Memorial Hermann Community Benefit Corporation

ER Navigation Program:
All Hospitals

Includes observations through 05/31/2020
Report Date: 08/2020
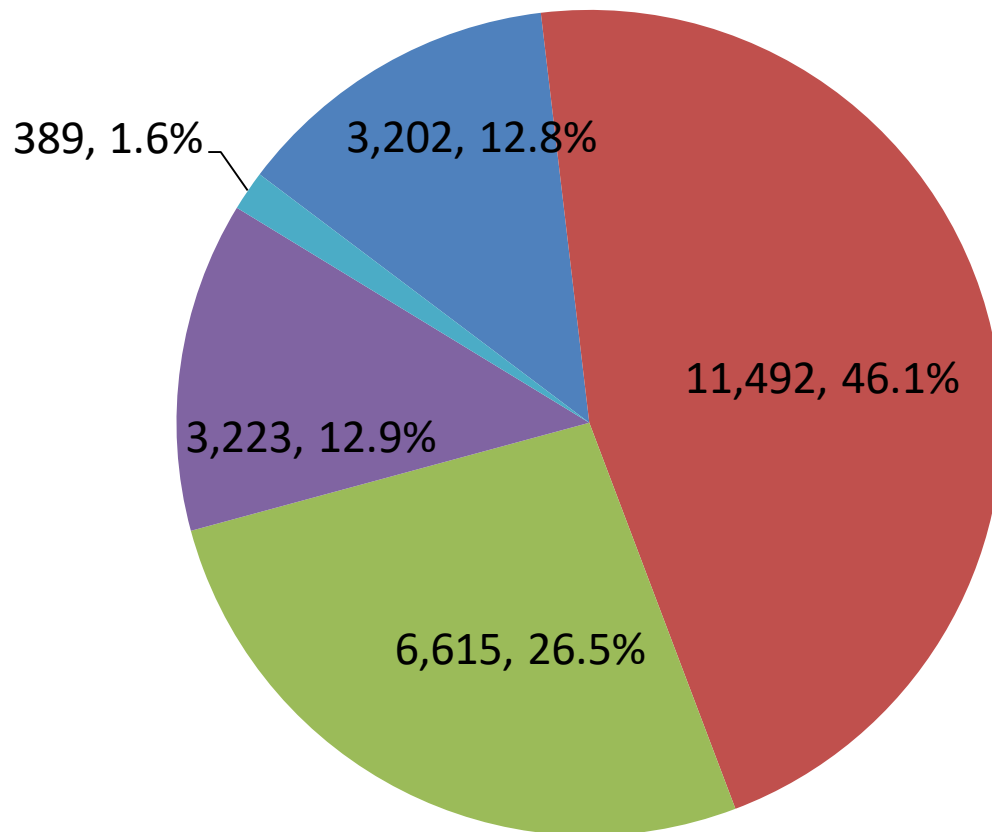
Individuals aged 18 to 49 years represented more than 70 percent of all navigated patients.

Age Group	N	%
0-17 years	3,202	12.9
18-34 years	11,492	46.1
35-49 years	6,615	26.5
50-64 years	3,223	12.9
65 years and older	389	1.6
Total	24,921	100.0
NOTE: Total number (N) of distinct patients = 24,921.		

Individuals aged 18 to 49 years represented more than 70 percent of all navigated patients.
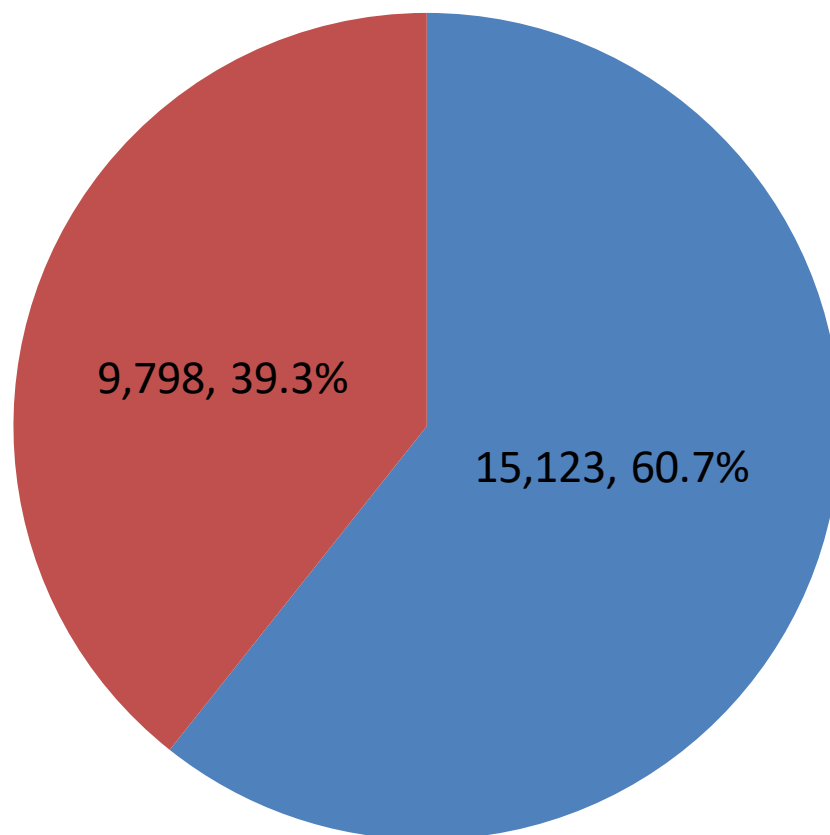
Number of Patients, by Age Group

- 0-17 years
- 18-34 years
- 35-49 years
- 50-64 years
- 65 years and older

N=24,921

389, 1.6%

3,202, 12.8%

11,492, 46.1%

3,223, 12.9%

6,615, 26.5%

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Breakthroughs every day

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Approximately 60% of navigated patients were female.

Gender	N	%
Female	15,123	60.7
Male	9,798	39.3
NOTE: Total number (N) of distinct patients = 24,921		

Approximately 60% of navigated patients were female.
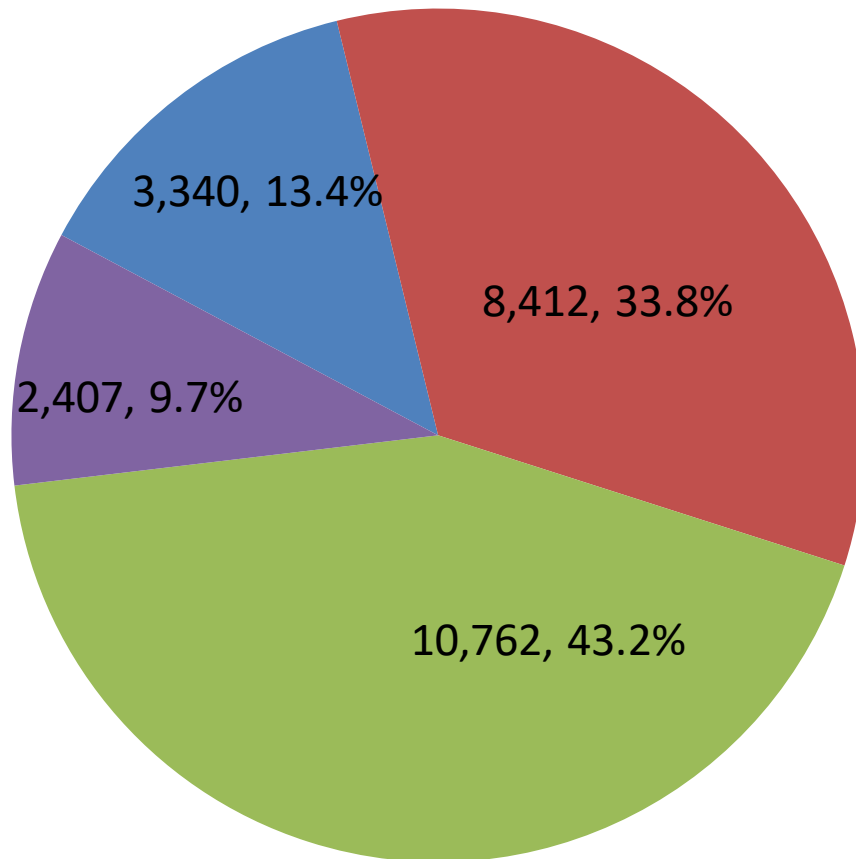

Number of Patients, by Gender

■ Female ■ Male

9,798, 39.3%

15,123, 60.7%

N=24,921

Hispanics and non-Hispanic Blacks represented more than 75% of all navigated patients.

Race/Ethnicity	N	%
White	3,340	13.4
Black	8,412	33.8
Hispanic	10,762	43.2
Other	2,407	9.7
NOTE: Total number (N) of distinct patients = 24,921.		

Hispanics and non-Hispanic Blacks represented more than 75% of all navigated patients.

Number of Patients, by Race/Ethnicity

■ White
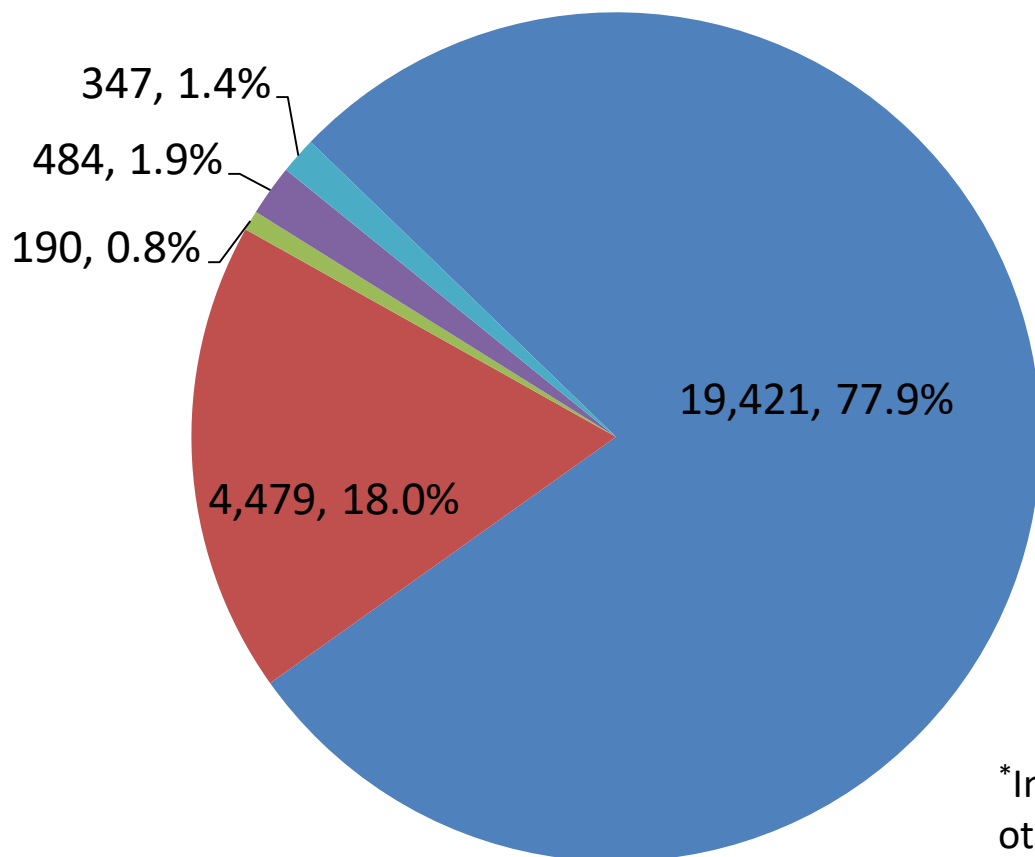
■ Black

■ Hispanic

■ Other

N=24,921

3,340, 13.4%

8,412, 33.8%

2,407, 9.7%

10,762, 43.2%

Nearly 80% of all navigated patients were self-pay or uninsured.

Insurance Status	N	%
Self-Pay/Uninsured	19,421	77.9
Medicaid	4,479	18.0
Medicare	190	0.8
Commercial	484	1.9
Other*	347	1.4

NOTE: Total number (N) of distinct patients = 24,921.
*Includes workers' compensation, CHAMPUS, other government, liability, institutional, charity transfer, international, research.

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Nearly 80% of all navigated patients were self-pay or uninsured.

347, 1.4%
484, 1.9%
190, 0.8%
4,479, 18.0%
19,421, 77.9%

Number of Patients, by Insurance Status

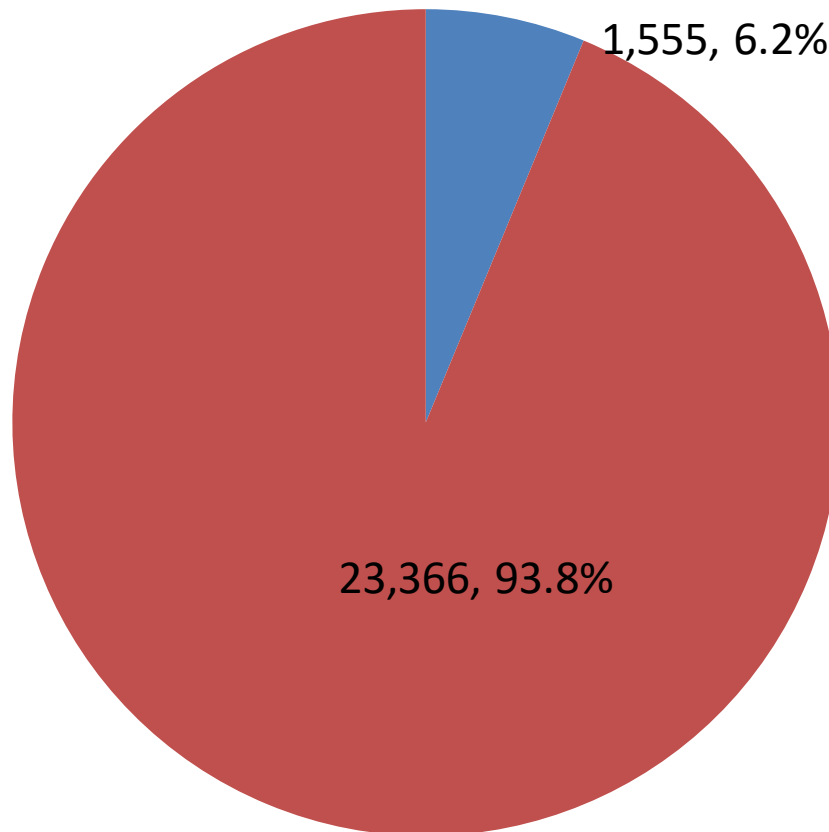- Self-Pay/Uninsured
- Medicaid
- Medicare
- Commercial
- Other*

N=24,921

*Includes workers' compensation, CHAMPUS, other government, liability, institutional, charity transfer, international, research.

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Less than 10% of navigated patients were employed.

Gender	N	%
Employed	1,555	6.2
Unemployed	23,366	93.8
NOTE: Total number (N) of distinct patients = 24,921.		

Less than 10% of navigated patients were employed.

1,555, 6.2%

23,366, 93.8%

Number of Patients, by Employment Status

■ Employed

■ Unemployed

N=24,921

Observation Period:
6 Months Pre-Post

Distinct number of navigated patients returning to MH EDs decreased post-intervention, including patients with 5+ pre-intervention visits.

6 Months Pre-, Post-Intervention

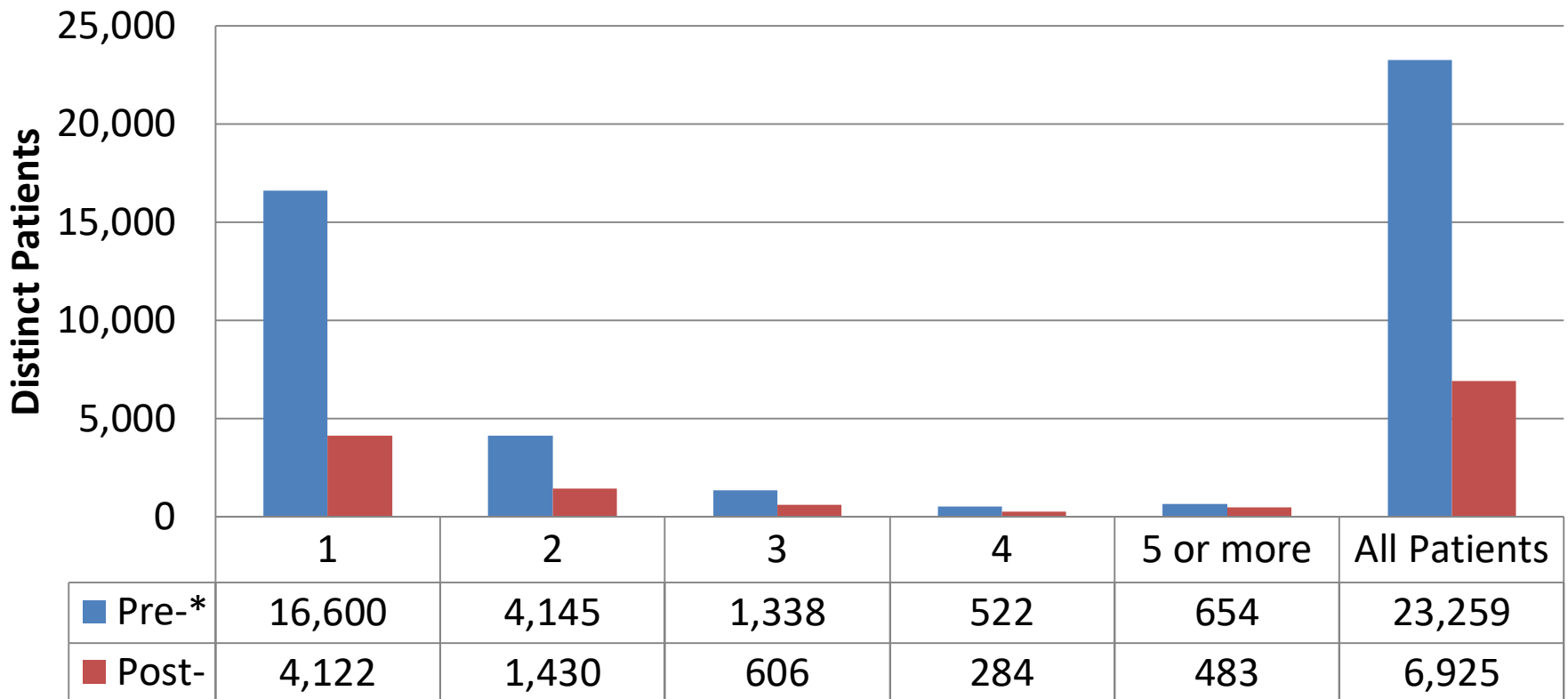| Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	16,600	4,122	-75.2%
2	4,145	1,430	-65.5%
3	1,338	606	-54.7%
4	522	284	-45.6%
5 or more	654	483	-26.1%
Total patients (N)	23,259	6,925	-70.2%

Distinct number of navigated patients returning to MH EDs decreased post-intervention, including patients with 5+ pre-intervention visits.

6 months Pre-, Post-Intervention

	1	2	3	4	5 or more	All Patients
Pre-*	16,600	4,145	1,338	522	654	23,259
Post-	4,122	1,430	606	284	483	6,925

Mean visits to MH EDs by navigated patients decreased significantly* from pre- to post-intervention.

6 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	Standard Error
1 visit** (N=16,600)	1.00	0.34	-0.66*	0.006
2 visits (N=4,145)	2.00	0.69	-1.31*	0.018
3 visits (N=1,338)	3.00	1.18	-1.82*	0.053
4 visits (N=522)	4.00	1.477	-2.23*	0.106
5 or more visits (N=654)	8.39	5.13	-3.26*	0.231
Total patients (N=23,259)	1.57	0.62	-0.95*	0.010

*Mean difference significant at alpha <0.001.
**Visit occurred on day of intervention.

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Mean visits to MH EDs by navigated patients decreased significantly* from pre- to post-intervention.
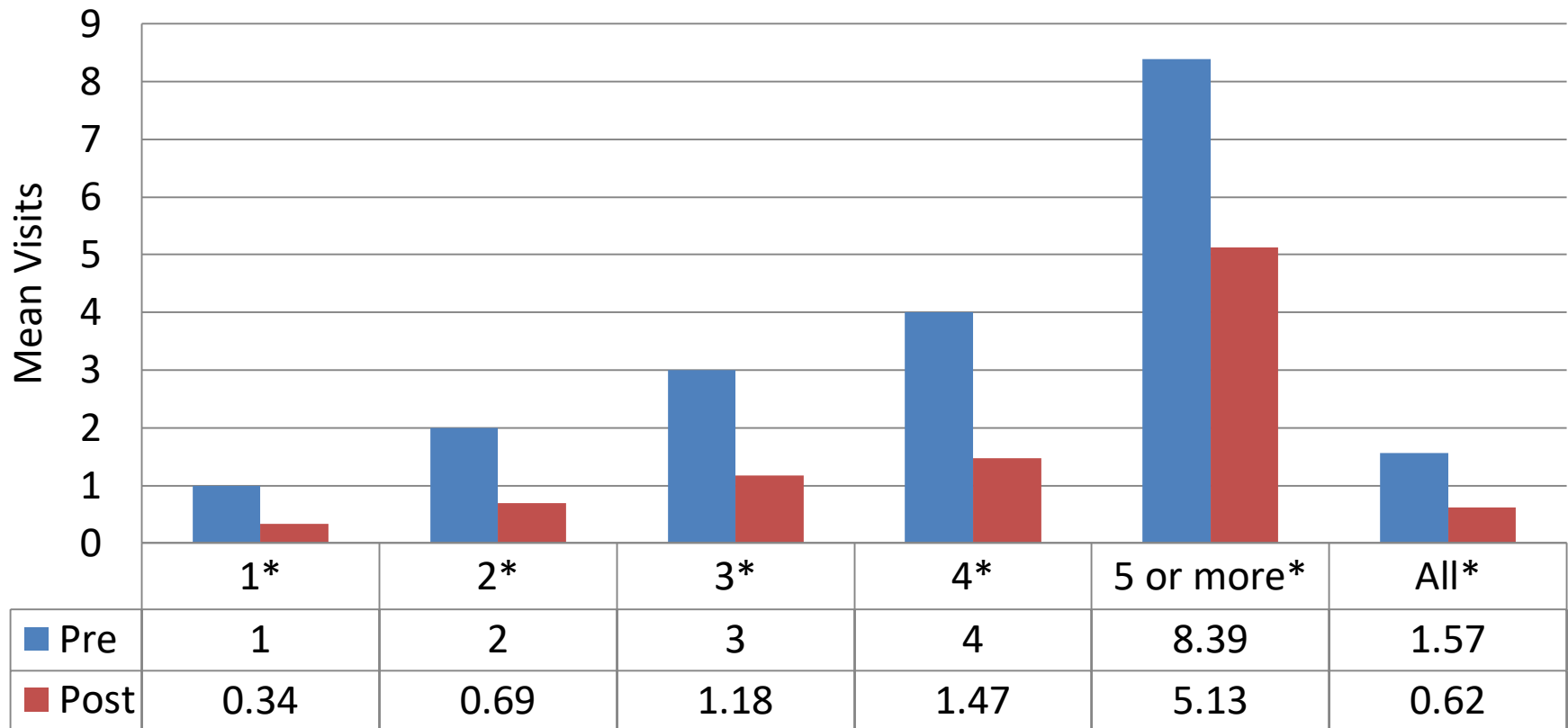
6 Months Pre-, Post-Intervention

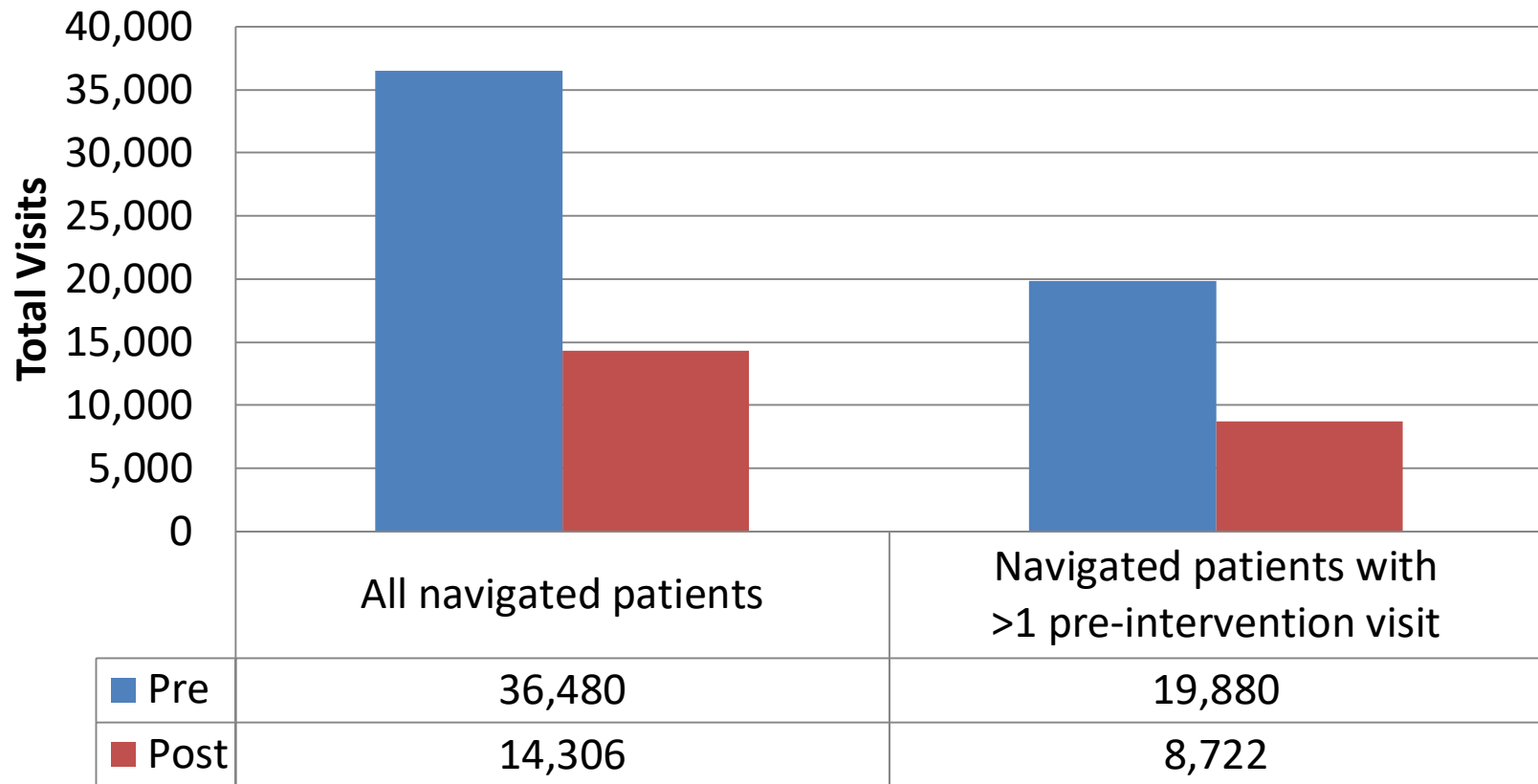|	1*	2*	3*	4*	5 or more*	All*
Pre	1	2	3	4	8.39	1.57
Post	0.34	0.69	1.18	1.47	5.13	0.62

*Mean differences significant at alpha <0.001.

Total visits to MH EDs by navigated patients decreased from pre- to post-intervention.

6 Months Pre-, Post-Intervention

	All navigated patients	Navigated patients with >1 pre-intervention visit
▇ Pre	36,480	19,880
▇ Post	14,306	8,722

Observation Period:
12 Months Pre-Post

Navigated patients returning to MH EDs decreased post-intervention, including patients with 5+ pre-intervention visits.
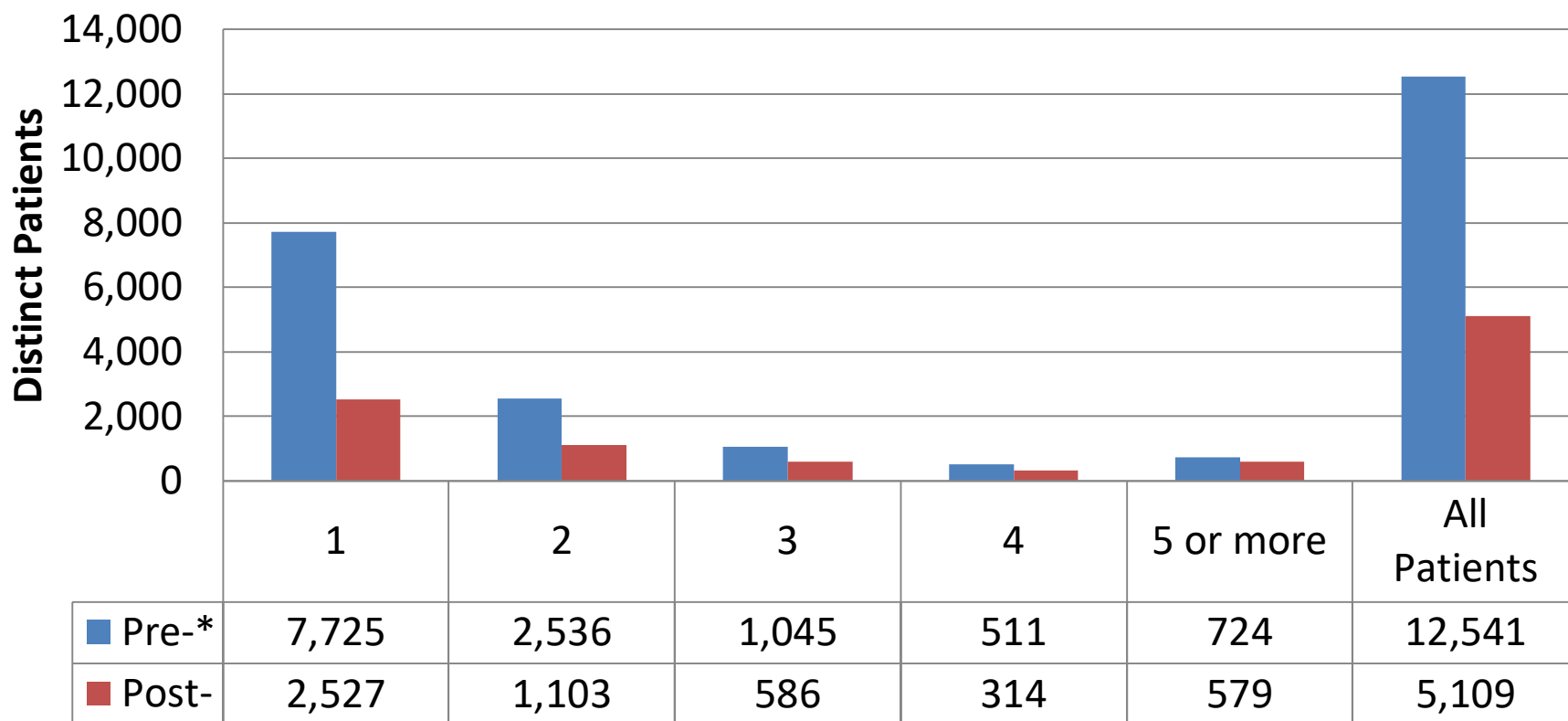
12 Months Pre-, Post-Intervention

Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	7,725	2,527	-67.3%
2	2,536	1,103	-56.5%
3	1,045	586	-43.9%
4	511	314	-38.6%
5 or more	724	579	-20.0%
Total patients (N)	12,541	5,109	-59.3%

*Day of intervention visit included in pre-intervention total.

Distinct number of navigated patients returning to MH EDs decreased post-intervention, including patients with 5+ pre-intervention visits.

12 Months Pre-, Post-Intervention

	1	2	3	4	5 or more	All Patients
Pre-*	7,725	2,536	1,045	511	724	12,541
Post-	2,527	1,103	586	314	579	5,109

*Day of intervention visit included in pre-intervention total.

Mean visits to MH EDs by navigated patients decreased significantly* from pre- to post-intervention, including those with 5+ pre-intervention visits.

12 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	Standard Error
1** visit (N=7,725)	1.00	0.52	-0.48*	0.013
2 visits (N=2,536)	2.00	1.00	-1.00*	0.031
3 visits (N=1,045)	3.00	1.59	-1.41*	0.068
4 visits (N=511)	4.00	2.08	-1.92*	0.114
5 or more visits (N=724)	8.95	5.36	-3.59*	0.275
Total patients (N=12,541)	1.95	1.05	-0.90*	0.021

*Mean difference significant at alpha <0.001.
**Visit occurred on day of intervention.

Mean visits to MH EDs by navigated patients decreased significantly* from pre- to post-intervention, including those with 5+ pre-intervention visits.
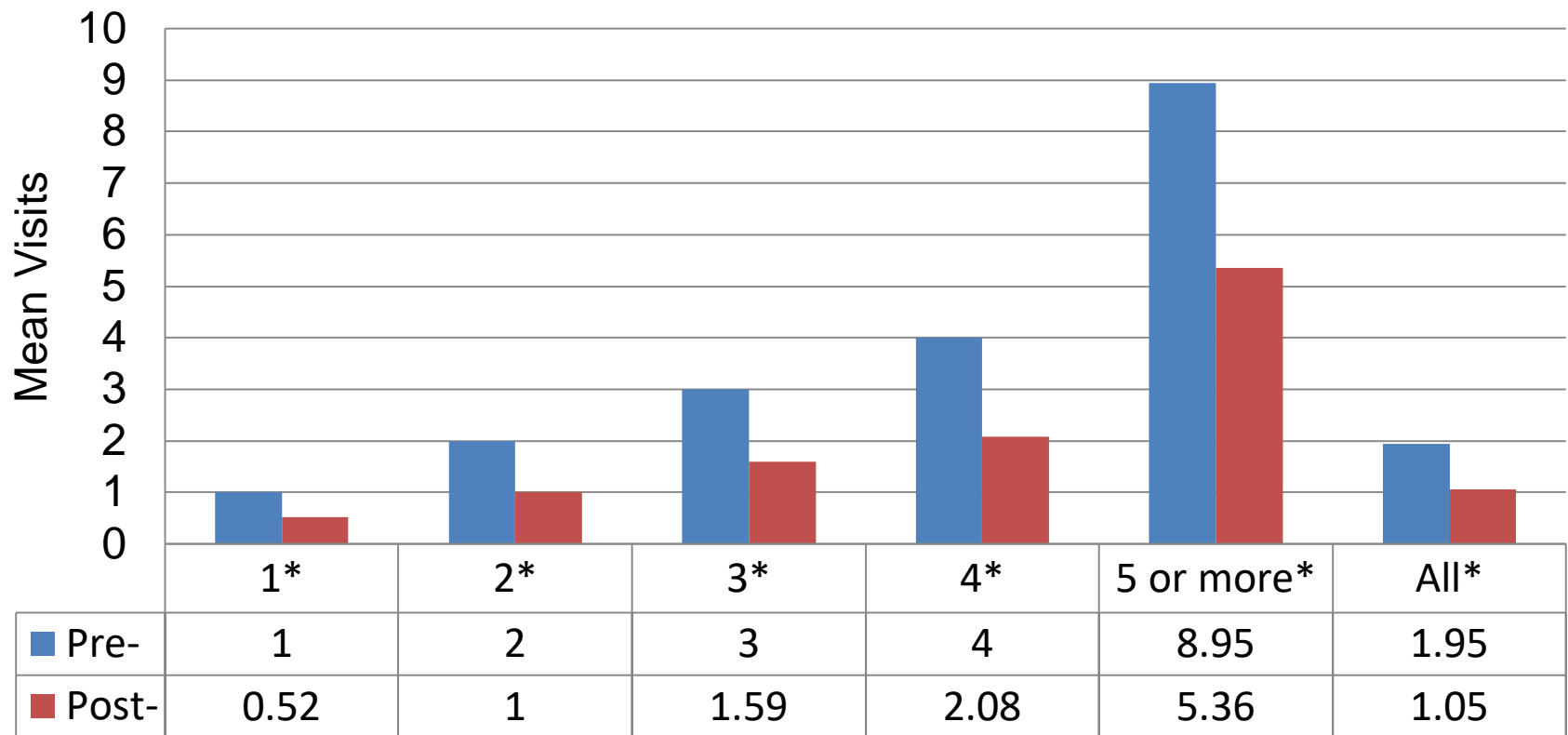
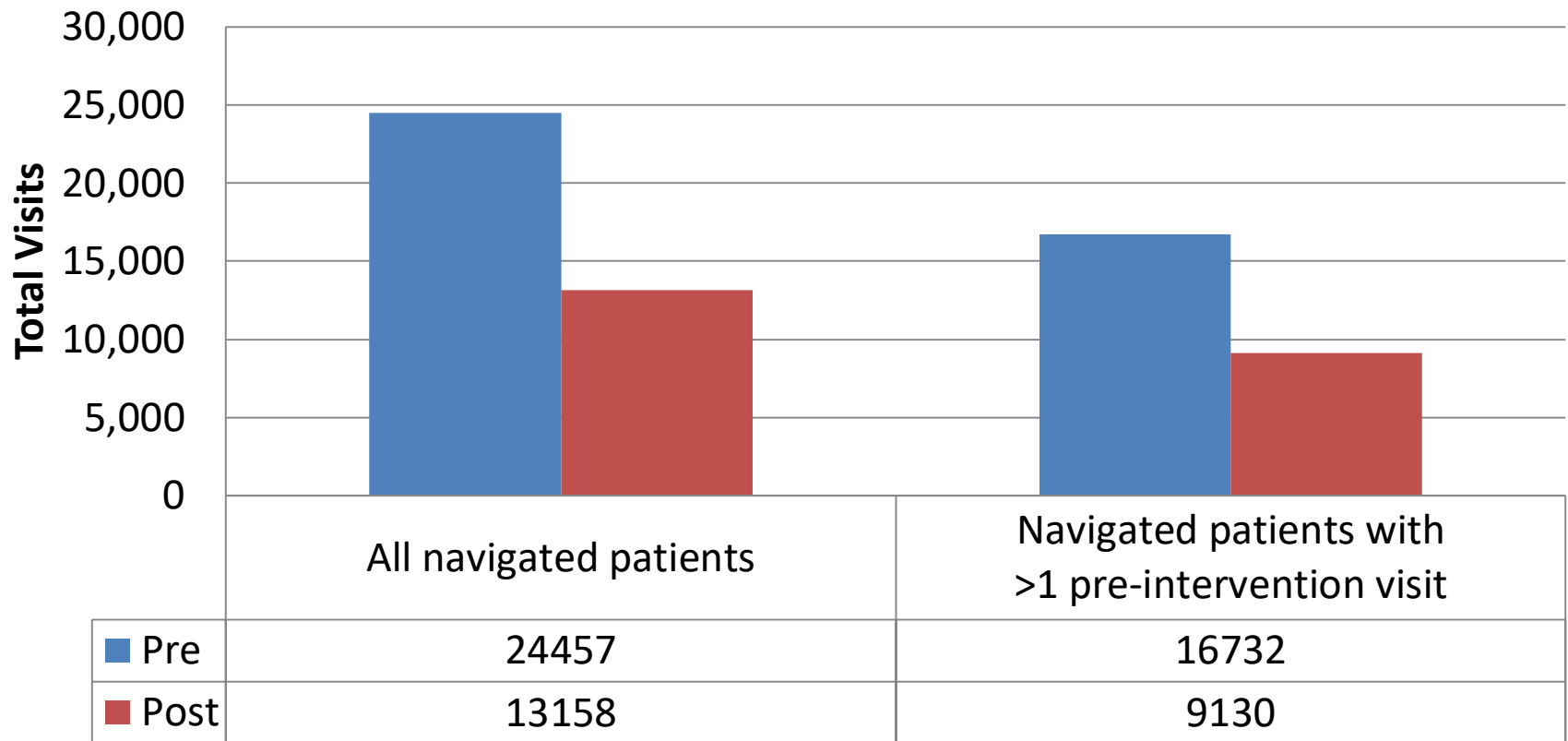## 12 Months Pre-, Post-Intervention

	1*	2*	3*	4*	5 or more*	All*
■ Pre-	1	2	3	4	8.95	1.95
■ Post-	0.52	1	1.59	2.08	5.36	1.05

*Mean differences significant at alpha <0.001.

Total visits to MH EDs by navigated patients decreased from pre- to post-intervention.

12 Months Pre-, Post-Intervention

	All navigated patients	Navigated patients with >1 pre-intervention visit
■ Pre	24457	16732
■ Post	13158	9130

23

Observation Period:
18 Months Pre-Post

Navigated patients returning to MH EDs decreased post-intervention, including patients with 5+ pre-intervention visits.
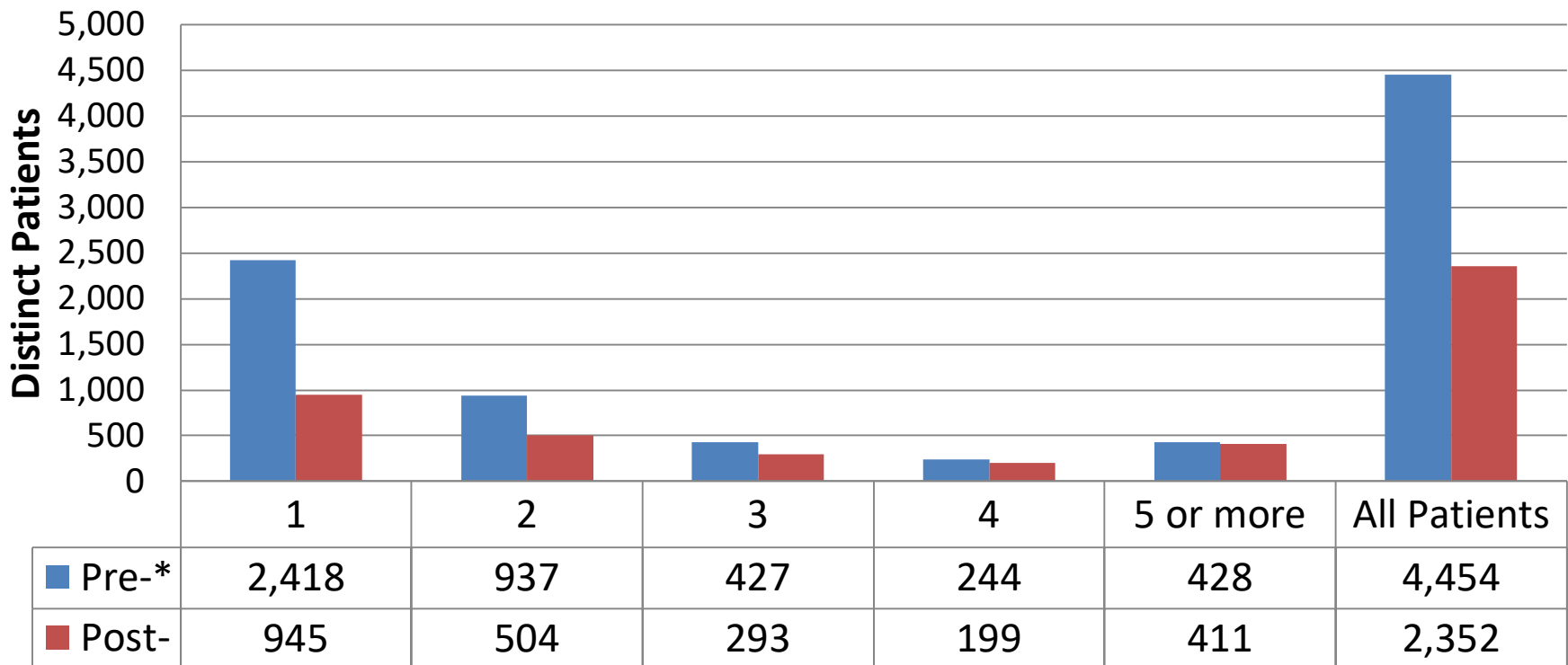
18 Months Pre-, Post-Intervention

Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	2,418	945	-60.9%
2	937	504	-46.2%
3	427	293	-31.4%
4	244	199	-18.4%
5 or more	428	411	-4.0%
Total patients (N)	4,454	2,352	-47.2%

*Day of intervention visit included in pre-intervention total.

Navigated patients returning to MH EDs *decreased* post-intervention, including patients with 5+ pre-intervention visits.

18 Months Pre-, Post-Intervention

	1	2	3	4	5 or more	All Patients
Pre-*	2,418	937	427	244	428	4,454
Post-	945	504	293	199	411	2,352

*Day of intervention visit included in pre-intervention total.

Mean visits to MH EDs by navigated patients *decreased* significantly* from pre- to post-intervention, including those with 5+ pre-intervention visits.

18 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	Standard Error
1 visit** (N=2,418)	1.00	0.80	-0.20*	0.038
2 visits (N=937)	2.00	1.42	-0.58*	0.064
3 visits (N=427)	3.00	2.07	-0.93*	0.124
4 visits (N=244)	4.00	2.89	-1.11*	0.225
5 or more visits (N=428)	9.79	6.31	-3.48*	0.485
Total patients (N=4,454)	2.41	1.70	-0.71*	0.057

*Mean difference significant at alpha <0.001.
**Visit occurred on day of intervention.

Mean visits to MH EDs by navigated patients *decreased* significantly* from pre- to post-intervention, including those with 5+ pre-intervention visits.
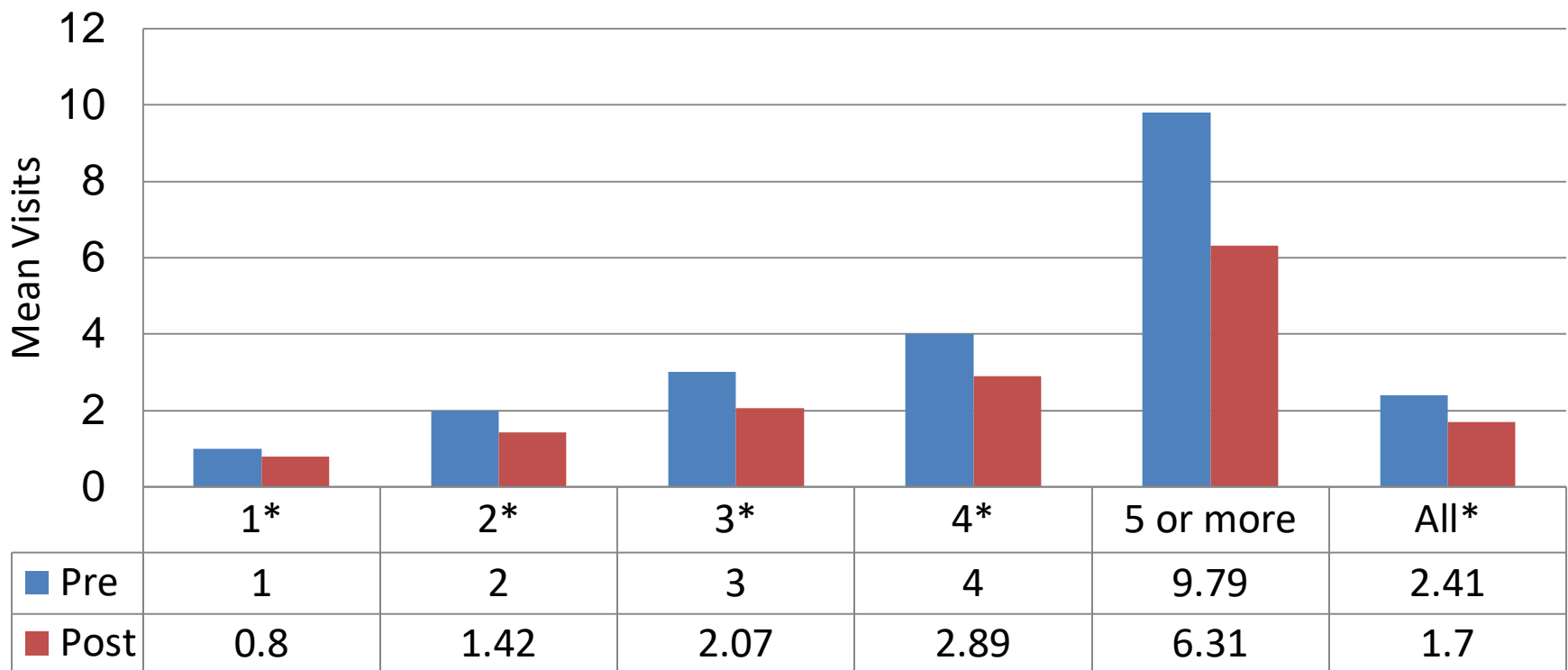
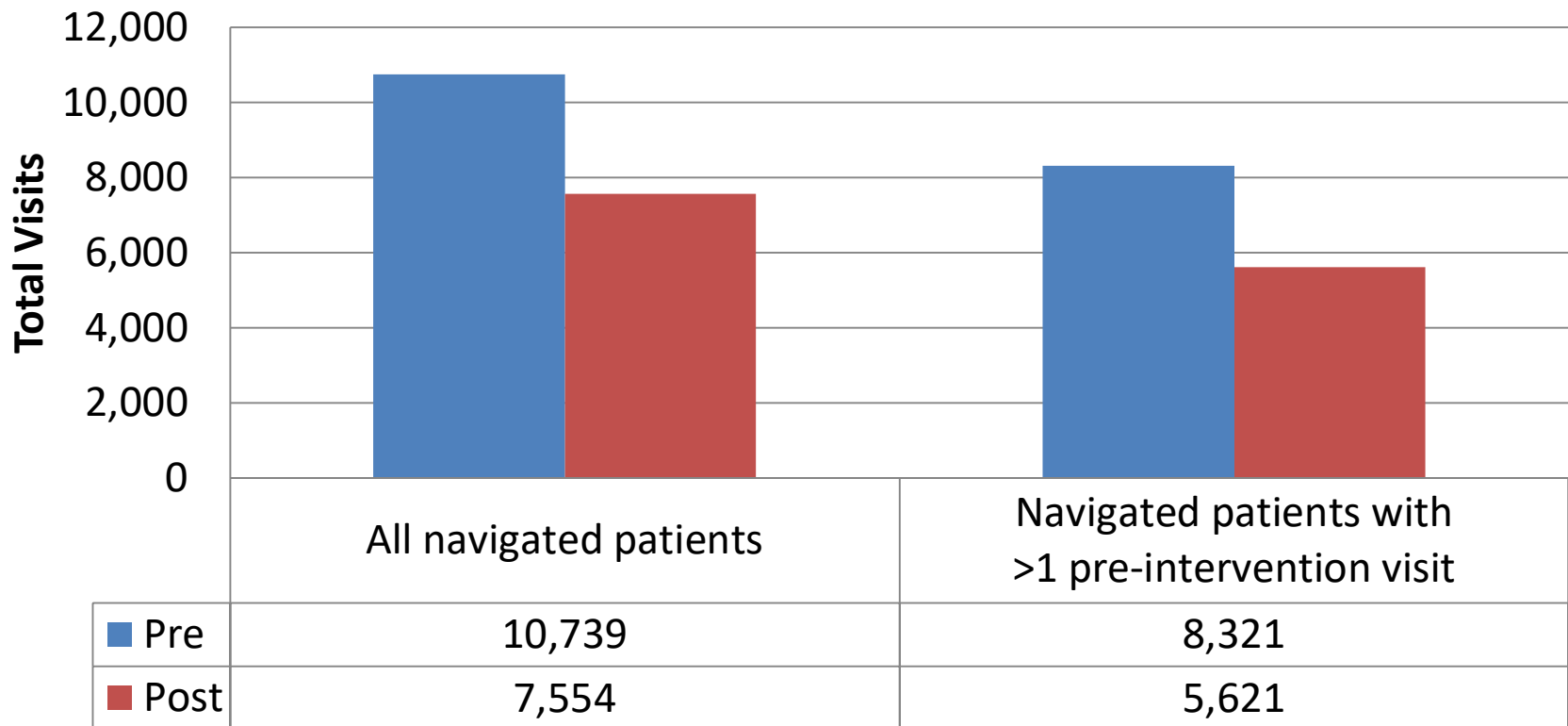**18 Months Pre-, Post-Intervention**

	1*	2*	3*	4*	5 or more	All*
Pre	1	2	3	4	9.79	2.41
Post	0.8	1.42	2.07	2.89	6.31	1.7

*Mean differences significant at alpha <0.001.

Total visits to MH EDs by navigated patients decreased from pre- to post-intervention.

18 Months Pre-, Post-Intervention

	All navigated patients	Navigated patients with >1 pre-intervention visit
Pre	10,739	8,321
Post	7,554	5,621

ER Navigation Program
Analytic Sample Sizes by Observation Period

Observation Period	(N)
< 6 months pre-post (excluded)	1,662
6 months pre-post	23,259
12 months pre-post	12,541
18 months pre-post	4,454
NOTE: Total number (N) of distinct patients = 24,921. Observation periods are not mutually exclusive categories.	

Appendix-6 Month Data

Pre-Intervention (Pre-X) Visit Category	[2]Distinct Patients (N)	[3]Pre-X Visits	[4]Post-X Visits	Pre-X Mean	Post-X Mean
1 visit[1]	16,600	16,600	5,584	1.00	0.34
2 visits	4,145	8,290	2,866	2.00	0.69
3 visits	1,338	4,014	1,576	3.00	1.18
4 visits	522	2,088	923	4.00	1.77
5 or more visits	654	5,488	3,357	8.39	5.13
Total patients	23,259	36,480	14,306	1.57	0.62

NOTE: 1) visit occurred on day of intervention; 2) denominator; 3) numerator for pre-intervention mean; 4) numerator for post-intervention mean.

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Appendix-12 Month Data

Pre-intervention (Pre-X) Visit Category	[2]Distinct Patients (N)	[3]Pre-X Visits	[4]Post-X Visits	Pre-X Mean	Post-X Mean
1 visit[1]	7,725	7,725	4,028	1.00	0.52
2 visits	2,536	5,072	2,527	2.00	1.00
3 visits	1,045	3,135	1,660	3.00	1.59
4 visits	511	2,044	1,064	4.00	2.08
5 or more visits	724	6,481	3,879	8.95	5.36
Total patients	12,541	24,457	13,158	1.95	1.05

NOTE: 1) visit occurred on day of intervention; 2) denominator; 3) numerator for pre-intervention mean; 4) numerator for post-intervention mean.

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Appendix-18 Month Data

Pre-intervention (Pre-X) Visit Category	[2]Distinct Patients (N)	[3]Pre-X Visits	[4]Post-X Visits	Pre-X Mean	Post-X Mean
1 visit[1]	2,418	2,418	1,933	1.00	0.80
2 visits	937	1,874	1,329	2.00	1.42
3 visits	427	1,281	886	3.00	2.07
4 visits	244	976	704	4.00	2.89
5 or more visits	428	4,190	2,702	9.79	6.31
Total patients	4,454	10,739	7,554	2.41	1.70

NOTE: 1) visit occurred on day of intervention; 2) denominator; 3) numerator for pre-intervention mean; 4) numerator for post-intervention mean.

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