment kept rate for appointments scheduled by CRCs at the pediatric hospital sites

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Affinia Healthcare	91	77	54	70%
Family Care Health Center	23	19	9	47%
Myrtle Hilliard Davis Comprehensive People's Health Center	13	12	8	67%
People's Health Center	56	45	25	56%
St. Louis County Dept of Public Health	4	3	2	67%
Cardinal Glennon Specialists	25	24	17	71%
Danis Pediatrics	28	24	18	75%
Mercy Providers	2	1	1	100%
Southern Illinois Healthcare Foundation	13	11	8	73%
SSM Providers	7	5	1	20%
SLU Care	1	1	1	100%
Private MDs	1	*	*	*
Others	14	*	*	*
TOTAL	278	222	144	65%

*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





Part III: Rural Sites

COMMUNITY REFERRAL COORDINATOR (CRC) PROGRAM UPDATE 4th Quarter 2016 Report (October-December)

ENCOUNTERS: October 1st – December 31th (4th Quarter 2016)

300 patients were encountered by the CRC at the rural program site during 4th quarter 2016.

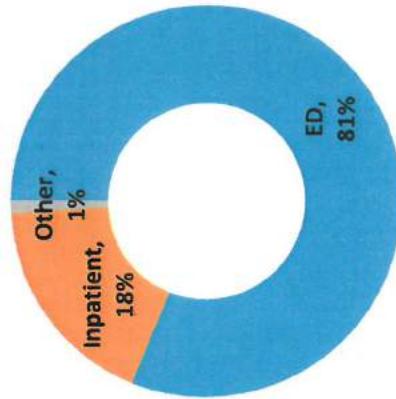
64% have at least one chronic disease.

82% had no Primary Care Home.

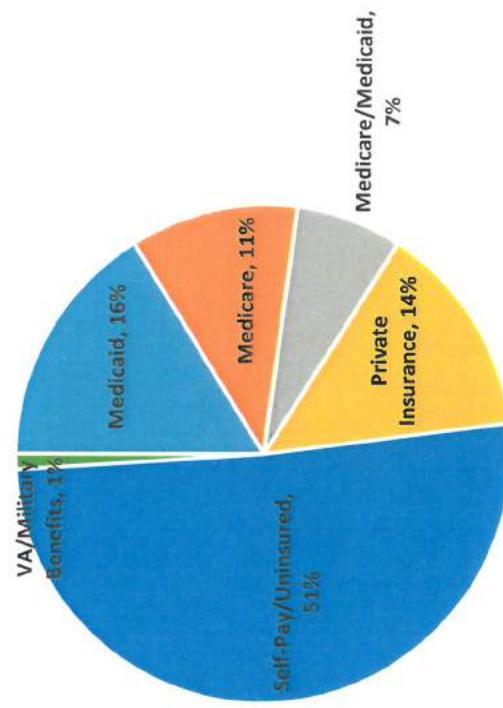
Rural Site: Phelps County Regional Medical Center (Rolla, MO)

Most Common Chronic Disease Types

1. Mental Health (48%)
2. Hypertension (31%)
3. Asthma (17%)
4. Chronic Pain (17%)
5. Diabetes (15%)



Encounter Payer Mix



Demographic Profile

- Average Age: 38 years old (Min=1, Max=93)
 - 11% of all encounters were with Pediatric patients
- Gender: 53% Male, 47% Female
- Language: 92% identify English as their primary language. 1 Spanish-speaking individual was encountered
- Race/Ethnicity:
 - 83% White/Caucasian
 - 6% Black/African American
 - 7% Unknown
 - 1% Multiple/Mixed Race
 - 1% Asian
 - 2% Hispanic/Latino
- Geography:
 - 13 Missouri Counties
 - 4 people from Out of State
 - Top 5 Zip Codes:
 - 65401 – Rolla, Phelps Co.
 - 66559 – St. James, Phelps Co.
 - 65583 – Waynesville, Pulaski Co.
 - 65459 – Dixon, Pulaski Co.
 - 65453 – Cuba, Crawford Co.
 - 43% of encountered patients come from Zip Code 65401 in Rolla

Social Determinants of Health

- 91% of patients have at least one barrier that may prevent effective utilization of a medical home (as observed by CRC)
- **22% of patients have more than three barriers**
 - 66 individuals were identified as **unemployed or underemployed**
 - 5 individuals were identified as **homeless**
 - 5 individuals were identified by the hospital as a **high risk for readmission**

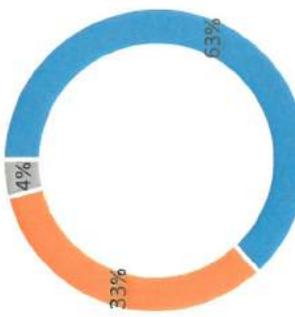
SCHEDULED APPOINTMENTS: October 1st – December 31st (4th Quarter 2016)

- 27%** of 4th quarter CRC rural encounters resulted in a scheduled appointment (82/300).
- 83** total appointments scheduled during 4th Quarter 2016.
- 79%** of scheduled appointments were for individuals who have a chronic disease.

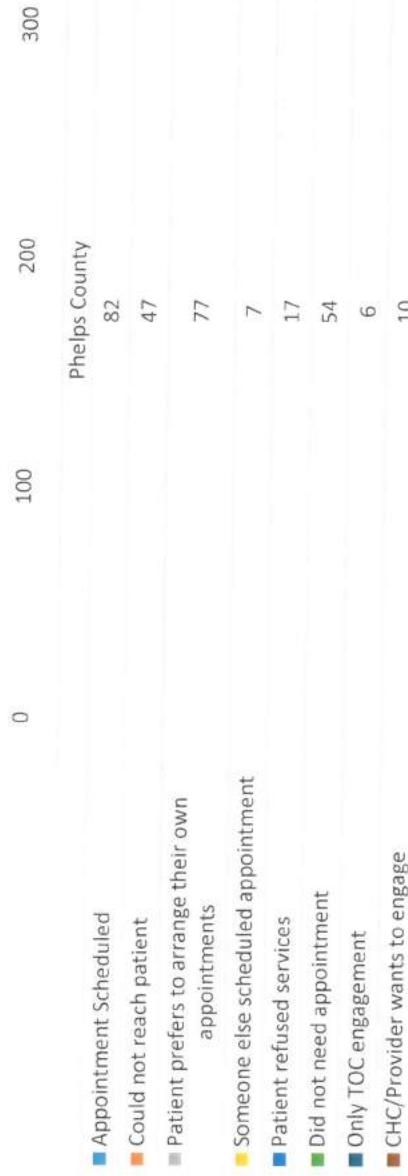
Disposition of Encounter



Patient Type



Phelps County



Type of Appointments Scheduled

Primary Care	61
Specialty Care	19
Obstetrics	3

- 51%** of patients were notified of their follow up appointment date/time prior to discharge
- 65%** received appointment details via two or more forms of communication



APPOINTMENTS KEPT: October 1st – December 31st (4th Quarter 2016)

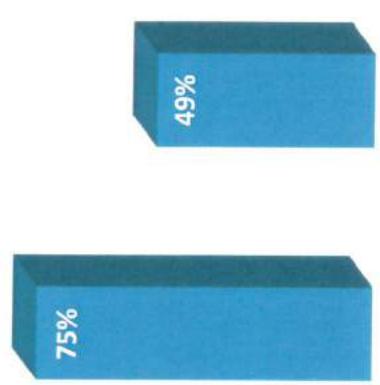
75% appointment kept rate for appointments scheduled by CRCs at the rural hospital sites

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	36	31	26	84%
Your Community Health Center	36	30	20	67%
Mercy Springfield Providers	11	*	*	*
Others	3	*	*	*
TOTAL	86	61	46	75%

*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 Program

