

St. Louis Integrated Health Network

RHC Monthly Report 1.2011

Outline

- Reform Ready Steering Committee
- Community Referral Coordinator (CRC) Update
- Network Master Patient Index (NMPI) Update
- Marketing Update

Reform Ready Steering Committee

Deliverables Nearing Completion

- Completed six meetings from October 2010 through January 2011 to develop a two-year implementation work plan based on IHN strategic priorities.
- The board will review and approve the work plan in February.

CRC Update

- Completed initial expansion meetings with remaining SSM sites including DePaul and Cardinal Glennon
- Project planning is ongoing for Children's Hospital, Cardinal Glennon, and DePaul Hospital
- Welcoming Dr. Heidi Miller, as chair to facilitate task force
- Doubled results from the CRC Staff at BJH and Christian through access to HMED system and ability to document directly in electronic charts
- Received national press attention from Social Solutions for leadership in health care performance
- 4th Quarter 2010 data continues to trend toward improved outcomes
 - Increased encounters in the ED by 21% (2,159 encounters)
 - Increased referrals to health centers by 24% (521 referrals)
 - Show rates remained at 38% despite a record number of scheduled appointments, which is still double the national average

NMPI Update

Technology platform for sharing health information

Assists in continuity of care (removing redundancies)

Includes a method for providing a Primary Care Home

- Continue integration work within Barnes-Jewish Hospital and Grace Hill Neighborhood Centers. System testing is underway.
- Drafted opt-in policy by Patient Consent Committee. This draft policy was presented at the NMPI Steering Committee in late-January.
- Review of the final Breach Agreement scheduled for NMPI Steering Committee. Once reviewed and approved, this policy will be incorporated into the already completed IHN policies.
- Developing a Computerized Based Training (CBT) manual. This manual will be yet another avenue of training once go-lives take place.

Marketing Update

- Circulating P.U.L.S.E.SM and marketing materials to key community health advocate groups
 - Worked Carondelet Leadership Academy Health Fair in collaboration with Family Care
 - Announced availability of marketing materials to Health Literacy Missouri Advisory Network
 - Attended Eastern Regional Alliance for Minority Health Council
- Capturing positive feedback on IHN television commercial from patients and providers
 - Television commercial resulted in several appointments made within Network health centers
- Improved the Find a Health Center tool for easier access to Metro, biking, and walking directions:
<http://stlouisihn.org/findCenterMap.php>
- Positioning marketing and outreach to complement Reform Ready Strategic Plan