

Mercy St. Louis Community Benefit Report

Community Referral Coordinator Program



The Community Referral Coordinator (CRC) Program, in Mercy Hospital St. Louis and Mercy Hospital Jefferson is offered in partnership with the Integrated Health Network (IHN). The program uses social workers to connect people in inpatient units and/or emergency departments with a primary provider for follow-up and preventative care.

The program focuses on serving Medicaid and uninsured patients; however, works with all patients in need of a medical home. IHN began the program in June 2007 and currently serves patients in six other local hospitals.

Through collaboration and partnership, the IHN strives for quality, accessible and affordable health care services for all residents, with an emphasis on the medically underserved.

As a result of these efforts, in Mercy Hospital St. Louis, over 2,250 patients have been seen annually with over 50% resulting in a scheduled appointment and a 62% show rate. A recent study by Mercy's Decision Support Team showed that emergency room visits decreased by 30%, and emergency room self-pay, inpatient admissions and inpatient self-pay/Medicaid admissions have all decreased by over 50%. During the same time period, outpatient visits among these patients increased 300%, demonstrating the effects of the program, shifting care for those patients to a more appropriate level.

Aligned with Mercy Hospital St. Louis' Community Health Improvement Plan, the CRC Program helps to address navigation and access to care in the St. Louis area.

Total Community Benefit \$10,917,000

Charity Care

Includes the actual cost of providing free or discounted care to persons who cannot afford to pay and who are not eligible for public programs. Charity care does not include bad debt.

Benefit: \$4,778,380

Community Outreach Services

Includes activities carried out to improve community health and services that are subsidized because they are needed in the community. Examples: education, support groups, health screenings, and immunizations.

Benefit: \$443,000

Health Professionals

Education and Research

Includes the cost of providing clinical placement for physicians, nurses and other health professionals plus the costs of the nursing anesthesia, EMS and radiology schools.

Benefit: \$1,259,290

Cash, In-Kind Donations, Workforce Enhancement and Fundraising

Includes cash, in-kind donations, fundraising costs, food & supplies to shelters, use of Mercy rooms and facilities, donated office space and recruitment of health professionals in medically underserved areas.

Benefit: \$20,000

Medicaid Subsidies

Includes the actual unpaid cost of providing care to Medicaid patients and represents the shortfall between cost of care and the payments received by the government.

Benefit: \$4,415,800