



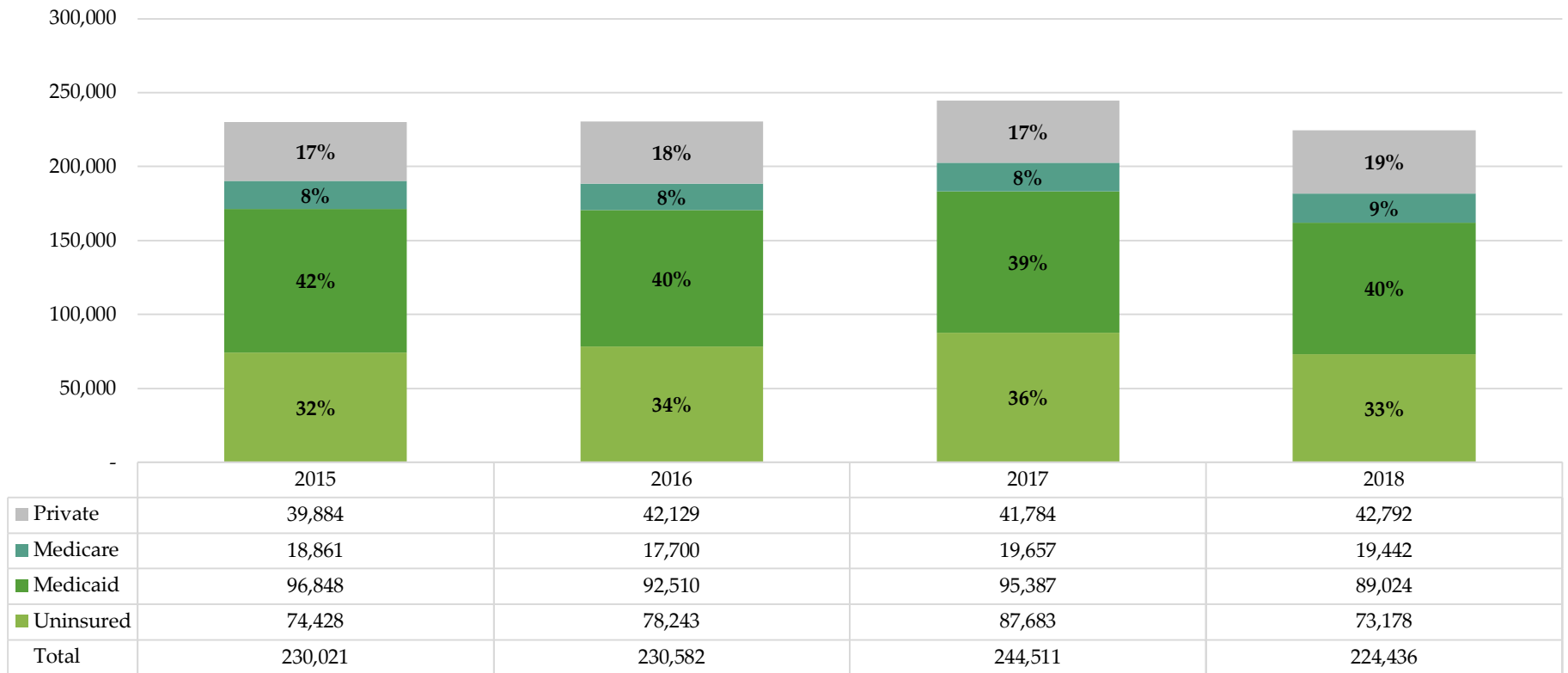
PRIMARY CARE ANALYSIS

Primary Care: Key Findings

- The number of individuals without health insurance coverage in St. Louis City and County decreased by 18% over the past year and by 33% over the past four years. Of the more than 93,400 users without health insurance coverage in St. Louis City and County, 46% identified as African American/Black, 47% White and 13% “Other”. Over the past four years, the racial composition of the uninsured has remained stable (page 5).
- There have been notable changes in payor mix over the past four years . Privately insured users have increased by 7%, while uninsured users have declined by 17% since 2015. Similar trends have been seen in encounters over the past four years. Privately insured encounters have increased by 11%, while uninsured encounters have decreased by 8% since 2015 (pages 19 and 23).
- Safety net primary care providers served roughly 78% of the total uninsured population in St. Louis City and County in 2018 (page 22).
- Total primary care (medical, dental and behavioral health) encounters at safety net organizations have remained relatively stable over the past four years (page 23).
 - Medical encounters have declined by 7% over the past year, while also decreasing by 12% over the past four years (page 29).
 - Dental encounters at safety net primary care providers decreased by 14% over the past year, while staying relatively stable over the past four years (page 36).
 - Behavioral health encounters at safety net primary care providers remained relatively stable over the past year and increased by 34% since 2015 (page 38).

The number of individuals utilizing primary care services at safety net organizations in St. Louis have decreased by 8% over the past year, and remained relatively stable over the past four years.

Primary Care Users by Payor Category, 2015 - 2018



- Of the more than 224,400 primary care users reported in 2018, approximately 40% were insured through the Medicaid program, 33% were uninsured, 19% were privately insured and 9% were insured through the Medicare program.
- Over the past year, uninsured and Medicaid users decreased by 17% and 7%, respectively.

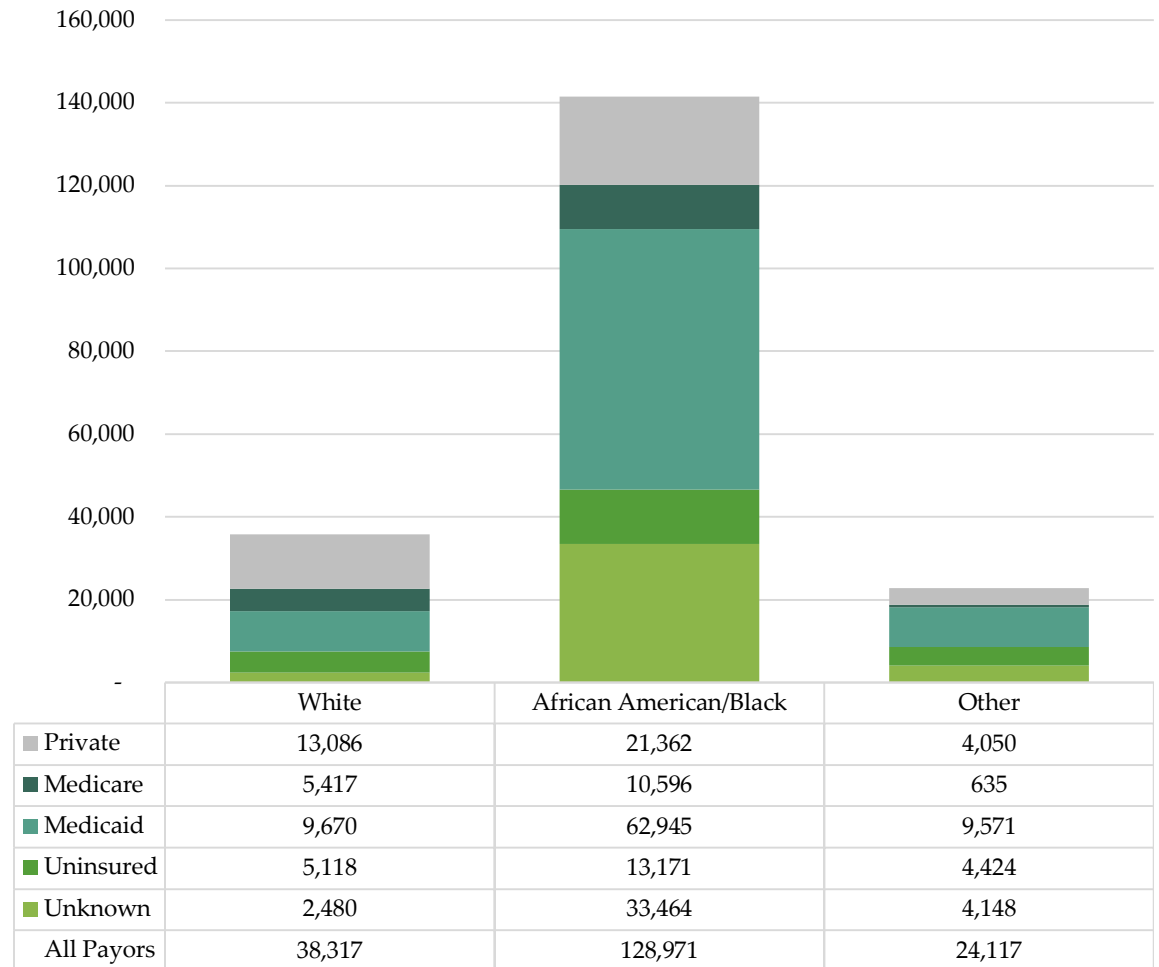
Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. While users are unduplicated within each organization, there may be some duplication in total user counts across reporting organizations if a patient was seen at more than one organization in 2018.

Of the more than 191,405 primary care safety net users in 2018, for which racial data is available, approximately 67% were African American/Black, 20% were White and 13% were from the “Other” racial category.

- Approximately 13% of all White primary care users, 10% of all African American/Black primary care users and 18% of all users included in the “Other” racial group are uninsured.
- Based on census data for the general population of St. Louis City and County, about 5% of all Whites, 11% of all African Americans/Blacks and 8% of those included in the “Other” racial group are uninsured.

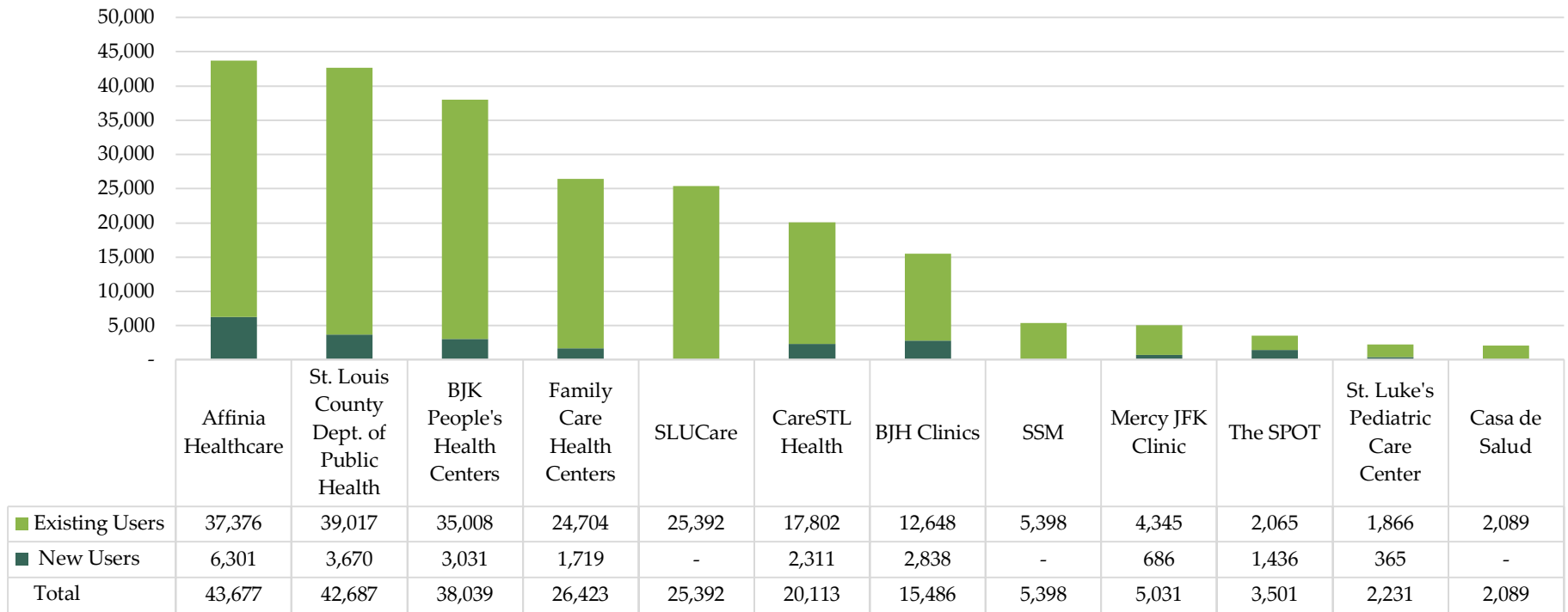
Note: There may be some duplication in the user count across safety net organizations in the region. The “other” racial/ethnic group includes: those of Asian, American Indian/Alaska Native and Native Hawaiian/Other Pacific Islander descent, as well as those identifying with more than one racial/ethnic group, those identifying as Hispanic/Latino and those whose race/ethnicity is unknown. However, the American Community Survey includes Hispanic/Latinos throughout all racial groups, whereas all Hispanic/Latinos safety net users, regardless of race, are captured separately in the “other” category only. BJK People’s did not provide payor data for their users by race. Therefore, all of their users have been included in the unknown payor grouping. The SPOT, SSM Cardinal Glennon, and SLUCare did not provide racial data for all of their users in 2018 included on page 21 of this report.

Primary Care Users by Race and Payor, 2018



In 2018, there were more than 230,000 individuals who utilized safety net primary care services. Of that number, providers reported more than 22,300 new users.

Total Primary Care Users and New Users by Organization, 2018



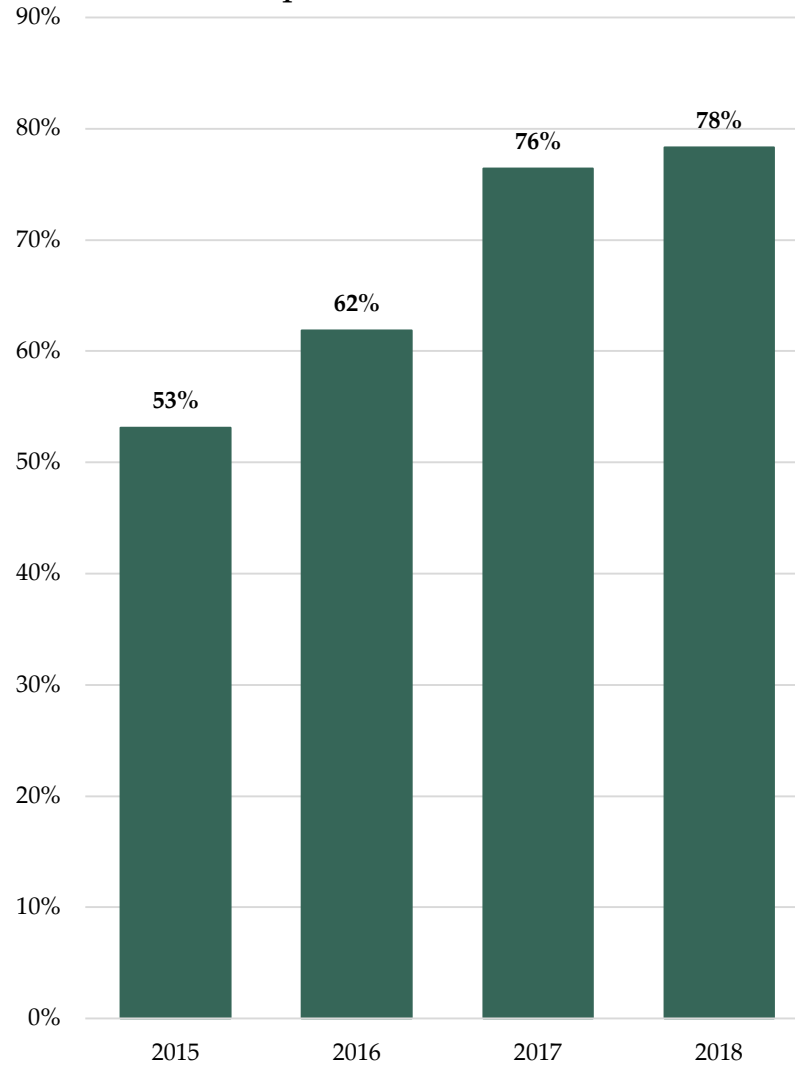
- Of the more than 230,000 primary care users reported in 2018, approximately 10% were new users as compared to 8% in 2017.
- BJH Clinics (18%), St. Luke's Pediatric Care Center (16%), Mercy JFK Clinic (14%), Affinia Healthcare (14%), and CareSTL Health (11%) had the highest percentage of new users in 2018.

Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. While users are unduplicated within each organization, there may be some duplication in total user counts across reporting organizations if a patient was seen at more than one organization in 2018. New users are defined as any user who had a new patient encounter in 2018, based on CPT codes 99201-99205, and who had never been seen or had not been seen by that organization in at least three years. SLUCare and SSM did not report new users in 2018. The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers.

Safety net primary care providers served roughly 78% of the total uninsured population in St. Louis city and county in 2018.

Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. While users are unduplicated within each organization, there may be some duplication in total user counts across reporting organizations if a patient was seen at more than one organization in 2018. The numerator for this rate is the number of primary care uninsured users within the safety net, while the denominator is the number of users uninsured within the St. Louis area. St. Louis area uninsured estimates based on county level data from the American Community Survey, released September 2019.

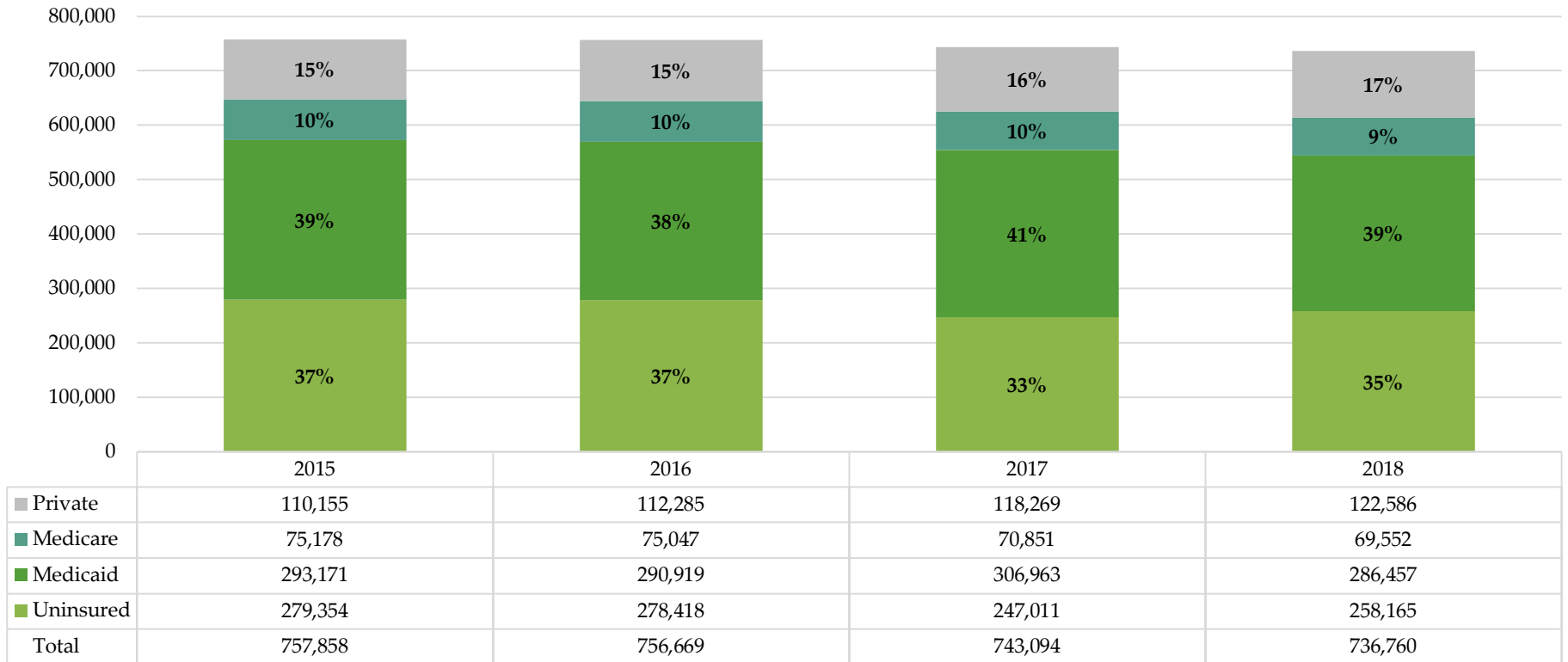
Primary Care Uninsured Users Served by Total St. Louis Uninsured Population, 2015 – 2018



Year	Uninsured Users	Uninsured Population
2015	74,428	140,073
2016	78,243	126,503
2017	87,663	114,179
2018	73,178	93,440

Total primary care encounters at safety net organizations in St. Louis have remained relatively stable over the past year, and since 2015.

Primary Care Encounters by Payor Category, 2015 - 2018

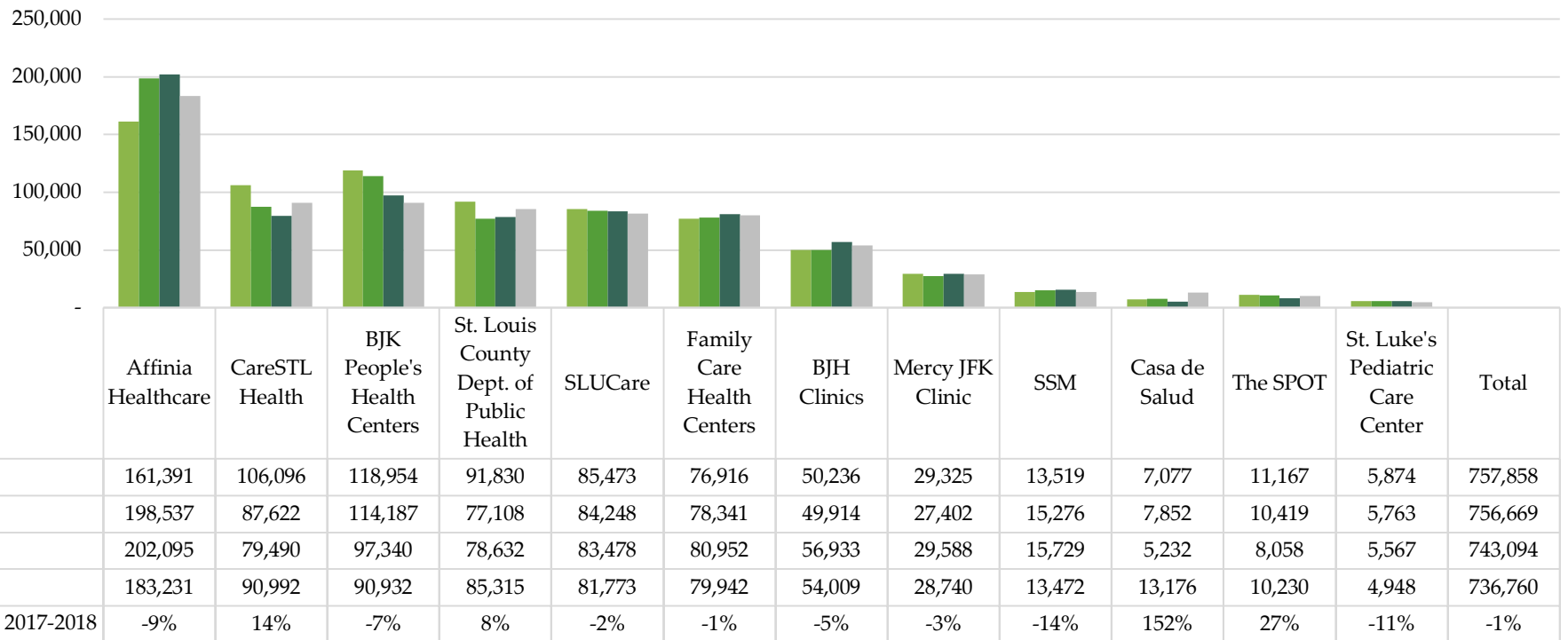


- Of the more than 736,700 total primary care encounters reported in 2018, approximately 39% were among the Medicaid population, 35% were among the uninsured, 17% were among those privately insured, and 9% were among the Medicare population.
- Uninsured primary care encounters decreased by 8% over the past four years, while private insured primary care encounters increased by 11%, since 2015.

Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. The number of individuals enrolled in MO HealthNet (Medicaid) from St. Louis City and County decreased by 9% over the past year. Primary care encounters include all medical, dental, mental health, substance abuse and other encounters provided by a primary care organization. Additional slides have been provided on medical, dental and behavioral health encounters.

Patient volumes varied at most major St. Louis safety net organizations in 2018.

Total Primary Care Encounters by Organization, 2015 - 2018



- Total primary care encounters increased by 5% or more at four primary care organizations over the past year: Casa de Salud (152%), The SPOT (27%), CareSTL Health (14%) and St. Louis County Department of Public Health (8%).
- Total primary care encounters decreased by more than 5% at five primary care organizations over the past year: SSM (14%), St. Luke's Pediatric Care Center (11%), Affinia Healthcare (9%), BJK People's Health Centers (7%) and BJH Clinics (5%).

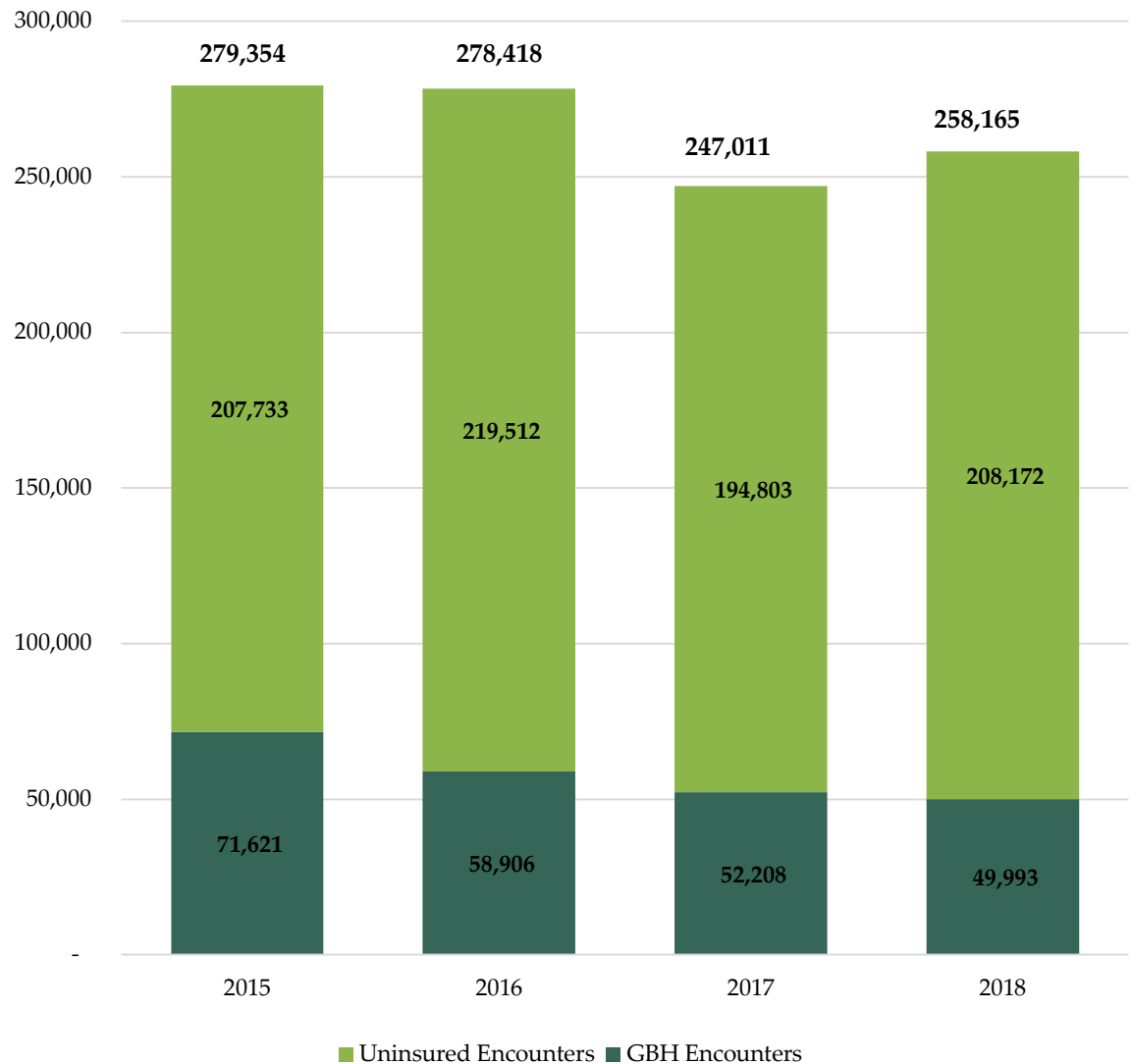
Note: In 2015, BJK People's Health Centers acquired Health and Dental Care for Kids. As of 2015, all encounters and users at Health and Dental Care for Kids' site are included in BJK People's data. The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Primary care encounters include all medical, dental, mental health and substance abuse encounters provided by a primary care organization. BJH volume decline in 2018 was driven by planned volume decrease due to Epic go-live. BJH volume prior to 2017 is understated due to different reporting methodology. The increase in Casa de Salud's encounters can be attributed to an increase in capacity through the addition of providers and a change in their scheduling system.

Uninsured primary care encounters have increased by 5% over the past year.

- Uninsured primary care encounters have decreased by 8% since 2015.
- Gateway to Better Health primary care encounters have remained relatively stable since 2017.
- Approximately 49,900 primary care encounters were provided to Gateway to Better Health patients in 2018, comprising 19% of all uninsured primary care safety net encounters.

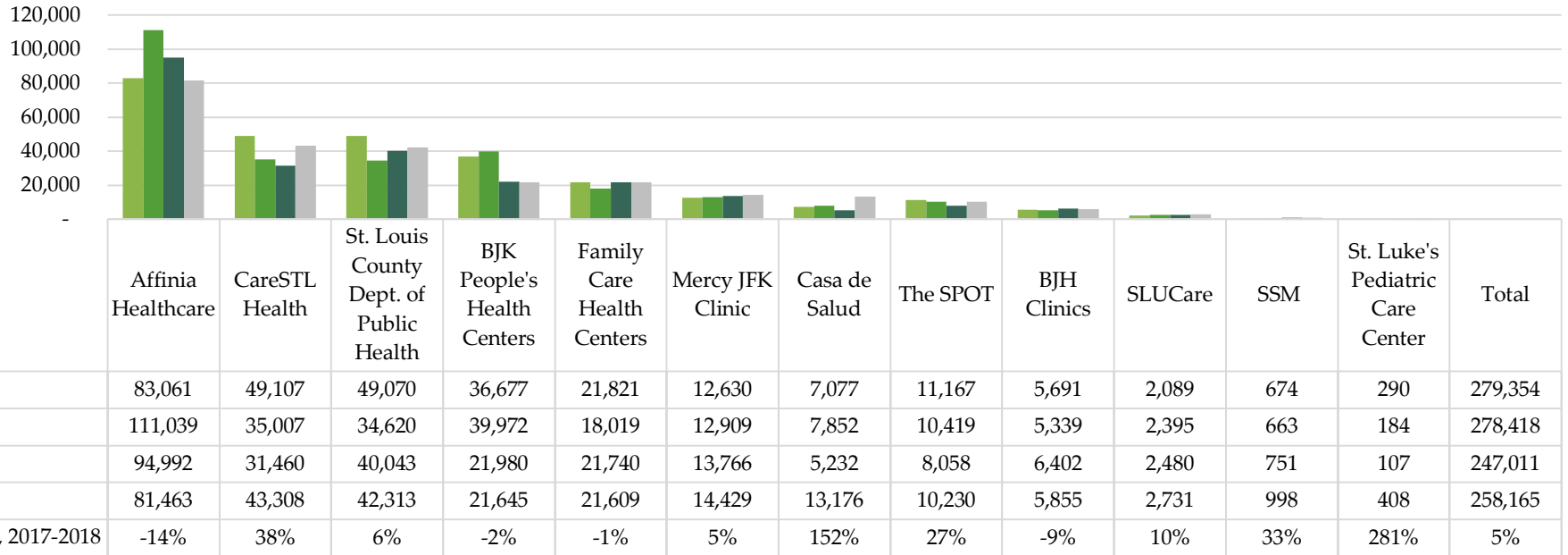
Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. The Gateway to Better Health program began in July 2012. Beginning January 1, 2014, income eligibility for the Gateway to Better Health program was reduced to 100% of the federal poverty line (FPL). Consistent with the trend in reported encounters among Gateway patients, overall enrollment for the Gateway program has declined over time from an average of 14,569 in 2017 to an average of 13,305 in 2018. An additional 31,400+ diagnostic and other outpatient services were provided to Gateway to Better Health patients in 2018, which are not included in the chart above.

Uninsured Primary Care Encounters, 2015 - 2018



Uninsured primary care encounters have increased at eight safety net primary care organizations over the past year.

Uninsured Primary Care Encounters by Organizations, 2015 - 2018

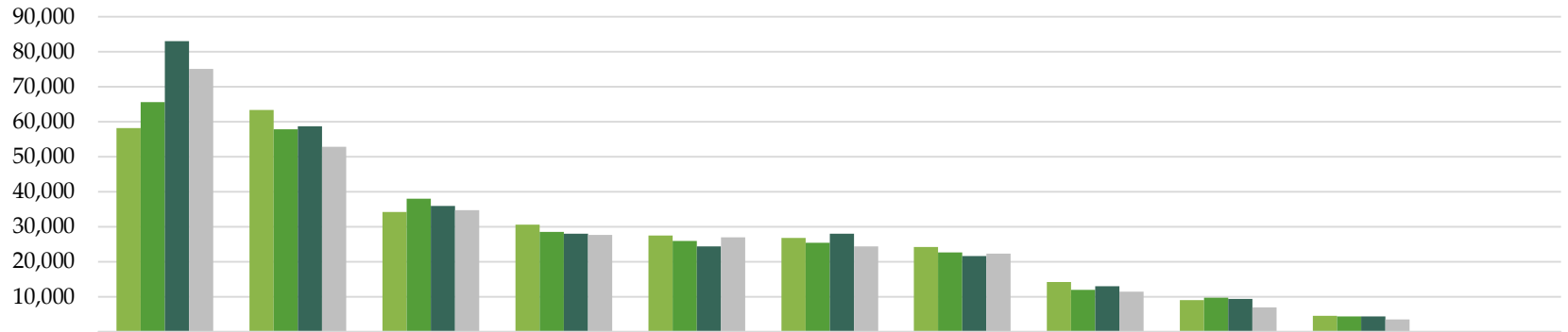


- The eight safety net primary care organizations with an increase of 5% or more in uninsured encounters over the past year include: St. Luke's Pediatric Care Center (281%), Casa de Salud (152%), CareSTL Health (38%), SSM (33%), The SPOT (27%), SLUCare (10%), St. County Dept. of Public Health (6%) and Mercy JFK Clinic (5%).
- Uninsured encounters decreased at two safety net primary care organizations over the past year: Affinia Healthcare (14%) and BJH Clinics (9%).

Note: In 2015, BJK People's Health Centers acquired Health and Dental Care for Kids. As of 2015, all encounters and users at Health and Dental Care for Kids' site are included in BJK People's data. The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Primary care encounters include all medical, dental, mental health and substance abuse encounters provided by a primary care organization. The increase in Casa de Salud's encounters can be attributed to an increase in capacity through the addition of providers and a change in their scheduling system.

Medicaid primary care encounters have increased by 5% or more at St. Louis County Dept. of Public Health over the past year.

Medicaid Primary Care Encounters by Organization, 2015 - 2018



	Affinia Healthcare	BJK People's Health Centers	Family Care Health Centers	CareSTL Health	St. Louis County Dept. of Public Health	BJH Clinics	SLUCare	Mercy JFK Clinic	SSM	St. Luke's Pediatric Care Center	Grand Total
■ 2015	58,177	63,415	34,328	30,649	27,506	26,935	24,279	14,210	9,102	4,570	293,171
■ 2016	65,651	57,929	38,101	28,622	25,973	25,551	22,757	12,080	9,804	4,451	290,919
■ 2017	83,056	58,718	36,005	28,008	24,512	28,078	21,652	13,069	9,483	4,382	306,963
■ 2018	75,115	52,942	34,707	27,728	27,018	24,422	22,298	11,530	7,089	3,608	286,457
% Change, 2017-2018	-10%	-10%	-4%	-1%	10%	-13%	3%	-12%	-25%	-18%	-7%

The six primary care organizations with a decrease in Medicaid primary care encounters over the past year include: SSM (25%), St. Luke's Pediatric Care Center (18%), BJH Clinics (13%), Mercy JFK Clinics (12%), Affinia Healthcare (10%) and BJK People's Health Centers (10%).

Note: In 2015, BJK People's Health Centers acquired Health and Dental Care for Kids. As of 2015, all encounters and users at Health and Dental Care for Kids' site are included in BJK People's data. The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Primary care encounters include all medical, dental, mental health and substance abuse encounters provided by a primary care organization.

There are significant differences in the proportion of uninsured patients served among safety net primary care providers.

Primary Care Encounters by Organization and Payor Category, 2018



Six primary care organizations (Affinia Healthcare, CareSTL Health, St. Louis County Dept. of Public Health, Mercy JFK Clinic, Casa de Salud and The SPOT) have payor mixes with at least 40% uninsured encounters.

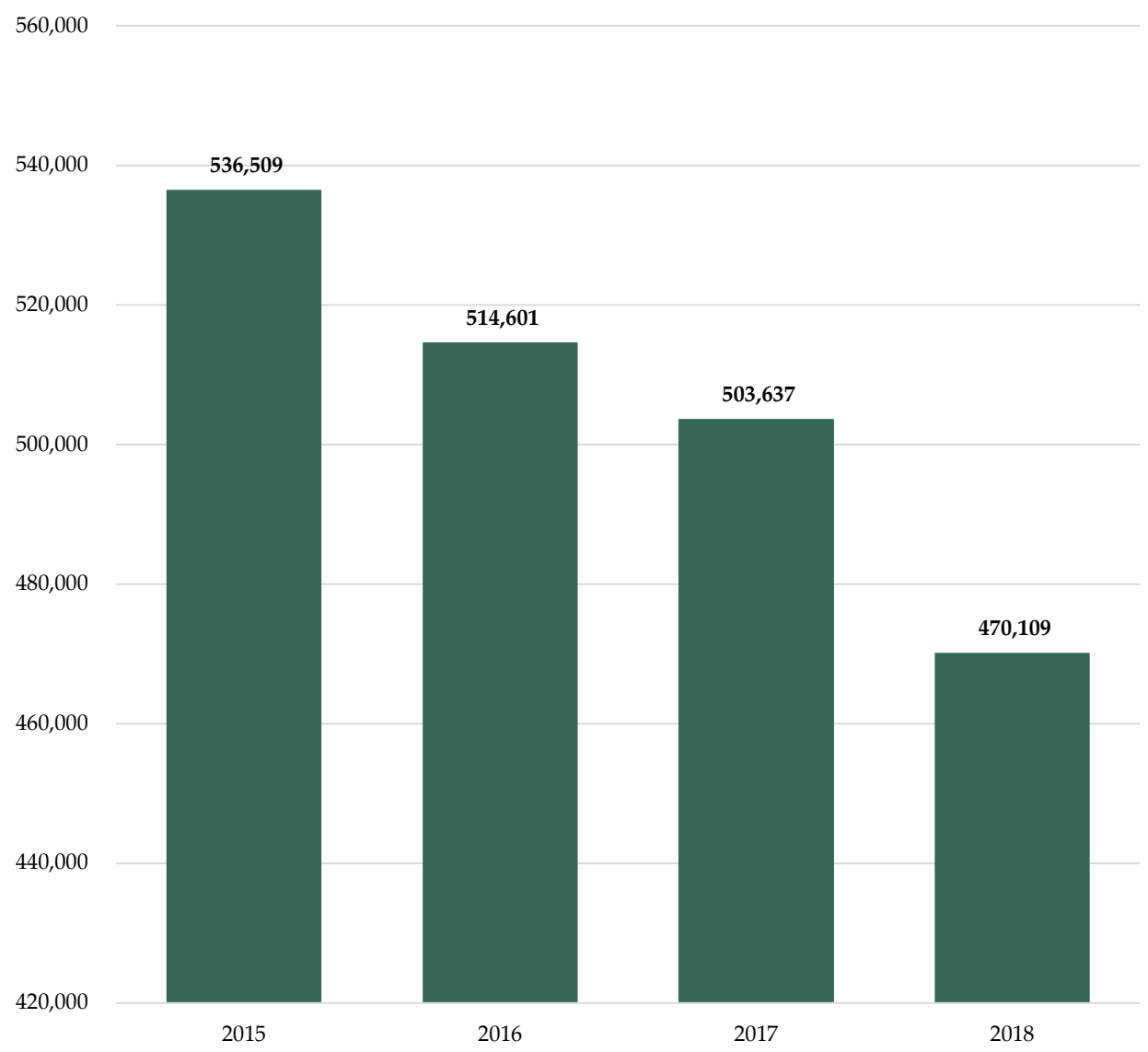
Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Primary care encounters include all medical, dental, mental health and substance abuse encounters provided by a primary care organization. The increase in Casa de Salud's encounters can be attributed to an increase in capacity through the addition of providers and a change in their scheduling system. Organizations, such as The SPOT and Casa de Salud, serve predominantly uninsured users and they do not collect insurance information, nor do they bill for the services that they provide.

Total medical encounters have decreased by 7% over the past year.

Total medical encounters at safety net organizations have decreased by 12% since 2015.

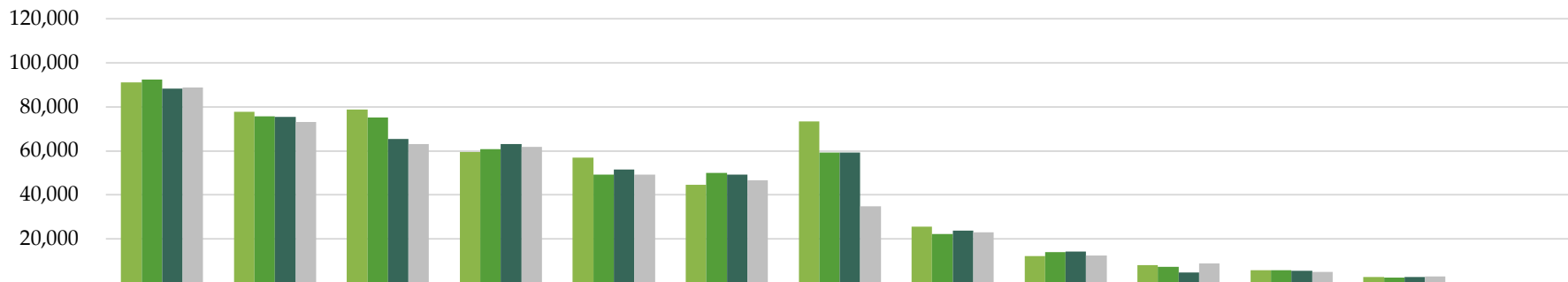
Note: Medical encounters are considered those individual visits performed by a physician, nurse practitioner, physician assistant, certified nurse midwife or other nursing staff.

Primary Care Medical Encounters, 2015 - 2018



Medical encounters increased at two safety net organizations, while decreasing at five safety net organizations over the past year.

Medical Encounters by Organization, 2015 - 2018



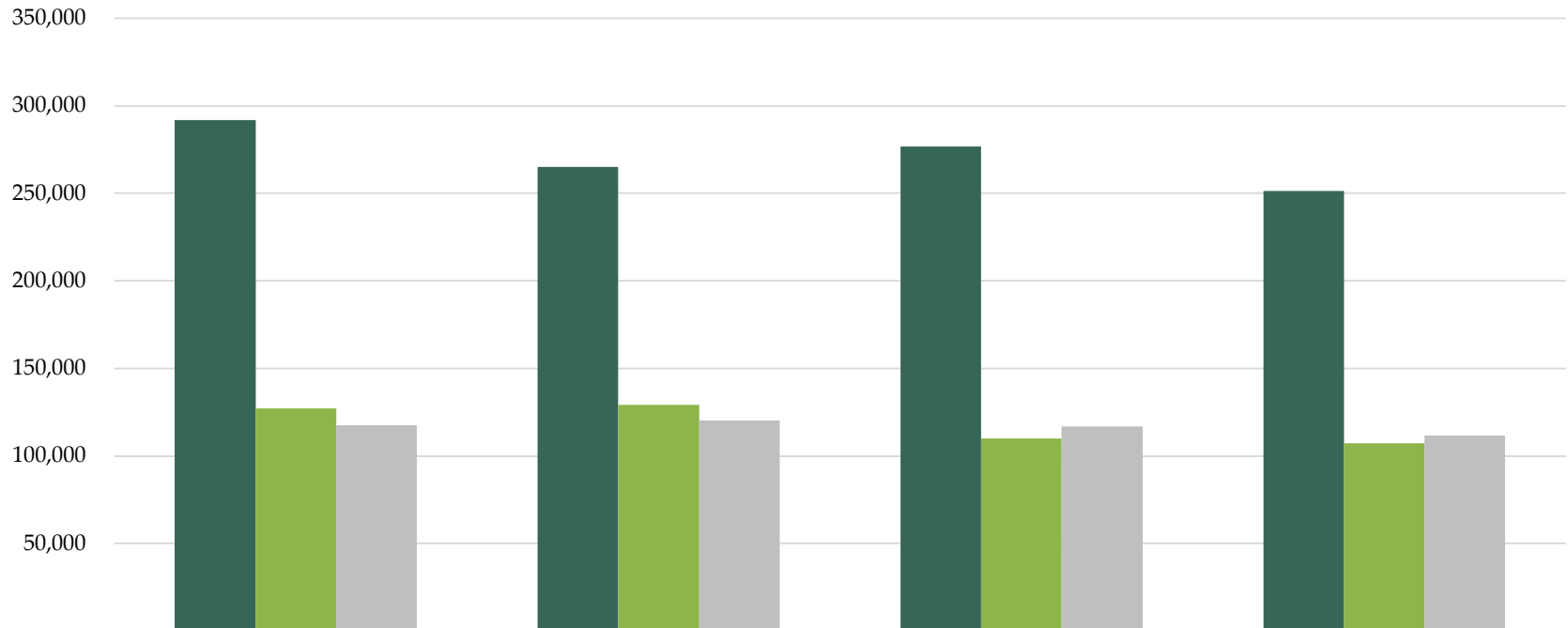
	Affinia Healthcare	SLUCare Physician Group	BJK People's Health Centers	Family Care Health Centers	CareSTL Health	BJH Clinics	St. Louis County Dept. of Public Health	Mercy Hospital JFK Clinic	SSM	The SPOT	St. Luke's Pediatric Care Center	Casa de Salud	Total
■ 2015	90,999	77,653	78,799	59,635	56,831	44,545	73,379	25,603	12,355	8,208	5,874	2,628	536,509
■ 2016	92,368	75,700	75,093	60,867	49,238	49,918	59,331	22,372	14,093	7,266	5,763	2,592	514,601
■ 2017	88,357	75,406	65,440	63,033	51,609	49,221	59,138	23,842	14,298	4,892	5,567	2,834	503,637
■ 2018	88,914	73,105	63,162	61,773	49,133	46,693	34,937	23,134	12,464	8,807	4,948	3,039	470,109
% Change, 2015-2018	-2%	-6%	-20%	4%	-14%	5%	-52%	-10%	1%	7%	-16%	16%	-12%
% Change, 2017-2018	1%	-3%	-3%	-2%	-5%	-5%	-41%	-3%	-13%	80%	-11%	7%	-7%

- Medical encounters increased at The SPOT and Casa de Salud by 80% and 7%, respectively.
- Medical encounters decreased at five organizations over the past year: St. Louis County Dept. of Public Health (41%), SSM (13%), St. Luke's Pediatric Care Center (11%), BJH Clinics (5%) and CareSTL Health (5%).

Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Two thirds of the decline seen, from 2014 – 2018, is attributed to the decline of medical encounters at St. Louis County Dept. of Public Health. Reporting capabilities have become significantly better as changes with St. Louis County Dept. of Public Health's reporting system have changed. BJH volume decline in 2018 was driven by planned volume decrease due to Epic go-live. BJH volume prior to 2017 is understated due to different reporting methodology.

Adult medical encounters have decreased by 9% over the past year.

Medical Encounters by User Type ,2015 - 2018



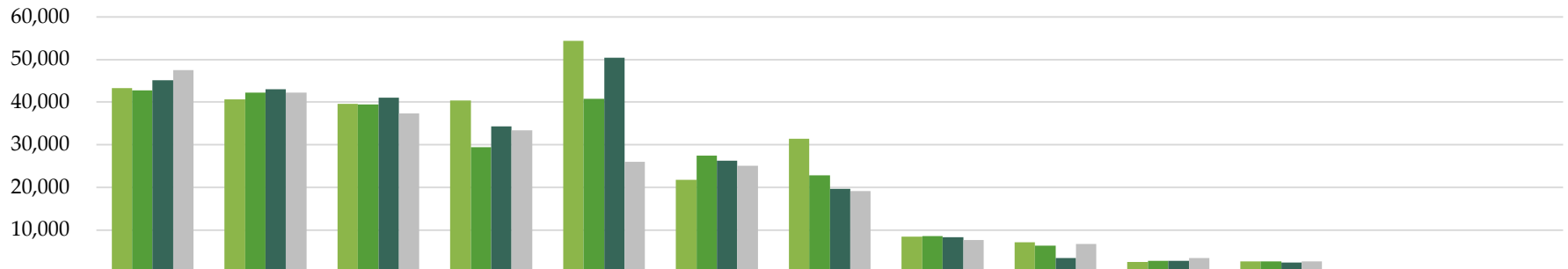
	2015	2016	2017	2018
■ Adult Encounters	291,944	265,187	276,874	251,255
■ Pediatric Encounters	127,183	129,111	109,947	107,295
■ OB/GYN Encounters	117,382	120,303	116,816	111,559

- Adult encounters have decreased by 9% over the past year, while decreasing by 14% since 2015.
- Pediatric encounters remained relatively stable over the past year, while decreasing by 15% since 2015.
- Obstetrics/gynecology encounters remained relatively stable over the past year, and since 2015.

Note: The “SSM” category includes St. Mary’s Health Center and Glennon Care Pediatrics. Data for SSM’s Danis Pediatrics is included in SLUCare’s data, as this clinic is serviced by SLUCare providers.

Total adult medical encounters decreased by 9% over the past year, while also decreasing by 14% since 2015.

Adult Medical Encounters by Organization, 2015 - 2018



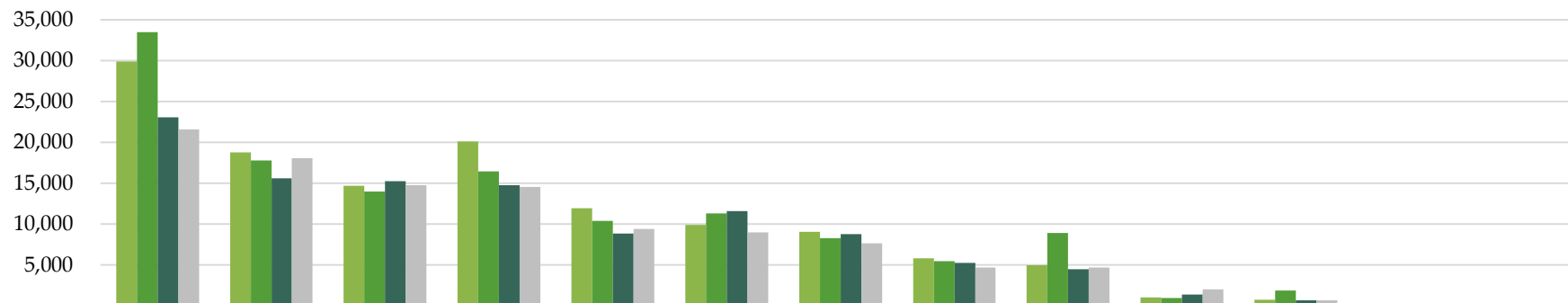
	Affinia Healthcare	Family Care Health Centers	SLUCare	CareSTL Health	St. Louis County Dept. of Public Health	BJH Clinics	BJK People's Health Centers	Mercy JFK Clinic	The SPOT	SSM	Casa de Salud	St. Luke's Pediatric Care Center	Total
■ 2015	43,334	40,568	39,556	40,332	54,384	21,786	31,397	8,370	7,133	2,457	2,627	-	291,944
■ 2016	42,773	42,215	39,383	29,392	40,738	27,380	22,759	8,570	6,309	2,777	2,591	300	265,187
■ 2017	45,141	42,971	41,067	34,239	50,355	26,308	19,656	8,267	3,450	2,709	2,408	303	276,874
■ 2018	47,470	42,255	37,355	33,378	26,007	24,993	19,054	7,621	6,769	3,449	2,654	250	251,255
% Change, 2015-2018	13%	1%	-3%	-17%	-70%	15%	-39%	-14%	-13%	32%	1%	-	-14%
% Change, 2017-2018	5%	-2%	-9%	-3%	-48%	-5%	-3%	-8%	96%	27%	10%	-17%	-9%

- Adult medical encounters increased by 5% or more over the past year at four organizations: The SPOT (96%), SSM (27%), Casa de Salud (10%) and Affinia Healthcare (5%).
- Adult medical encounters decreased by 8% or more at five organizations over the past year: St. Louis County Dept. of Public Health (48%), St. Luke's Pediatric Care Center (17%), SLUCare (9%), Mercy JFK Clinic (8%) and BJH Clinics (5%).

Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers.

Total pediatric medical encounters remained relatively stable over the past year, while decreasing by 16% since 2015.

Pediatric Medical Encounters by Organization, 2015 - 2018



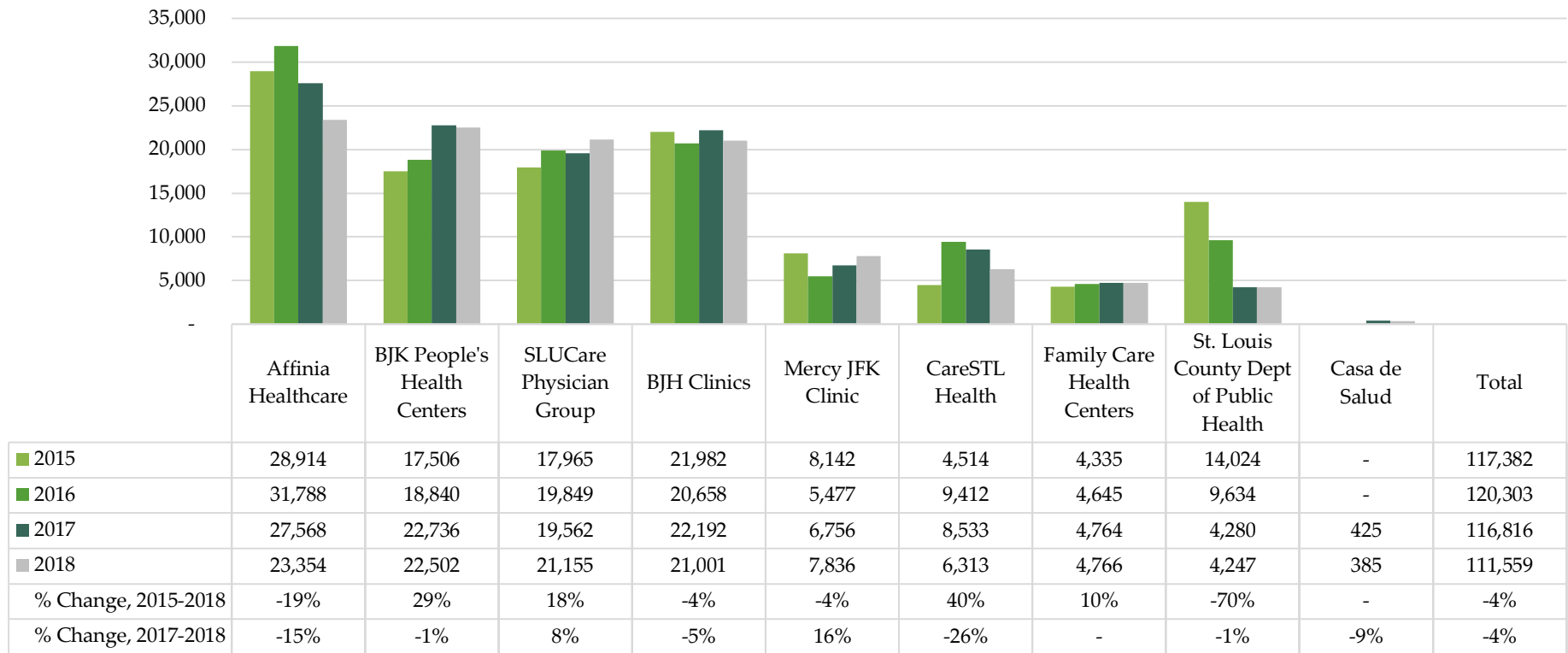
	BJK People's Health Centers	Affinia Healthcare	Family Care Health Centers	SLUCare	CareSTL Health	SSM	Mercy Hospital JFK Clinic	St. Luke's Pediatric Care Center	St. Louis County Dept. of Public Health	The SPOT	BJH Clinics	Casa de Salud	Total
■ 2015	29,896	18,751	14,732	20,132	11,985	9,898	9,091	5,874	4,971	1,075	777	1	127,183
■ 2016	33,494	17,807	14,007	16,468	10,434	11,316	8,325	5,463	8,959	957	1,880	1	129,111
■ 2017	23,048	15,648	15,298	14,777	8,837	11,589	8,819	5,264	4,503	1,442	721	1	109,947
■ 2018	21,606	18,090	14,752	14,595	9,442	9,015	7,677	4,698	4,683	2,038	699	-	107,295
% Change, 2015-2018	-28%	-4%	-	-28%	-21%	-9%	-16%	-20%	-6%	90%	-10%	-	-16%
% Change, 2017-2018	-6%	16%	-4%	1%	13%	-22%	-13%	-11%	4%	87%	-3%	-	-2%

- Pediatric medical encounters increased at three organizations over the past year: The SPOT (87%), Affinia Healthcare (16%) and CareSTL Health (13%).
- Pediatric medical encounters decreased by 6% or more at four safety net organizations over the past year: SSM (22%), Mercy JFK Clinic (13%), St. Luke's Pediatric Care Center (11%) and BJK People's Health Centers (6%).

Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers.

Total OB/GYN medical encounters remained relatively stable over the past year, and since 2015.

OB/GYN Medical Encounters by Organization, 2015 - 2018

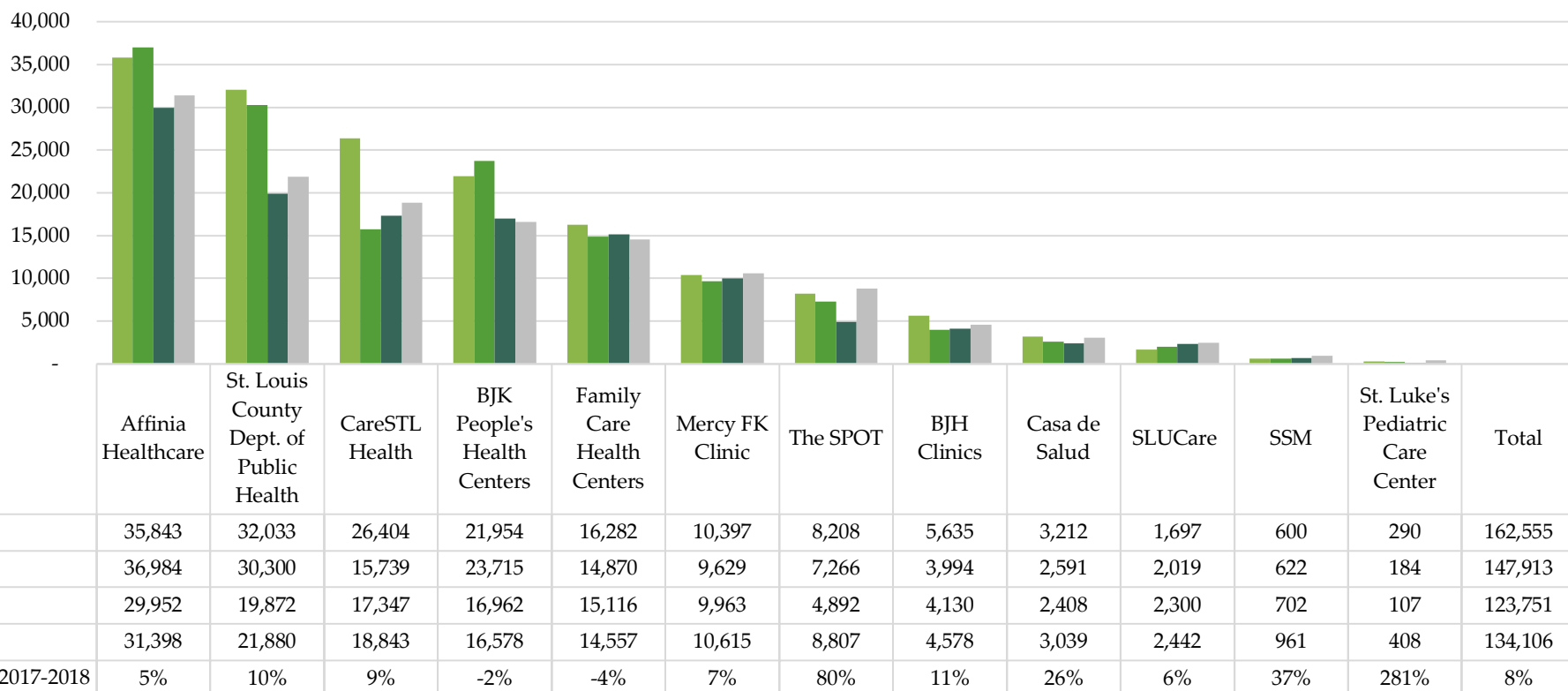


- OB/GYN medical encounters increased at two safety net organizations over the past year: Mercy JFK (16%) and SLUCare (8%).
- OB/GYN medical encounters decreased by 15% or more at four safety net organizations over the past year: CareSTL Health (26%), Affinia Healthcare (15%), Casa de Salud (9%) and BJH Clinics (5%).

Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers.

Uninsured medical encounters increased at ten safety net organizations over the past year.

Uninsured Medical Care Encounters by Organization, 2015 - 2018

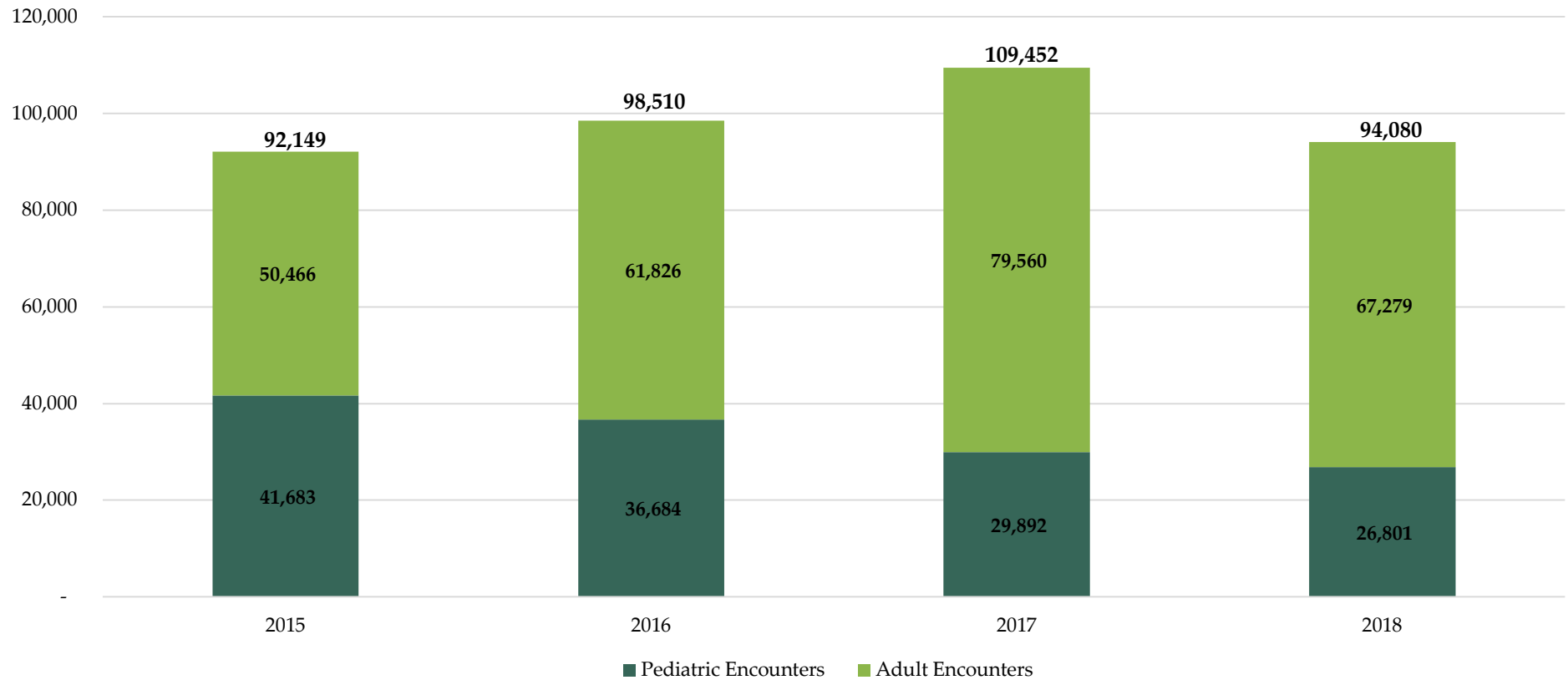


Uninsured medical encounters increased by 5% or more at ten safety net organizations over the past year: St. Luke's Pediatric Care Center (281%), The SPOT (80%), SSM (37%), Casa de Salud (26%), BJH Clinics (11%), St. Louis County Dept. of Public Health (10%), CareSTL Health (9%), Mercy JFK Clinic (7%), SLUCare (6%) and Affinia Healthcare (5%).

Note: The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers.

Pediatric and adult dental encounters at safety net primary care organizations have declined over the past year.

Primary Care Dental Encounters by Type, 2015 - 2018

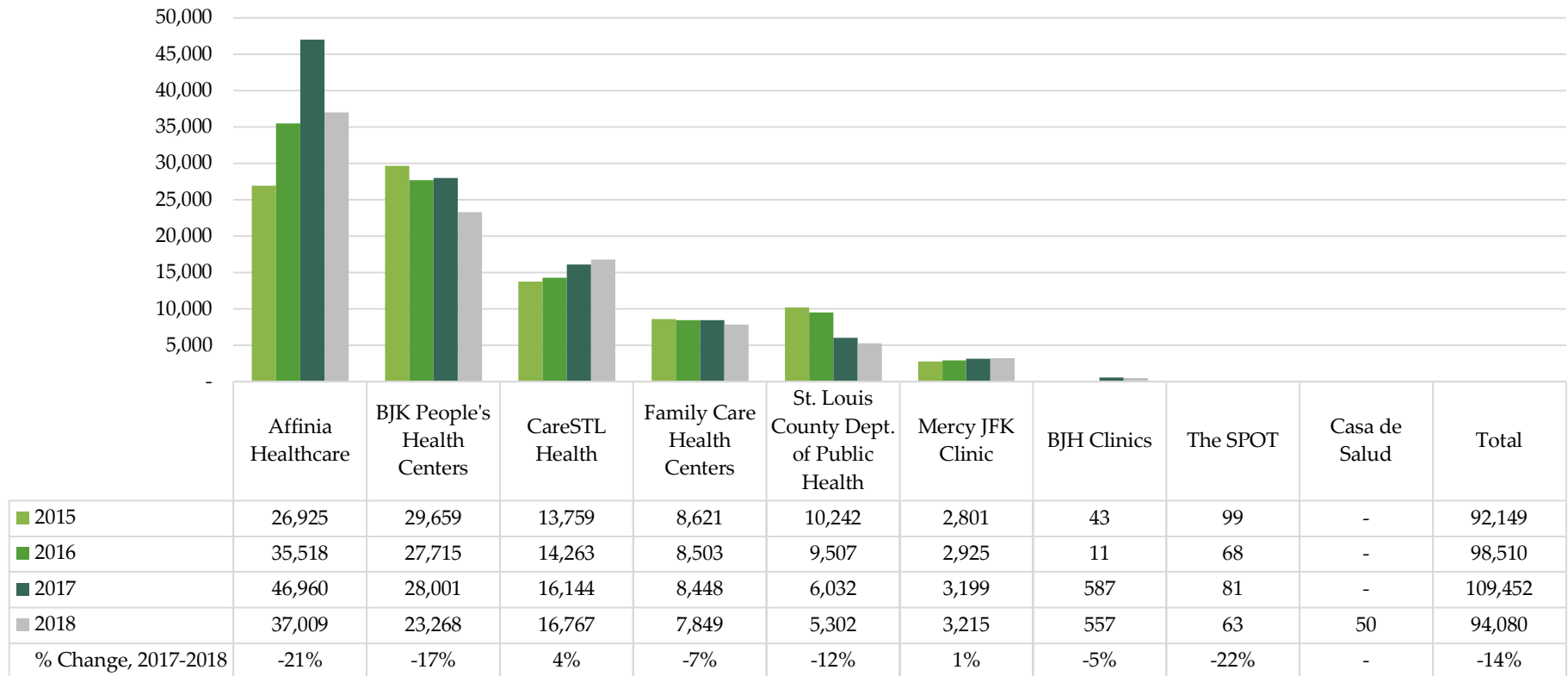


- Dental encounters provided at safety net primary care providers have decreased by 14% over the past year.
- Pediatric dental encounters comprise 28% (over 26,800 encounters) of all dental encounters reported in 2018.

Note: The Gateway to Better Health program reimburses for limited dental services for adults.

Dental encounters decreased at six organizations over the past year.

Dental Encounters by Organization, 2015 - 2018

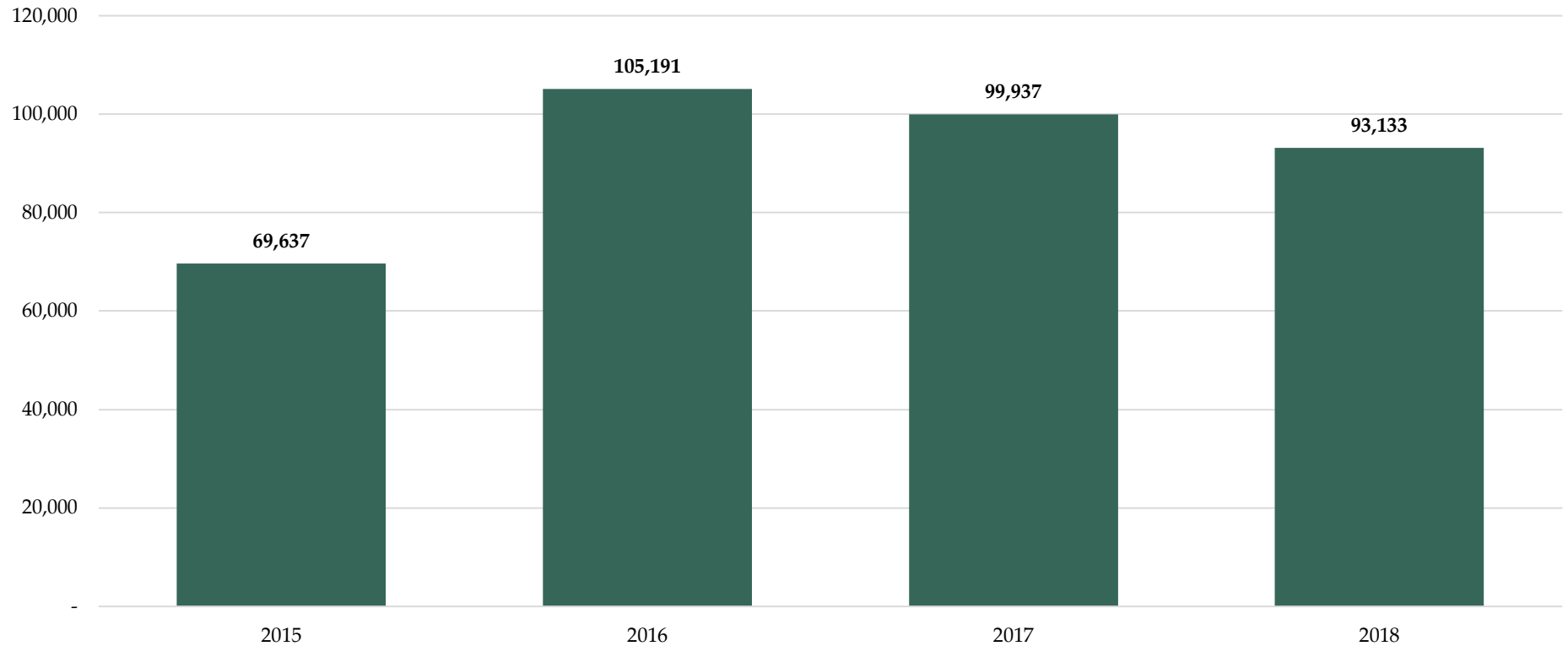


The six primary care organizations with reported decreases in dental encounters over the past year include: The SPOT (22%), Affinia Healthcare (21%), BJK People's Health Centers (17%), St. Louis County Dept. of Public Health (12%), Family Care Health Centers (7%) and BJH Clinics (5%).

Note: Affinia Healthcare expanded dental operations in June 2015 with the opening of a dental training clinic, in partnership with A.T. Still University. The significant increase seen in BJH's dental encounters can be attributed to the organizations ability to better capture data.

Behavioral health encounters at safety net primary care providers have increased by 34% (23,400), since 2015.

Primary Care Behavioral Health Encounters, 2015 - 2018

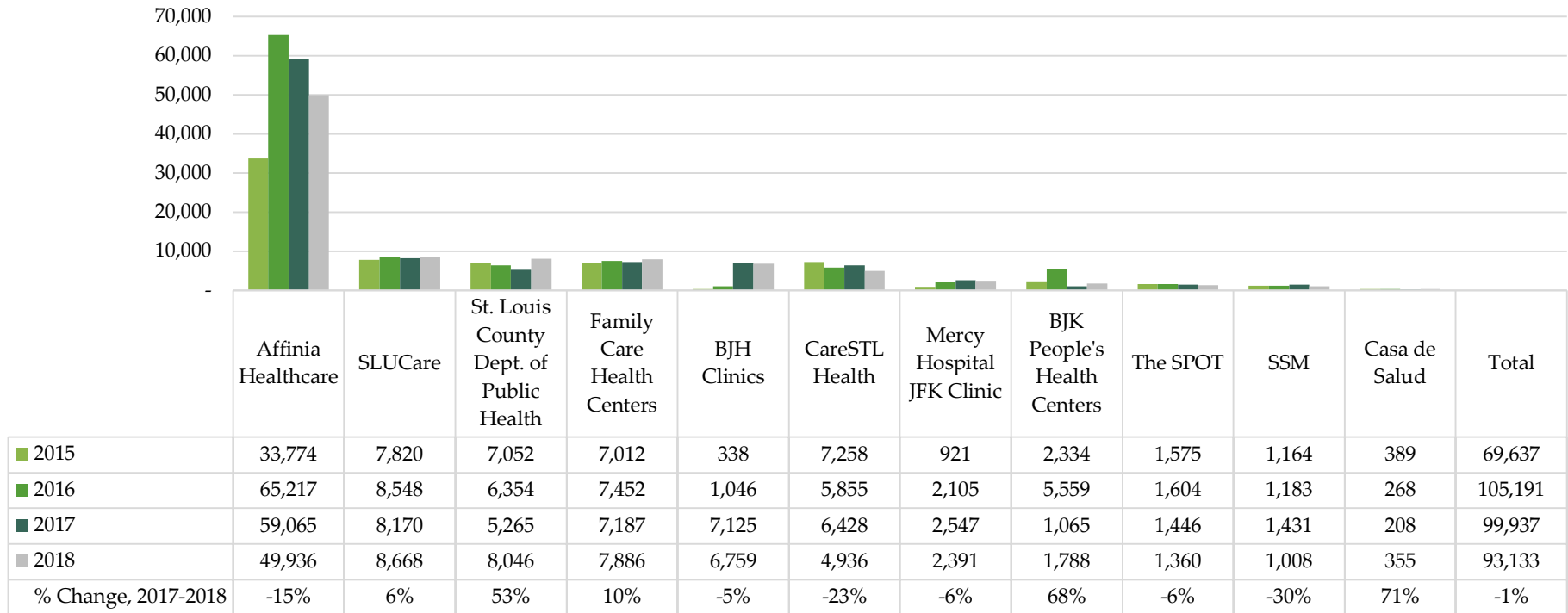


Behavioral health encounters at safety net primary care providers decreased by 7% over the past year.

Note: Behavioral health services at primary care organizations may differ from those provided at traditional community mental health centers. These encounters may include, but are not limited to, psychiatry services, psychology services, individual counseling services with clinical social workers or other mental health providers, group counseling sessions, detox services, encounters with alcohol and substance abuse specialists and other outpatient behavioral health services.

Behavioral health encounters have increased by 5% or more at six safety net primary care organizations over the past year.

Behavioral Health Encounters by Organization, 2015 - 2018



- Behavioral health encounters increased at five organizations over the past year: Casa de Salud (71%), BJK People's Health Centers (68%), St. Louis County Dept. of Public Health (53%), Family Care Health Centers (10%) and SLUCare (6%).
- The six primary care organizations with decreases in behavioral health encounters over the past year include: SSM (30%), CareSTL Health (23%), Affinia Healthcare (15%), The SPOT (6%), Mercy JFK Clinic (6%) and BJH Clinics (5%).

Note: Encounters above represent behavioral health services provided at St. Louis County Department of Public Health clinics, as well as services provided through their contracted provider, Family Mental Health Collaborative. St. Louis County Department of Public Health ended its partnership with Family Mental Health Collaborative in late 2017. Affinia contracts with the Salvation Army to provide substance abuse services. In 2016, the Salvation Army opened a new site, reaching full capacity. This significantly expanded access to substance abuse services through group counseling sessions and is the primary driver for the increase in uninsured encounters served through Affinia in 2016. CareSTL Health increased capacity for behavioral health services in 2014 and 2015 by hiring licensed clinical social workers. BJK People's provides additional primary care behavioral health services through their affiliation with ALM Hopewell Center. The "SSM" category includes St. Mary's Health Center and Glennon Care Pediatrics. Data for SSM's Danis Pediatrics is included in SLUCare's data, as this clinic is serviced by SLUCare providers. Mercy JFK Clinic expanded access to behavioral health services in 2016 by hiring additional counselors.

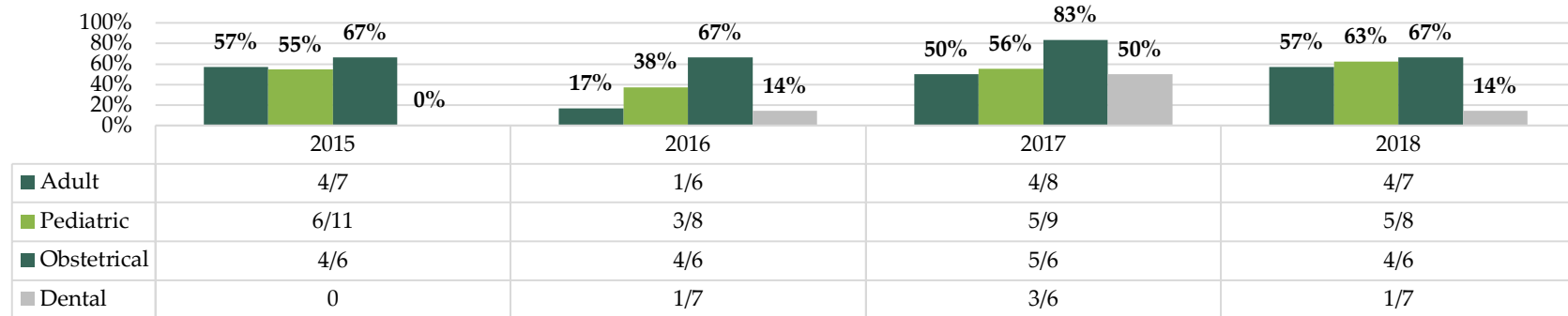
Evening and weekend hours remain available at St. Louis primary care safety net sites.

Organization	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Affinia Healthcare Sites*	8:30am-7:00pm	8:30am-7:00pm	8:30am-7:00pm	8:30am-7:00pm	8:30am-7:00pm	Closed	Closed
BJH Clinics	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm
BJK People's Health Center Sites*	8:00am-7:00pm	8:00am-8:30pm	8:00am-8:30pm	8:00am-7:30pm	8:00am-5:30pm	10:00am-4:00pm	Closed
Family Care Sites*	8:00am-5:00pm	8:00am-8:00pm	8:00am-5:00pm	8:00am-8:00pm	8:00am-5:00pm	8:00am-1:00pm	Closed
Mercy JFK Clinic	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	Closed	Closed
CareSTL Health Sites*	7:00am-5:00pm	7:00am-5:00pm	8:00am-6:00pm	7:00am-5:00pm	8:00am-5:00pm	Closed	Closed
SLUCare	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	Closed	Closed
SSM Cardinal Glennon Danis Pediatrics/Glennon Care at DePaul (Pediatric only)	7:30am-4:30pm	7:30am-4:30pm	7:30am-4:30pm	7:30am-4:30pm	7:30am-4:30pm	Closed	Closed
SSM St. Mary's	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	Closed	Closed
St. Louis County Department of Public Health Sites	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	Closed	Closed
St. Luke's Pediatric Care Center (Pediatric only)	8:00am-5:30pm	8:00am-4:30pm	8:00am-5:30pm	8:00am-4:30pm	8:00am-4:30pm	Closed	Closed
The SPOT	1:00pm-5:00pm	1:00pm-5:00pm	1:00pm-5:00pm	1:00pm-5:00pm	1:00pm-5:00pm	Closed	Closed

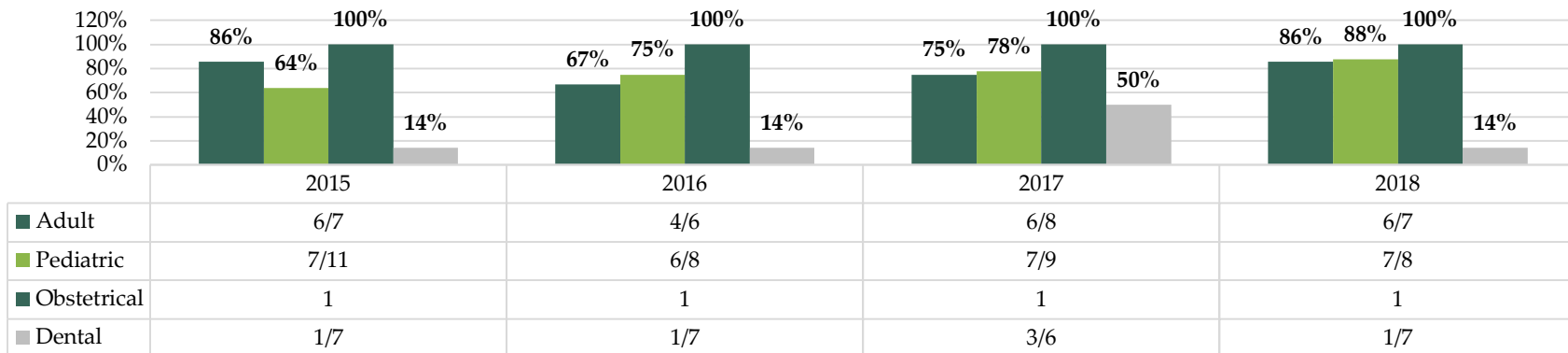
* Denotes organizations providing evening and weekend hours. For organizations with multiple sites, hours reported reflect sites with the longest available hours of operation each day. Affinia Healthcare and CareSTL Health had walk-in urgent care facilities available seven days a week throughout 2016 and 2017. However, as of September 1, 2019, urgent care services at Affinia Healthcare and CareSTL Health are no longer available on Saturdays or Sundays.

Appointment availability for new and returning patients varies by service line.

Primary Care Appointment Availability within 14 Days of Request for New Patients, 2015 - 2018



Primary Care Appointment Availability within 14 Days of Request for Return Patients, 2015 - 2018



- For both new and returning patients, appointment availability has increased over the past year for adult primary care services.
- Appointment availability for returning obstetrical patients has remained stable, while appointment availability for new and returning dental patients has decreased over the past year.
- Appointment availability for both new and returning pediatric patients has increased over the past year.

* The numerator is the number of primary care organizations that reported appointment availability within 14 days of request, while the denominator is the number of primary care organizations that reported wait times data. The number "1", signifies that all reporting organizations had availability within 14 days of request for patients.

Wait times for non-urgent appointments vary across organizations, with the longest average wait times for new adult medical and dental appointments.

Organization	Wait Time for Non-Urgent Appointment (in days), as of June 2019							
	Pediatric New	Pediatric Returning	Obstetrical New	Obstetrical Returning	Adult New	Adult Returning	Dental New	Dental Returning
Affinia Healthcare	7	7	16	4	38	6	16	16
Family Care	39	6	28	10	27	2	87	87
The SPOT	4	4	-	-	1	1	60	60
CareSTL Health	5	5	10	10	5	5	15	15
BJH Clinics	7	7	7	7	7	4	-	-
BJK People's*	27	24	12	4	55	27	48	49
Mercy JFK Clinic	2	1	2	2	7	1	2	1
St. Luke's	14	7	-	-	-	-	-	-
St. Louis County Department of Public Health	3	2	3	2	3	2	20	20

- BJK People's has the longest wait time for both new and returning, *non-urgent* adult medical appointments.
- Family Care has the longest wait time for new, *non-urgent* pediatric medical appointments, while BJK People's has the longest wait time for returning, *non-urgent* pediatric medical appointments.
- Family Care has the longest wait time for new, *non-urgent* obstetrical medical appointments, while CareSTL Health and Family Care have the longest wait time for returning, *non-urgent* obstetrical medical appointments.
- Family Care has the longest wait time for new and returning *non-urgent* dental appointments.

Note: Primary care organizations were asked to provide wait times as of June 2019. Wait times for pediatric appointments may be higher than usual due to the back-to-school season. Reported wait times are based on scheduling templates; experience in the health center may vary as many health centers utilize nurse triaging to schedule same day or next day appointments. Wait times reported above do not include triaged nursing appointments. Although the SPOT operates on a "first come, first served" basis; patients are allowed to come back the next day, if not seen.

Wait times for urgent appointments vary across organizations, with the longest average wait times for new pediatric appointments and adult medical appointments.

Organization	Wait Time for Urgent Appointment (in days), as of June 2019							
	Pediatric New	Pediatric Returning	Obstetrical New	Obstetrical Returning	Adult New	Adult Returning	Dental New	Dental Returning
Affinia Healthcare*	1	1	1	1	1	1	1	1
Family Care	8	5	-	-	20	-	31	-
The SPOT	-	-	-	-	-	-	-	-
CareSTL Health	2	2	2	2	2	2	5	5
BJH Clinics	7	7	7	0	7	0	-	-
BJK People's	36	9	1	7	55	8	5	7
Mercy JFK Clinic	1	1	1	1	1	1	1	1
St. Luke's	4	1	-	-	-	-	-	-
St. Louis County Department of Public Health	1	1	1	1	1	1	0	0

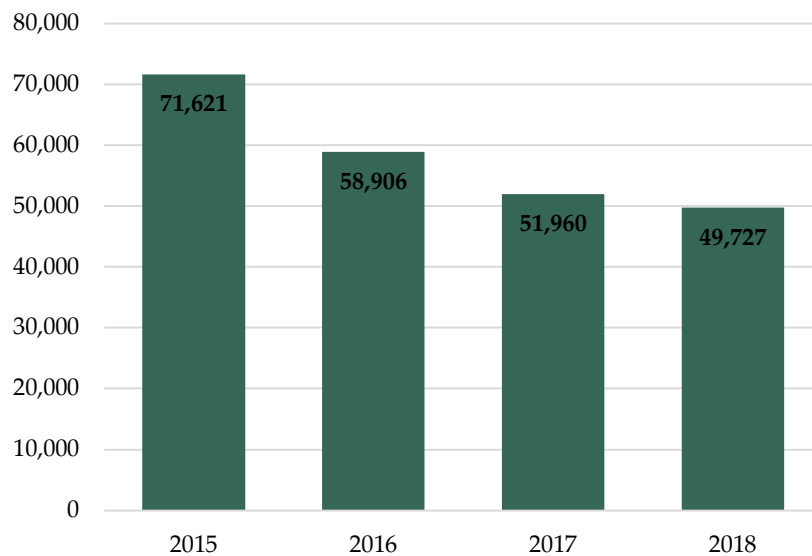
- BJK People's has the longest wait time for new and returning, *urgent* pediatric appointments.
- BJH Clinics has the longest wait time for new *urgent* obstetrical appointments, while BJK People's has the longest wait times for returning, *urgent* obstetrical appointments.
- BJK People's has the longest wait time for new and returning, *urgent* adult medical appointments.
- Family Care has the longest wait time for new, *urgent* dental appointments, while BJK People's has the longest wait times for returning, *urgent* dental appointments.

*Indicates availability of walk-in urgent care services.

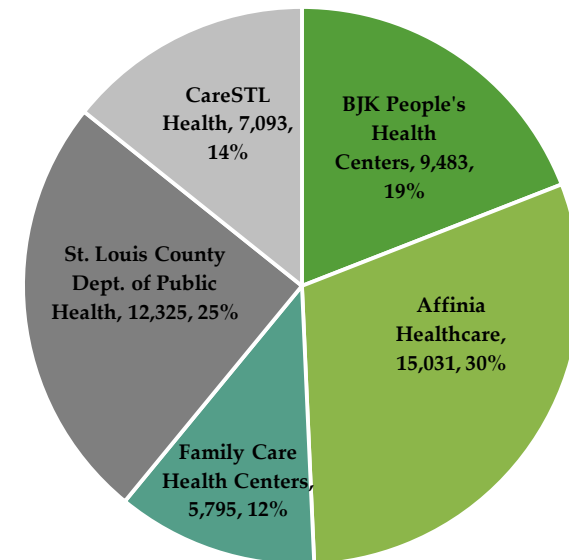
Note: Primary care organizations were asked to provide wait times as of June 2019. Wait times for pediatric appointments may be higher than usual due to the back-to-school season. Zero indicates same day appointments are available for that service line. Reported wait times are based on scheduling templates; experience in the health center may vary as many health centers utilize nurse triaging to schedule same day or next day appointments. Wait times reported above do not include triaged nursing appointments. The SPOT does not provide urgent appointment availability. Federally Qualified Health Centers (FQHCs) report having same day appointments available, as required by federal regulations.

More than 49,700 primary care encounters were provided to gateway to better health patients in 2018, comprising 19% of all uninsured primary care encounters at St. Louis area safety net organizations.

Gateway to Better Health Encounters,
2015 - 2018



Gateway to Better Health Primary Care
Encounters by Organization, 2018



- Over the past five years, Gateway to Better Health membership has declined by 37%, while the number of uninsured individuals residing in St. Louis City and County has declined by 38%.
- Primary care encounters among Gateway to Better Health patients have decreased by more than 26% over the past five years.
- Affinia Healthcare saw the highest volume of Gateway to Better Health primary care encounters (30%) in 2018.

Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. The Gateway to Better Health program began in July 2012. As a result, reported encounters in 2012 only reflect encounters during a six-month period. Beginning January 1, 2014, income eligibility for the Gateway to Better Health program was reduced to 100% of the federal poverty line (FPL). This change in eligibility likely impacted the decline in Gateway encounters found in 2014, as compared to previous years. Consistent with the trend in reported encounters among Gateway patients, overall enrollment for the Gateway program has declined over time from an average of 14,569 in 2017 to an average of 13,305 in 2018.

This page is intentionally left blank.