



Operations Report – November, 2015

Executive Summary



Operations Report Month Ending November 30, 2015

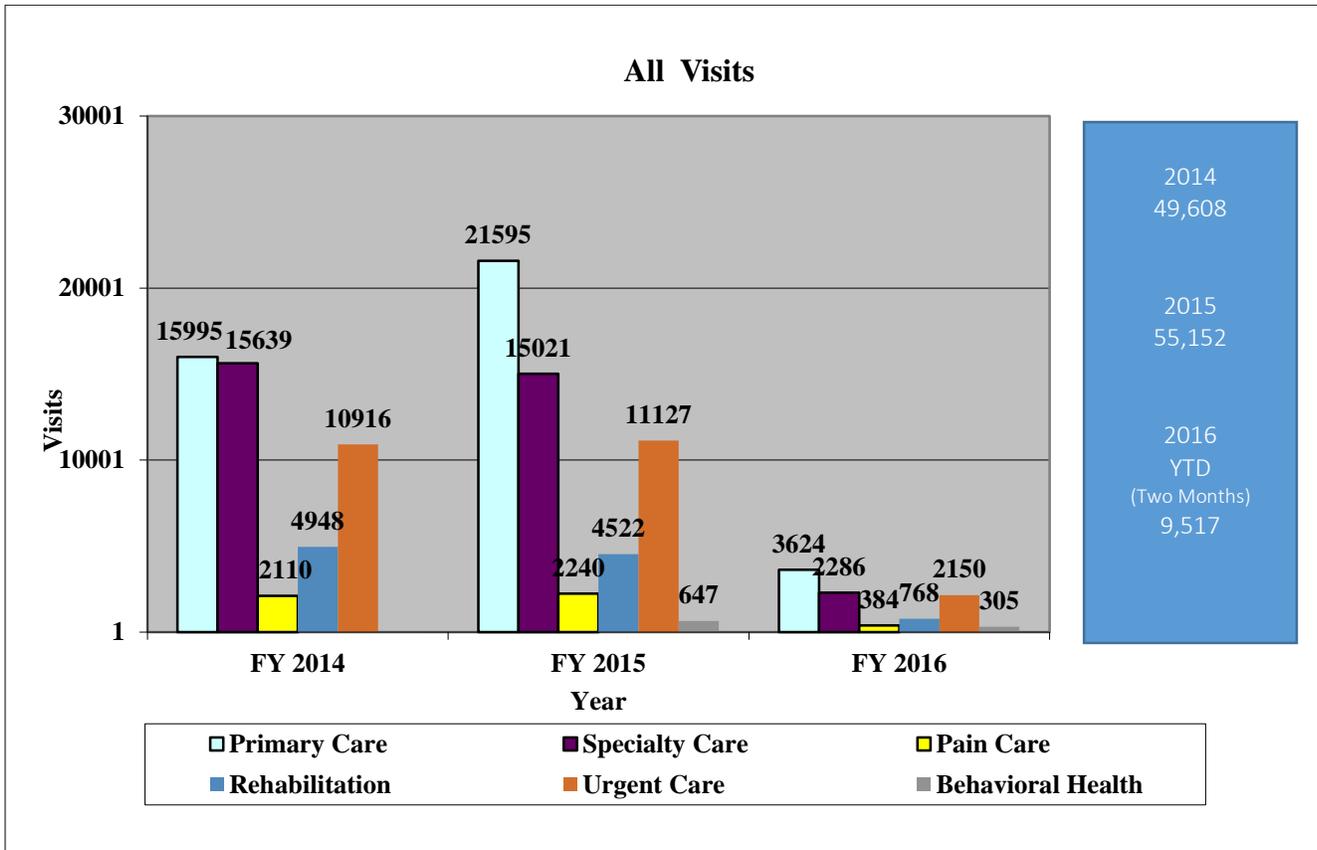
Executive Summary

Cooper Green *Mercy* Health Services (CGMHS) is pleased to submit this summary of key utilization for the Month ending November 30, 2015.

- NOTE: There were 18 clinic days in the month of November as compared to 22 days in October, affecting most operating metrics. However, Urgent Care operates 24/7; consequently, patient volume in the Urgent Care Clinic was unaffected.
- Primary Care visits in November experienced significant growth over the same month in 2014, continuing the trend from October.
- Specialty clinic volumes remained stable as compared to the same month in 2014.
- Pain management volume is beginning to recover following our provider's medical leave.
- Urgent Care visits are up significantly over the same period last year.
- Lab test volumes continue to be impacted by the increase in primary care visits.
- A new chart reflecting participation in CGMHS' Metabolic Wellness Clinic has been added. Metabolic Wellness impacts metabolic disorders, such as diabetes, as well as non-metabolic disorders, such as heart disease and hypertension. This initiative combines diabetes control and weight management with significant emphasis on patient education.
- Point-in-time enrollment is up this month to 10,271, the highest it has been in the last 13 months.

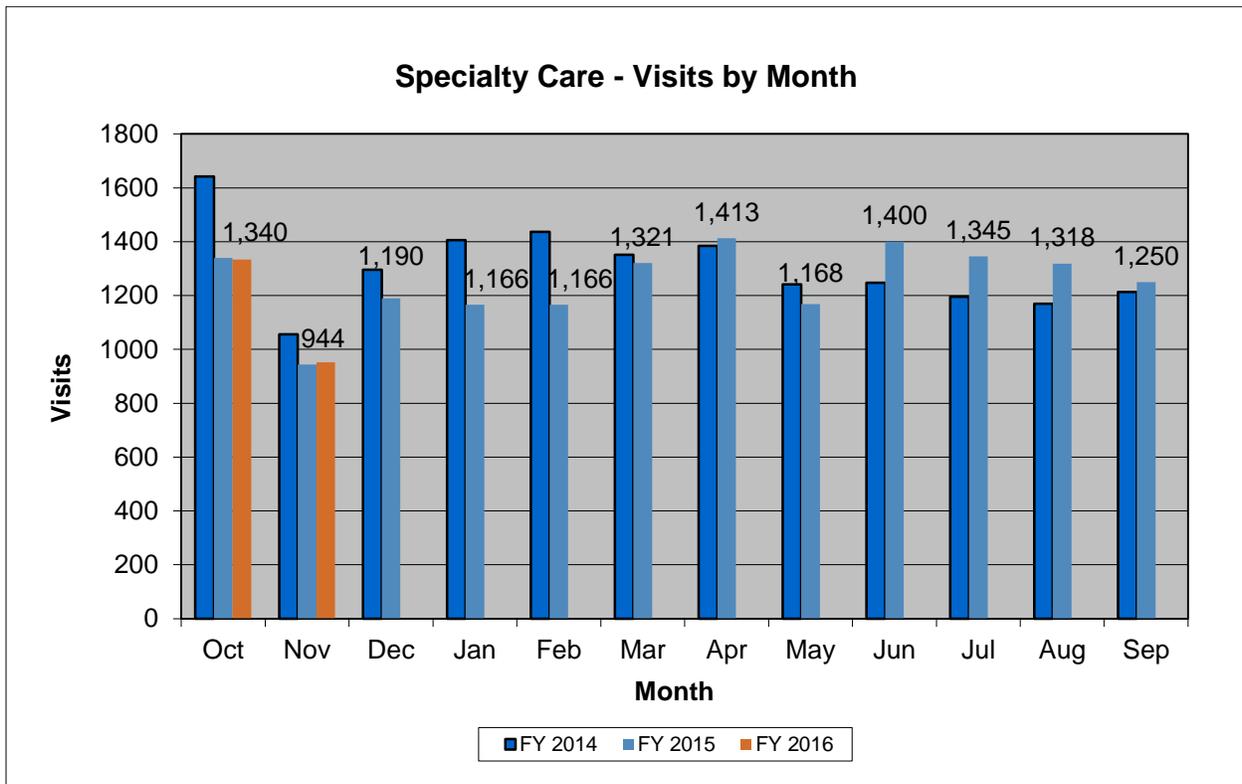
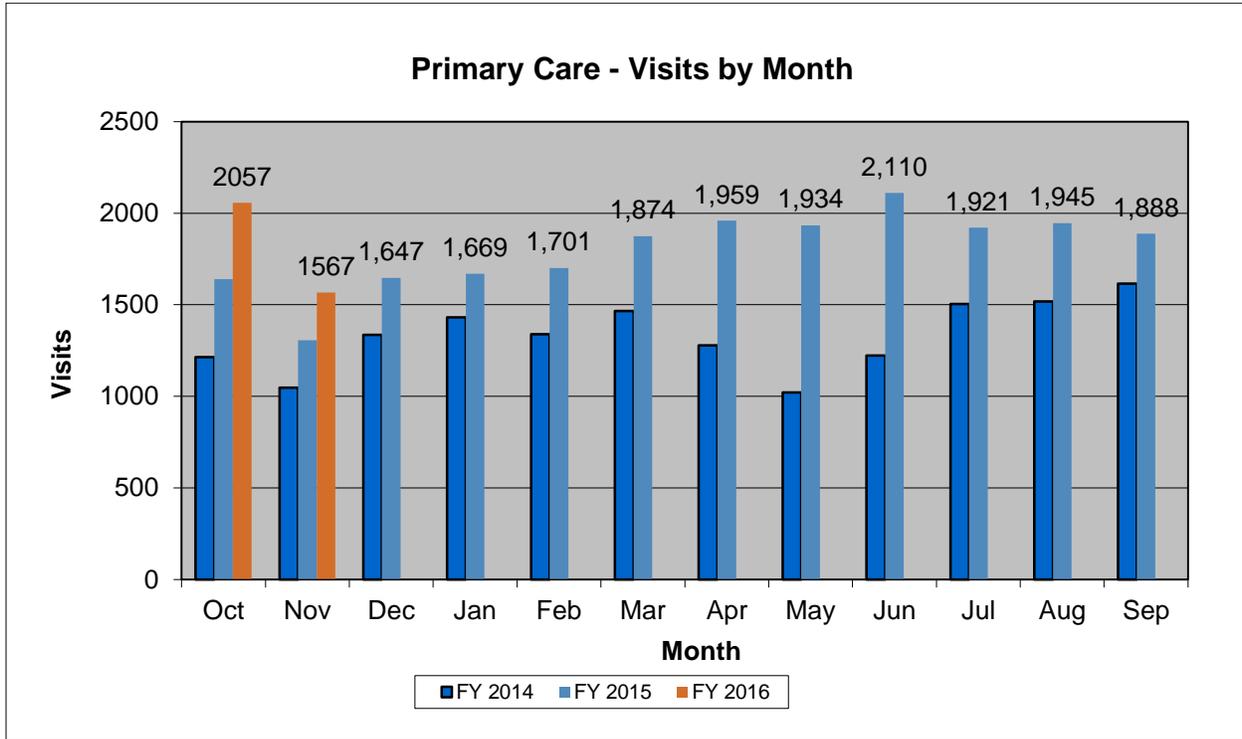


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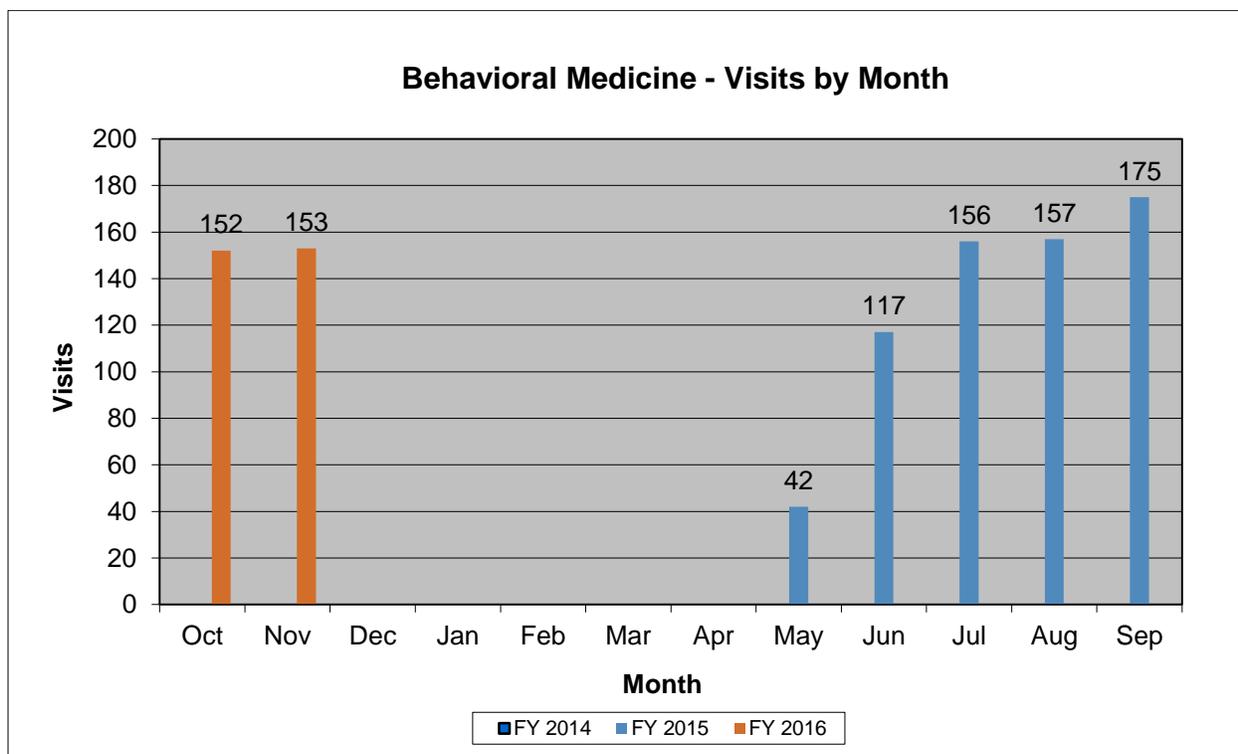
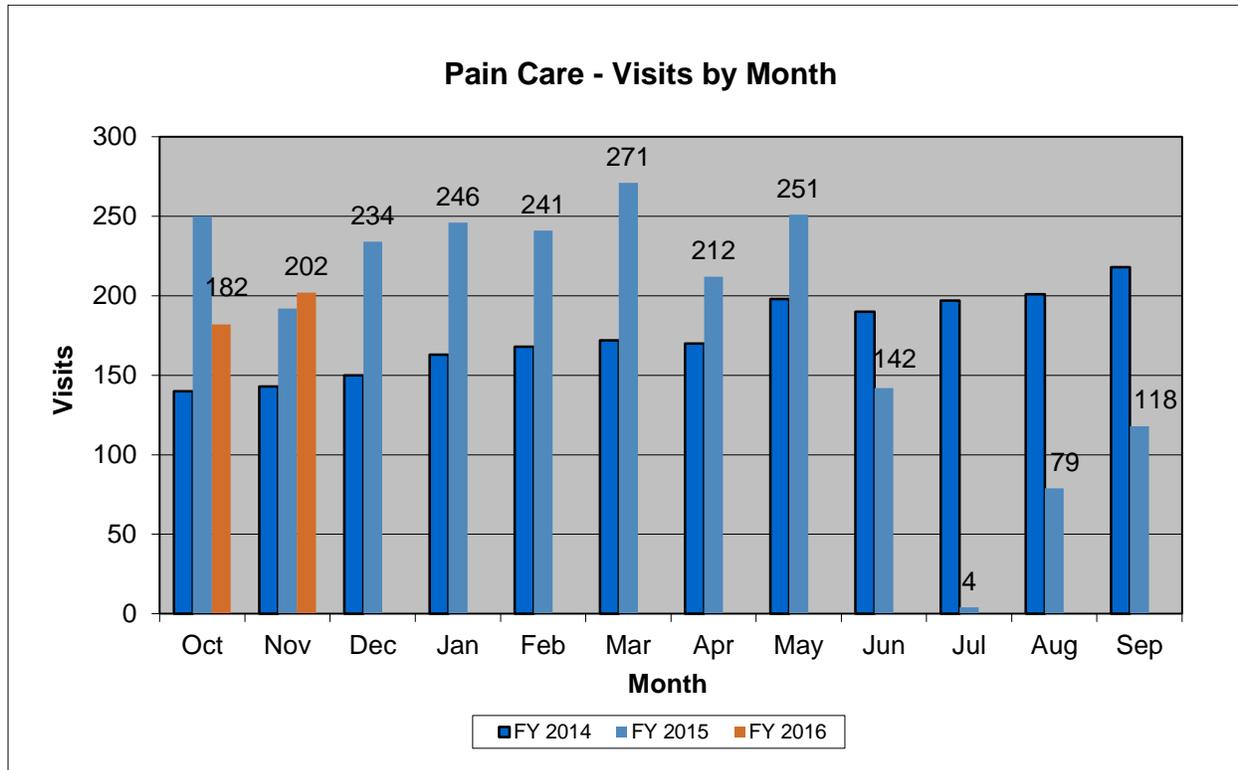


Clinical Service	FY 2014	FY 2015	FY 2016
Primary Care	15,995	21,595	3,624
Specialty Care	15,639	15,021	2,286
Pain Management	2,110	2,240	384
Urgent Care	10,916	11,127	2,150
Behavioral Health	0	647	305
Rehabilitation	4,948	4,522	768
TOTAL VISITS	49,608	55,152	9,517

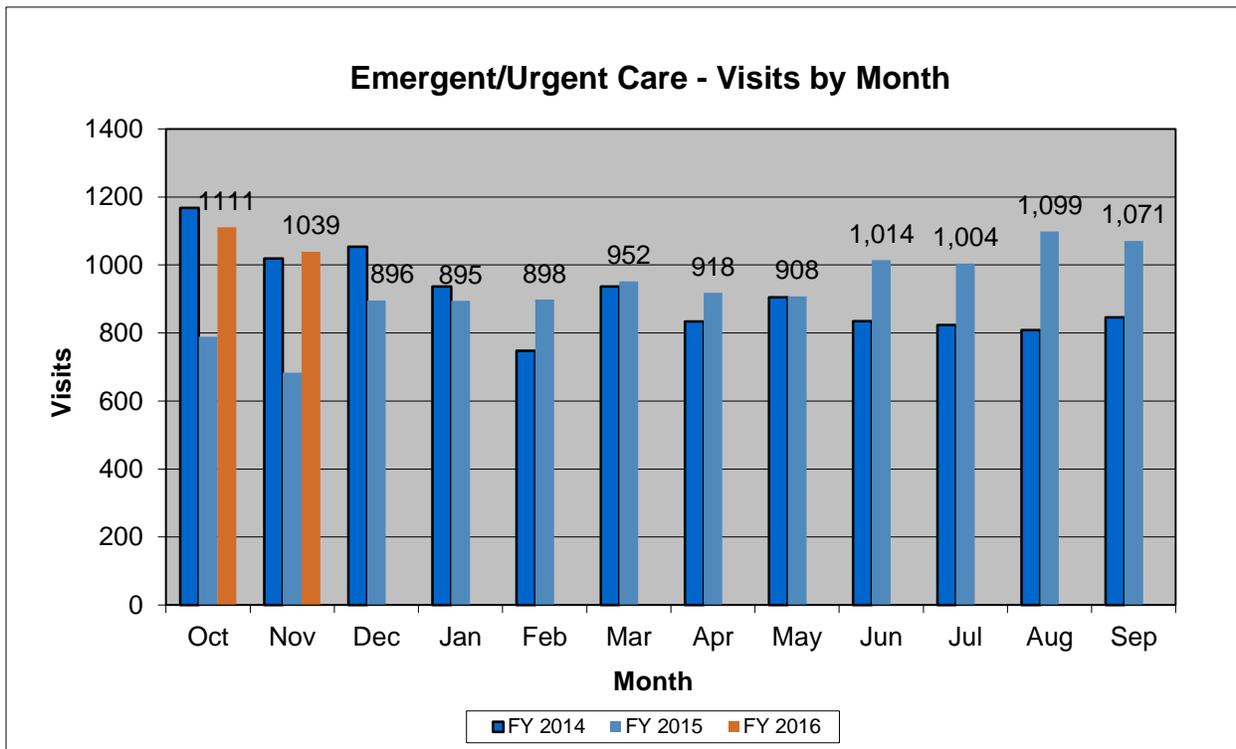
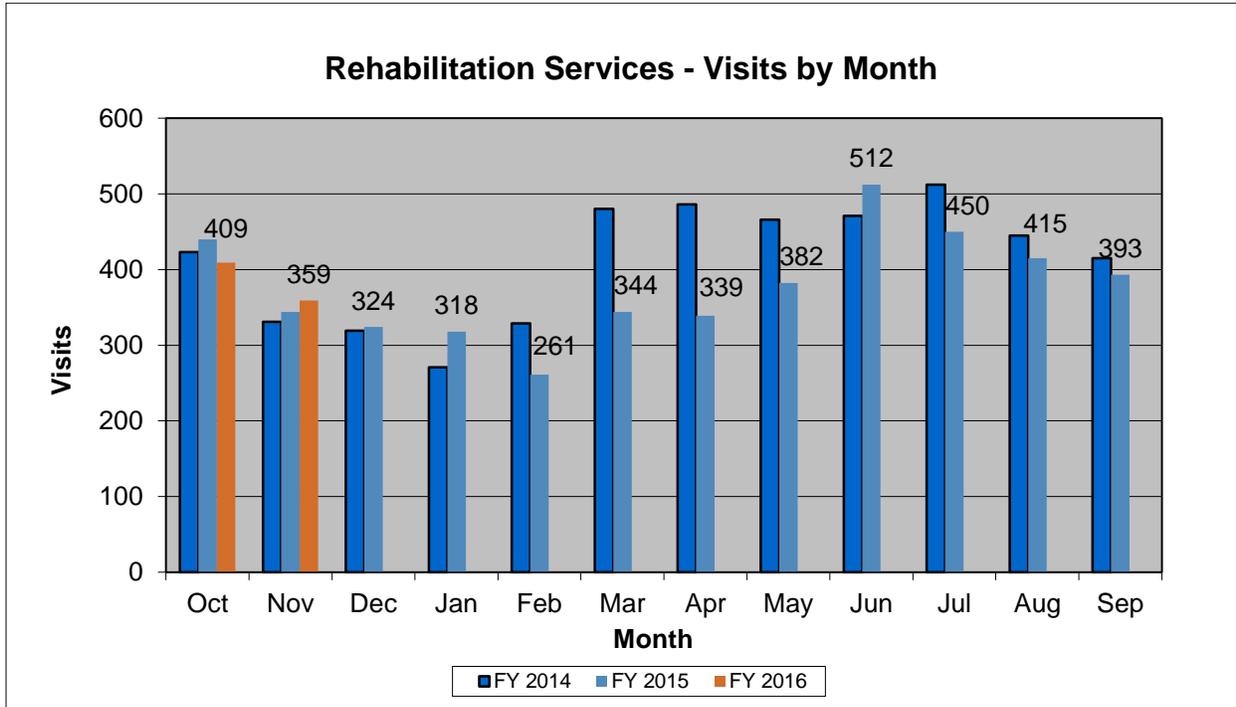
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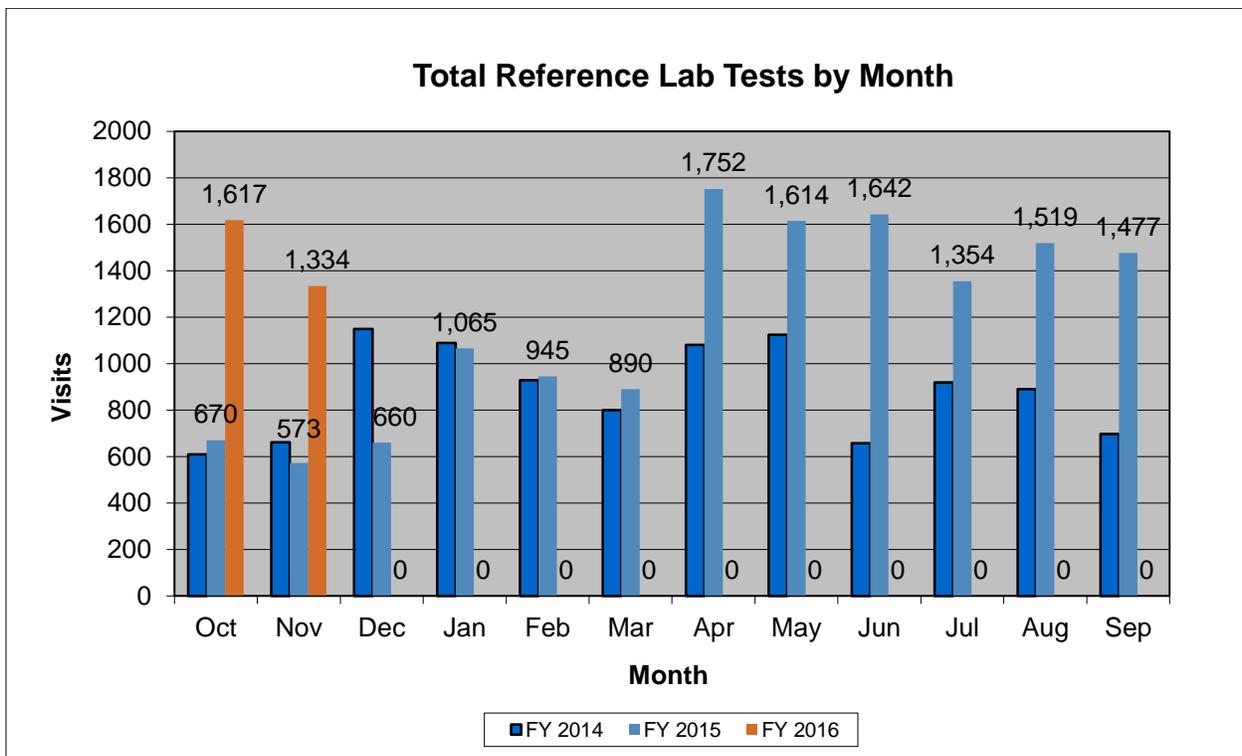
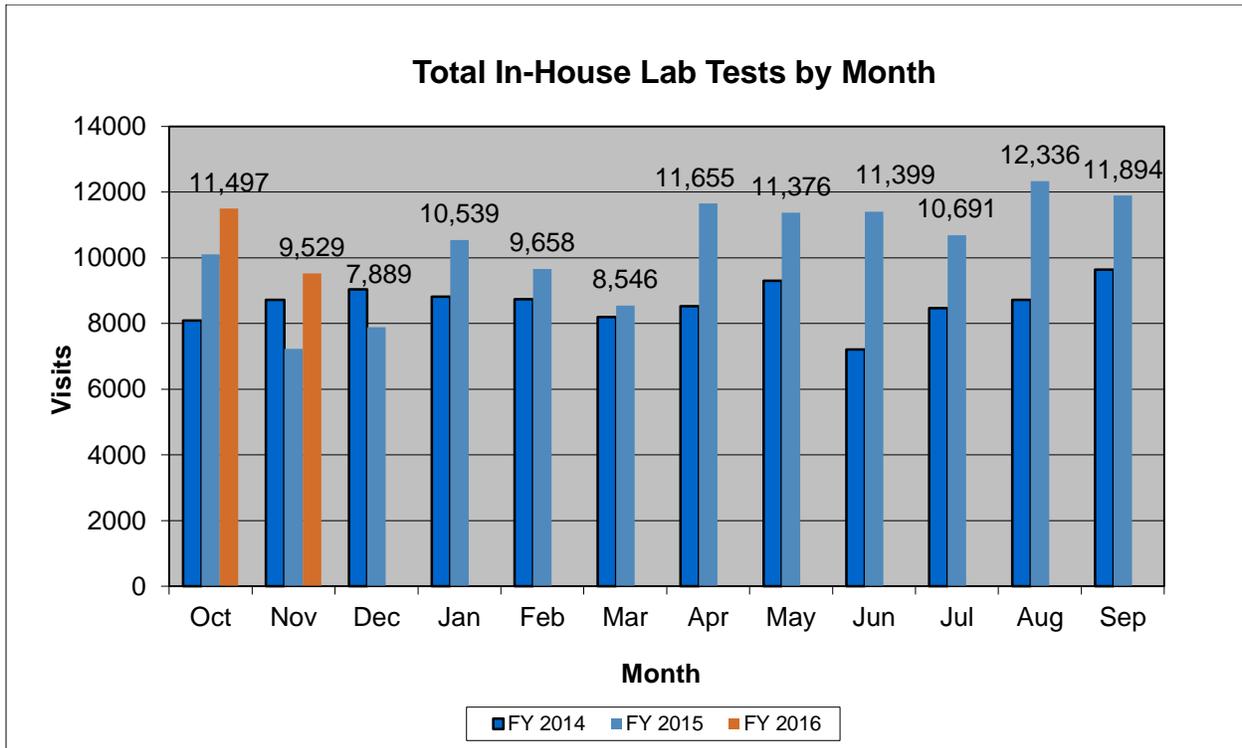
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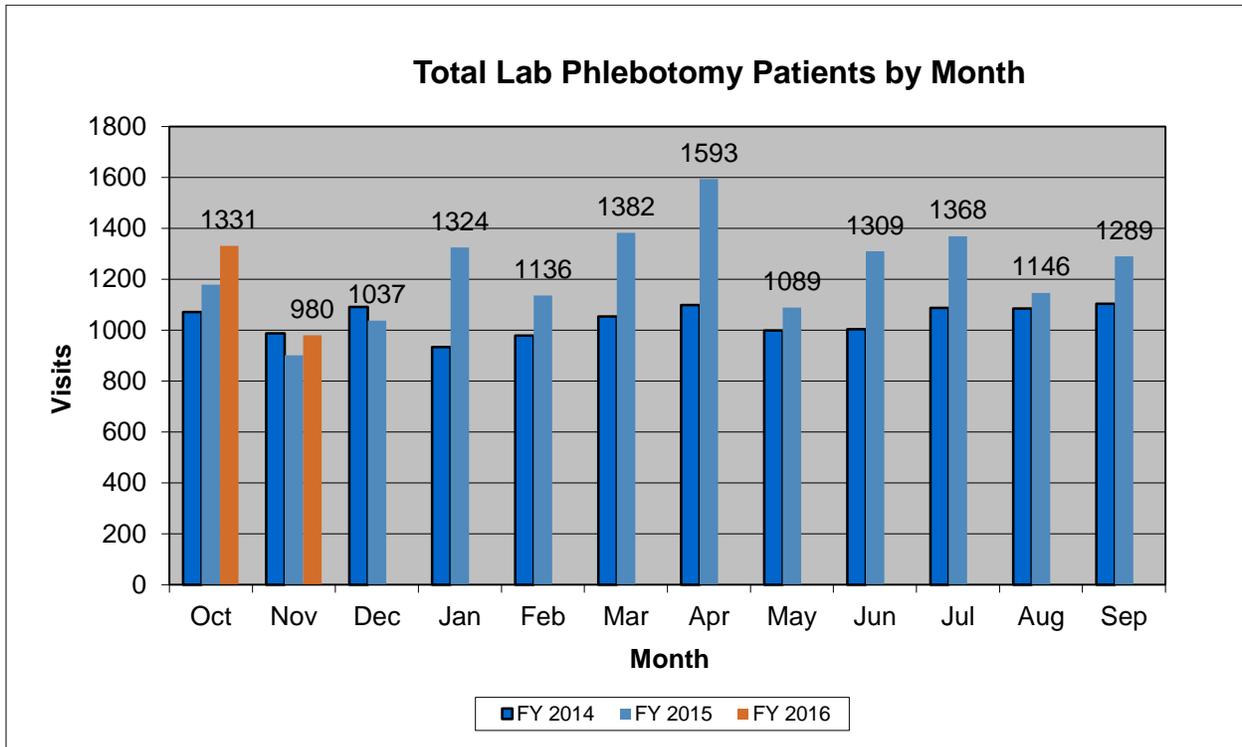
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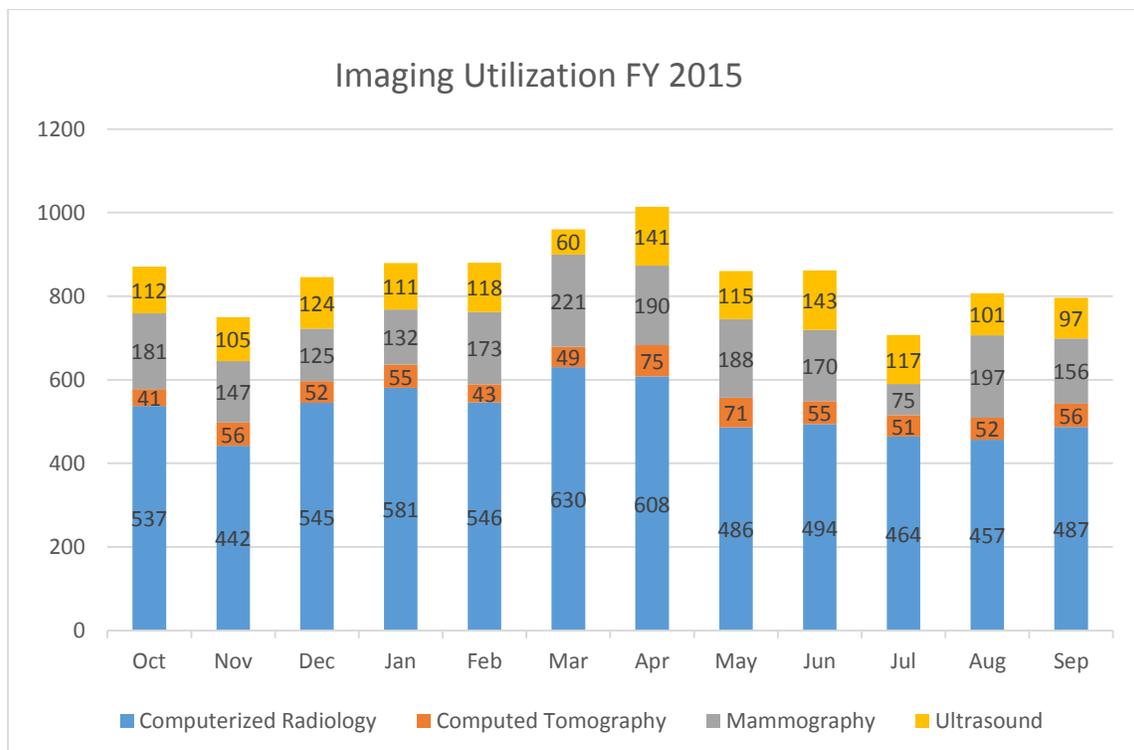
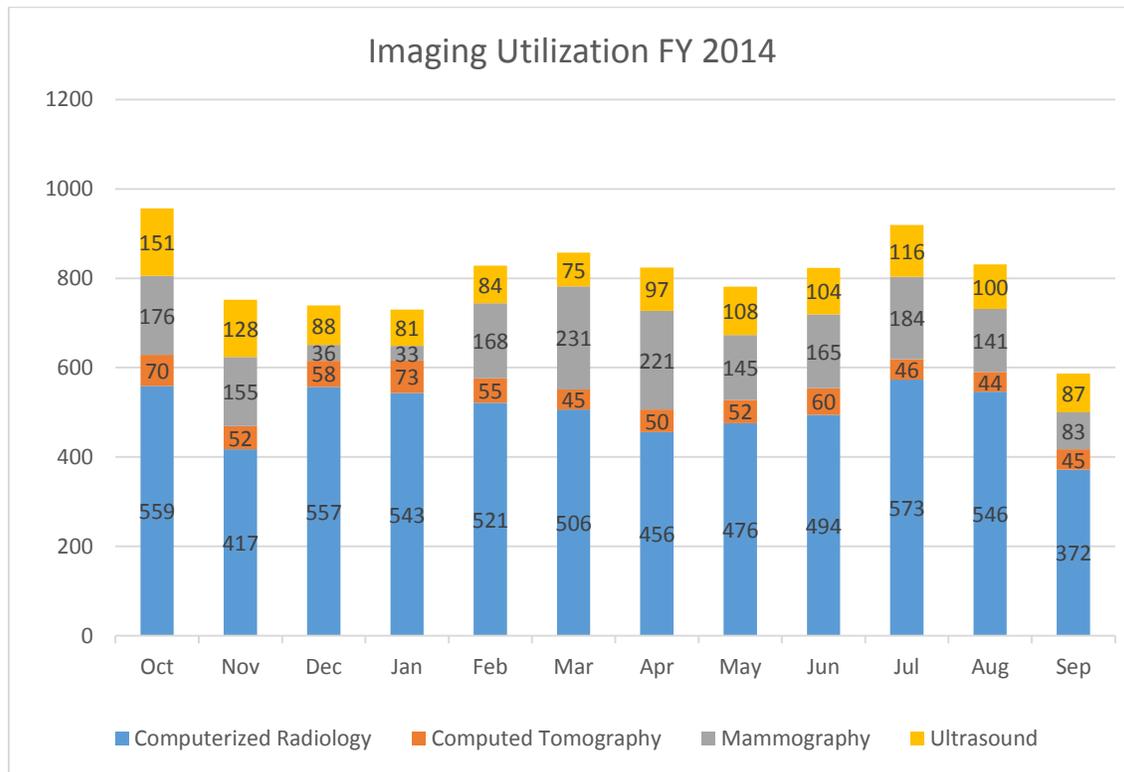
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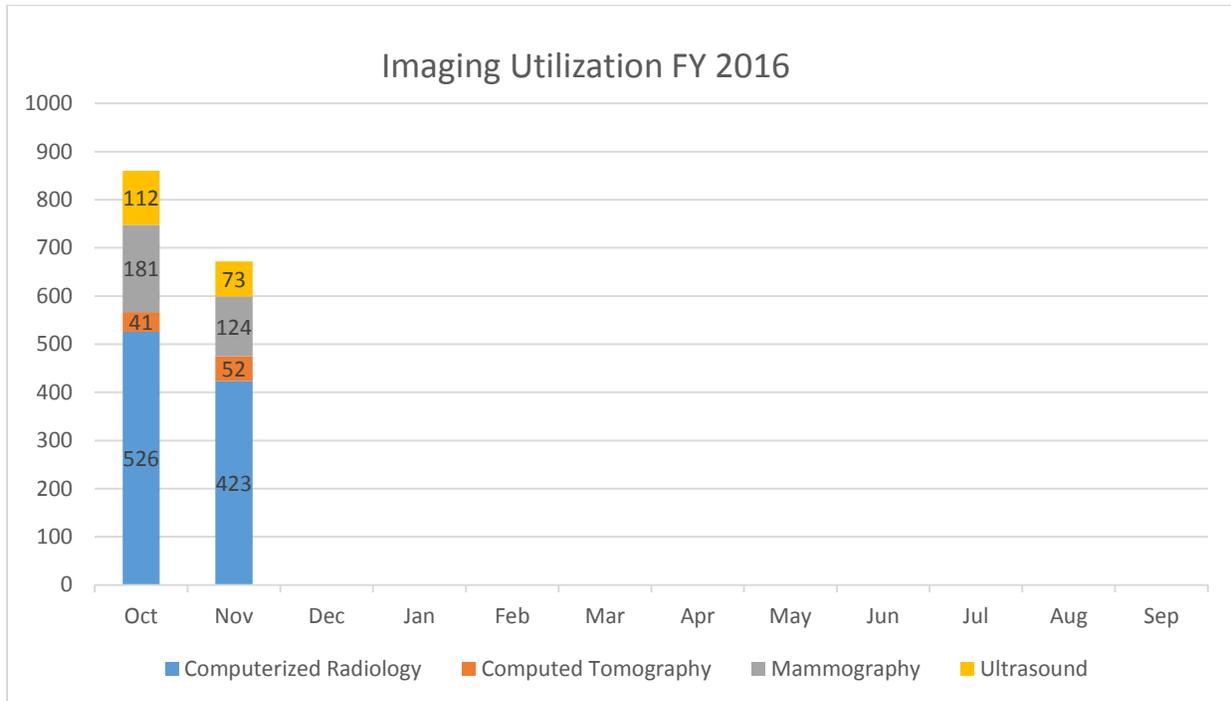
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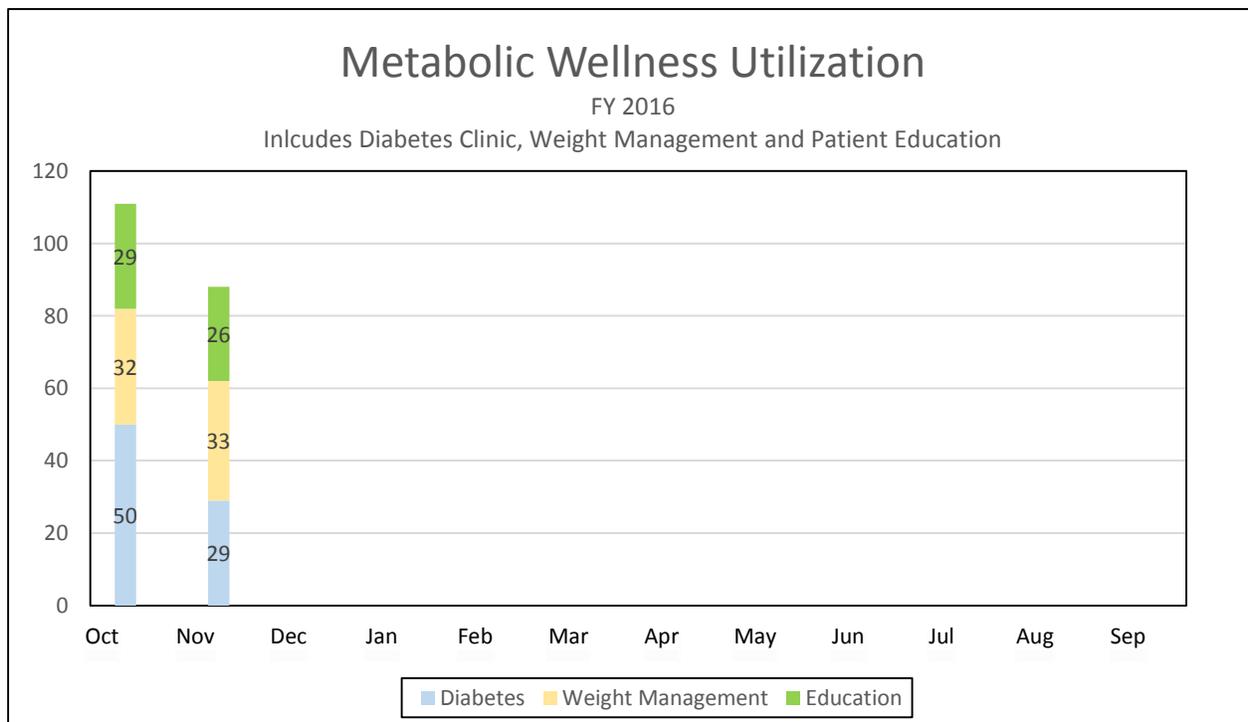
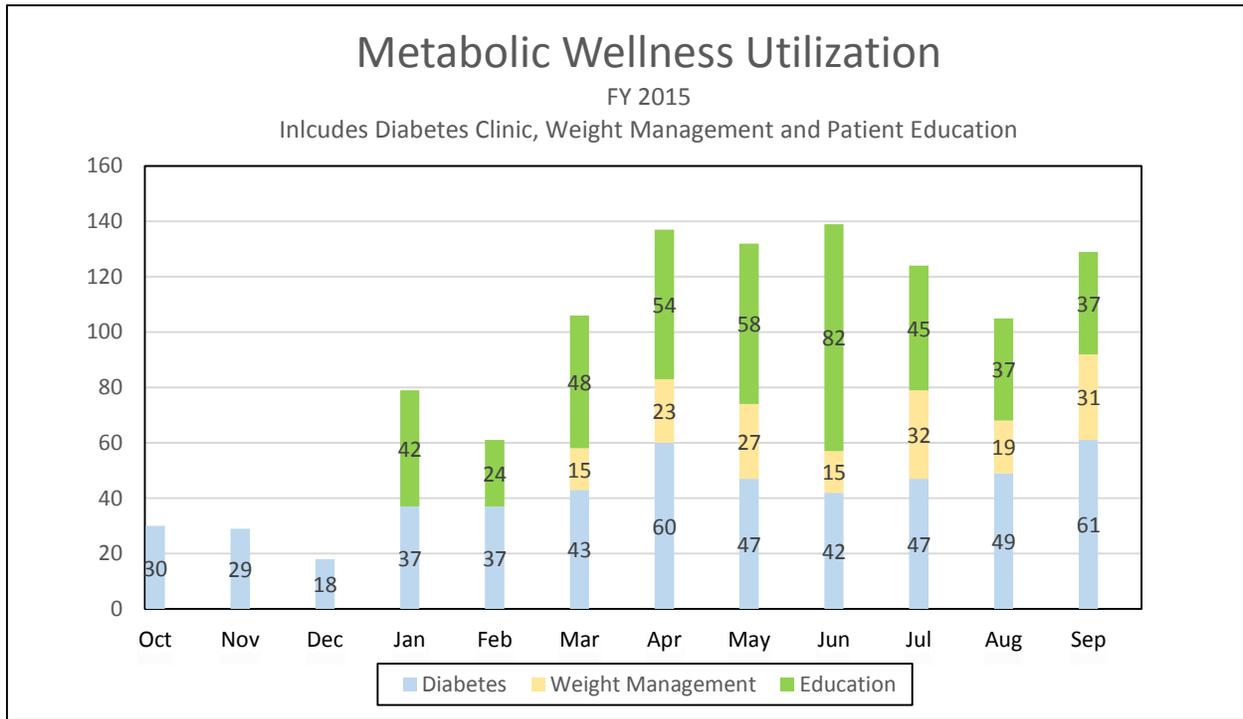


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Note: November data accurate through 11/23/15, remainder estimated for month due to technical problems with imaging reporting

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