

St. Louis Integrated Health Network

Monthly Report
6/2011 – 7/2011

CRC Update

Barnes-Jewish, Christian Northeast,
DePaul, Saint Louis University, St. Mary's,
SSM Cardinal Glennon

Engaged 30,000 patients since 2007

Show rates = rate patients show up for
appointment

Hospital Update

- Expanded to SSM Cardinal Glennon Children's Hospital
 - Kelly Lachajczyk
- Hired and began training Referral Coordinator for St. Louis Children's Hospital site:
 - Brittney McKinnies (in training)
- Joined Hospital partners in forming a committee to address community care transitions
- Presented CRC program to SLU Medical Residents as a component to their rotations
- Completed CRC Program report for the first quarter of 2011
 - Out of 3,063 (42% increase) encounters, 1,441 (47%) resulted in a referral to a CHC
- Show rates continue to improve with a 37% show rate average; but compared to last quarter this is a 38% increase in the number of kept appointments
 - Health Centers with the highest show rates are averaging 50% or higher with a population that normally connects at 20-25% rate across the nation
- Secured a vendor (Rubin Brown, LLC) and began working on a Cost-Benefit Analysis of the CRC program as planning for sustainability continues

CRC Task Force Update

- Finalized the Patient Experience Survey in consideration of community and provider feedback for improved patient experience and precise data collection

NMPI Update

Technology platform for sharing health information

Assists in continuity of care (removing redundancies)

Includes a method for providing a Primary Care Home

Preparation for NMPI Go-Live in August 2011

Benefits

- Improve quality of patient care through a shared information system
- Preserve local healthcare resources through cost-effective care by:
 - Reducing redundancy of diagnostic work-ups
 - Reducing the non-emergency usage of the ED
- Foster the Primary Care Home model
- Improve efficiencies in communication

Completing Final Go-Live Preparation

Training

- Mock training classes held at Betty Jean Kerr People's Health Center in order to fine tune the final training curriculum for the IHN Participants

Implementation

- Tested patient consent software
- Saint Louis University patient data flowing into ICA test environment
- Continuing to set up user Help Desks at BJC HealthCare and Grace Hill Health Centers
- Final testing anticipated during August
- Participants preparing for opt-in patient consent process implementations
- Discussions continue with SSM related to the provision for patient matching management

Marketing Update

SERVING **LOCALLY**, LEADING **NATIONALLY**

*Celebrate, Accelerate: IHN National Health Center Week Update
August 8 - 13, 2011*

- Invited leadership from BJC, SSM, Saint Louis University and St. John's Mercy to five health centers: Betty Jean Kerr People's Health Centers, Saint Louis County Department of Health, Myrtle Hilliard Davis Comprehensive Health Centers, and Grace Hill Health Centers
 - In total, participation by hospital leaders resulted in nearly 50 visits to health centers in four weeks
- Presented community health centers to incoming residents orientation at Saint Louis University and Washington University Schools of Medicine
- Registering Guests for Wednesday, August 10, 2011 Networking Celebration at Palladium Saint Louis from 5:30 to 8:30 pm
 - Keynote Speaker Dr. Ian McCaslin, Director of MOHealthNet Missouri Medicaid
- Secured over \$4,000 from local and national sponsors from NACHC official sponsor: Henry Schein, worldwide distributor of medical and dental supplies
- Welcoming community members to attend one of the National Health Center Week events below and win a giftcard to Walmart or Schnucks:
 - **Saturday, August 6:** Family Care Health Centers 401 Holly Hills, St. Louis, 63111 and 4352 Manchester, St. Louis 63110 (9am to 12pm)
 - **Thursday, August 11:** Saint Louis ConnectCare 5535 Delmar, 5535 Delmar, St. Louis 63112 (7am to 5pm)
 - **Friday, August 12:** Betty Jean Kerr People's Health Centers, 5701 Delmar, St. Louis 63112 (8am to 5pm), Crider Health Center 1032 Crosswinds Ct, Wentzville 63385 (2pm to 5pm)
 - **Saturday, August 13:** Grace Hill Health Centers 3930 S. Broadway, St. Louis, MO 63118 (10 am to 2pm)

Reform Ready Steering Committee

Reform Ready Steering Committee Continues to Implement Strategic Plan

- Continuing to meet to implement the three reform ready priorities:
 - Enhance Customer Experience
 - Improve Medical Outcomes
 - Address Marketing and Sustainability
- Met with The Spot (Supporting Positive Opportunities with Teens), a youth drop-in center and medical clinic, to enhance the customer experience for young adults