

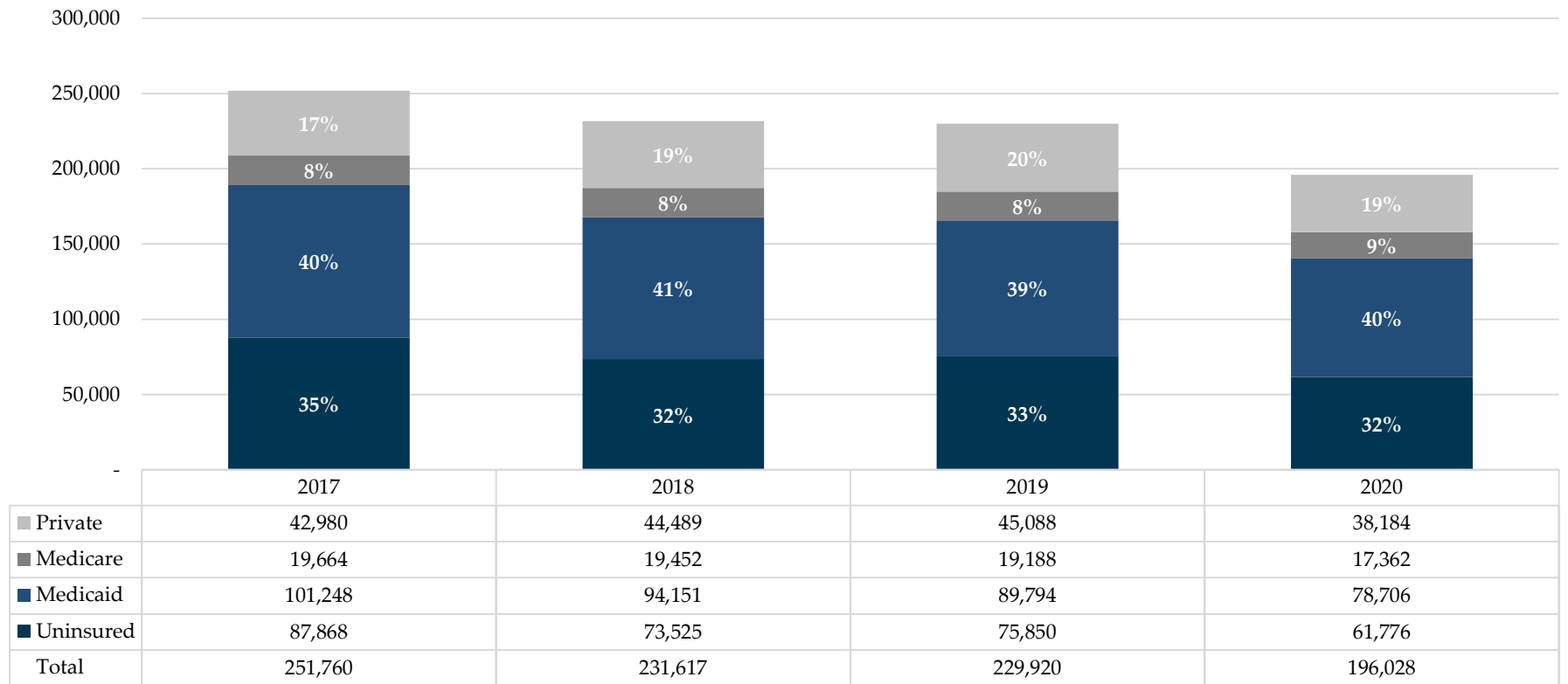
Primary Care Analysis

Primary Care: Key Findings

- The number of individuals without health insurance coverage in St. Louis City and County remained relatively stable over the past year while decreasing by 21% over the past four years. Of the more than 90,300 users without health insurance coverage in St. Louis City and County, 46% identified as African American/Black, 42% White, and 16% “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 decreased by 12%, and uninsured users have decreased by 30% since 2017. Similar trends have been seen in encounters over the past four years. Privately insured encounters have decreased by 17%, and uninsured encounters have decreased by 19% since 2017 (pages 25 and 29).
- Safety net primary care providers served roughly 70% of the total uninsured population in St. Louis City and County in 2020 (page 28).
- Total primary care (medical, dental, and behavioral health) encounters at safety net organizations decreased by 21% over the past four years (page 35).
 - Medical encounters have declined by 18% over the past year and by 28% over the past four years (page 33).
 - Dental encounters at safety net primary care providers have decreased by 44% over the past year and 53% over the past four years (page 42).
 - Behavioral health encounters at safety net primary care providers have declined by 5% over the past year and 5% since 2017 (page 44).

The number of individuals utilizing primary care services at safety net organizations in St. Louis decreased by 15% over the past year, and 22% over the past four years.

Primary Care Users by Payor Category, 2017 - 2020

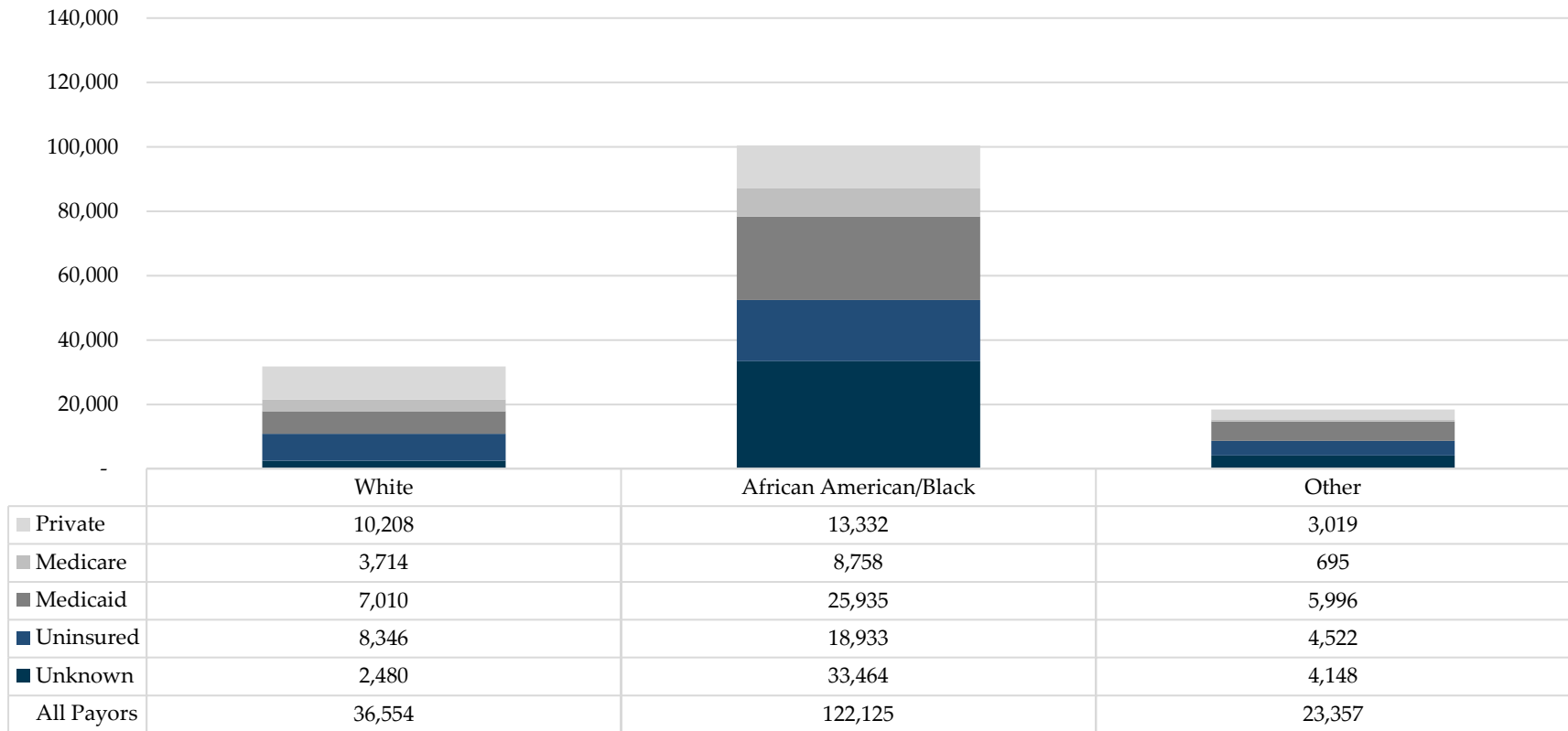


- Of the more than 196,000 primary care users reported in 2020, approximately 40% were insured through the Medicaid program, 32% were uninsured, 19% were privately insured and 9% were insured through the Medicare program.
- Over the past year, uninsured and Medicaid users decreased by 19% and 12%, respectively.

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 2020.

Of the more than 182,036 primary care safety net users in 2020, for which racial data is available, approximately 67% were African American/Black, 20% were White and 13% were from the “Other” racial category.

Primary Care Users by Race and Payor, 2020

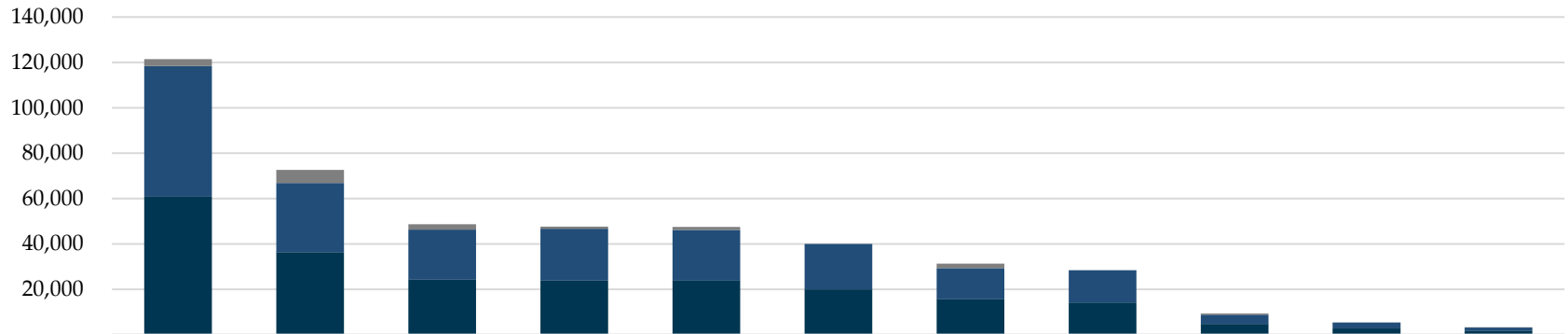


- Approximately 23% of all White primary care users, 16% of all African American/Black primary care users and 19% of all users included in the “Other” racial group are uninsured.
- Based on census data for the general population of St. Louis City and County, about 3% of all Whites, 3% of all African Americans/Blacks and 1% 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. BJH and Affinia Healthcare 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 and SSM St. Mary’s did not provide racial data for all of their users in 2020 included on page 21 of this report.

In 2020, there were more than 166,800 individuals who utilized safety net primary care services. Of that number, providers reported more than 12,900 new users.

Total Primary Care Users and New Users by Organization, 2020



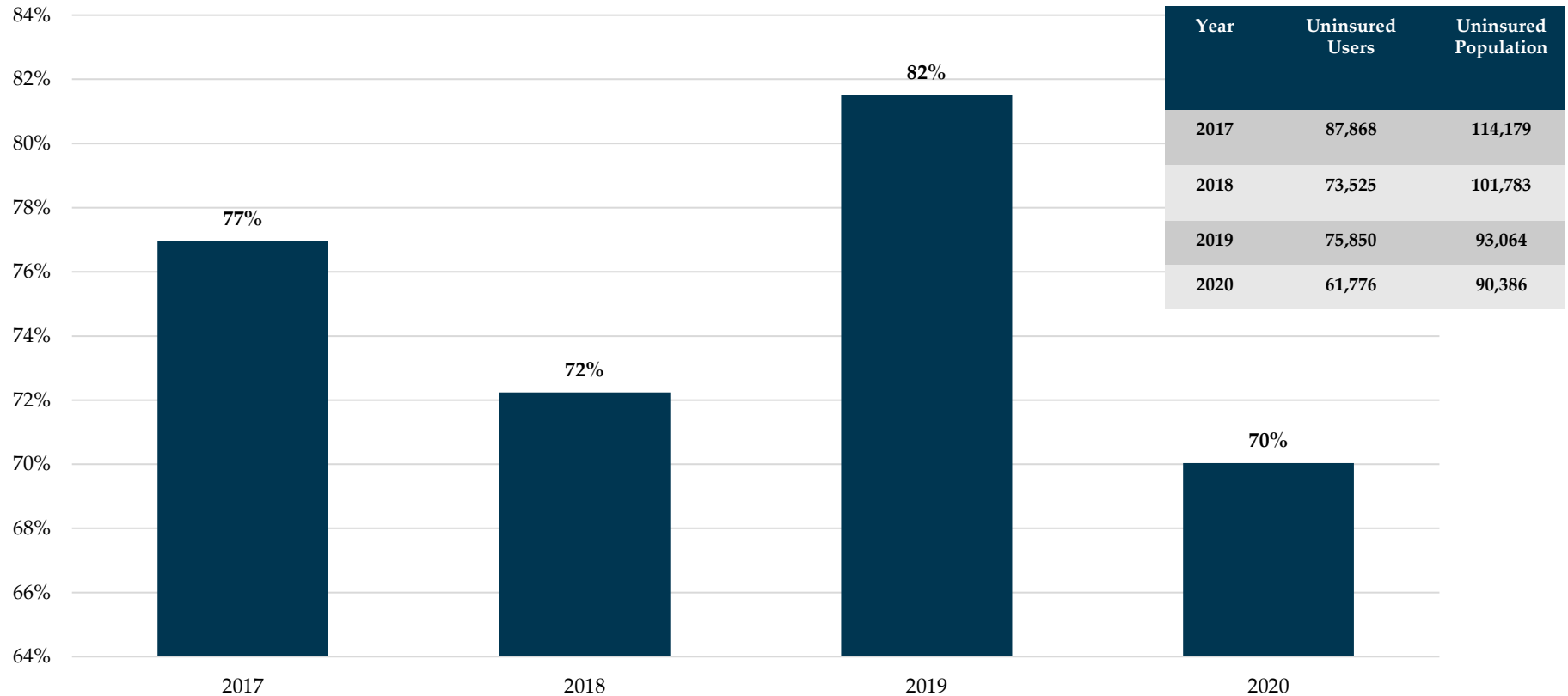
■ New Users	3,013	5,794	2,388	840	1,268	-	1,965	-	533	-	201
■ Existing Users	57,701	30,545	21,931	22,951	22,454	19,954	13,644	14,192	4,085	2,645	1,447
■ % New Users	5%	16%	10%	4%	5%	-	13%	-	12%	-	12%
■ Total	60,714	36,339	24,319	23,791	23,722	19,954	15,609	14,192	4,618	2,645	1,648

- Of the more than 166,800 primary care users reported in 2020, approximately 8% were new users as compared to 10% in 2019.
- Affinia Healthcare (16%), BJH Clinics (13%), Casa de Salud (12%), Mercy JFK Clinic (12%), CareSTL Health (10%), BJK People's (5%), and St. Louis County Dept. of Public Health (5%) had the highest percentage of new users in 2020.

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 2020. New users are defined as any user who had a new patient encounter in 2020, 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, SSM and The SPOT did not report new users in 2020. 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 70% of the total uninsured population in St. Louis city and county in 2020.

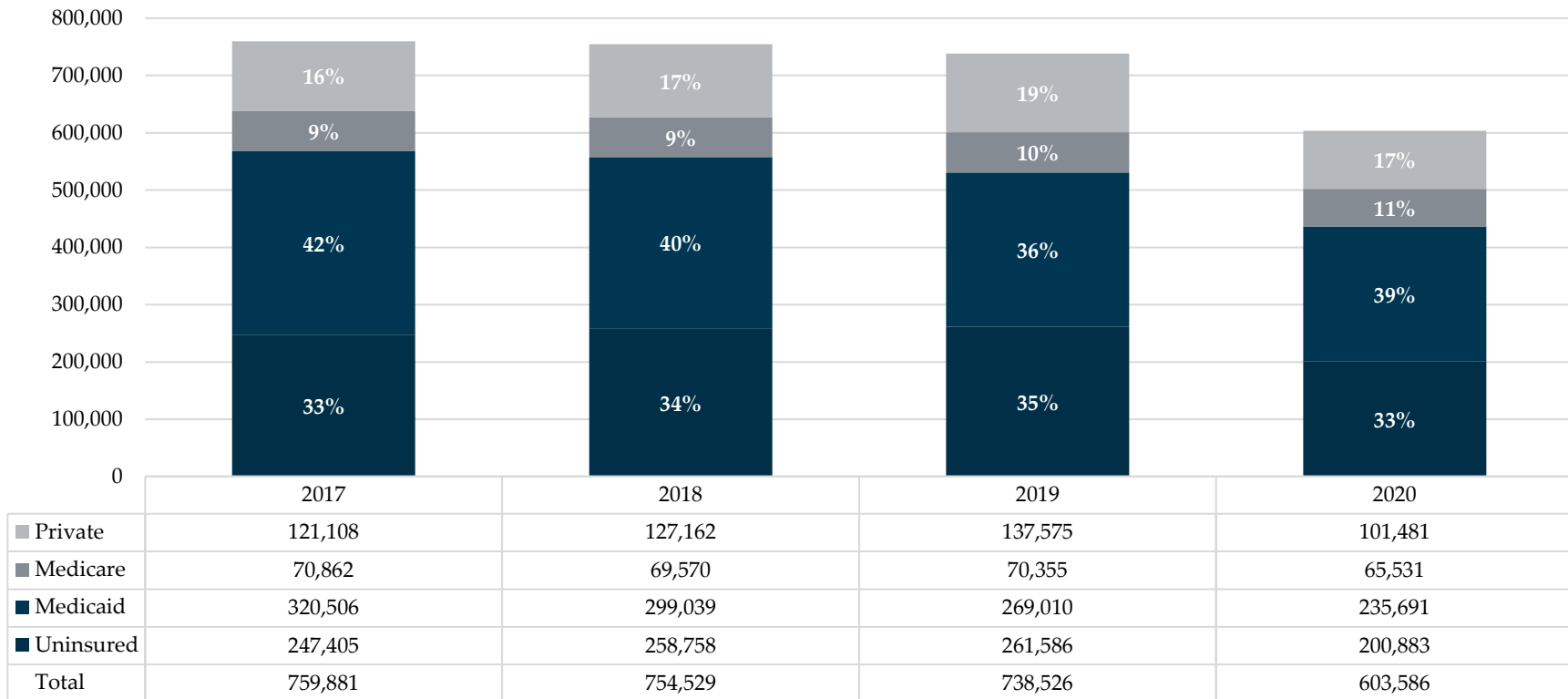
Primary Care Uninsured Users Served by Total St. Louis Uninsured Population, 2017 - 2020



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 2020. 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 March 2022.

Total primary care encounters at safety net organizations in St. Louis have declined by 18% over the past year, and 21% since 2017.

Primary Care Encounters by Payor Category, 2017 - 2020

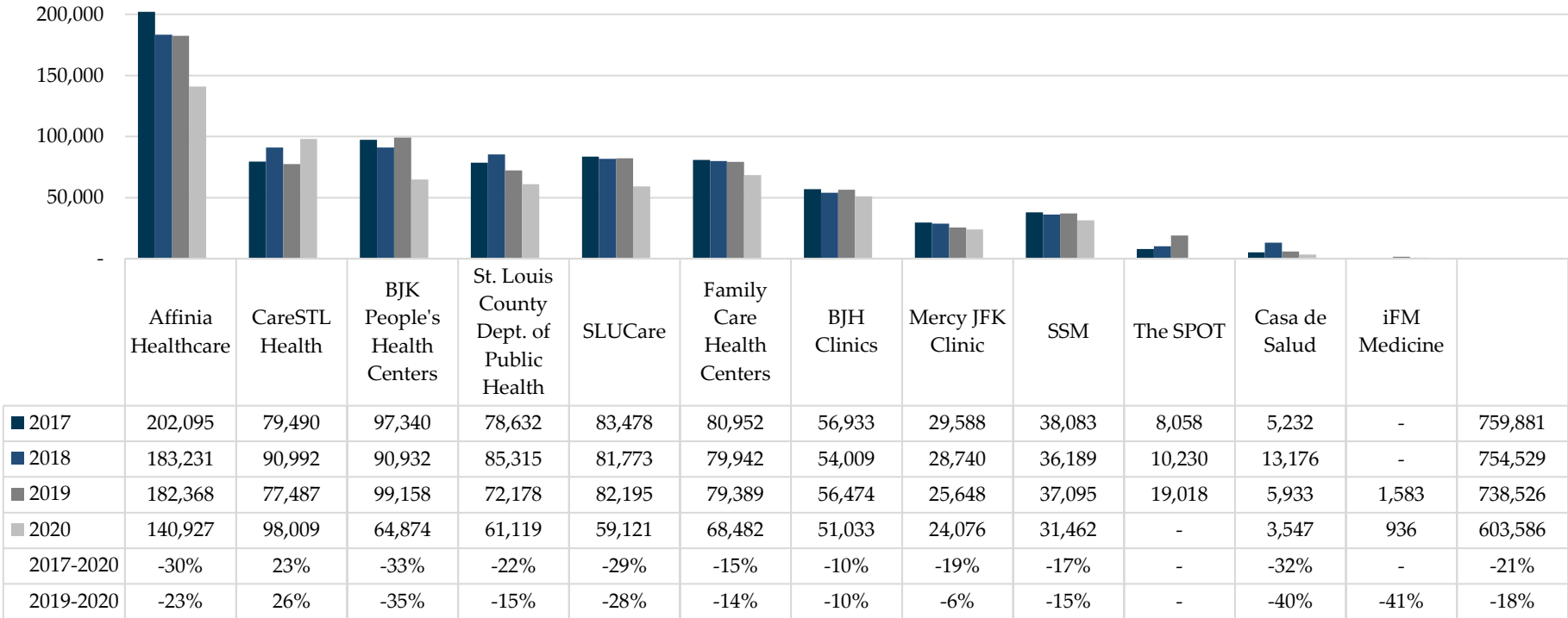


- Of the more than 603,500 total primary care encounters reported in 2020, approximately 39% were among the Medicaid population, 33% were among the uninsured, 17% were among those privately insured, and 11% were among the Medicare population.
- Uninsured primary care encounters decreased by 19% over the past four years.

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 increased by 24% 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 increased at one organization, while decreasing at ten St. Louis safety net organizations in 2020.

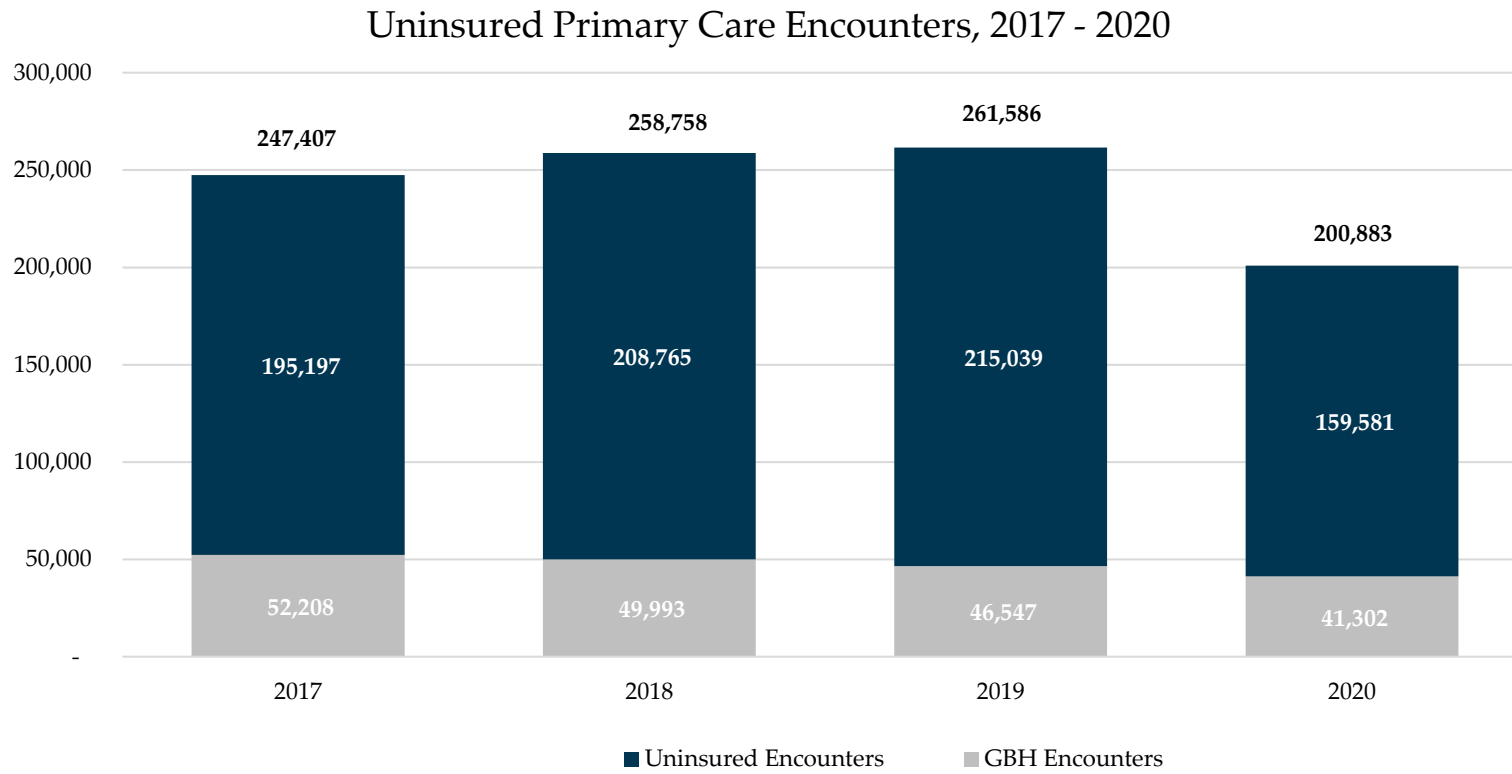
Total Primary Care Encounters by Organization, 2017 - 2020



- Total primary care encounters increased by 26% at CareSTL Health over the past year.
- Total primary care encounters decreased by more than 5% at ten primary care organizations over the past year: iFM Medicine (41%), Casa de Salud (40%), BJK People’s (35%), SLUCare (28%), Affinia Healthcare (23%), St. Louis County Department of Public Health (15%), SSM (15%), Family Care Health Centers (14%), BJH Clinics (10%), and Mercy JFK (6%).

Note: In 2017, BJK People’s Health Centers acquired Health and Dental Care for Kids. As of 2017, 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 2020 was driven by planned volume decrease due to Epic go-live. BJH volume prior to 2017 is understated due to different reporting methodology. iFM Medicine is a new reporting provider.

Uninsured primary care encounters have decreased by 23% over the past year.

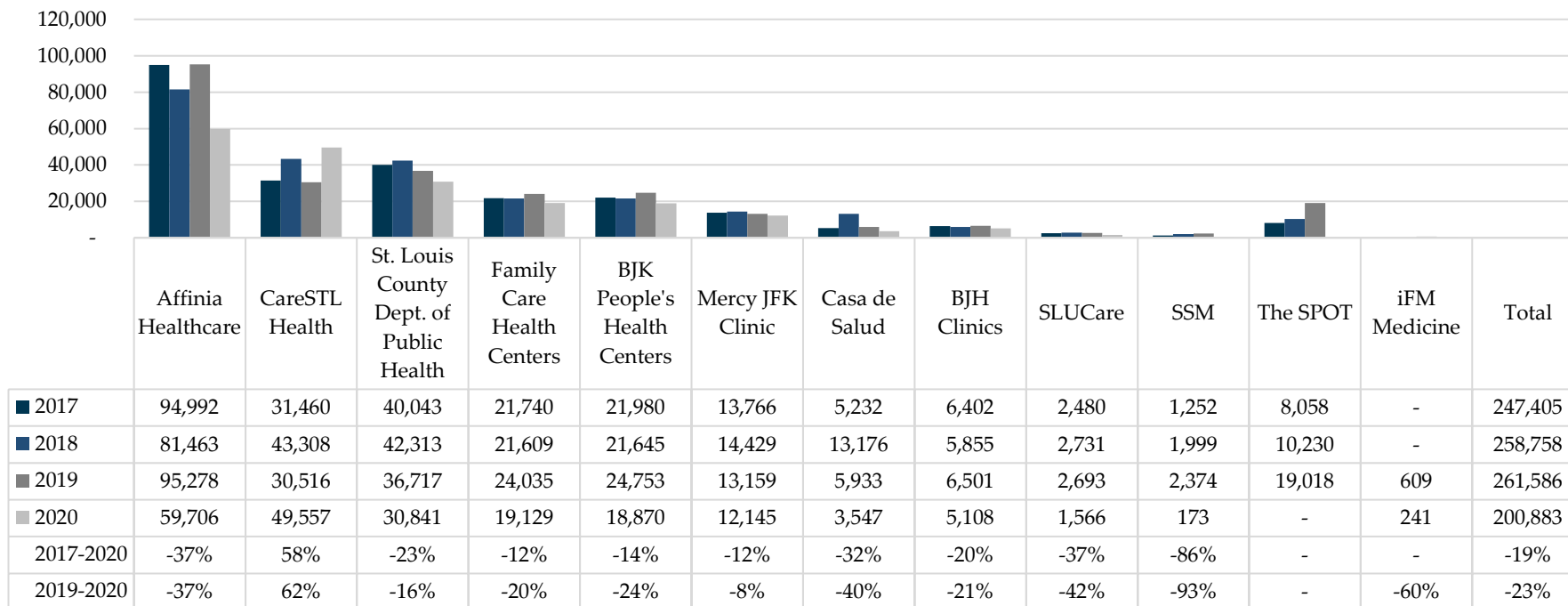


- Uninsured primary care encounters have decreased by 19% since 2017.
- Gateway to Better Health primary care encounters have decreased by 21% since 2017.
- Approximately 41,300 primary care encounters were provided to Gateway to Better Health patients in 2020, comprising 20% of all uninsured primary 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 16,194 in 2017 to an average of 14,408 in 2020. An additional 36,600+ diagnostic and other outpatient services were provided to Gateway to Better Health patients in 2020, which are not included in the chart above. Medicaid Expansion was approved in October 2020. The Gateway to Better Health program is currently working to transition its' members to a Medicaid Health Plan. To date, 3,518 Gateway to Better Health members have transitioned to Medicaid.

Uninsured primary care encounters have decreased at ten safety net primary care organizations over the past year.

Uninsured Primary Care Encounters by Organization, 2017 - 2020

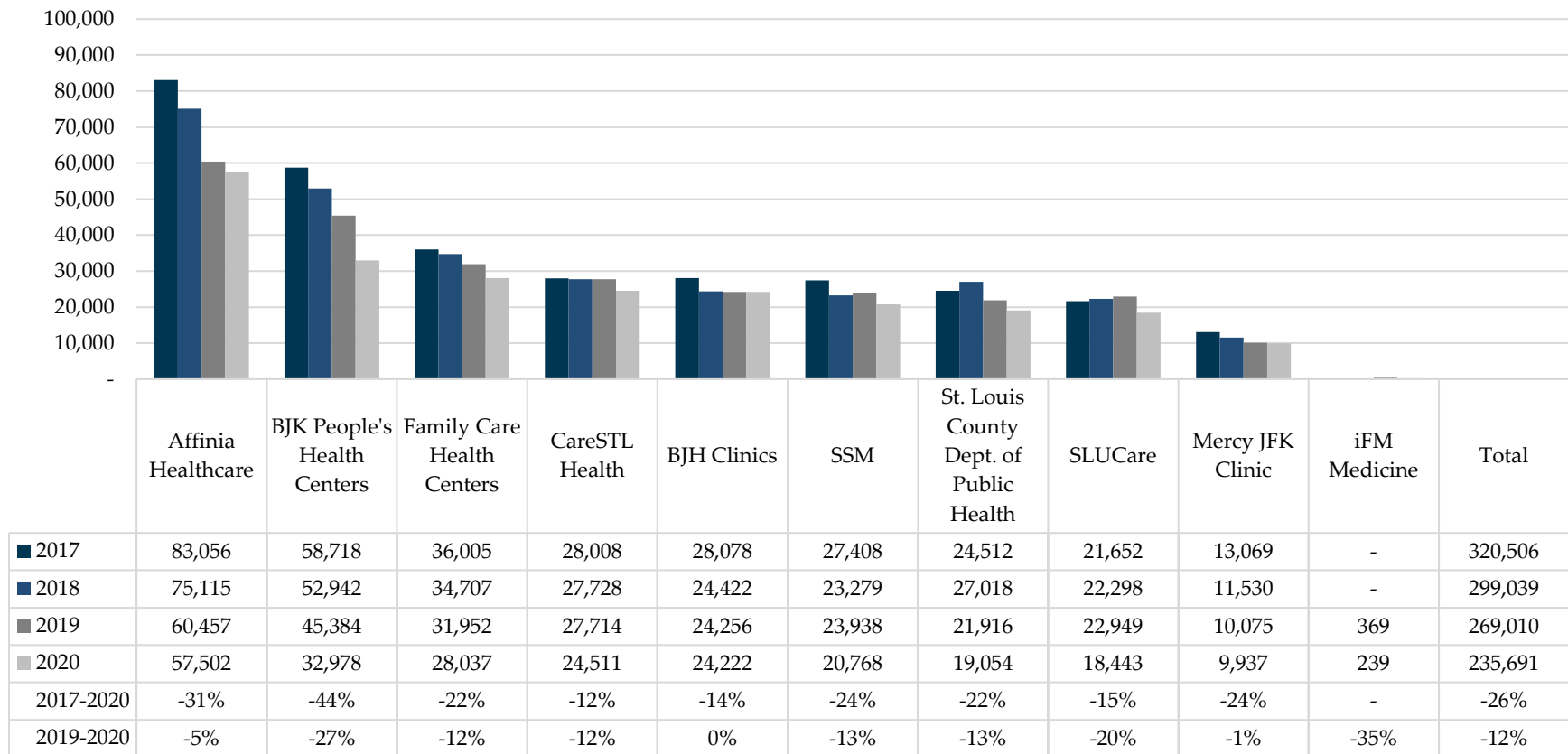


- CareSTL Health had a 62% increase in uninsured encounters over the past year.
- Uninsured encounters decreased at ten safety net primary care organizations over the past year: SSM (93%), iFM Medicine (60%), SLUCare (42%), Casa de Salud (40%), Affinia Healthcare (37%), BJK People's (24%), BJH Clinics (21%), Family Care Health Centers (20%), St. Louis County Department of Public Health (16%), and Mercy JFK (8%).

Note: In 2017, BJK People's Health Centers acquired Health and Dental Care for Kids. As of 2017, 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. iFM Medicine is a new reporting provider.

Medicaid primary care encounters have decreased at eight safety net primary care organizations over the past year.

Medicaid Primary Care Encounters by Organization, 2017 - 2020

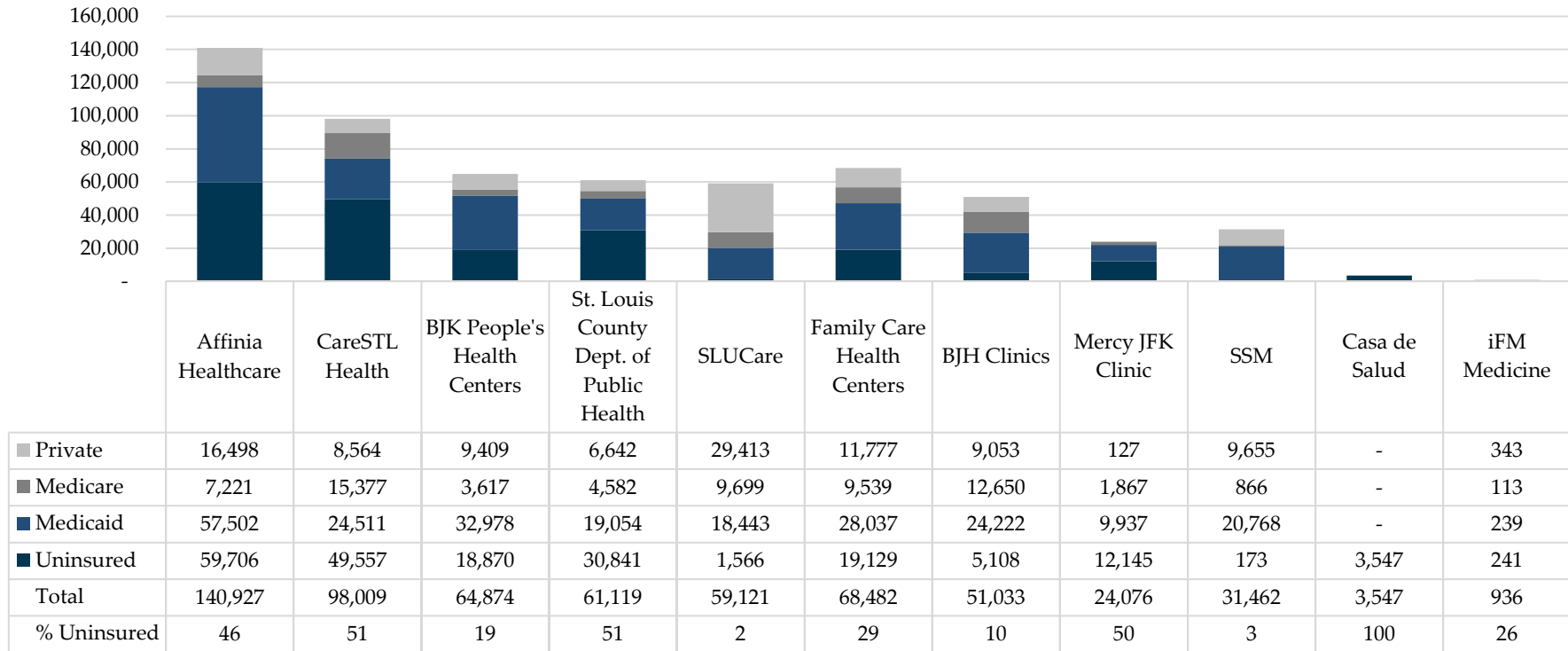


The eight primary care organizations with a decrease of 5% or more in Medicaid primary care encounters over the past year include: iFM Medicine (35%), BJK People’s (27%), SLUCare (20%), SSM (13%), St. Louis Department of Public Health (13%), Family Care Health Centers (12%), CareSTL (12%) and Affinia Healthcare (5%).

Note: In 2017, BJK People’s Health Centers acquired Health and Dental Care for Kids. As of 2017, 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. iFM Medicine is a new reporting provider.

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, 2020

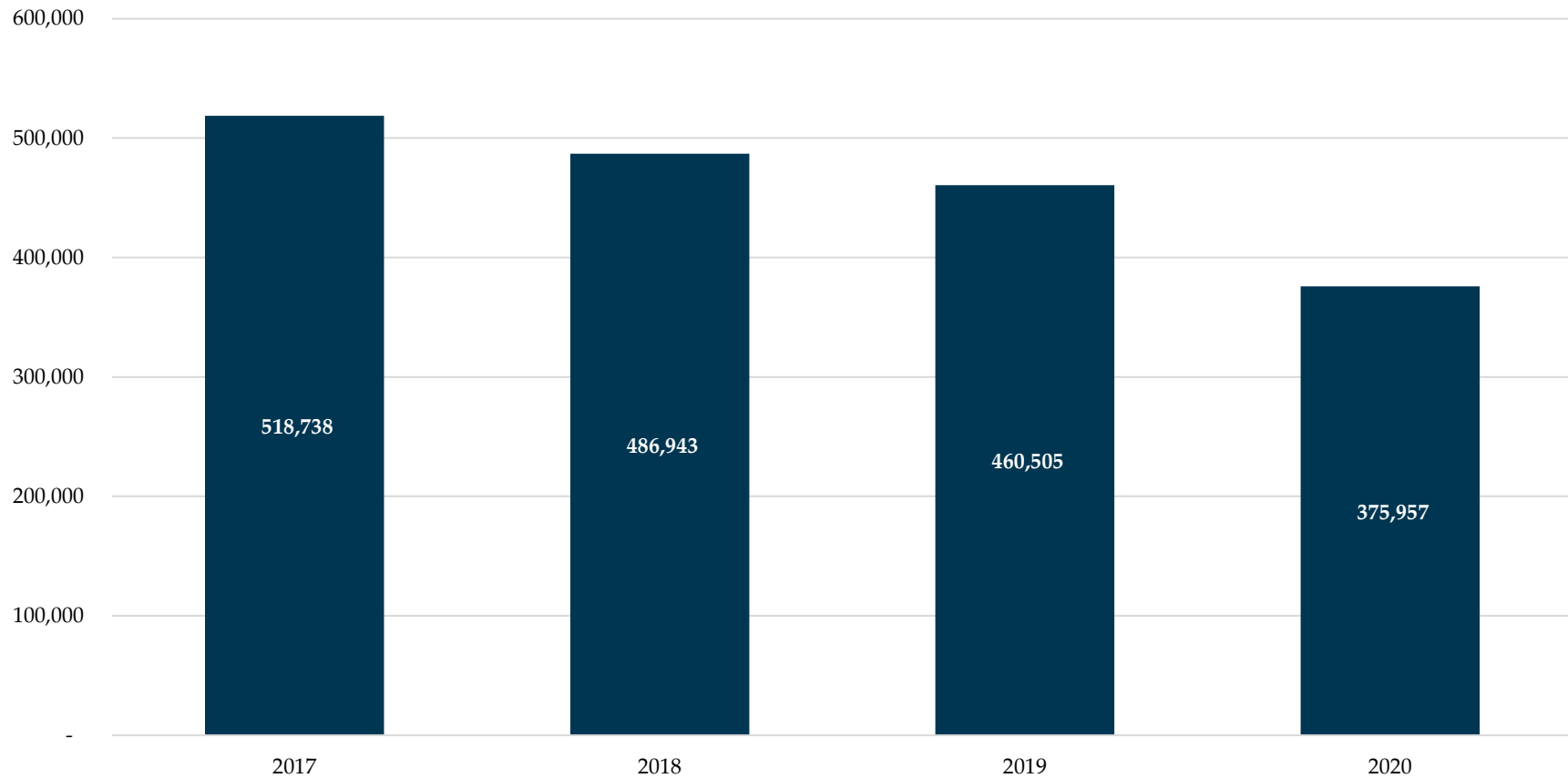


Five primary care organizations (Affinia Healthcare, CareSTL Health, St. Louis County Dept. of Public Health, Mercy JFK Clinic, and Casa de Salud) have payor mixes with at least 40% uninsured encounters.

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 Casa de Salud, serve predominantly uninsured users and they do not collect insurance information, nor do they bill for the services that they provide. iFM Medicine is a new reporting provider.

Total medical encounters have decreased by 18% over the past year.

Primary Care Medical Encounters by Payor, 2017 - 2020

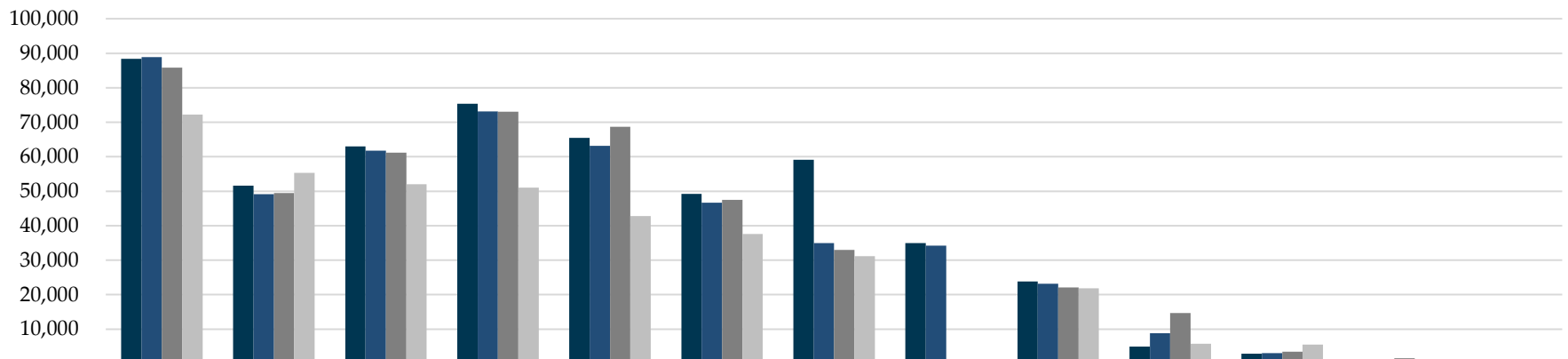


Total medical encounters at safety net organizations have decreased by 28% since 2017.

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

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

Medical Encounters by Organization, 2017 - 2020



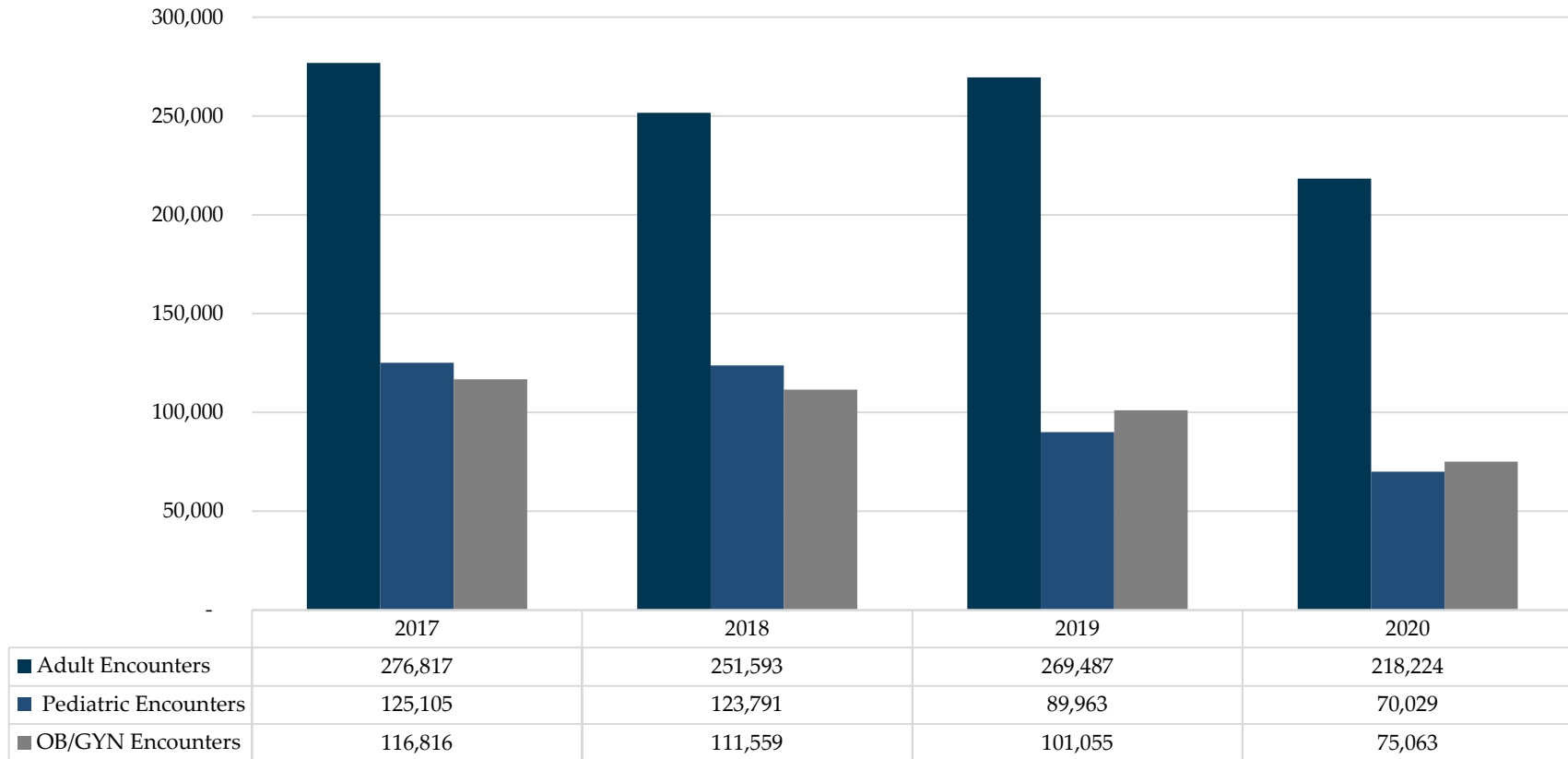
	Affinia Healthcare	CareSTL Health	Family Care Health Centers	SLUCare Physician Group	BJK People's Health Centers	BJH Clinics	St. Louis County Dept. of Public Health	SSM	Mercy Hospital JFK Clinic	The SPOT	Casa de Salud	iFM Medicine	Total
■ 2017	88,357	51,609	63,033	75,406	65,440	49,221	59,138	34,966	23,842	4,892	2,834	-	518,738
■ 2018	88,914	49,133	61,773	73,105	63,162	46,693	34,937	34,246	23,134	8,807	3,039	-	486,943
■ 2019	85,837	49,508	61,160	73,020	68,688	47,455	32,979	-	22,099	14,695	3,481	1,583	460,505
■ 2020	72,248	55,294	52,008	51,031	42,772	37,563	31,176	-	21,850	5,730	5,533	752	375,957
% Change, 2017-2020	-18%	7%	-17%	-32%	-35%	-24%	-47%	-	-8%	17%	95%	-	-28%
% Change, 2019-2020	-16%	12%	-15%	-30%	-38%	-21%	-5%	-	-1%	-61%	59%	-52%	-18%

- Medical encounters increased at Casa de Salud and CareSTL by 59% and 12%, respectively.
- Medical encounters decreased by 5% or more at eight organizations over the past year: The SPOT (61%), iFM Medicine (52%), BJK People’s (38%), SLUCare Physician Group (30%), BJH Clinics (21%), Affinia Healthcare (16%), Family Care Health Centers (15%), and St. Louis County Department of Public 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. 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 2020 was driven by planned volume decrease due to Epic go-live. BJH volume prior to 2017 is understated due to different reporting methodology. iFM Medicine is a new reporting provider.

Adult medical encounters have decreased by 19% over the past year.

Medical Encounters by User Type, 2017 - 2020

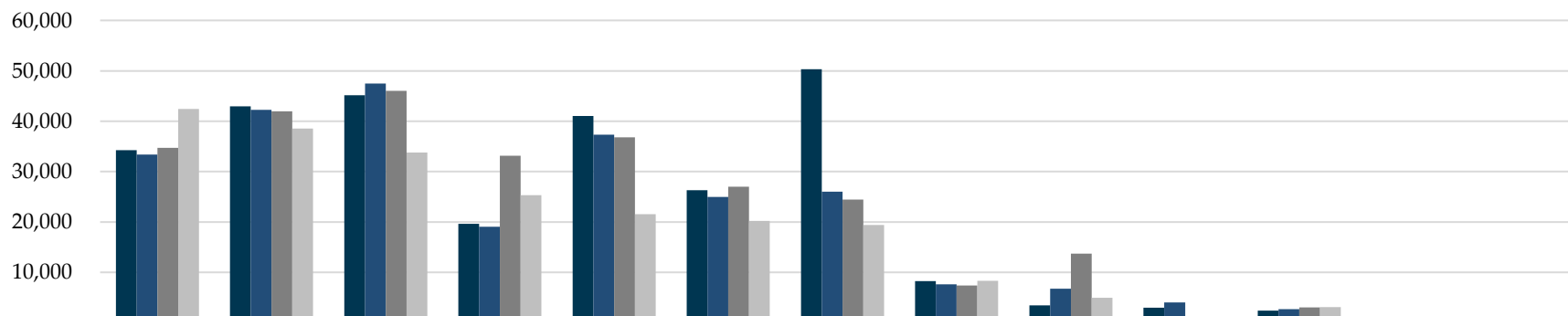


- Adult encounters decreased by 19% over the past year, and by 21% since 2017.
- Pediatric encounters declined by 22% over the past year, and by 44% since 2017.
- Obstetrics/gynecology encounters declined by 26% over the past year, and by 36% since 2017.

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 19% over the past year, and by 21% since 2017.

Adult Medical Encounters by Organization, 2017 - 2020



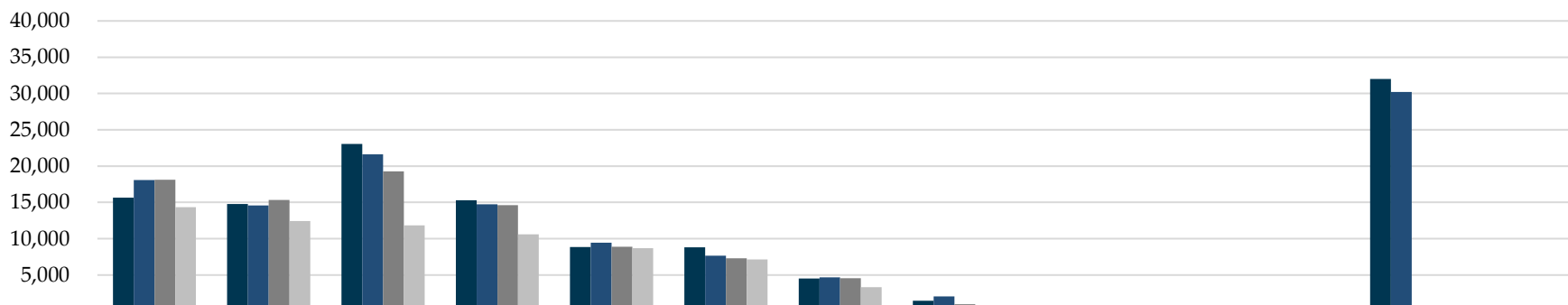
	CareSTL Health	Family Care Health Centers	Affinia Healthcare	BJK People's Health Centers	SLUCare	BJH Medicine Clinics	St. Louis County Dept. of Public Health	Mercy JFK Clinic	The SPOT	SSM	Casa de Salud	iFM Medicine	Total
■ 2017	34,239	42,971	45,141	19,656	41,067	26,308	50,355	8,267	3,450	2,955	2,408	-	276,817
■ 2018	33,378	42,255	47,470	19,054	37,355	24,993	26,007	7,621	6,769	4,037	2,654	-	251,593
■ 2019	34,708	41,965	46,055	33,168	36,798	26,982	24,436	7,403	13,727	-	3,027	1,218	269,487
■ 2020	42,449	38,536	33,810	25,338	21,519	20,231	19,389	8,324	4,934	-	3,077	617	218,224
% Change, 2017-2020	24%	-10%	-25%	29%	-48%	-23%	-61%	1%	43%	-	28%	-	-21%
% Change, 2019-2020	22%	-8%	-27%	-24%	-42%	-25%	-21%	12%	-64%	-	2%	-49%	-19%

- Adult medical encounters increased by 5% or more over the past year at 2 organizations: CareSTL Health and MercyJFK Clinic at 22% and 12%, respectively.
- Adult medical encounters decreased by 8% or more at eight organizations over the past year: The SPOT (64%), iFM Medicine (49%), SLUCare (42%), Affinia Healthcare (27%), BJK People's (24%), BJH Clinics (25%), St. Louis County Dept. of Public Health (21%), and Family Care Health Centers (8%).

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. iFM Medicine is a new reporting provider.

Total pediatric medical encounters decreased by 22% over the past year, and 44% since 2017.

Pediatric Medical Encounters by Organization



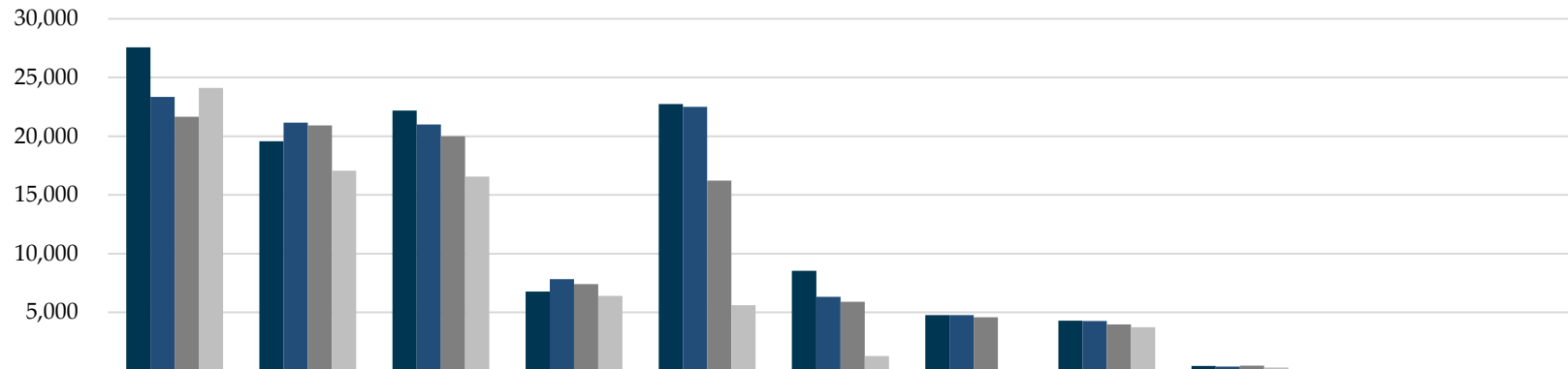
	Affinia Healthcare	SLUCare	BJK People's Health Centers	Family Care Health Centers	CareSTL Health	Mercy Hospital JFK Clinic	St. Louis County Dept. of Public Health	The SPOT	BJH Medicine Clinics	iFM Medicine	Casa de Salud	SSM	Total
■ 2017	15,648	14,777	23,048	15,298	8,837	8,819	4,503	1,442	721	-	1	32,011	125,105
■ 2018	18,090	14,595	21,606	14,752	9,442	7,677	4,683	2,038	699	-	-	30,209	123,791
■ 2019	18,133	15,318	19,291	14,615	8,908	7,289	4,580	968	495	365	1	-	89,963
■ 2020	14,337	12,448	11,827	10,605	8,709	7,140	3,308	796	708	121	30	-	70,029
% Change, 2017-2020	-8%	-16%	-49%	-31%	-1%	-19%	-27%	-45%	-2%	-	-	-	-44%
% Change, 2019-2020	-21%	-19%	-39%	-27%	-2%	-2%	-28%	-18%	43%	-67%	-	-	-22%

- Pediatric medical encounters increased at BJH Clinics by 43% over the past year.
- Pediatric medical encounters decreased by 18% or more at seven safety net organizations over the past year: iFM Medicine (67%), BJK People's (39%), St. Louis County Dept. of Public Health (28%), Family Care Health Centers (27%), Affinia Healthcare (21%), SLUCare (19%), and The SPOT (18%).

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. iFM Medicine is a new reporting provider.

Total OB/GYN medical encounters decreased by 31% over the past year, and 41% since 2017.

OB/GYN Medical Encounters by Organization, 2017 - 2020



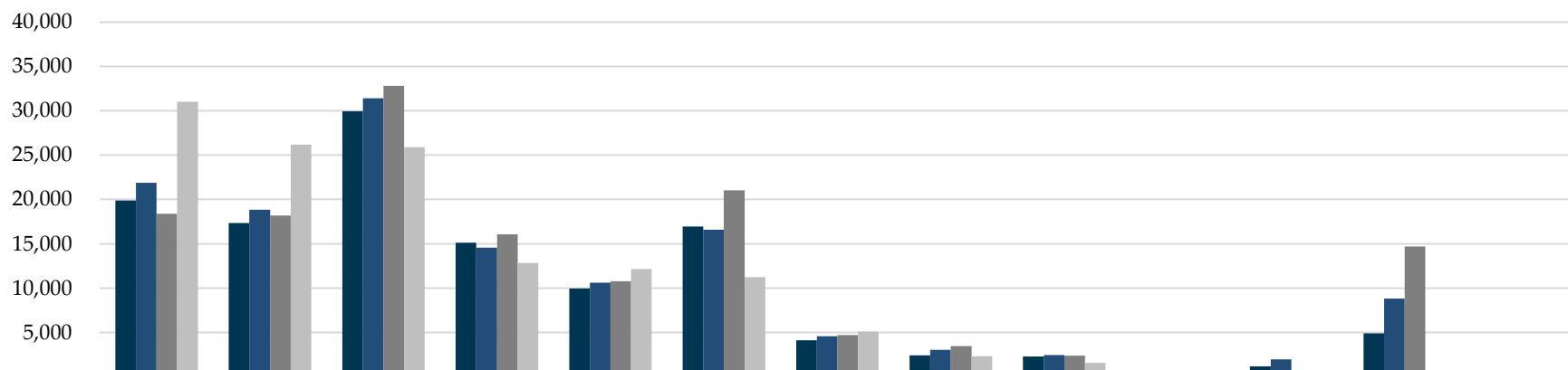
	Affinia Healthcare	SLUCare Physician Group	BJH Medicine Clinics	Mercy JFK Clinic	BJK People's Health Centers	CareSTL Health	Family Care Health Centers	St. Louis County Dept. of Public Health	Casa de Salud	iFM Medicine	Total
■ 2017	27,568	19,562	22,192	6,756	22,736	8,533	4,764	4,280	425	-	116,816
■ 2018	23,354	21,155	21,001	7,836	22,502	6,313	4,766	4,247	385	-	111,559
■ 2019	21,649	20,904	19,978	7,407	16,229	5,892	4,580	3,963	453	-	101,055
■ 2020	24,101	17,064	16,554	6,386	5,607	1,285	-	3,743	309	14	75,063
% Change, 2017-2020	-13%	-13%	-25%	-5%	-75%	-85%	-	-13%	-27%	-	-36%
% Change, 2019-2020	11%	-18%	-17%	-14%	-65%	-78%	-	-6%	-32%	-	-26%

- OB/GYN medical encounters increased at Affinia Healthcare by 11% over the past year.
- OB/GYN medical encounters decreased by 6% or more at seven safety net organizations over the past year: CareSTL (78%), BJK People's (65%), Casa de Salud (32%), SLUCare (18%), BJH Clinics (17%), Mercy JFK (14%), and St. Louis County Dept. of Public Health (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. iFM Medicine is a new reporting provider.

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

Uninsured Medical Encounters by Organization, 2017 - 2022



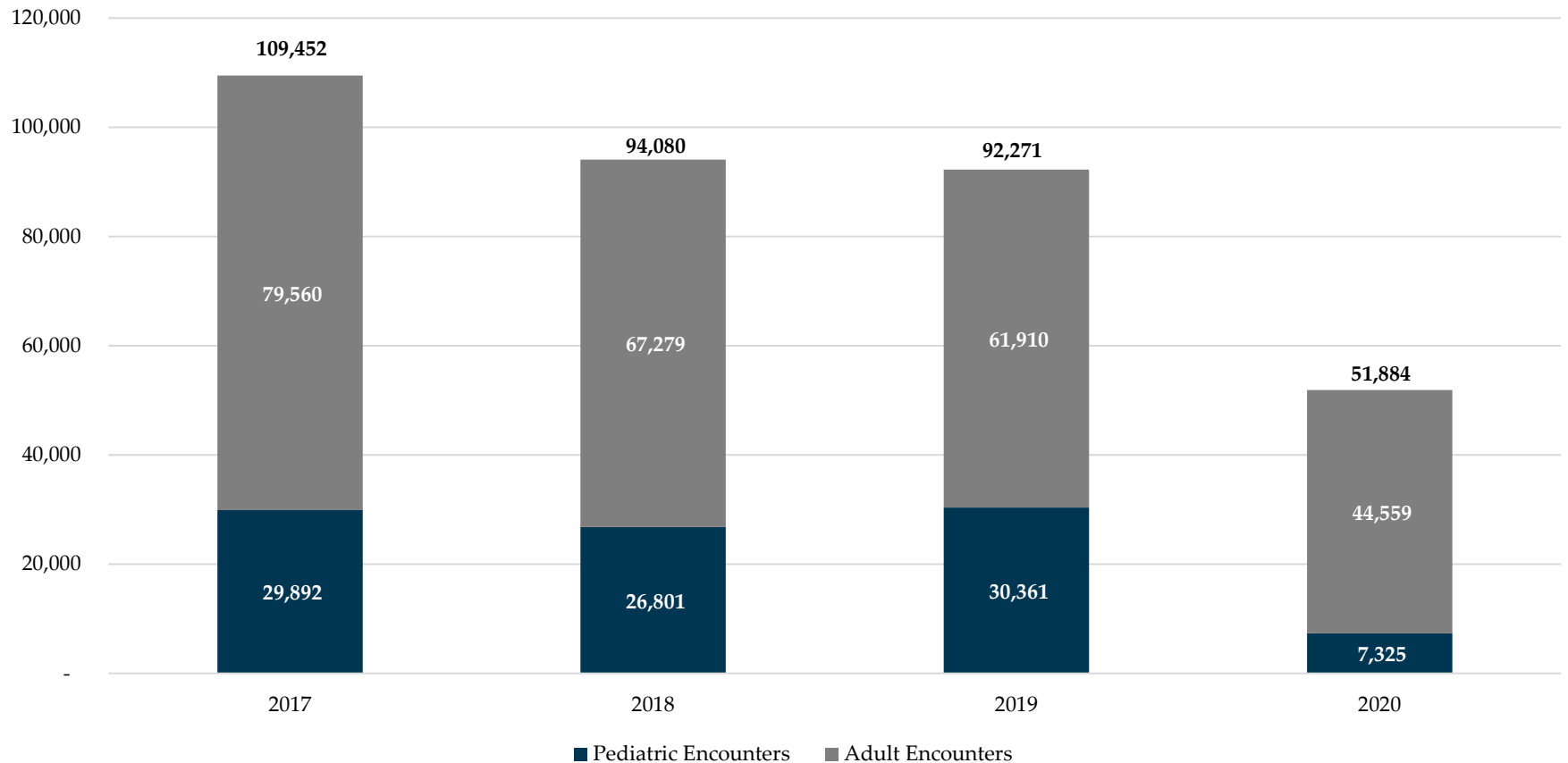
	St. Louis County Dept. of Public Health	CareSTL Health	Affinia Healthcare	Family Care Health Centers	Mercy FK Clinic	BJK People's Health Centers	BJH Clinics	Casa de Salud	SLUCare	iFM Medicine	SSM	The SPOT	Total
■ 2017	19,872	17,347	29,952	15,116	9,963	16,962	4,130	2,408	2,300	-	1,193	4,892	124,135
■ 2018	21,880	18,843	31,398	14,557	10,615	16,578	4,578	3,039	2,442	-	1,953	8,807	134,690
■ 2019	18,371	18,194	32,794	16,081	10,784	21,025	4,720	3,481	2,385	609	514	14,695	143,653
■ 2020	31,019	26,190	25,901	12,819	12,145	11,228	5,108	2,309	1,566	241	220	-	128,746
% Change, 2017 - 2020	56%	51%	-14%	-15%	22%	-34%	24%	-4%	-32%	-	-82%	-	4%
% Change, 2019-2020	69%	44%	-21%	-20%	13%	-47%	8%	-34%	-34%	-	-57%	-	-10%

- Uninsured medical encounters increased by 8% or more at four safety net organizations over the past year: St. Louis County Dept. of Public Health (69%), CareSTL (44%), Mercy JFK (13%), and BJH Clinics (8%).
- Uninsured medical encounters decreased by 20% or more at six safety net organizations over the past year: SSM (57%), BJK Peoples (47%), SLUCare (34%), Casa de Salud (34%), Affinia Healthcare (21%), and Family Care Health Centers (20%).

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. iFM Medicine is a new reporting provider.

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

Primary Care Dental Encounters by Type, 2017 - 2020

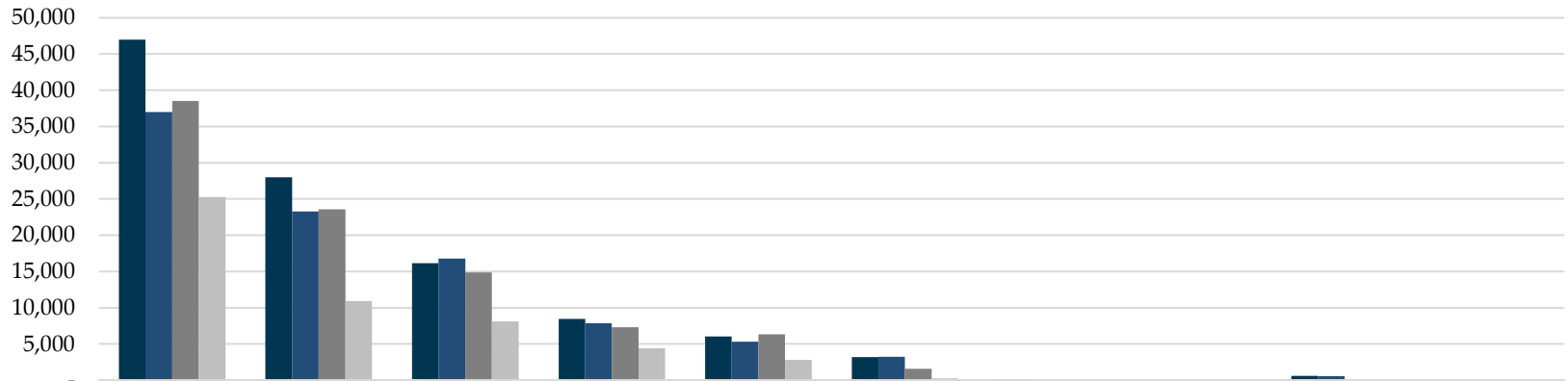


- Dental encounters provided at safety net primary care providers have decreased by 44% over the past year.
- Pediatric dental encounters comprise 14% (over 7,300 encounters) of all dental encounters reported in 2020.
- The skewed trends seen can be attributed to COVID-19. At this time, since dental encounters required very intimate contact, in addition to changes in technology and only emergency cases being seen, dental services were directly impacted. Another factor to consider is the healthcare workforce shortage and the difficulties with recruiting and hiring essential workers.

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

Dental encounters decreased at eight organizations over the past year.

Dental Encounters by Organization, 2017 - 2020



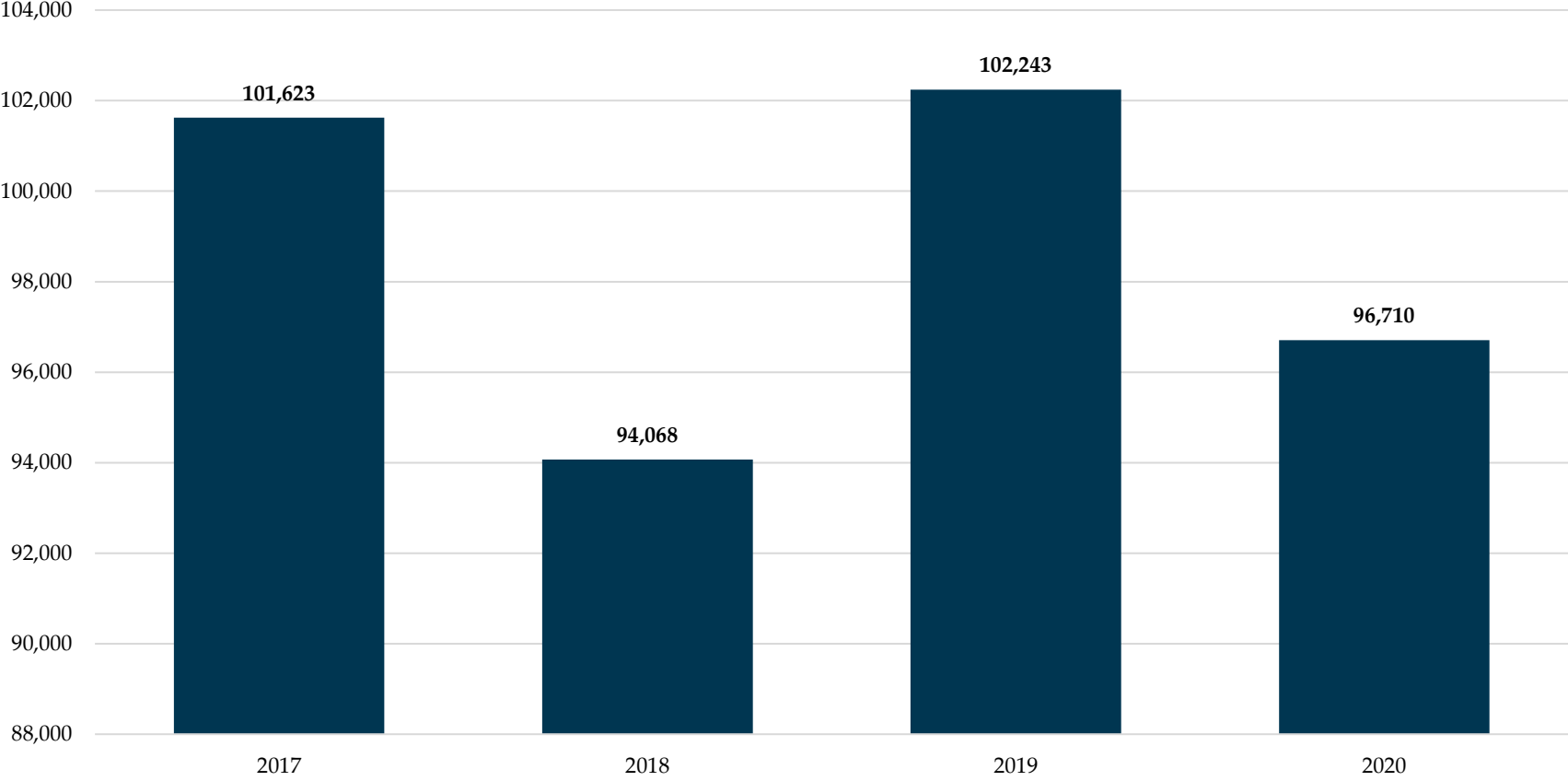
	Affinia Healthcare	BJK People's Health Centers	CareSTL Health	Family Care Health Centers	St. Louis County Dept. of Public Health	Mercy JFK Clinic	The SPOT	Casa de Salud	BJH Clinics	Total
■ 2017	46,960	28,001	16,144	8,448	6,032	3,199	81	-	587	109,452
■ 2018	37,009	23,268	16,767	7,849	5,302	3,215	63	50	557	94,080
■ 2019	38,516	23,583	14,888	7,317	6,326	1,557	40	44	-	92,271
■ 2020	25,274	10,922	8,135	4,420	2,794	281	36	22	-	51,884
% Change, 2017 - 2020	-46%	-61%	-50%	-48%	-54%	-91%	-56%	-	-	-53%
% Change, 2019 - 2020	-34%	-54%	-45%	-40%	-56%	-82%	-10%	-50%	-	-44%

The eight primary care organizations with reported decreases in dental encounters over the past year include: Mercy JFK (82%), St. Louis County Dept. of Public Health (56%), BJK People's (54%), Casa de Salud (50%), CareSTL (45%), Family Care Health Centers (40%), Affinia Healthcare (34%), and The SPOT (10%).

Note: Affinia Healthcare expanded dental operations in June 2015 with the opening of a dental training clinic, in partnership with A.T. Still University.

Behavioral health encounters at safety net primary care providers have decreased by 5% (4,900), since 2017.

Primary Care Behavioral Health Encounters, 2017 - 2020

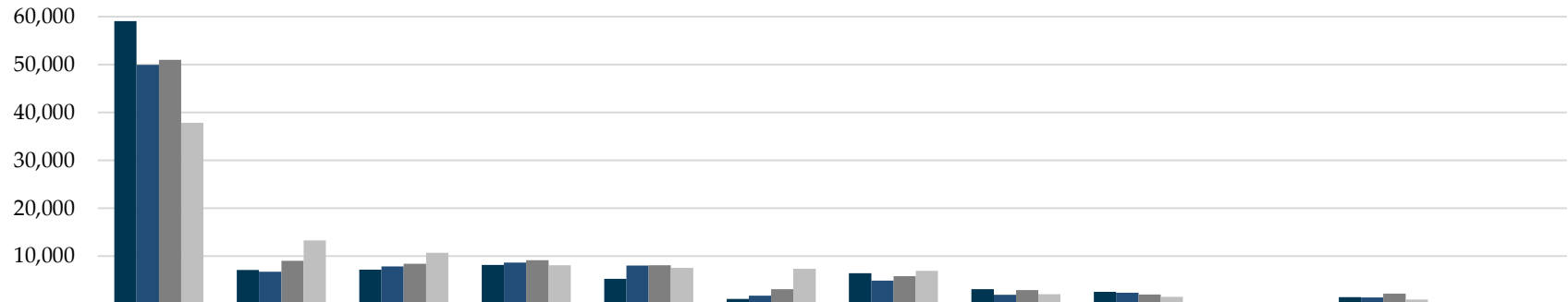


Behavioral health encounters at safety net primary care providers decreased by 5% over the past year.

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 decreased by 7% or more at seven safety net primary care organizations over the past year.

Behavioral Health Encounters by Organization, 2017 - 2020



	Affinia Healthcare	BJH Clinics	Family Care Health Centers	SLUCare	St. Louis County Dept. of Public Health	BJK People's Health Centers	CareSTL Health	SSM	Mercy Hospital JFK Clinic	Casa de Salud	The SPOT	Total
■ 2017	59,065	7,125	7,187	8,170	5,265	1,065	6,428	3,117	2,547	208	1,446	101,623
■ 2018	49,936	6,759	7,886	8,668	8,046	1,788	4,936	1,943	2,391	355	1,360	94,068
■ 2019	51,004	9,019	8,429	9,175	8,126	3,113	5,838	2,961	1,992	403	2,183	102,243
■ 2020	37,868	13,315	10,691	8,090	7,534	7,378	6,942	2,064	1,505	374	949	96,710
% Change, 2017 - 2020	-36%	87%	49%	-1%	43%	593%	8%	-34%	-41%	80%	-34%	-5%
% Change, 2019 - 2020	-26%	48%	27%	-12%	-7%	137%	19%	-30%	-24%	-7%	-57%	-5%

- Behavioral health encounters increased at four organizations over the past year: BJK People's (137%), BJH Clinics (48%), Family Care Health Centers (27%), and CareSTL Health (19%).
- The seven primary care organizations with decreases in behavioral health encounters over the past year include: The SPOT (57%), SSM (30%), Affinia Healthcare (26%), Mercy Hospital JFK (24%), SLUCare (12%), Casa de Salud (7%), and St. Louis County Dept. of Public Health (7%).

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 use services. CareSTL Health increased capacity for behavioral health services in 2014 and 2017 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.

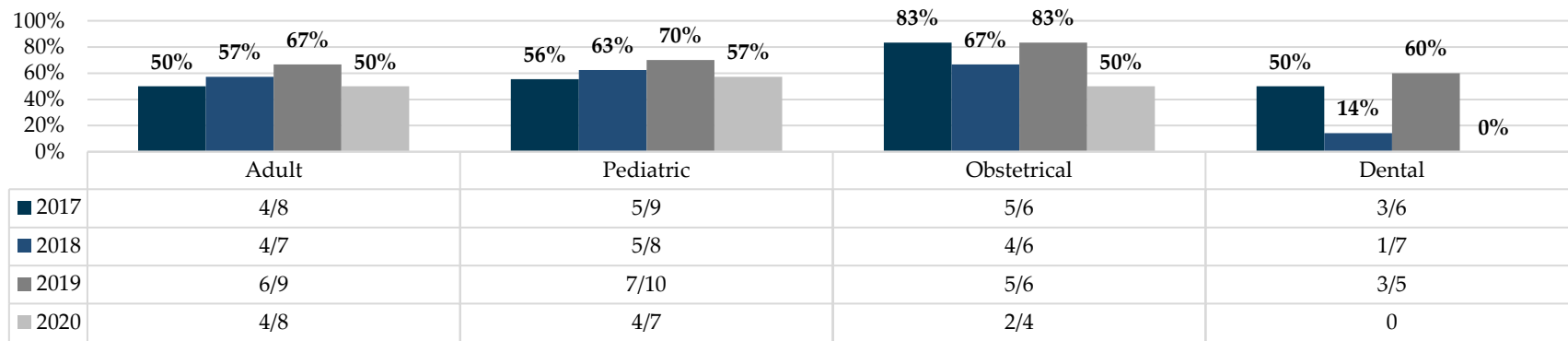
Evening and weekend hours remain available at St. Louis primary care safety net sites.

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	Closed	Closed
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-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	Closed	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-4:00pm	7:30am-4:00pm	7:30am-4:00pm	7:30am-4:00pm	Closed	Closed
SSM St. Mary's	8:00am-5:30pm	8:00am-5:30pm	8:00am-5:30pm	8:00am-5:30pm	8:00am-12:00pm	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

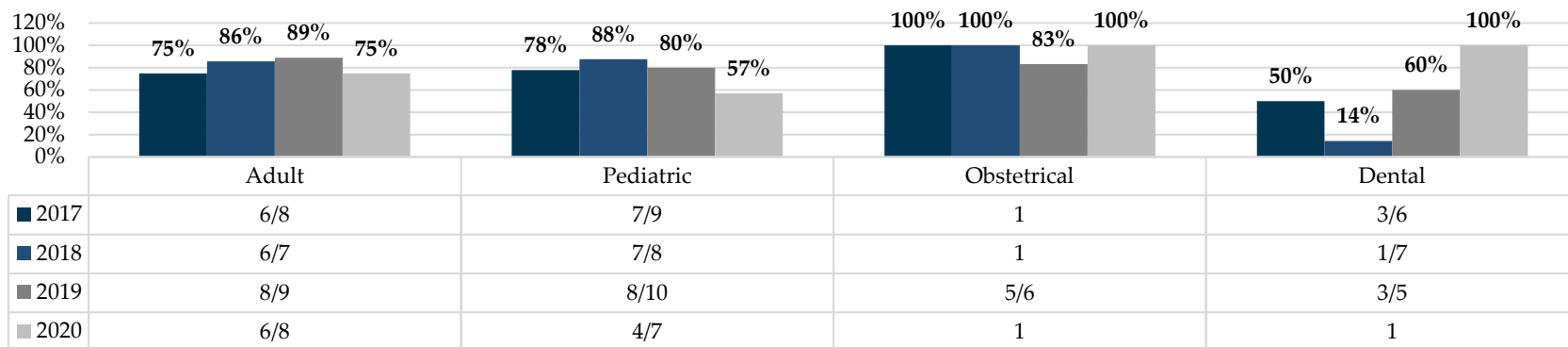
- Denotes organizations providing evening and weekend hours. For organizations with multiple sites, hours reported reflect sites with the longest available hours of operation each day. Affinia Healthcare and CareSTL Health had walk-in urgent care facilities available seven days a week throughout 2016 and 2017. However, as of September 1, 2020, urgent care services at Affinia Healthcare and CareSTL Health are no longer available on Saturdays or Sundays.
- * During 2020, Affinia Healthcare sites closed at 5:30pm on Thursdays and Fridays.

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

Primary Care Appointment Availability within 14 Days of Request for New Patients, 2017 - 2020



Primary Care Appointment Availability within 14 Days of Request for Returning Patients, 2017 - 2020



- Appointment availability for new and returning adult patients decreased over the past year.
- 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 decreased 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 and returning dental appointments.

Organization	Wait Time for Non-Urgent Appointment (in days), as of June 2021							
	Pediatric New	Pediatric Returning	Obstetrical New	Obstetrical Returning	Adult New	Adult Returning	Dental New	Dental Returning
Family Care	31	21	18	9	19	11	90	80
The SPOT	4	4	-	-	1	1	60	60
BJH Clinics	21	21	7	7	9	6	-	-
BJK People's*	27	24	12	4	55	27	48	49
Mercy JFK Clinic	2	2	1	1	2	4	-	-
St. Louis County Department of Public Health	9	5	17	7	16	14	30	14
Affinia Healthcare Sites	4	4	4	4	4	4	-	18

- 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 and 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 2021. 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. Federally Qualified Health Centers (FQHCs) report having same day appointments available, as required by federal regulations.

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

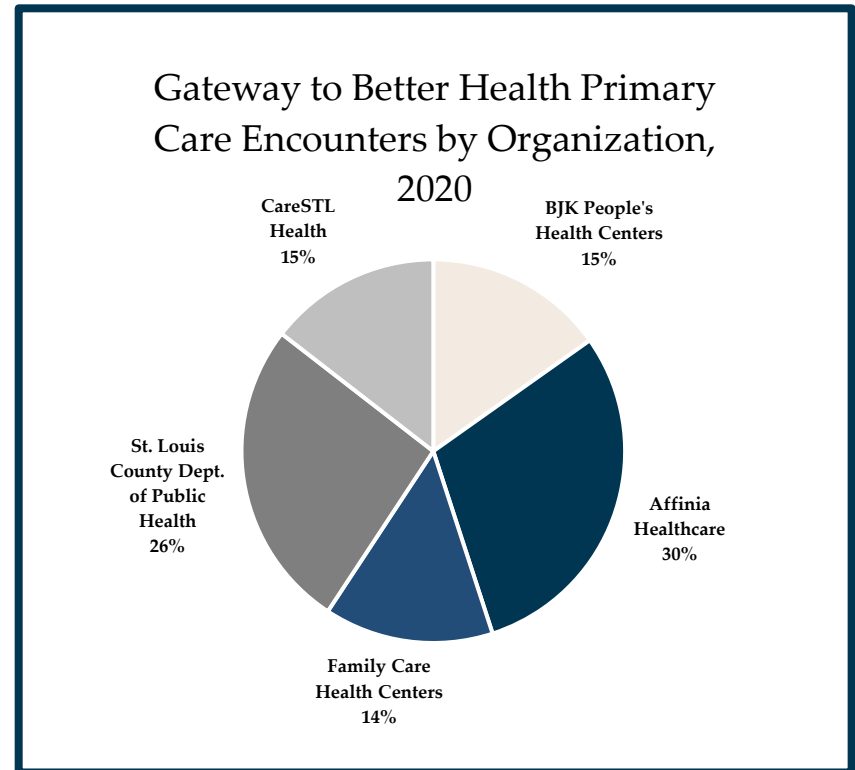
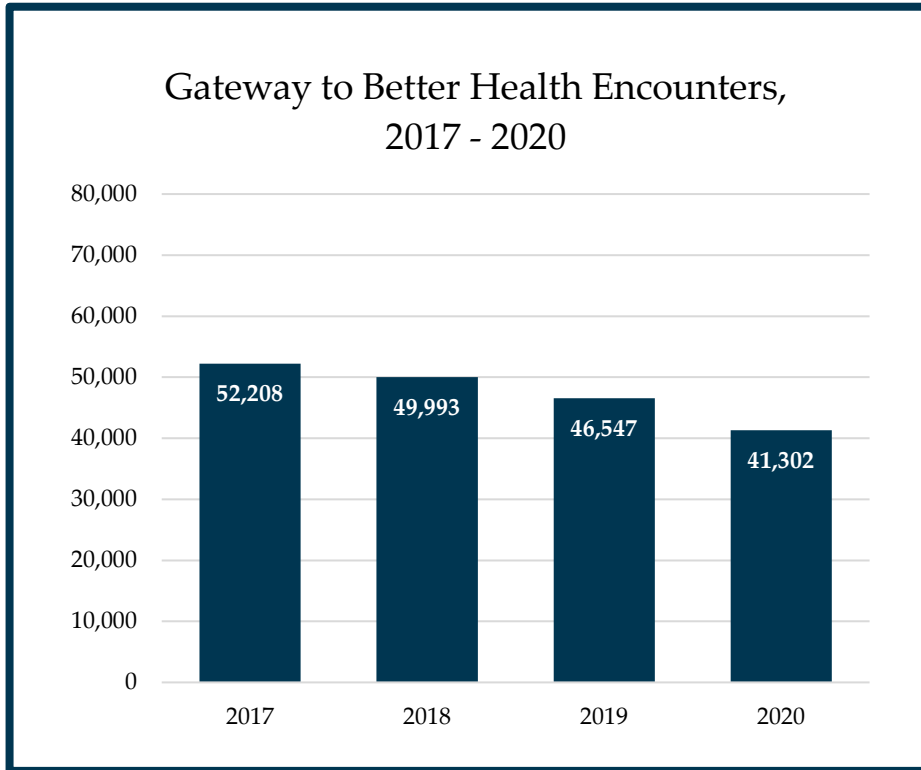
Organization	Wait Time for Urgent Appointment (in days), as of June 2021							
	Pediatric New	Pediatric Returning	Obstetrical New	Obstetrical Returning	Adult New	Adult Returning	Dental New	Dental Returning
Family Care	14	0	0	0	20	0	108	0
CareSTL Health	2	2	2	2	2	2	2	2
BJH Clinics	14	14	7	3	7	4	-	-
BJK People's	36	9	1	7	55	8	5	7
Mercy JFK Clinic	1	1	1	1	1	1	1	1
St. Louis County Department of Public Health	2	2	7	5	1	1	1	1
Affinia Healthcare Sites	1	1	1	1	1	1	1	1

- BJK People's has the longest wait time for new *urgent* pediatric appointments, while BJH Clinics has the longest wait times for returning, *urgent* medical pediatric appointments.
- BJH Clinics and St. Louis County Dept. of Public Health have the longest wait times for new *urgent* obstetrical appointments, while BJK People's has the longest wait time 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 2021. 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 41,300 primary care encounters were provided to gateway to better health patients in 2020, comprising 20% of all uninsured primary care encounters at St. Louis area safety net organizations.



- Over the past four years, Gateway to Better Health membership has decreased by 11%, as uninsured users in the St. Louis area has decreased by 30%.
- Primary care encounters among Gateway to Better Health patients have decreased by more than 21% over the past four years.
- Affinia Healthcare saw the highest volume of Gateway to Better Health primary care encounters (30%) in 2020.

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. Consistent with the trend in reported encounters among Gateway patients, overall enrollment for the Gateway program has declined over time from an average of 16,194 in 2017 to an average of 14,408 in 2020. Medicaid Expansion was approved in October 2020. The Gateway to Better Health program is currently working to transition its' members to a Medicaid Health Plan. To date, 3,518 Gateway to Better Health members have transitioned to Medicaid.

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