PROGRESS TOWARD BUILDING A HEALTHIER ST. LOUIS:

2011 ACCESS TO CARE DATA BOOK

St. Louis Regional Health Commission

An update to the 2003 RHC Report, "Building a Healthier St. Louis"

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Introduction

The St. Louis Regional Health Commission (RHC) is a collaborative effort of St. Louis City, St. Louis County, the state of Missouri, health providers and community members to improve the health of uninsured and underinsured citizens in St. Louis City and County. As part of this effort, the RHC conducts an annual review of community-wide progress toward strengthening the primary, specialty and emergency care safety net system in St. Louis City and County. The RHC's annual *"Access to Care"* reports are vital tools for many in our community to understand our health care system.

As part of the yearly review process, the RHC collects information from safety net health care providers. In past years, the annual report has focused primarily on analysis of data from the directly preceding year. In addition to this standard format—in an effort to align with the RHC's ten year anniversary—the contents of the *2011 Access to Care* report also include a separate overview spanning the past decade of progress towards strengthening the safety net system in our region.

Key findings for the St. Louis health care safety net (2010)

- In St. Louis City and County, approximately 333,000 individuals were uninsured or covered by Medicaid in 2010—a decrease of 21,000 (6%) compared to 2009.
  - Of this total, an estimated 115,000 (or 56%) of individuals were under 18 years of age.
- In 2010, St. Louis area safety net institutions provided primary care services to approximately 230,000 unique individuals.
  - Compared to 2009, this represents a 9.6% overall increase and a 22.8% increase among the uninsured.
- 649,965 primary care visits were provided at St. Louis safety net sites in 2010—an increase of 20,067 visits (3.2%) compared to 2009.
  - Uninsured primary care visits at St. Louis safety net sites increased 14.5% from 2009-2010 while all other payor categories showed volume declines.
- 91,544 dental care visits were provided at St. Louis safety net institutions in 2010—this represents a 9.1% increase compared to 2009.
- From 2010-2011, availability of primary care appointments for ***new*** and ***return*** patients (within 14 days of request) decreased for adult, obstetrical and dental services while increasing or remaining stable for pediatric services.
  - Notably, availability for new patient appointments declined from 100% to 71% for obstetrical services and declined from 60% to 0% for dental services within this period.

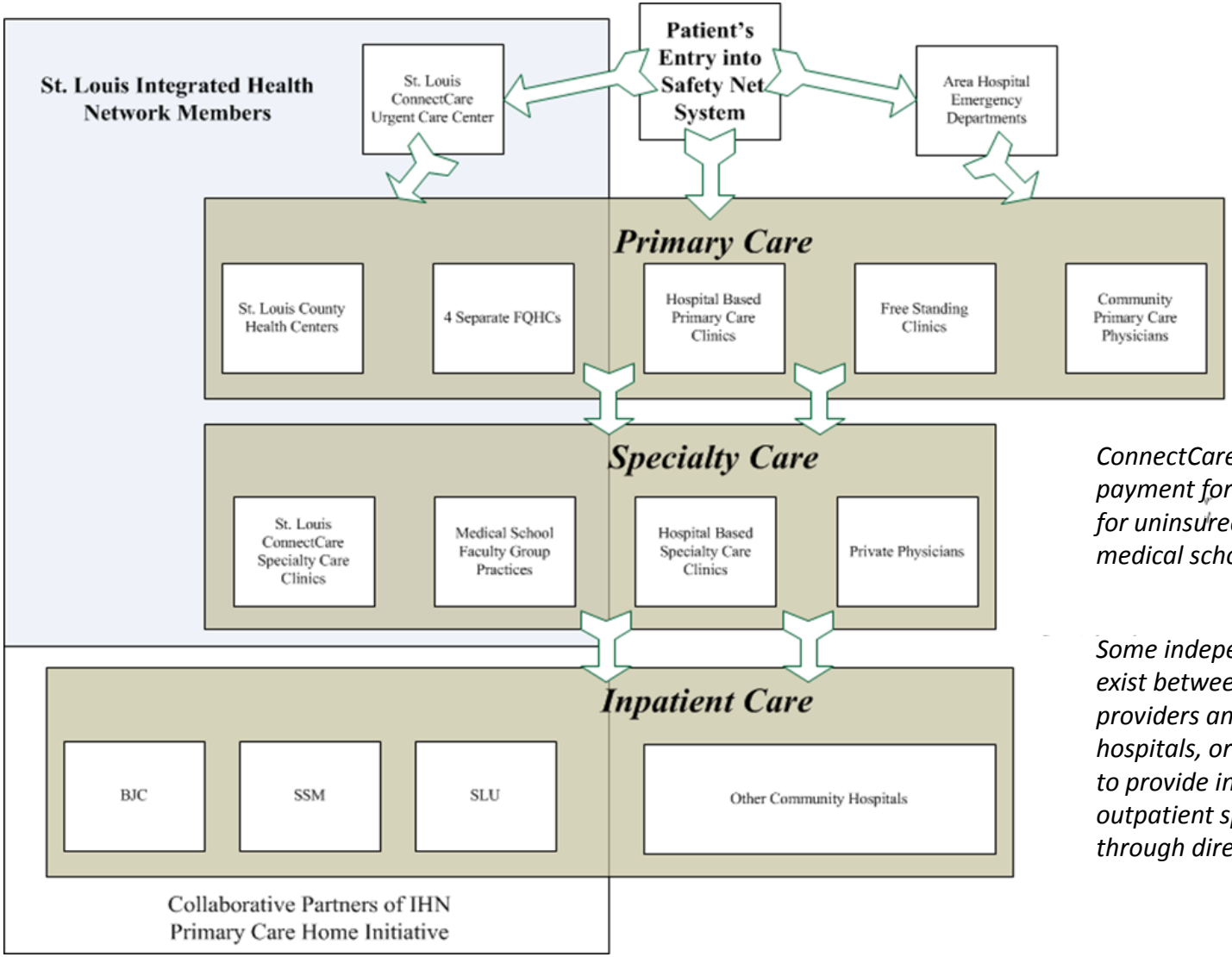
Key findings for the St. Louis health care safety net (2010), continued

- St. Louis area safety net institutions provided 211,119 specialty care visits to Medicaid and low-income uninsured individuals in 2010 – a 5.1% increase compared to 2009.

- St. Louis area hospitals provided 653,402 emergency room visits in 2010 (a 4.9% increase from 2009), with the majority of growth concentrated within organizations in the northern region of the reporting area.
  - Medicaid and uninsured persons accounted for 47% of emergent visits.
  - Total emergency care visits decreased 6.5% among the privately insured in 2010 but increased across all other payor categories.

COMPOSITION OF THE ST. LOUIS SAFETY NET (2011)

St. Louis safety net care delivery system (2011)



ConnectCare also provides payment for specialty care for uninsured patients to medical school via vouchers.

Some independent agreements exist between primary care providers and medical schools, hospitals, or private physicians to provide inpatient or outpatient specialty care through direct referral.

St. Louis Integrated Health Network sites (2011)

BETTY JEAN KERR PEOPLE'S HEALTH CENTERS

A Central Health Center
5701 Delmar Boulevard
St. Louis, MO 63112 — 314.367.7848

B North Health Center
11642 West Florissant Avenue
Florissant, MO 63033 — 314.838.8220

C West Health Center
7200 Manchester Road
Maplewood, MO 63143 — 314.781.9162

CRIDER HEALTH CENTER

D Crider Health Center
1032 Crosswinds Court
Wentzville, MO 63385 — 636.332.6000

E Union Clinic
1780 Old Highway 50 East
Union, MO 63084 — 636.582.8100

F Warrenton Clinic
1428 North Highway 27, suite B
Warrenton, MO 63383 — 636.456.1500

FAMILY CARE HEALTH CENTERS

G Carondelet
401 Holly Hills Avenue
St. Louis, MO 63111 — 314.353.5190

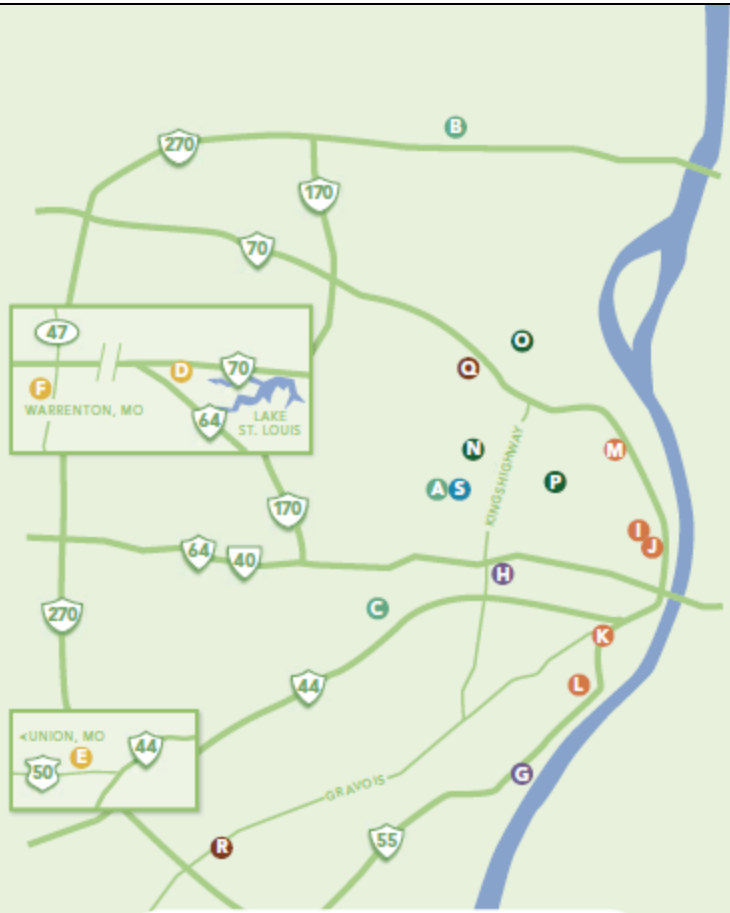
H Forest Park Southeast
4352 Manchester Avenue
St. Louis, MO 63110 — 314.531.5444

GRACE HILL HEALTH CENTERS INC.

I Murphy-O'Fallon Health Center
1717 Biddle Street
St. Louis, MO 63106 — 314.814.8700

J St. Patrick Center
800 North Tucker Boulevard
St. Louis, MO 63101 — 314.814.8700

K Soulard-Benton Health Center
2220 Lemp Avenue
St. Louis, MO 63104 — 314.814.8700



For more information, please call your center or visit **www.stlouisIHN.org.**

GRACE HILL HEALTH CENTERS INC. (continued)

L South Health Center
3930 South Broadway
St. Louis, MO 63118 — 314.814.8700

M Water Tower Health Center
4414 North Florissant Avenue
St. Louis MO 63107 — 314.814.8700

MYRTLE HILLIARD DAVIS COMPREHENSIVE HEALTH CENTERS

N Comprehensive Health Center
5471 Dr. Martin Luther King Drive
St. Louis, MO 63112 — 314.367.5820

O Florence Hill Health Center
5541 Riverview Boulevard
St. Louis, MO 63120 — 314.389.4566

P Homer G. Phillips Health Center
2425 North Whittier Street
St. Louis, MO 63113 — 314.371.3100

SAINT LOUIS COUNTY DEPARTMENT OF HEALTH

Q North Central Community Health Center
4000 Jennings Station Road
Pine Lawn, MO 63121 — 314.679.7800

R South County Health Center
4580 South Lindbergh Boulevard
Sunset Hills, MO 63127 — 314.615.0400

URGENT CARE SERVICES

S St. Louis ConnectCare Smiley Urgent Care Center
5535 Delmar Boulevard
St. Louis, MO 63112 — 314.879.6300
(No appointment necessary)

SPECIALTY SERVICES

S St. Louis ConnectCare Specialty Services
5535 Delmar Boulevard
St. Louis, MO 63112
(Contact your doctor for a referral)

St. Louis City and County safety net patient population (2008-2010)

Table 1.1. St. Louis safety net population (2008-2010).

Categories	**2008**	**2009**	**2010**	**Incremental change 2008-09, count (%)**	**Incremental change 2009-10, count (%)**	**Incremental change, 2008-10, count (%)**
Uninsured* (*estimate*)	155,000	191,000	175,000	+36,000 (+23%)	-16,000 (-8%)	+20,000 (+13%)
Medicaid** *(estimate)*	159,000	163,000	158,000	+4,000 (+3%)	-5,000 (-3%)	-1,000 (-<1%)
Total safety net population, uninsured and Medicaid (*estimate*)	314,000	354,000	333,000	+40,000 (+13%)	-21,000 (-6%)	+19,000 (+6%)
Total St. Louis population, City and County***	1,346,191	1,348,995	1,318,248	+2,804 (+<1%)	-30,747 (-2%)	-27,943 (-2%)
Safety net population as a % of total St. Louis population	23%	26%	25%	--	--	--

- From 2008-2010, the total safety net population in St. Louis City and County increased by approximately 19,000 (or 6%).
  - During this period, the uninsured population increased 13% while the Medicaid population decreased <1%.
- As a percent of the total St. Louis population (including both City and County) the safety net represented 23% in 2008, 26% in 2009 and 25% in 2010.

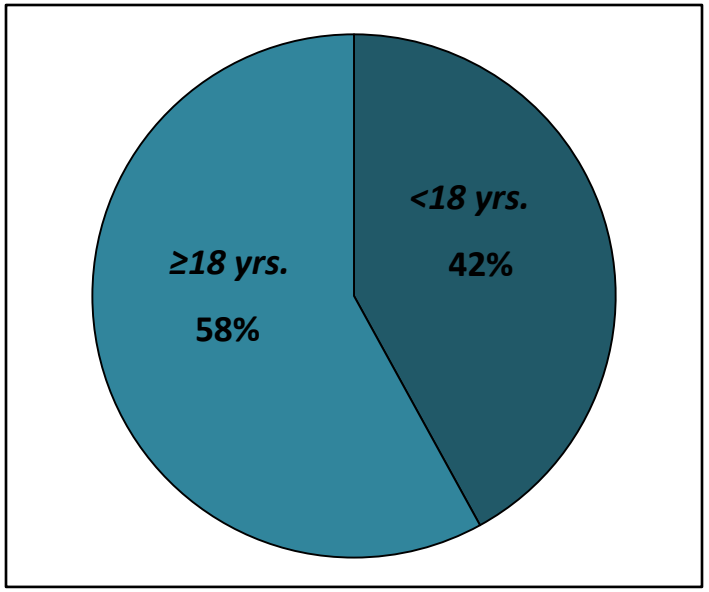
*The number of uninsured in 2008, 2009 and 2010 was estimated based upon statewide data from the 2009,2010, and 2011 Current Population Surveys.
**Medicaid data for 2008,2009 and 2010 provided by MO HealthNet
***St. Louis City and County totals for 2008, 2009 and 2010 provided by American Fact Finder (Census data).

St. Louis City and County safety net patient population (2010)

Table 1.2. St. Louis safety net population, by age category (2010).

Categories	2010 (<18 yrs.)	2010 (≥18 yrs.)
Uninsured* (*estimates*)	26,000	149,000
Medicaid** *(estimates)*	114,000	44,000
Total safety net population, Uninsured and Medicaid (*estimate*)	140,000	193,000
Safety net population as a % of total St. Louis population	11%	14%

Figure 1.1. St. Louis safety net population, by age category (2010).



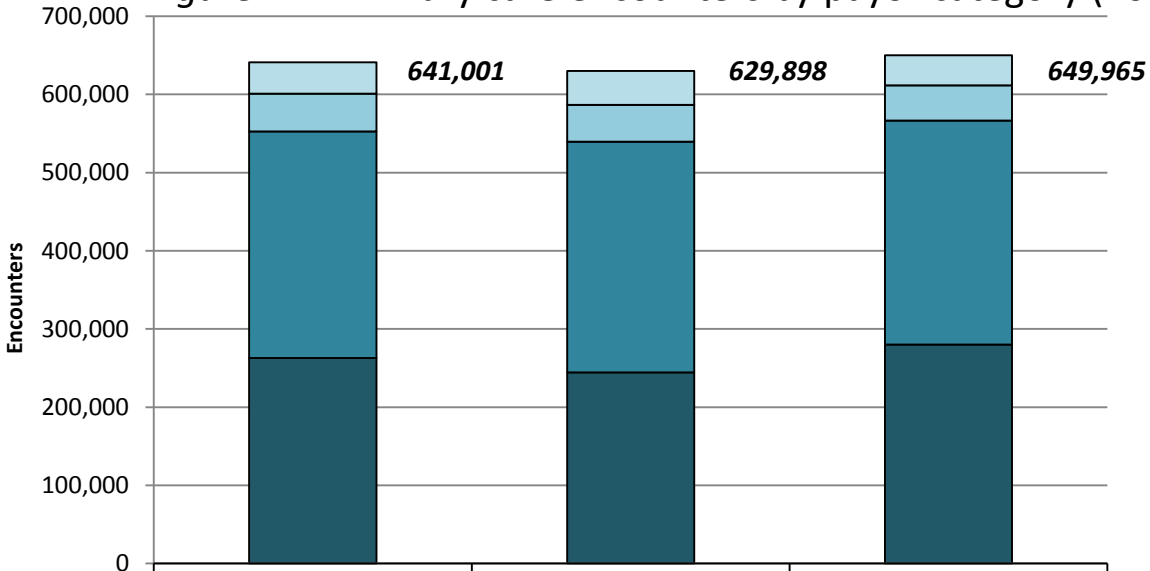
- In 2010, individuals under 18 years of age represented 42% of the total safety net population in St. Louis City and County.
  - In this period, those <18 years represented approximately 15% of the total number of uninsured individuals and approximately 72% of the total number of individuals covered by Medicaid in the St. Louis safety net population.

*The number of uninsured in 2010 was estimated based upon statewide data from the 2011 Current Population Survey.
**Medicaid data for 2010 provided by MO HealthNet
***St. Louis City and County totals for 2010 provided by American Fact Finder (Census data).

PRIMARY CARE ANALYSIS (2010)

Total primary care volumes at safety net sites increased by nearly 9,000 visits per year from 2008-2010 and grew by more than 17,000 annual visits among the uninsured

Figure 1.2. Primary care encounters by payor category (2008-2010).



	2008	2009	2010
Private	40,078	43,309	38,615
Medicare	48,379	47,093	44,982
Medicaid	289,548	294,920	286,315
Uninsured	262,996	244,576	280,053

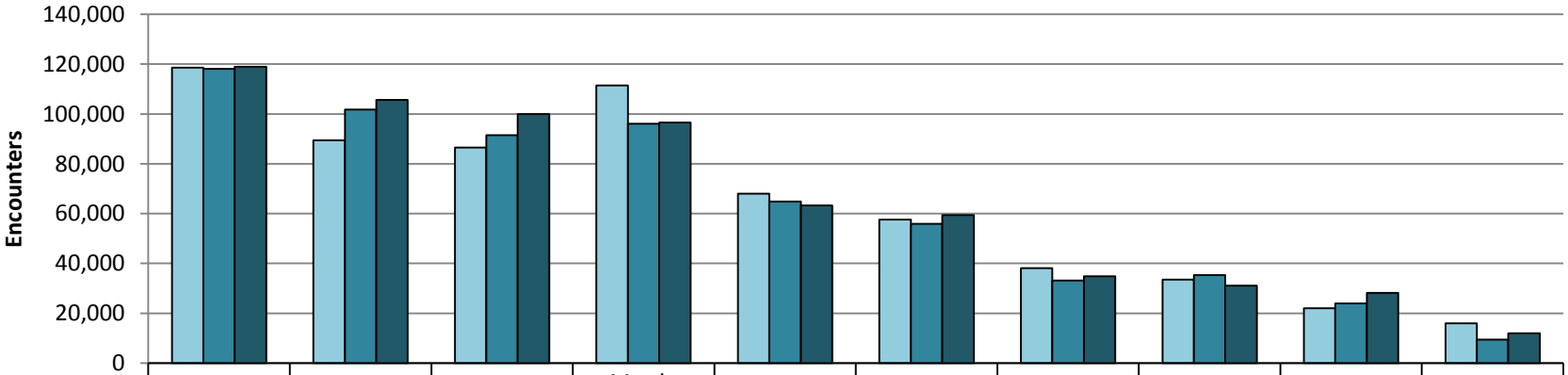
Year	Incremental change in primary care encounters, count (%)
2008-09	-11,103 (-1.7%)
2009-10	+20,067 (+3.2%)

- After a 1.7% decrease in total primary care encounters from 2008-2009, providers reported a 3.2% increase from 2009-2010.
- From 2009-2010, encounters among the uninsured increased by **14.5%** . All other payor categories showed declines: encounters among the Medicaid population decreased 2.9%, encounters among the Medicare population decreased 4.5% and encounters among the privately insured decreased 10.8%.

The figure only includes provider sites that submitted data for the full 2008-2010 period. Data not included is as follows (when available): SLUCare (2009: 31,609; 2010: 44,942), The Spot (data not available), and St. Louis County Corrections (2009: 10,672; 2010: 21,590).

Five primary care institutions experienced growth in encounters from 2008-2010

Figure 1.3. Primary care encounter comparison by provider site (2008-2010).



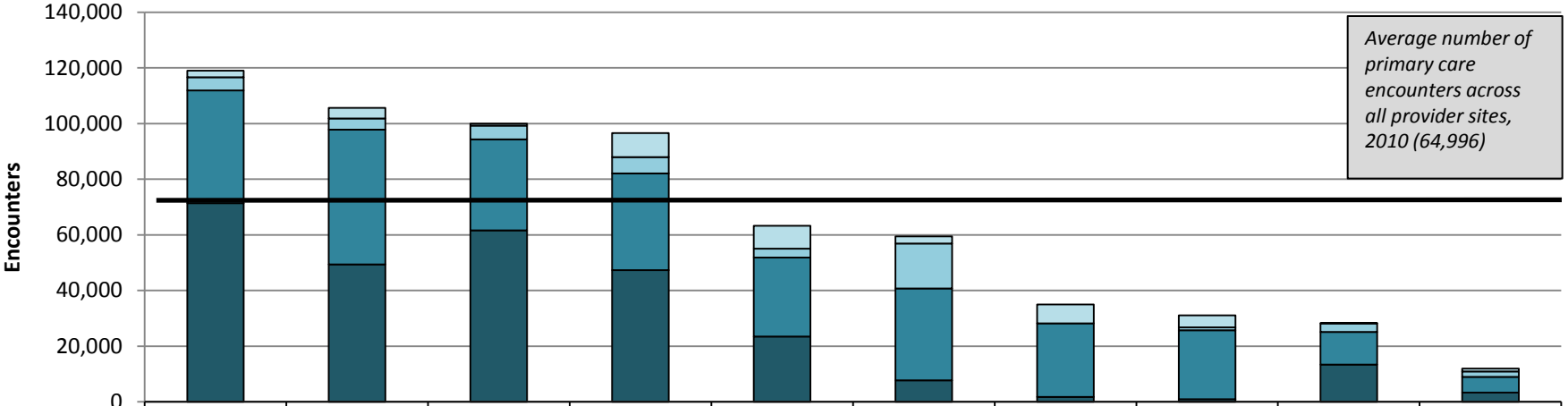
	Grace Hill*	BJK People's*	STL County*	Myrtle Hilliard Davis	Family Care	BJH Clinics*	Health Care for Kids	SSM Clinics	St. John's Clinics*	All others**
2008	118,541	89,398	86,492	111,452	68,009	57,548	38,166	33,493	21,959	15,943
2009	118,033	101,798	91,414	96,097	64,842	55,846	33,152	35,323	23,906	9,487
2010	118,975	105,631	99,966	96,524	63,243	59,448	34,871	31,091	28,148	11,968

- Although primary care encounters were variable across providers from 2008-2010, the majority reported growth (+ >5%) or stable (+/- ≤5%) trends from 2009-2010.
- From 2008-2010, encounters at two health centers increased by over 15%: BJK People's Health Center increased by 18% and St. Louis County Health Centers increased by 16%

The figure only includes provider sites that submitted data for the full 2008-2010 period. Data not included is as follows (when available): SLUCare (2009: 31,609; 2010: 44,942), The Spot (data not available), and St. Louis County Corrections (2009: 10,672; 2010: 21,590).
*Denotes the five primary care institutions that experienced growth in encounters from 2008-2010.
**The category "*All others" includes data collected from provider sites reporting under 15,000 encounters, including St. Lukes, Casa de Salud, and Community Health In Partnership (CHIPS). Please note, as CHIPS was unable to submit information for 2010, data submitted by that organization in previous years has been used to estimate current volumes.

The payor mix varied greatly among organizations providing primary care in the St. Louis healthcare safety net in 2010

Figure 1.4. Primary care encounters by payor category and provider site (2010).



	Grace Hill	BJK People's	STL County	Myrtle Hilliard Davis	Family Care	BJH Clinics	Health Care for Kids	SSM Clinics	St. John's Clinics	All others*
Private	2,375	3,823	691	8,584	8,222	2,609	6,828	4,382	8	1,093
Medicare	4,759	4,063	4,977	5,895	3,162	16,113	0	1,030	3,026	1,957
Medicaid	40,454	48,357	32,752	34,749	28,459	33,065	26,386	24,767	11,722	5,604
Uninsured	71,387	49,388	61,546	47,296	23,400	7,661	1,757	912	13,392	3,314
Total	118,975	105,631	99,966	96,524	63,243	59,448	34,971	31,091	28,148	11,968

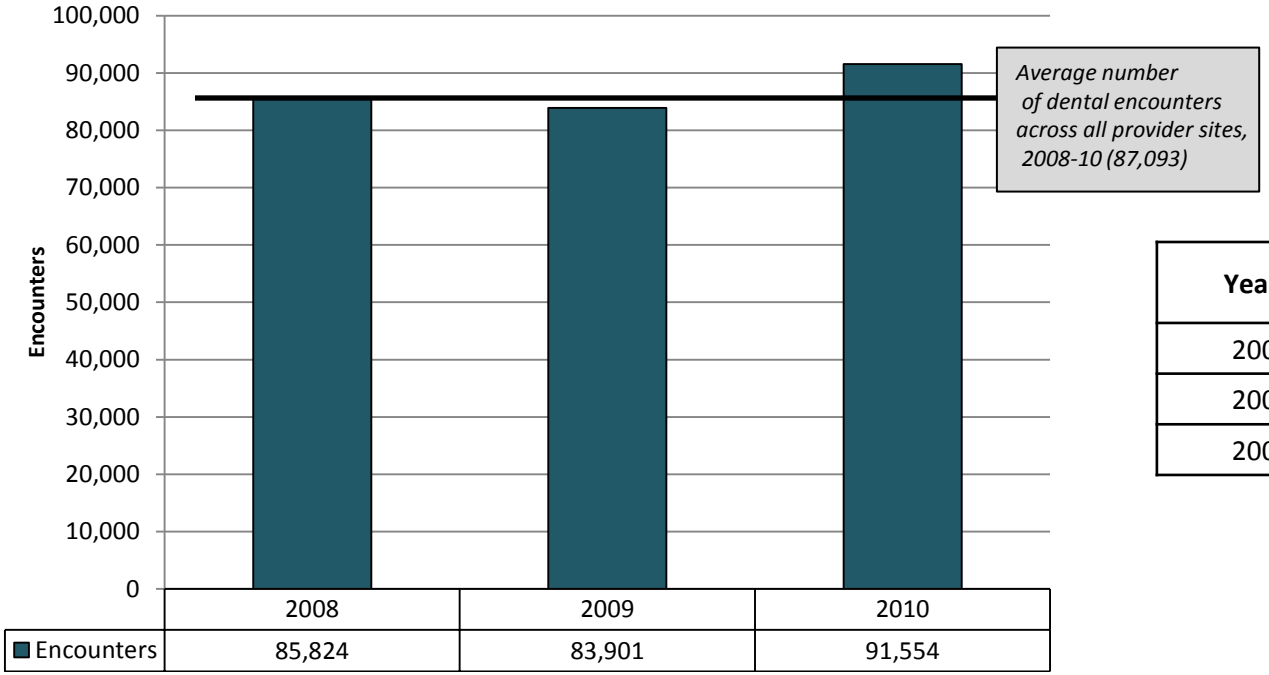
- Of the 649,965 total primary care encounters reported in 2010, 43.1% occurred among the uninsured, 44.1% among the Medicaid population, 7.0% among the Medicare population and 5.4% among privately insured individuals.
- Two organizations served over 60,000 uninsured individuals in 2010—Grace Hill and St. Louis County.

The figure only includes provider sites that submitted data for the full 2008-2010 period. Data not included is as follows: SLUCare (2010: 44,942), The Spot (data not available), and St. Louis County Corrections (2010: 21,590).

*The category "All others" is composed of provider sites reporting fewer than 15,000 visits individually in 2010, including St. Luke's, Casa de Salud and CHIPS.

Dental care encounters at primary care sites have increased substantially from 2008-2010

Figure 1.5. Dental care encounters (2008-2010).



Year	Incremental change in dental encounters, count (%)
2008-09	-1,923 (-2.2%)
2009-10	+7,653 (+9.1%)
2008-10	+5,730 (+6.7%)

- Growth in dental encounters from 2008-2010 (+6.7%) surpassed growth in total reported primary care encounters (+1.4%) in this same time period.

The figure only includes provider sites that submitted data for the full 2008-2010 period. Data not included is as follows: St. Louis County Corrections (2009: 1,699; 2010: 1,841).

Primary care appointments for ***new*** patients within 14 days of request declined from 2010-2011

Table 1.3. Appointment availability for ***new*** patients within 14 days (2010-2011).

	Sites offering appointments within 14 days	Total number of sites offering services	% of total sites offering services within 14 days
2010			
Adult	18	20	90%
Pediatric	15	19	79%
Obstetrical	17	17	100%
Dental	9	15	60%
2011			
Adult	12	19	63%
Pediatric	17	19	89%
Obstetrical	12	17	71%
Dental	0	14	0%

John C Murphy Health Center closed October 15, 2010 for construction of a new St. Louis County Health Campus; in turn, the St. Louis safety net lost one adult and one dental care site in 2011.

Primary care appointments available to ***return*** patients within 14 days of request also declined from 2010-2011

Table 1.4. Appointment availability for ***return*** patients within 14 days (2010-2011).

	Sites offering appointments within 14 days	Total number of sites offering services	% of total sites offering services within 14 days
2010			
Adult	19	20	95%
Pediatric	19	19	100%
Obstetrical	17	17	100%
Dental	9	15	60%
2011			
Adult	14	19	74%
Pediatric	19	19	100%
Obstetrical	16	17	94%
Dental	6	14	43%

John C Murphy Health Center closed October 15, 2010 for construction of a new St. Louis County Health Campus; in turn, the St. Louis safety net lost one adult and one dental care site in 2011.

Evening and weekend hours of operations continue to be readily available at St. Louis safety net sites

Table 1.5. Hours of operations for primary care providers, evening and weekends (2010-2011).

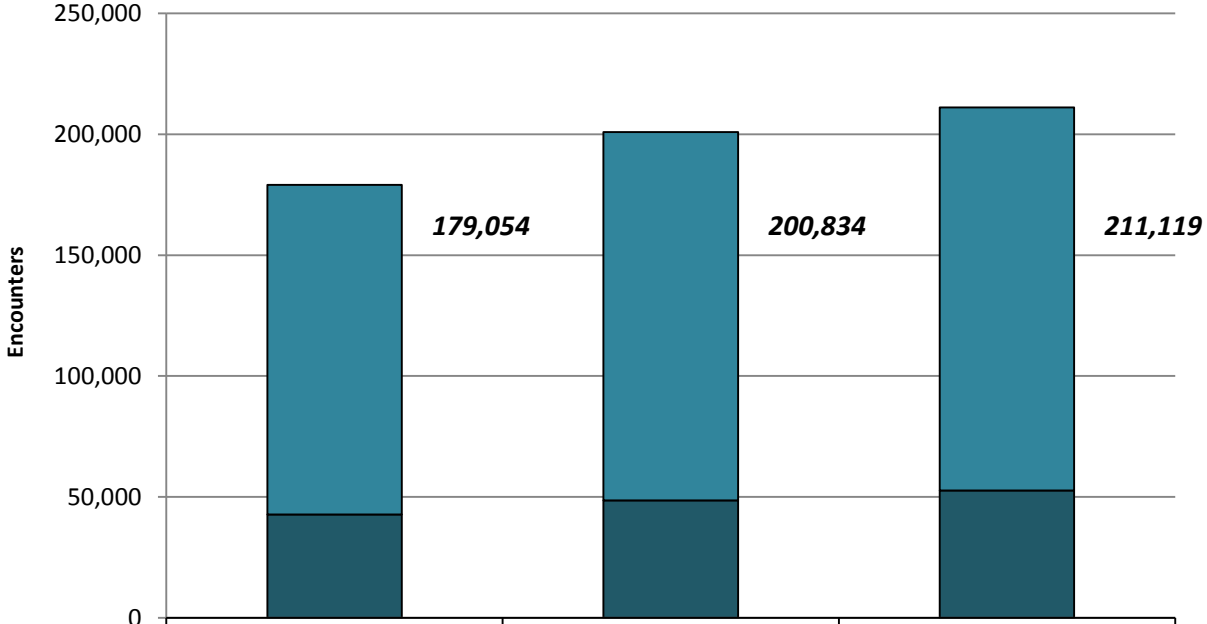
		2010	2011
Evening	**Monday**	4 sites (1 until 6 PM, 1 until 7 PM, 1 until 8:30 PM, 1 until 9 PM*)	4 sites (1 until 6 PM, 1 until 8 PM, 2 until 9 PM*)
	Tuesday	5 sites (1 until 6 PM, 1 until 7 PM, 1 until 8 PM, 1 until 8:30 PM, 1 until 9PM*)	5 sites (1 until 7 PM, 2 until 8 PM, 2 until 9 PM*)
	Wednesday	9 sites (2 until 6 PM, 4 until 7 PM, 2 until 8:30 PM, 1 until 9 PM*)	9 sites (1 until 6 PM, , 4 until 7 PM, 1 until 8, 1 until 8:30 PM, 2 until 9 PM*)
	Thursday	6 sites (2 until 6 PM, 1 until 8 PM, 2 until 8:30 PM, 1 until 9 PM*	7 sites (1 until 6 PM, 3 until 8 PM, 1 until 8:30 PM, 2 until 9 PM*)
	Friday	1 site (1 until 9 PM*)	1 site (1 until 9 PM*)
Weekend	**Saturday**	8 sites (4 half-day*, 3 as scheduled)	9 sites (1 till 5, 5 half-day*, 3 as scheduled)
	Sunday	1 site (1 half-day*)	2 site (2 half-day*)

*Denotes one site providing pediatric care only (Health Care for Kids).
Please note, "half-day" is defined, for the purposes of this document, as a site being open for ≤6 hours/day.
John C Murphy Health Center closed October 15, 2010 for construction of a new St. Louis County Health Campus; in turn, the St. Louis safety net lost one adult and one dental care site in 2011.

SPECIALTY CARE ANALYSIS (2010)

Uninsured and Medicaid specialty care encounters at St. Louis area safety net sites continued to show robust growth from 2008-2010

Figure 1.6. Medicaid and uninsured specialty care encounters (2008-2010).



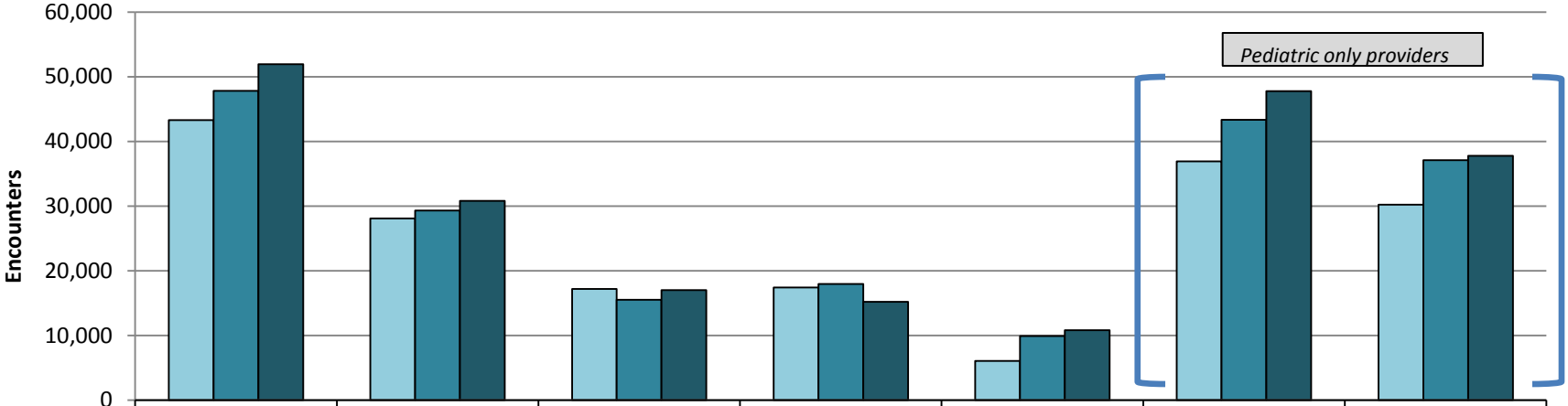
	2008	2009	2010
Medicaid	136,371	152,313	158,490
Uninsured	42,683	48,521	52,629

Year	Incremental change in Medicaid and uninsured specialty care encounters, count (%)
2008-09	+21,780 (+12.2)
2009-10	+10,285 (+5.9%)

- In 2008-2010, specialty care encounters among the Medicaid and uninsured populations rose by 17.9%.

Medicaid and uninsured specialty care encounters experienced steady growth or remained stable at the majority of sites from 2008-2010

Figure 1.7. Medicaid and uninsured specialty care encounters by provider site (2008-2010).

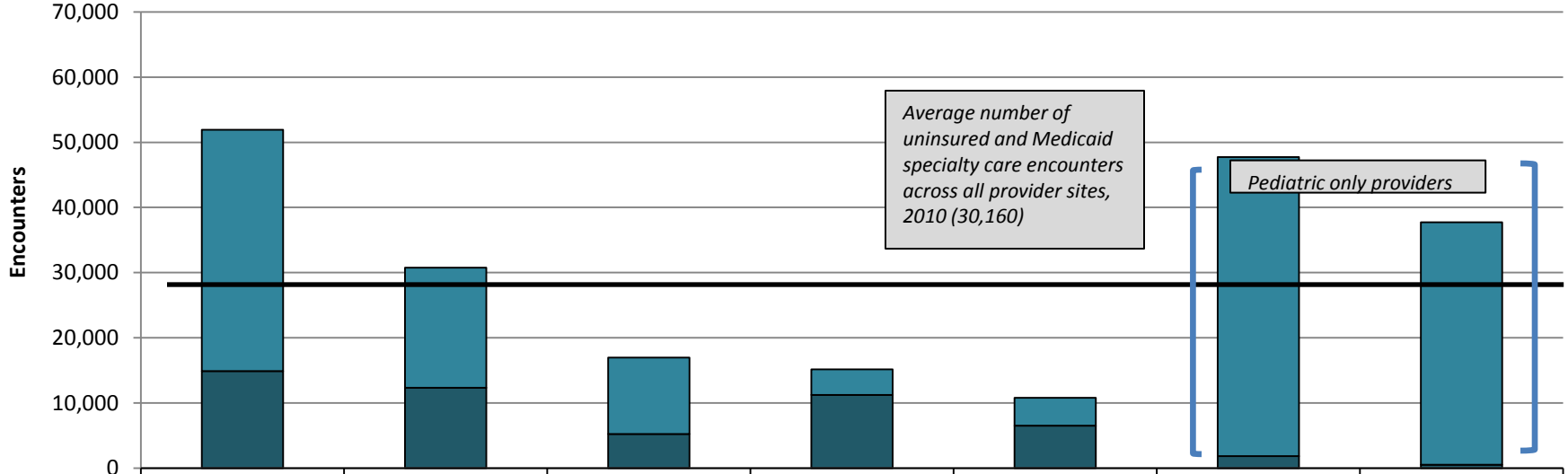


	WU Adult	SLUCare	Barnes-Jewish	ConnectCare	St. John's Clinics	WU Pediatrics	Cardinal Glennon
2008	43,304	28,068	17,176	17,404	6,024	36,893	30,185
2009	47,791	29,290	15,495	17,964	9,886	43,335	37,073
2010	51,904	30,778	16,989	15,170	10,787	47,746	37,745

- All but two specialty care providers reported growth (>5%) or stable (+/- <5%) trends in uninsured and Medicaid encounters from 2008-2010, and only one specialty care provider reported a decline among this population from 2009-2010.
- In 2010, specialty care sites provided 85,491 uninsured and Medicaid pediatric encounters; this represents a 27.5% increase in pediatric encounters among this payor population compared to 2008 totals.

Two organizations provided over 10,000 *adult* specialty care encounters to the uninsured in 2010

Figure 1.8. Uninsured and Medicaid specialty care encounters by provider site (2010).



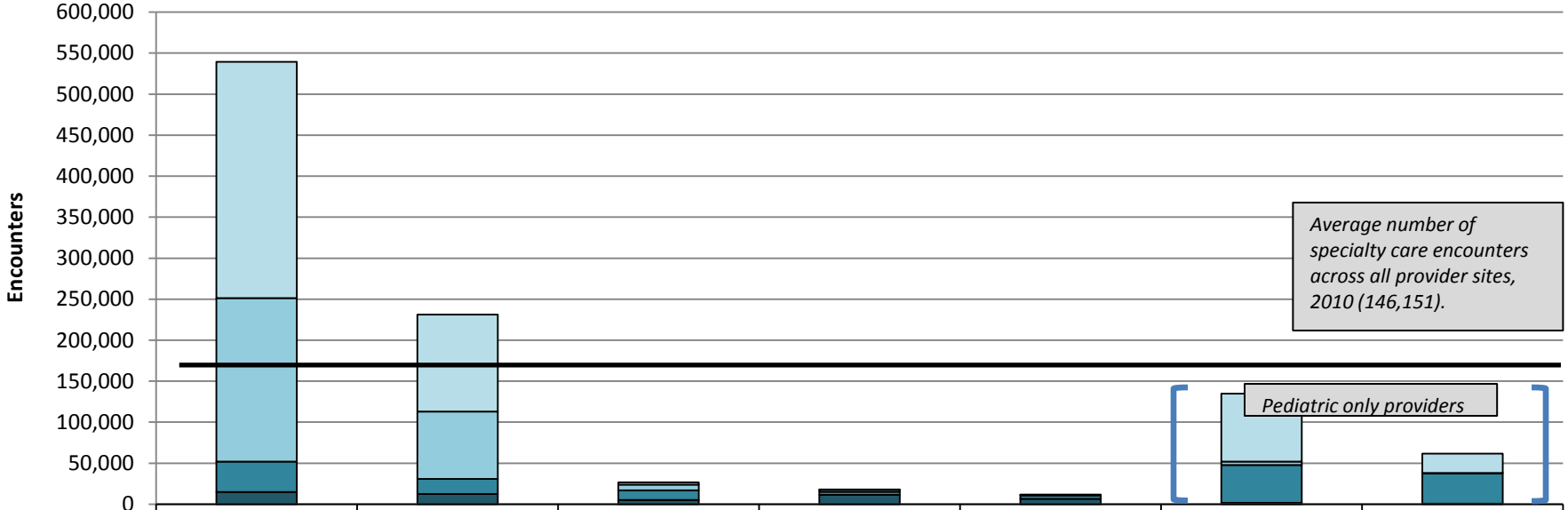
	WU Adult†	SLUCare	Barnes Jewish	ConnectCare†	St. John's Clinics	WU Pediatric	Cardinal Glennon
Medicaid	36,996	18,453	11,734	3,922	4,258	45,900	37,227
Uninsured	14,908	12,325	5,255	11,248	6,529	1,846	518
Total	51,904	29,290	16,989	15,170	10,787	47,746	37,745

- In 2010, 211,119 uninsured and Medicaid specialty care encounters occurred at reporting sites— this represents 20.6% of total specialty care encounters across all payor categories.
- Of the total uninsured and Medicaid specialty care encounters reported in 2010, 125,628 (59.5%)occurred among *adult* patients.

† Denotes organizations that provided over 10,000 adult specialty care encounters to the uninsured in 2010.

Three institutions provided over 70% of adult specialty care services to the uninsured in 2010

Figure 1.9. Specialty care encounters by payor category and provider site (2010).



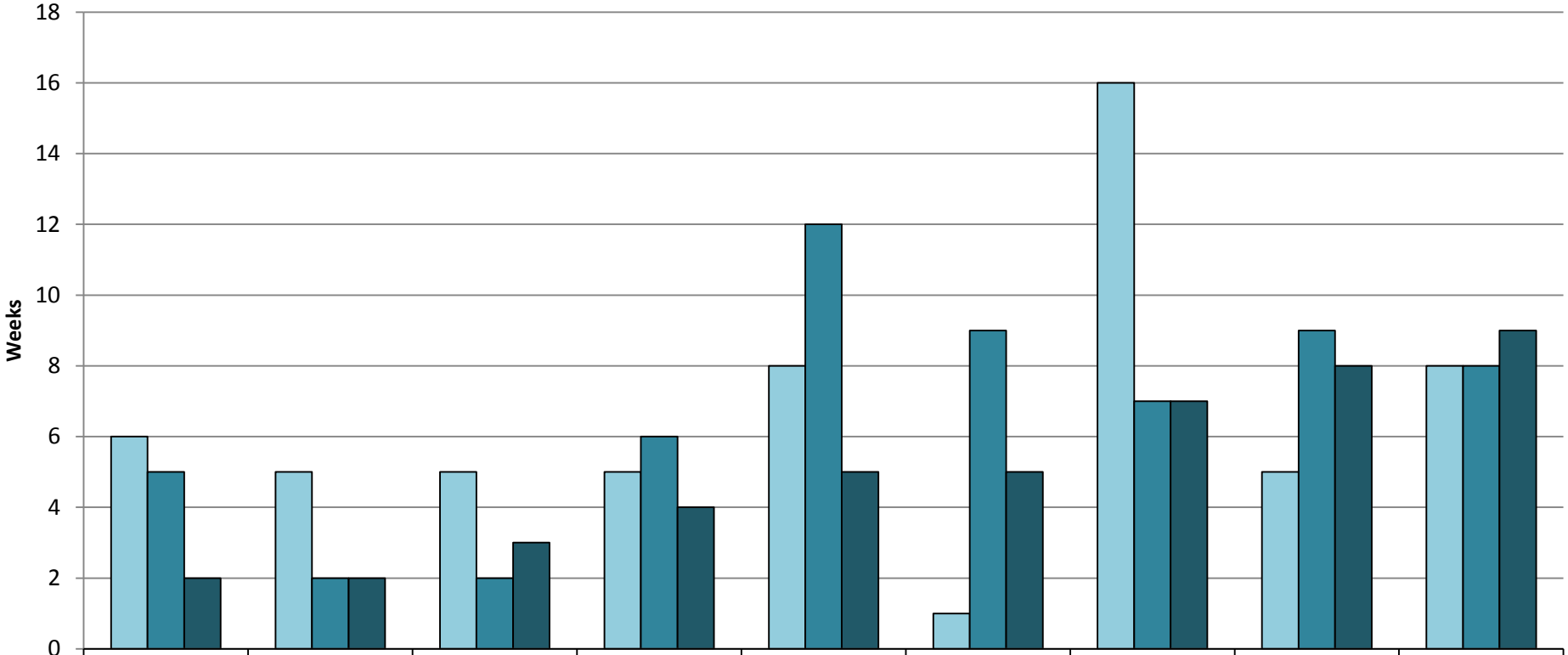
	WU Adult†	SLUCare†	Barnes Jewish	ConnectCare†	St. John's Clinics	WU Pediatric	Cardinal Glennon
Private	288,201	118,336	2,840	456	4	82,782	23,728
Medicare	199,284	82,107	6,720	2,500	492	4,246	245
Medicaid	36,996	18,453	11,734	3,922	4,258	45,900	37,227
Uninsured	14,908	12,325	5,255	11,248	6,529	1,846	518
Total	539,389	206,780	26,549	18,126	11,283	134,774	61,718

- In 2010, 1,023,060 specialty care encounters occurred at reporting sites, with 53% of all reported encounters occurring at one provider site .
- Excluding pediatric only sites, over 50% of patients receiving care at two out of the five reporting specialty care sites were uninsured or covered by Medicaid.

† Denotes organizations that, combined, provided over 70% of specialty care to the uninsured in 2010.

The majority of wait times at St. Louis ConnectCare were reduced from 2009-2011

Figure 1.10. Appointment availability for new non-urgent patients (in weeks), by specialty (2009-2011).

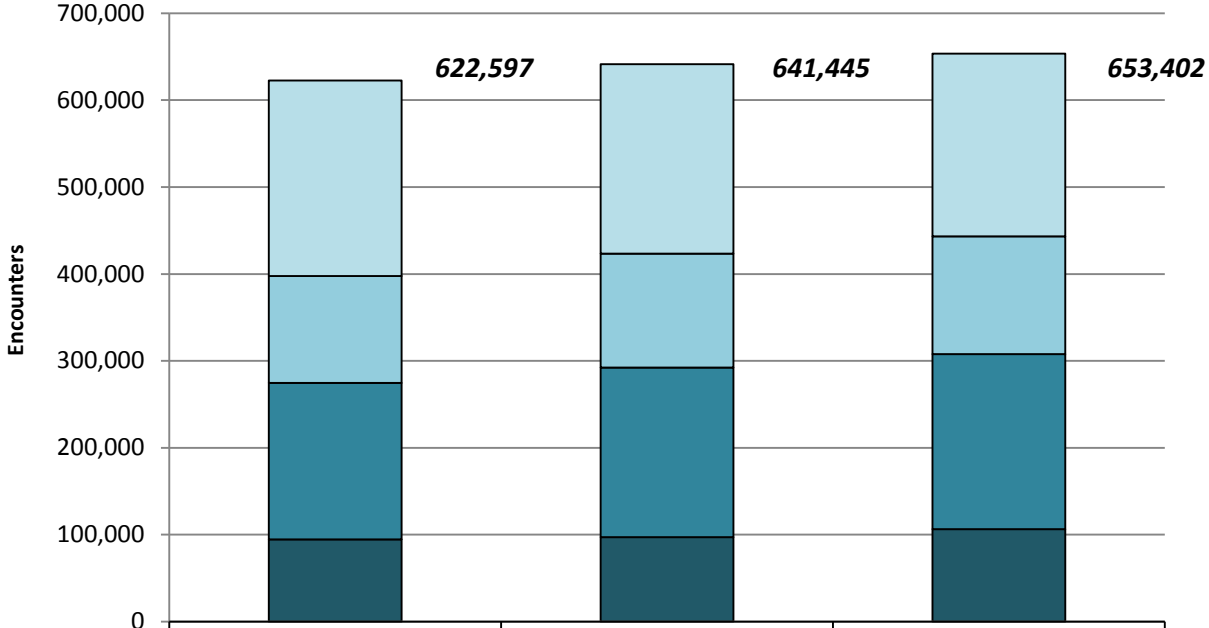


	General Surgery	Nephrology	Gastroenterology	Otolaryngology	Pulmonology	Cardiology	Neurology	Orthopedics	Urology
2009	6	5	5	5	8	1	16	5	8
2010	5	2	2	6	12	9	7	9	8
2011	2	2	3	4	5	5	7	8	9

EMERGENCY CARE ANALYSIS (2010)

Emergency care encounters increased among all payor categories from 2008-2010 except for the privately insured

Figure 1.11. Emergency care encounters by payor category (2008-2010).



	2008	2009	2010
Private	224,824	218,080	210,196
Medicare	123,059	130,996	135,524
Medicaid	180,054	195,302	201,345
Uninsured	94,660	97,067	106,337

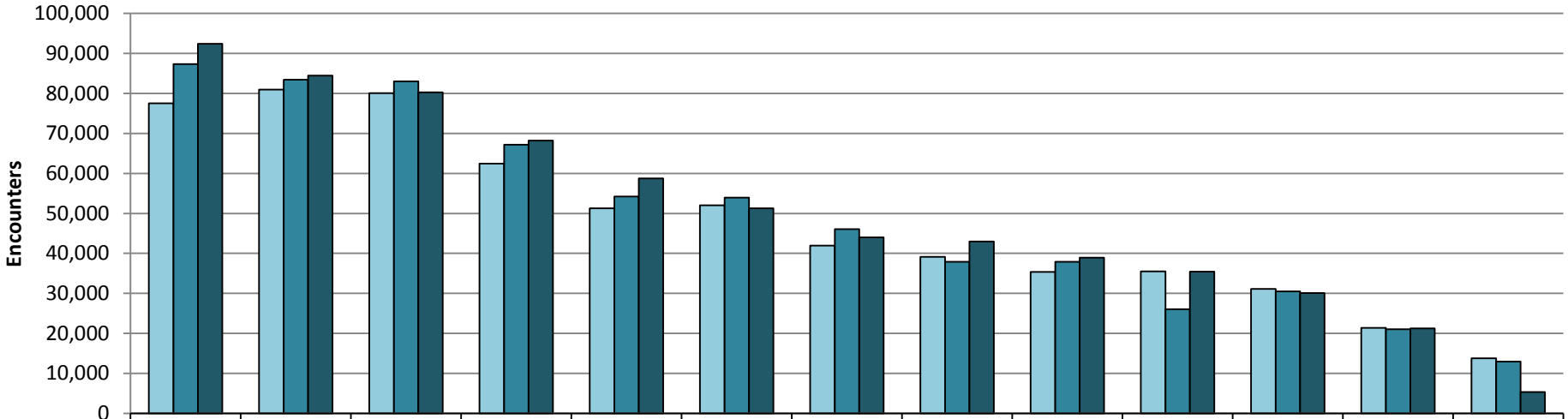
Year	Incremental change in emergency care encounters, count (%)
2008-09	+18,848 (+3.0%)
2009-10	+11,957 (+1.9%)

- From 2008-2010, although emergency room visits rose among uninsured (+12.3%), Medicaid (+11.8%) and Medicare (+10.1%) populations, visits dropped among the privately insured by 6.5%.
  - From 2009-2010, uninsured encounters increased by nearly 10% and Medicaid encounters increased by 3.1%.

Figure does not include St. Clare's data, as this provider site has not yet reported for a three year period (2009: 23,295; 2010: 35,031)

Total hospital emergency care encounters at St. Louis area hospitals increased 4.9% from 2008-2010

Figure 1.12. Emergency care encounters by provider site (2008-2010).



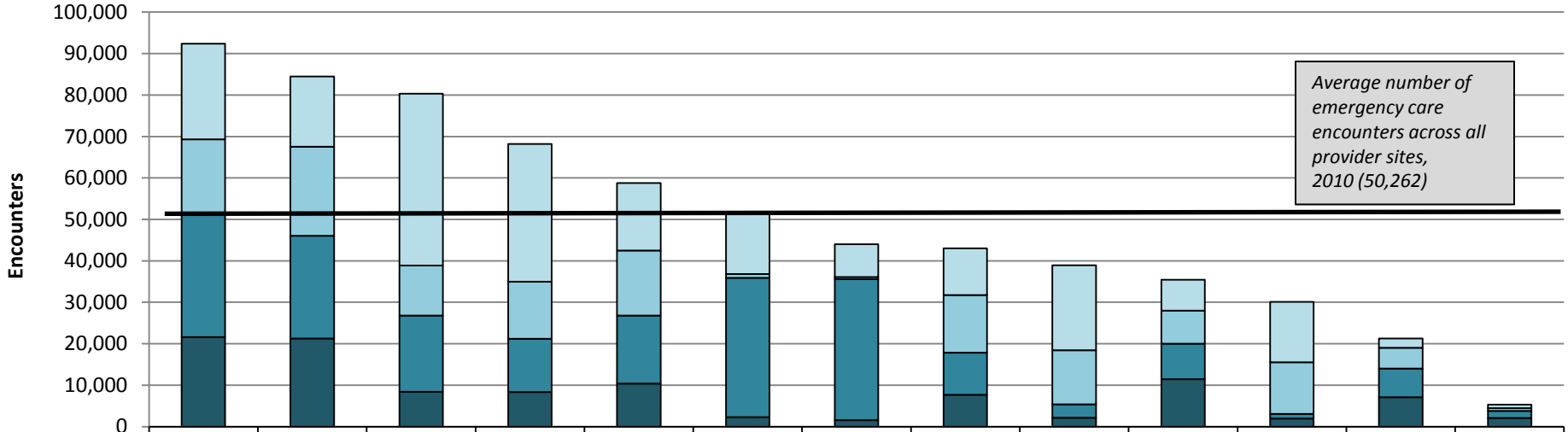
	Christian	Barnes-Jewish	St. John's	St. Anthony's	DePaul	Children's	Cardinal Glennon	St. Mary's	MO Baptist	SLUH	St. Luke's	St. Alexius	Forest Park*
2008	77,508	80,974	80,067	62,444	51,282	52,044	41,955	39,154	35,369	35,496	31,118	21,386	13,810
2009	87,340	83,401	82,994	67,215	54,227	53,916	46,049	37,886	37,903	26,047	30,481	21,056	12,930
2010	92,405	84,478	80,307	68,187	58,740	51,264	44,031	43,002	38,903	35,421	30,092	21,237	5,335

- The growth in emergency care encounters was variable across individual provider sites from 2008-2010. Total encounters grew over this period by 4.9%.
- The majority of growth in emergency care encounters from 2008-2010 was attributable to provider sites in north St. Louis County; during this period, emergency encounters increased by 22,355 (17.4%) at Christian and DePaul hospitals (combined).

Figure does not include St. Clare's data, as this provider site has not yet reported for a three year period (2009: 23,295; 2010: 35,421).
*Please note, Forest Park Hospital closed its doors in August 2011.

Emergency care encounters among the uninsured varied greatly by emergency department site in 2010

Figure 1.13. Emergency care encounters by payor category and provider site (2010).



	Christian*	Barnes-Jewish*	St. John's	St. Anthony's	De Paul	Children's *	Cardinal Glennon*	St. Mary's	MO Baptist	SLUH*	St. Luke's	St. Alexius*	Forest Park*
Private	23,065	16,937	41,476	33,225	16,279	14,437	7,965	11,259	20,441	7,416	14,595	2,189	912
Medicare	18,131	21,462	12,054	13,733	15,669	911	507	13,893	13,110	8,004	12,435	5,004	611
Medicaid/MC+	29,638	24,823	18,347	12,882	16,379	33,628	34,035	10,163	3,174	8,528	1,079	6,970	1,699
Uninsured	21,571	21,256	8,430	8,347	10,413	2,288	1,524	7,687	2,178	11,473	1,983	7,074	2,113
Total	92,405	84,478	80,307	68,187	58,740	51,264	44,031	43,002	38,903	35,421	30,092	21,237	5,335

- Uninsured and Medicaid encounters in area EDs in 2010 varied greatly across providers.
  - Uninsured and Medicaid patients accounted for >50% of total ED encounters at seven of the thirteen reporting area hospitals.
- Two institutions saw over 40,000 Medicaid and uninsured ED visits in 2010 – Christian and Barnes-Jewish. In 2010, Christian and Barnes-Jewish also were the only two EDs that served over 20,000 uninsured individuals.

Figure does not include St. Clare's data, as this provider site has not yet reported for a three year period (2010: 35,031 encounters).
Please note, Forest Park Hospital closed its doors in August 2011.
*Denotes the seven reporting ED sites in which over 50% of total emergency care encounters in 2010 occurred among the uninsured and Medicaid population.

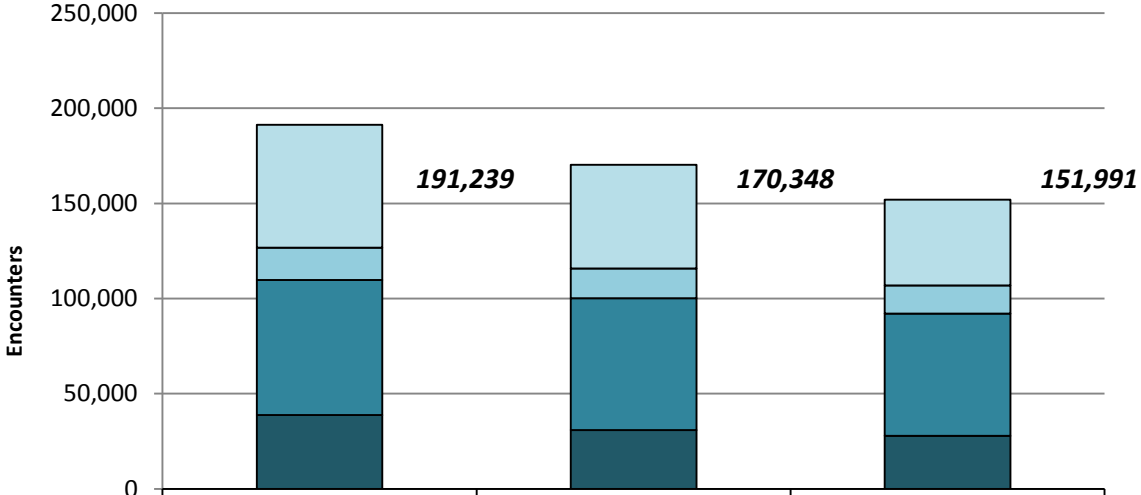
Left without being seen rates saw consistent declines from 2008-2010

- In 2010 across the St. Louis region, approximately 18,964 patients left hospital emergency departments without being seen – a 11.5% decrease in the left without beings seen (LWBS) rate as compared to 2009, and a 24.4% decrease compared to 2008.
- The 18,964 patients who left without being seen in 2010 represent approximately 2.7% of all patients seeking emergency care services at St. Louis safety net sites.
- In 2010, 87% of reporting emergency departments reported LWBS rates below 5%:
  - **2 hospitals** reported LWBS rates above 5%, including: Barnes-Jewish Hospital (8.3%); and St. Alexius Hospital (5.8%).
  - **13 hospitals** reported LWBS rates below 5%, including: Christian Hospital NE (4.6%); Northwest Healthcare (1.6%); Missouri Baptist Medical Center (3.9%); St. Louis Children's Hospital (2.8%); St. Mary's Medical Center (3.9%); DePaul Hospital (<1%); St. Clare's Hospital (<1%); Cardinal Glennon Children's Medical Center (<1%); St. Louis University Hospital (2.3%); Forest Park Hospital (<1%); St. John's Mercy Medical Center (<1%); St. Luke's Hospital (<1%); and St. Anthony's Hospital (1.4%).

NON-EMERGENT AND URGENT CARE ANALYSIS (2010)

The apparent decline in non-emergent emergency department encounters from 2008-2010 is largely attributable to methodological changes in how ED patients are classified

Figure 1.14. Non-emergent care encounters by payor category (2008-2010).



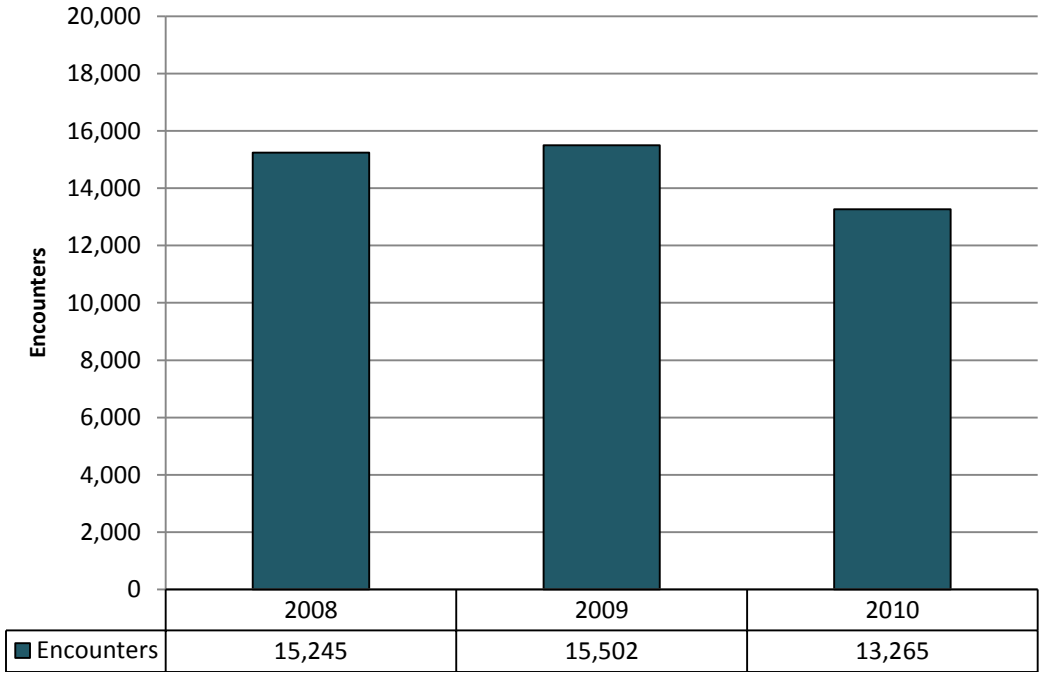
	2008	2009	2010
Private	64,598	54,554	45,127
Medicare	16,945	15,599	14,850
Medicaid	70,886	69,313	64,137
Uninsured	38,810	30,882	27,877

Year	Incremental change in non-emergent encounters, count (%)
2008-09	-20,891 (-10.9%)
2009-10	-18,357 (-10.8%)
2008-10	**-39,248 (-20.5%)**

- Nearly 75% (29,048) of the apparent reduction in non-emergent encounters from 2008-2010 is attributable to a change in the way Christian Hospital determines patient acuity. Specifically, in January/February of 2009, Christian Hospital adopted a new methodology (*Emergency Severity Index, Version 4*) for classifying patients as emergent or non-emergent based on acuity level and the number of resources required to treat a patient. The new ESI classification system categorizes far fewer patients as "non-emergent" compared to the prior methodology, which was based on the patient's presenting chief complaint.

Urgent care encounters at St. Louis ConnectCare decreased from 2008-2010

Figure 1.15. Urgent care care encounters at St. Louis ConnectCare (2008-2010).



St. Louis Connect Care is the only urgent care center within St. Louis' area of highest need dedicated to serving all, regardless of the ability to pay – in 2010, approximately 85% of patients utilizing ConnectCare's urgent care center were uninsured.

- From 2008-2010, urgent care encounters at St. Louis ConnectCare declined by 13.0%
- ConnectCare's urgent care facility offers the added advantage of providing non-emergent care in a more appropriate, lower cost setting as compared to hospital emergency departments. ConnectCare partners with IHN members to refer its urgent care patients into a medical home.

THEN AND NOW: A PROGRESS REVIEW OF ACCESS TO CARE IN THE ST. LOUIS SAFETY NET OVER TIME (2001-2010)

Key findings for the St. Louis health care safety net (2001-2010)

- In St. Louis City and County, the number of individuals who were uninsured or covered by Medicaid increased by approximately 26,000 (8%) from 2002-2010.
  - During this period, the number of uninsured individuals rose by 46,000 (36%) while the number of individuals covered by Medicaid decreased by 20,000 (11%).

- St. Louis safety net institutions provided 3.6 million primary care visits between 2001 and 2010, including 1,453,373 uninsured encounters.
  - Total annual primary care visits increased by 22.6% during this time period while uninsured patient visits increased by 19.7%.

- 452,269 dental care visits were provided at the St. Louis safety net institutions from 2001-2010.
  - The number of annual dental visits increased by 68.4% over this time period.

Key findings for the St. Louis health care safety net (2001-2010), continued

- Total annual specialty care visits at St. Louis safety net sites increased 61.5% from 2001-2010.
  - Within this period, the safety net provided 1,100,331 specialty care visits to Medicaid and low-income uninsured individuals – a 29.9% increase compared to 2001.

- St. Louis area hospitals provided 3,798,536 annual emergency care visits from 2001-2010 (a 14.5% increase from 2001).
  - Within this period, annual emergency care visits declined 5.2% among the privately insured and increased across all other payor categories – increasing 24.6% among the uninsured and Medicaid population combined.

- As a percent of total emergency care visits, Left Without Being Seen (LWBS) rates in area hospitals fell from 4.0% in 2006 to 2.7% in 2010, representing a 21.2% decline in this period.

Safety net patient population: then and now

Table 2.1. St. Louis safety net population (2002-2010).

Categories	**2002**	**2010**	**Incremental change 2002-10, count (%)**
Uninsured* (*estimates*)	129,000	175,000	+46,000 (+36%)
Medicaid** *(estimates)*	178,000	158,000	-20,000 (-11%)
Total safety net population, Uninsured and Medicaid (*estimate*)	307,000	333,000	+26,000 (+8%)
Total St. Louis population, City and County***	1,363,474	1,318,248	-45,226 (-3%)
Safety net population as a % of total St. Louis population	26%	25%	--

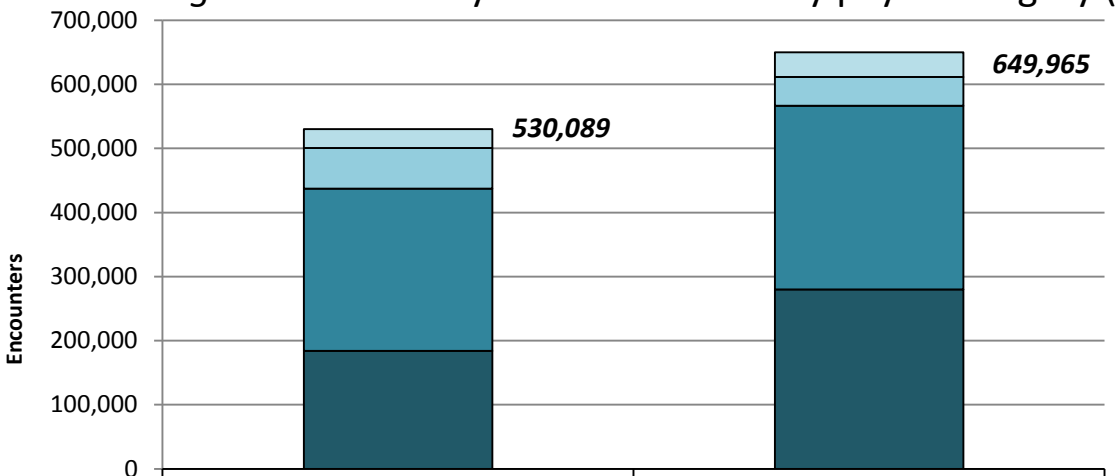
- From 2002-2010, the St. Louis safety net in St. Louis City and County grew by approximately 26,000 (or 8%).
  - Growth among the uninsured is likely to accounted for much of this increase. During this period, the number of uninsured individuals rose 36% while the number of individuals covered by Medicaid decreased 11%.
- As a percent of the total St. Louis population, including both City and County, the safety net represented 26% in 2002 and 25% in 2010.

*The number of uninsured in 2002 and 2010 was estimated based upon statewide data from the 2009,2010, and 2011 Current Population Surveys.
**Medicaid data for 2002 and2010 provided by MO HealthNet
***St. Louis City and County totals for 2002 and 2010 provided by American Fact Finder (Census data)..

PRIMARY CARE ANALYSIS (2001-2010)

Annual primary care encounters in the St. Louis safety net increased by 22.6% from 2001-2010

Figure 2.1. Primary care encounters by payor category (2001-2010).



	2001	2010
Private	29,672	38,615
Medicare	62,982	44,982
Medicaid	253,562	286,315
Uninsured	183,873	280,053

Year	Primary care encounter total, count
2001	530,089
2006	593,412
2007	607,700
2008	641,001
2009	629,898
2010	649,965
2001-2010	3,652,065

- From 2001-2010, the St. Louis safety net provided over 3.6 million primary care visits.
- From 2001-2010, 39.7% of total primary care encounters occurred among the uninsured, 45.6% among the Medicaid population, 8.7% among the Medicare population and 5.8 % among privately insured individuals.
  - Within this time frame, encounters among the uninsured have been on the rise, while those among the Medicare population have consistently declined; encounters among the Medicaid and privately insured population has remained stable (+/- ≤5%).

The figure only includes provider sites that submitted data within the 2001-2010 period. Data not included is as follows (when available): SLUCare (2009: 31,609; 2010: 44,942), The Spot (data not available), and St. Louis County Corrections (2009: 10,672; 2010: 21,590).

Provision of primary care to the medically underserved has shown large increases from 2001-2010

Table 2.2. Primary care encounters among the medically underserved* by provider site (2001-2010).

Provider Site	Encounters among medically underserved (2001), count	Encounters among medically underserved (2010), count	Incremental encounters among medically underserved (2001-10), count (%)
Grace Hill	81,373	111,841	+30,468 (+37.4%)
Myrtle Hilliard Davis	34,786	82,045	+47,259 (+135.9%)
BJK People's	49,347	97,745	+48,398 (+98.1%)
STL County	60,667	94,298	+33,631 (+55.4%)
Family Care	34,901	51,859	+16,958 (+48.6%)
BJH Clinics	28,756	40,726	+11,968 (+41.6%)
Health Care for Kids	18,818	28,143	+9,325 (+49.6%)
SSM Clinics	15,731	25,679	+9,948 (+63.2%)
St. John's	20,763	25,114	+4,351 (+21.0%)
St. Luke's	2,007	5,221	+3,214 (+160.1%)
St. Louis ConnectCare**	50,833	--	--
All other sites***	39,453	3,697	-86,589 (-95.9%)
All provider sites	**437,435**	**566,368**	**+128,931 (+29.5%)**

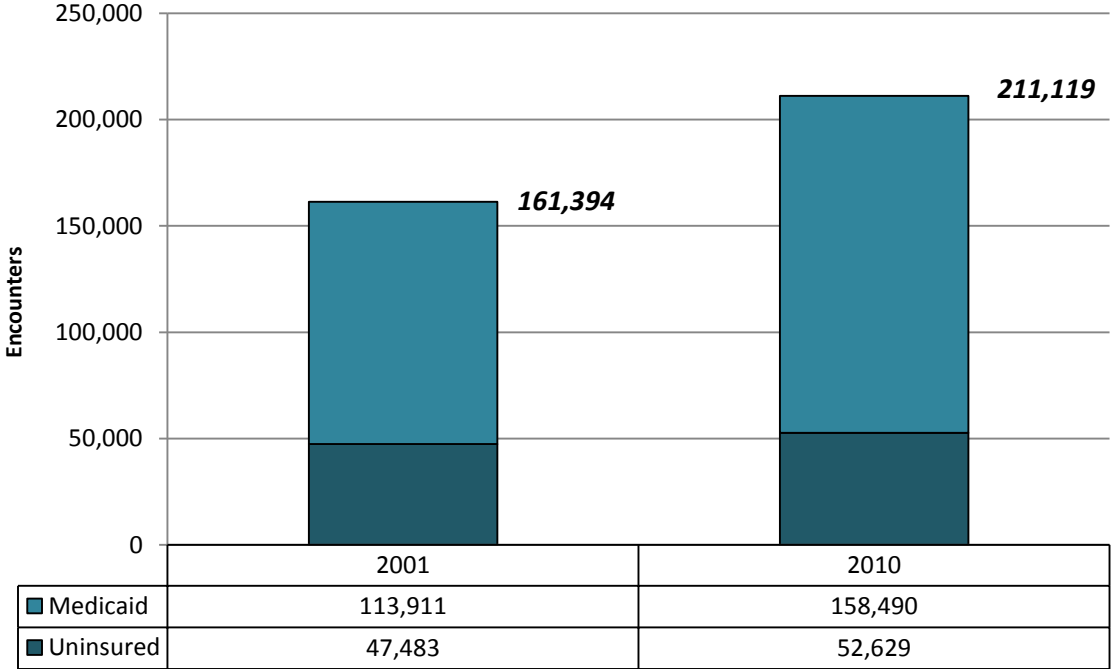
- From 2001-2010, primary care encounters among the medically underserved increased by nearly 30% across all reporting provider sites.

The figure only includes provider sites that submitted data for the full 2008-2010 period. Data not included is as follows (when available): SLUCare (2009: 31,609; 2010: 44,942), The Spot (data not available), and St. Louis County Corrections (2009: 10,672; 2010: 21,590).
*The term "medically underserved" is defined, for the purposes of this report as patients who are uninsured or who are insured through Medicaid.
**Note, in 2005 St. Louis ConnectCare integrated its primary sites into Grace Hill Health Centers and Myrtle Hilliard Davis; as such, primary care data does not exist for this site after 2005.
***The category "All other sites" includes data collected from provider sites reporting under 15,000 encounters, including St. Luke's, Casa de Salud, and CHIPS.

SPECIALTY CARE ANALSYIS (2001-2010)

Annual specialty care encounters among the uninsured and Medicaid population increased 29.9% from 2001-2010

Figure 2.2. Uninsured and Medicaid specialty care encounters (2001-2010).



Year	Medicaid and uninsured specialty care encounter total, count
2001	161,394
2006	172,660
2007	176,758
2008	179,054
2009	200,834
2010	211,119
2001-10	1,110,819

- From 2001-2010, St. Louis providers have provided over 1.1 million visits among the St. Louis safety net population.
- 211,119 Medicaid and uninsured specialty care visits were provided in 2010 – this represents a 30.8% increased compared to 2001 totals.

Provision of specialty care among the uninsured and Medicaid population has shown large increases from 2001-2010

Table 2.3. Specialty care encounters among the medically underserved by provider site (2001-2010).

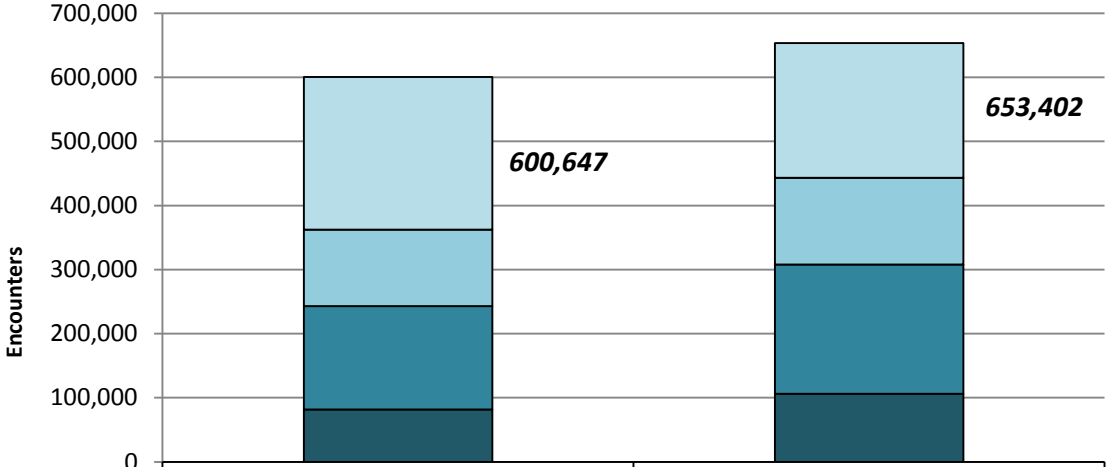
Provider Site	Encounters among medically underserved (2001), count	Encounters among medically underserved (2010), count	Incremental encounters among medically underserved (2001-10), count (%)
WU-Adult	44,383	51,904	+7,521 (+16.9%)
SLUCare	22,124	30,778	+8,654 (+39.1%)
WU-Pediatric	28,806	47,746	+18,940 (+65.8%)
Cardinal Glennon	29,300	37,745	+8,445 (+28.9%)
Barnes-Jewish	19,407	16,989	-2,418 (-12.5%)
ConnectCare	13,154	15,170	+2,016 (+15.3%)
St. John's	4,220	10,787	+6,567 (+155.6%)
All provider sites	**161,394**	**211,119**	**+49,725 (+30.8%)**

- Specialty care visits among the medically underserved in St. Louis City and County have shown consistent growth from 2001-2010.
  - Within this period, growth in specialty care encounters among this population exceeded 15% at six of the seven provider sites and exceeded 25% at four of the seven.
- Total encounters at pediatric only providers have also shown consistent growth among the medically underserved, increasing 51.0% from 2001-2010.

EMERGENCY CARE ANALYSIS (2001-2010)

Annual emergency care encounters increased 14.6% in the St. Louis region from 2001-2010

Figure 2.3. Emergency care encounters by payor category (2001-2010).



	2001	2010
Private	238,229	210,196
Medicare	119,325	135,524
Medicaid	161,287	201,345
Uninsured	81,806	106,337

Year	Emergency care encounter total, count
2001	600,647
2006	600,382
2007	611,450
2008	622,597
2009	664,740
2010	653,402
2001-10	3,753,218

- From 2001-2010, St. Louis area hospitals provided over 3.7 million emergency care visits.
- From 2001-2010, 14.8% of total emergency care encounters occurred among the uninsured, 28.6% among the Medicaid population, 20.4% among the Medicare population and 36.3% among privately insured individuals.
  - Within this time frame, encounters among privately insured individuals declined (-5.2%) while increases were seen in all other payor categories.

Table does not include data from St. Clare's Hospital (2009: 23,295; 2010: 35,031).

Provision of emergency care to the medically underserved increased substantially from 2001-2010

Table 2.4. Emergency care encounters among the medically underserved by provider site (2001-2010).

Provider Site	Encounters among medically underserved (2001), count	Encounters among medically underserved (2010), count	Incremental encounters among medically underserved (2001-10), count (%)
Christian	27,730	51,209	+23,479 (+84.7%)
Barnes Jewish	33,320	46,079	+12,759 (+38.3%)
St. John's	7,926	26,777	+18,851 (+237.8%)
St. Anthony's	22,401	21,229	-1,172 (-5.2%)
DePaul	18,331	26,792	+8,461 (+46.2%)
Children's	33,752	35,916	+2,164 (+6.4%)
Cardinal Glennon	27,135	35,559	+8,424 (+31.0%)
MO Baptist	2,318	5,352	+1,034 (+44.6%)
St. Mary's	10,758	17,850	+7,092 (+65.9%)
St. Luke's	931	3,062	+2,131 (+228.9%)
SLUH	14,182	20,001	+5,819 (+41.0%)
St. Alexius	16,368	14,044	-2,324 (-14.2%)
Forest Park*	13,911	3,812	-10,099 (-72.6%)
ConnectCare**	14,030	--	--
All provider sites	**243,093**	**307,682**	**+64,589 (+26.6%)**

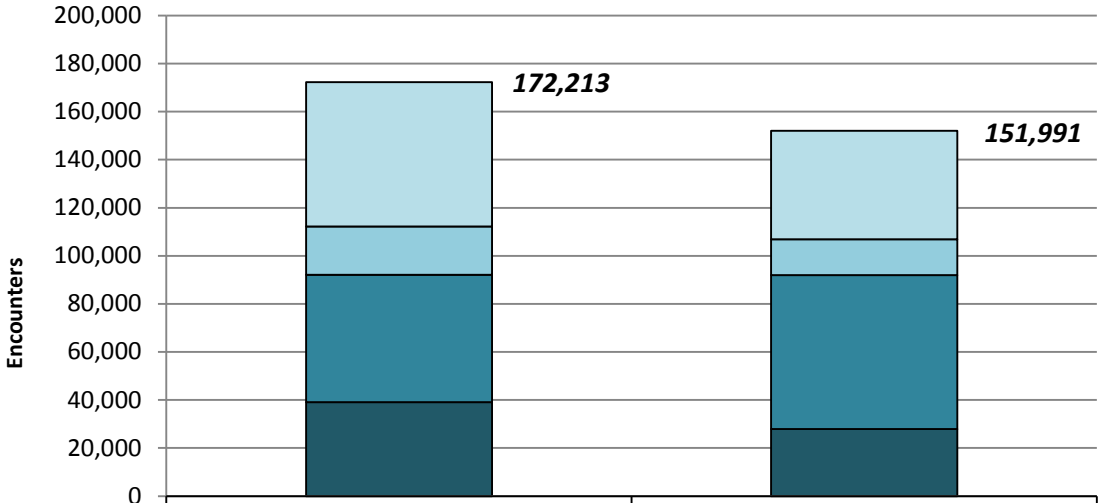
- From 2001-2010, emergency care encounters among the medically underserved increased by 26.6% across all reporting provider sites, compared to a 14.6% increase across all payor categories.
- The medically underserved population represented 40.5% of total emergency care encounters in 2001, 41.1% in 2006 and 46.2% in 2010.

Table does not include data from St. Clare's Hospital (2009: 23,295; 2010: 35,031).
*Forest Park Hospital closed its doors in August 2011.
**Note, in 2003 St. Louis ConnectCare stopped providing emergency care services; as such, emergency care data does not exist for this site after 2003.

NON-EMERGENT CARE ANALYSIS (2001-2010)

Annual non-emergent ED encounters decreased 11.7% in the St. Louis safety net from 2001-2010

Figure 2.4. Non-emergent care encounters by payor category (2001-2010).



	2001	2010
Private	59,956	45,127
Medicare	20,220	14,850
Medicaid	52,892	64,137
Uninsured	39,145	27,877

Year	Non-emergent ED encounter total, count
2001	172,213
2006	178,016
2007	167,974
2008*	191,239
2009*	170,348
2010*	151,991
2001-10	1,031,781

- Despite an overall decrease (-11.7%) in non-emergent ED encounters from 2001-2010, non-emergent encounters among the Medicaid population grew by 21.3% during this time frame while encounters among all other payor categories declined.
- Non-emergent encounters among the uninsured decreased 28.8% between 2001-2010.

*Please note, methodological changes in the way Christian Hospital determines patient acuity, implemented in January/February 2009, likely explain much of the decrease in observed non-emergent ED encounters at reporting sites from 2008-2010.

PEDIATRIC CARE ANALYSIS (2001-2010)

Access to pediatric care in the St. Louis safety net has expanded from 2001-2010

Primary Care

836,213 pediatric primary care encounters were provided by safety net organizations from 2001-2010. In 2010, pediatric visits accounted for 19.5% of all annual primary care encounters (excluding dental services).

Specialty Care

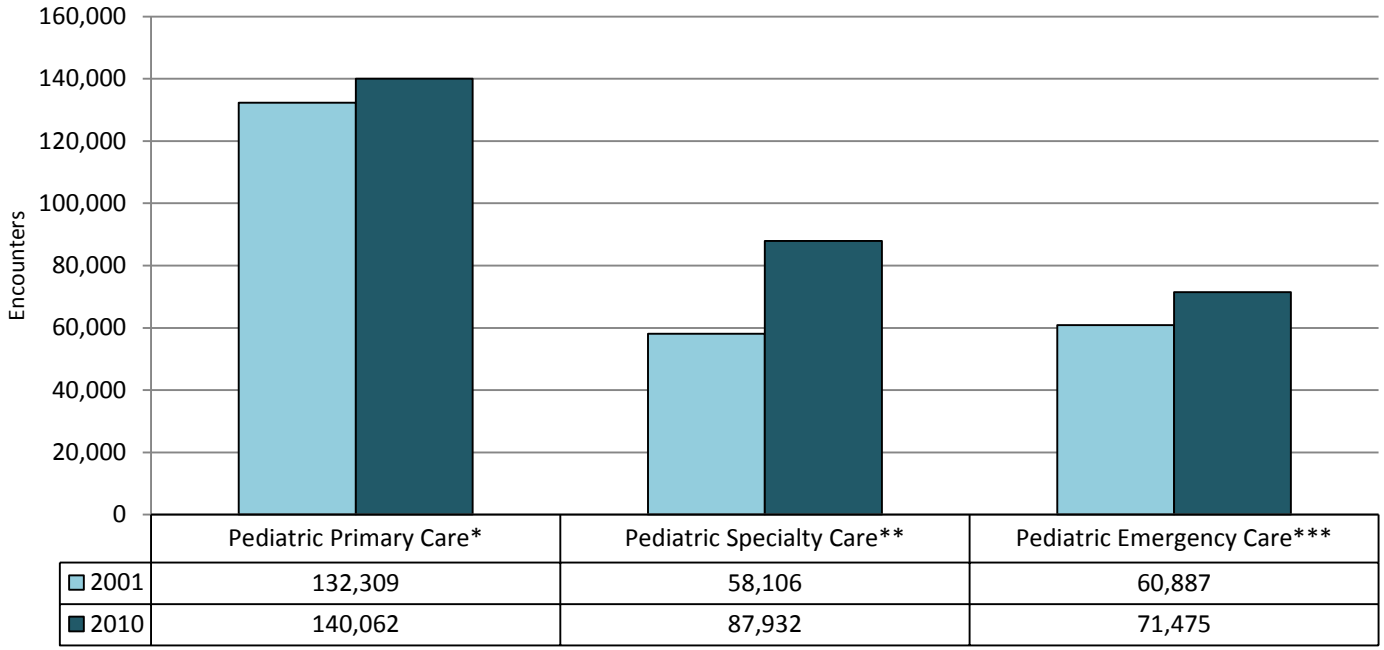
St. Louis safety net institutions provided 1,046,013 pediatric specialty care visits from 2001-2010. Within this period, pediatric patients accounted for 38.6% of uninsured and Medicaid specialty care encounters. Uninsured and Medicaid pediatric specialty care encounters have grown by 29,826 visits from 2001-2010 – this represents a 51.3% increase.

Continued Barriers to Access for Children Aging out of Medicaid

It should be noted that many medically underserved children have difficulty acquiring health insurance coverage once they transition to adulthood (at 18 years of age). This barrier is attributable to more restrictive Medicaid eligibility requirements for those over 19 years of age, frequent ineligibility for family coverage due to age and limited income to purchase private insurance. Additionally, adult providers are typically less willing to accept Medicaid coverage than pediatric providers. These transitional factors are particularly concerning for individuals with chronic conditions or special needs.

Pediatric care volumes in the St. Louis safety net sites increased substantially from 2001-2010

Figure 2.5. Safety net pediatric care encounters by sub-specialty (2001-2010).



Year	Safety net pediatric care specialty	Incremental change in encounter total by pediatric care specialty, count (%)
2001-10	Primary care	+7,753 (+5.9%)
2001-10	Specialty care	+29,826 (+51.3%)
2001-10	Emergency care	+10,588 (+17.4%)

.
*Due to data collection methodology limitations, pediatric primary care encounters include *all* payor categories at regional safety net sites.
**Pediatric specialty care encounters include uninsured and Medicaid volumes at medical school practices.
***Pediatric emergency care encounters include uninsured and Medicaid volumes at urban children's hospitals.

Report limitations

Great care has been taken to ensure the accuracy of the data in this report. All participating health care institutions were given the opportunity to verify their data for accuracy. The RHC has also taken steps to independently validate all data elements to the fullest extent possible. While the RHC cannot attest to the complete accuracy of all presented data, these efforts significantly reduce the potential for data collection and reporting errors.

The data contained in this report replace and update all previously reported RHC data of the same content.

Readers are encouraged to contact the RHC with questions concerning methodology or data validity.

Key Definitions

(as defined for the purposes of the RHC's 2011 Access to Care survey)

Safety net site: those health provider institutions whose mission is to serve all regardless of their ability to pay: in the St. Louis region, those institutions include community health centers (CHCs) and hospital/university based residency clinics.

Encounter: encounters are considered documented face-to-face contacts between a patient and a provider who exercises independent professional judgment in the provision of services to the patient.

User: a user is considered an individual who had at least one medical encounter at a participating healthcare site during the previous year.

Adult: users aged 18 years and above.

Pediatric: users between the ages of 0-17 years.

Primary care encounter: primary care encounters are comprised of adult medical primary, pediatric, obstetrical and dental care encounters.

Specialty care encounter: specialty care encounters are comprised of specialized medical services provided by a physician specialist in a non-primary and non-emergency department setting.

Emergency care encounter: emergency care encounters are comprised of adult and pediatric encounters at emergency departments (EDs).

Non-emergent care encounters: non-emergent care refers to low-acuity non-emergency visits at EDs that could be treated in another provider setting, such as a primary care office, an urgent care center, or another non-emergency department setting.

Medically underserved encounters: encounters among the medically underserved include encounters with patients who are uninsured or who are insured through Medicaid.

Survey respondents

Primary Care
Barnes-Jewish Hospital OB/GYN Clinic
Barnes-Jewish Hospital Medicine Clinic
Betty Jean Kerr People's Health Centers
Cardinal Glennon University Pediatrics and GlennonCare at DePaul
Casa de Salud
Family Care Health Centers
Grace Hill Neighborhood Health Centers
Health and Dental Care for Kids
Myrtle Hilliard Davis Comprehensive Health Centers
St. John's Mercy JFK Clinic
St. Louis County Department of Health
St. Louis County Department of Corrections
St. Luke's Pediatric Clinic
St. Mary's Pediatric Clinic
St. Mary's Health Center
SLUCare
The SPOT

Specialty Care
Barnes-Jewish Hospital Clinics
Cardinal Glennon Children's Medical Center
SLUCare
St. Louis ConnectCare
St. John's Mercy Medical Center
Washington University

Emergency Departments
Barnes-Jewish Hospital
Cardinal Glennon Children's Medical Center
Christian Hospital and Northwest Healthcare
DePaul Health Center
Missouri Baptist Medical Center
St. Alexius Hospital
St. Anthony's Medical Center
St. Clare Health Center
St. John's Mercy Medical Center
St. Louis Children's Hospital
St. Louis University Hospital
St. Luke's Hospital
St. Mary's Health Center

Acknowledgements

The St. Louis Regional Health Commission would like to graciously thank all reporting primary, specialty and emergency care sites that provided the data displayed in this report. In addition, many thanks to our commissioners and advisory board members for their thoughtful review of the report format and content.