

# St. Louis Integrated Health Network

RHC Monthly Report  
9/2011

# Reform Ready Steering Committee

## Overview of Purpose

- Oversight and Implementation of the IHN Reform Ready Strategic Plan with the following priorities:
  - *Priority One: Enhance Consumer Experience*
  - *Priority Two: Improve Medical Outcomes*
  - *Priority Three: Address Marketing and Funding*
- Workgroup composed of the chief operating officers from the Network health centers

## Enhancing Consumer Experience for Youth

- Convened two planning meetings with The SPOT\* and health center staff who are designated to increase referral and care continuity for youth ages 13 to 24 years old

\*The SPOT (Supporting Positive Opportunities for Teens) is a drop-in center for youth that provides medical care, counseling, and case management in Saint Louis Metropolitan Area.

# CRC Update

Three hospital systems include BJC, SSM, Saint Louis University

Engaged 30,000 patients since 2007

Show rate nearly double national average

## Overview of Purpose

- Designed as a part of the Primary Care Home Initiative to enhance coordination between hospital and health centers and make connections to primary care home for higher quality overall care
- Currently located in seven area hospitals: Barnes-Jewish, Christian, St. Mary's, DePaul, Saint Louis University (and now Cardinal Glennon and Children's)

## Evaluation and Hospital Update

- Expanded to pediatric hospitals: SSM Cardinal Glennon and Children's Hospital
- 2<sup>nd</sup> Quarter Data indicates continued success with a 37% show rate for patients referred from hospital emergency rooms (national average is 20-25%)
- Poster presentation on the CRC Program at the OHRP National Forum and the Community-Research Conference at Washington University

# NMPI Update

Technology platform for sharing health information

Assists in continuity of care (removing redundancies)

Includes a method for providing a Primary Care Home

## Overview of Purpose

- Designed as a part of the Primary Care Home Initiative to improve quality of patient care through a shared information system
- Designed to preserve local healthcare resources through cost-effective care by:
  - Reducing redundancy of diagnostic work-ups
  - Reducing the non-emergency usage of the ED
- Improve efficiencies in communication

## Go-Live Preparation: Grace Hill and BJH – Pilot

- Preparing to go-live with the pilot participants: Grace Hill and Barnes Jewish Hospital
- Engaging patients at Grace Hill and BJH in patient consent process to populate data
- Coordinating with the remaining participants including Saint Louis University Hospital and Christian Hospital to determine go-live dates

# Marketing Update

## Overview in Purpose

- Continue promotion of IHN Tagline “Quality Healthcare in the Heart of Your Community” and P.U.L.S.E.SM
- Build key relationships across health centers and hospitals to promote Network branding and increased cross organizational communication
- Spotlight the quality of the Network through promoting physicians with an emphasis on pediatric providers

## Preparing Tool for Next Steps in Engagement

- Convened IHN Marketing Committee to evaluate inaugural IHN National Health Center Week 2011 and began planning next steps for organizational engagement
- Finished the pilot collateral materials (over 10,000 count) and printed engagement materials with updated information for patient and community advocates
- Planning to strengthen the tools for engagement and empowerment for the next year as outlined in the Reform Ready Strategic Plan
  - Developing patient navigation video and supporting tools for the IHN website