Memorial Hermann Community Benefit Corporation

ER Navigation Program:
Combined Report

Includes observations through 07/19/2021
Report Date: 10/2020
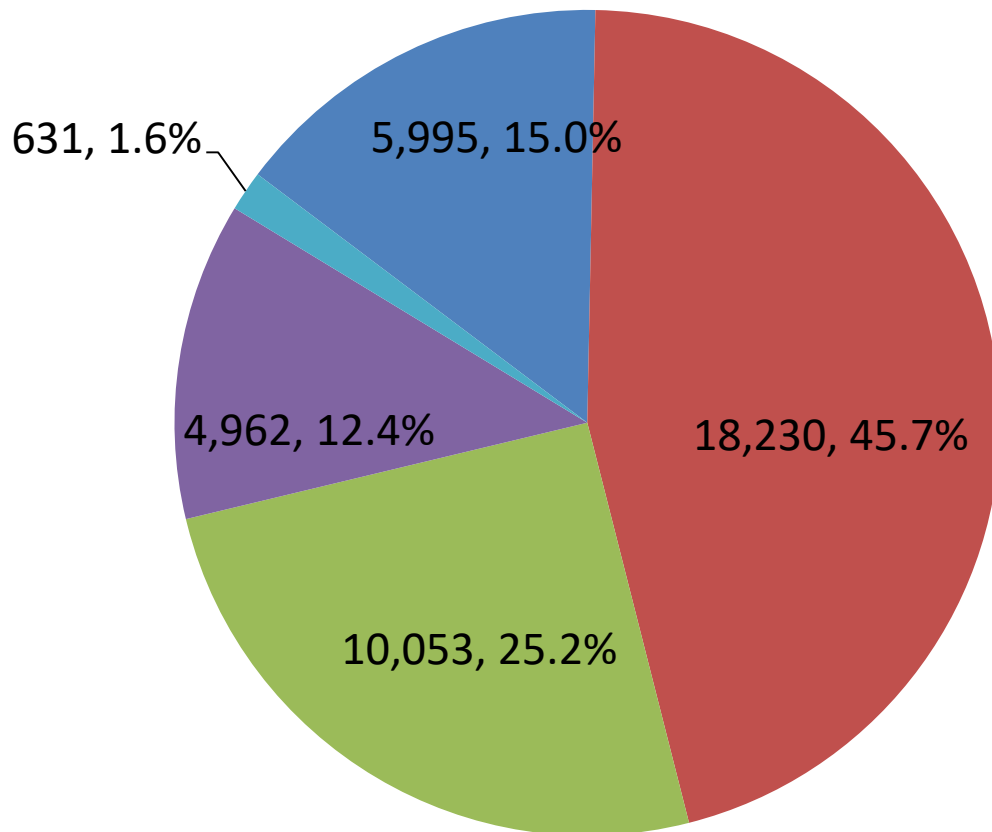
Individuals aged 18 to 49 years represented more than 70 percent of all navigated patients.

Age Group	N	%
0-17 years	5,995	15.0
18-34 years	18,230	45.7
35-49 years	10,053	25.2
50-64 years	4,962	12.5
65 years and older	631	1.6
Total	39,871	100.0
NOTE: Total number (N) of distinct patients = 39,871.		

Individuals aged 18 to 49 years represented more than 70 percent of all navigated patients.
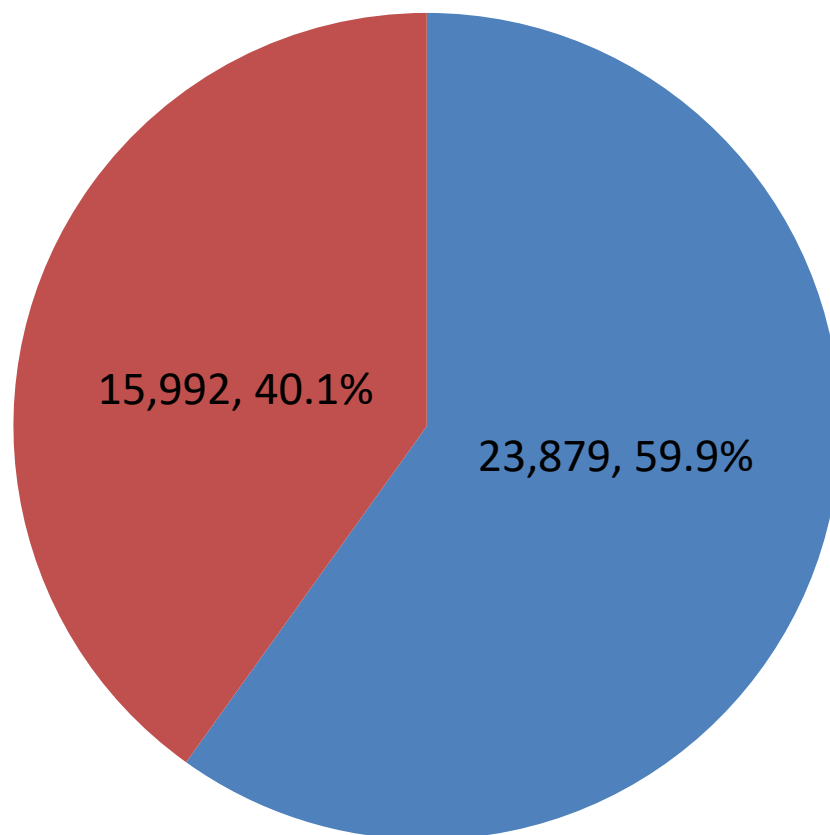

Number of Patients, by Age Group

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

N=39,871

5,995, 15.0%

631, 1.6%

4,962, 12.4%

18,230, 45.7%

10,053, 25.2%

Approximately 60% of navigated patients were female.

Gender	N	%
Female	23,879	59.9
Male	15,992	40.1
NOTE: Total number (N) of distinct patients = 39,871		

Approximately 60% of navigated patients were female.
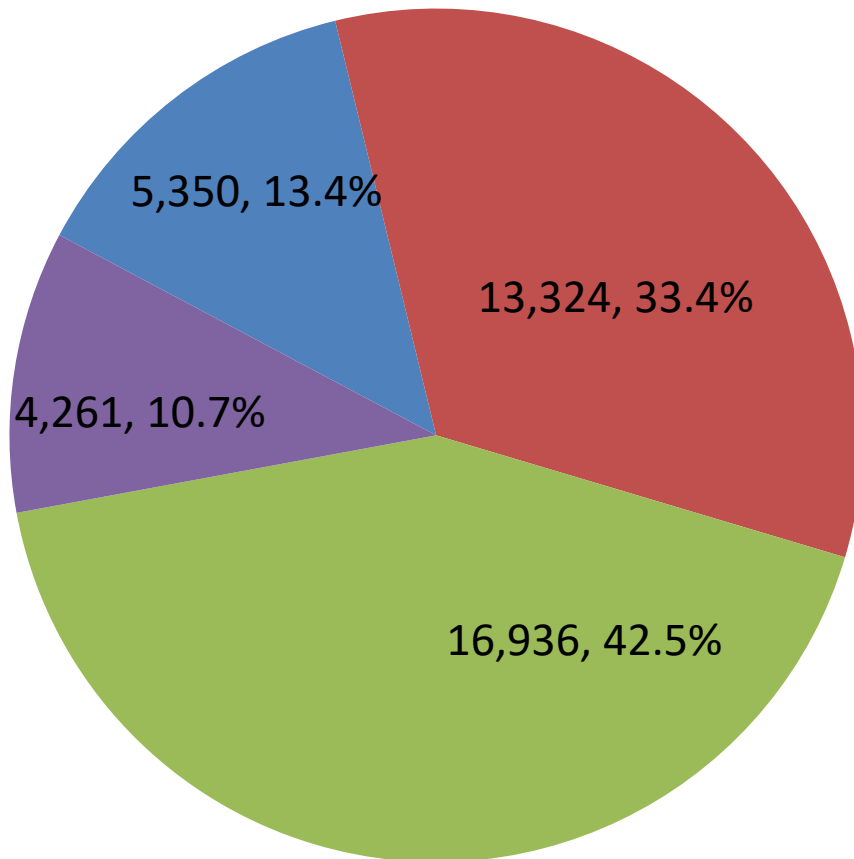

Number of Patients, by Gender

■ Female ■ Male

15,992, 40.1%

23,879, 59.9%

N=39,871

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

Race/Ethnicity	N	%
White	5,350	13.4
Black	13,324	33.4
Hispanic	16,936	42.5
Other	4,261	10.7
NOTE: Total number (N) of distinct patients = 39,871.		

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

Number of Patients, by Race/Ethnicity

- White
- Black
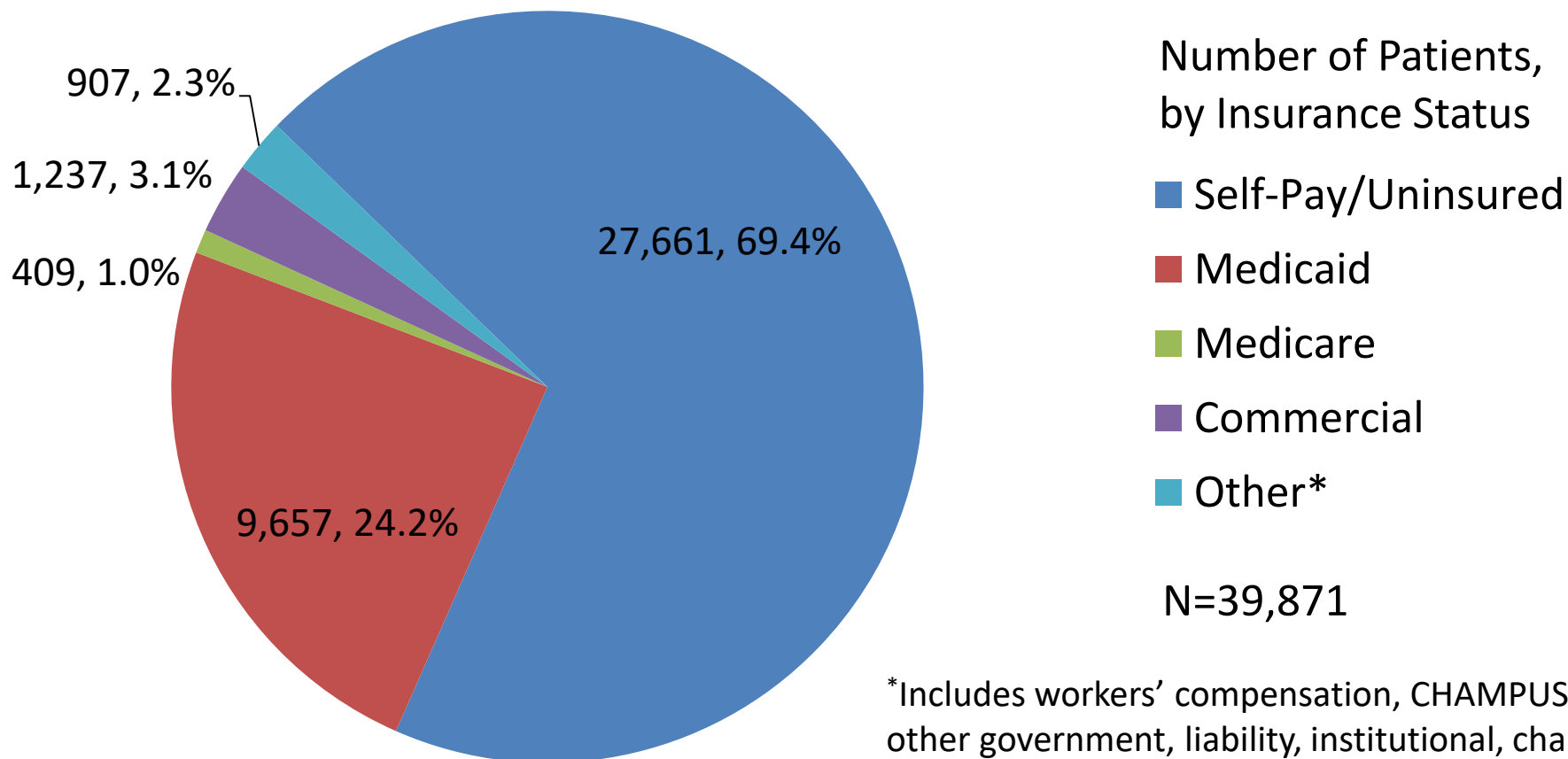- Hispanic
- Other

N=39,871

5,350, 13.4%
13,324, 33.4%
4,261, 10.7%
16,936, 42.5%

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Nearly 70% of all navigated patients were self-pay or uninsured.

Insurance Status	N	%
Self-Pay/Uninsured	27,661	69.4
Medicaid	9,657	24.2
Medicare	409	1.0
Commercial	1,237	3.1
Other*	907	2.3

NOTE: Total number (N) of distinct patients = 39,871.
*Includes workers' compensation, CHAMPUS, other government, liability, institutional, charity transfer, international, research.

Nearly 70% of all navigated patients were self-pay or uninsured.

907, 2.3%

1,237, 3.1%

409, 1.0%

27,661, 69.4%

9,657, 24.2%

Number of Patients, by Insurance Status

■ Self-Pay/Uninsured

■ Medicaid

■ Medicare

■ Commercial

■ Other*

N=39,871
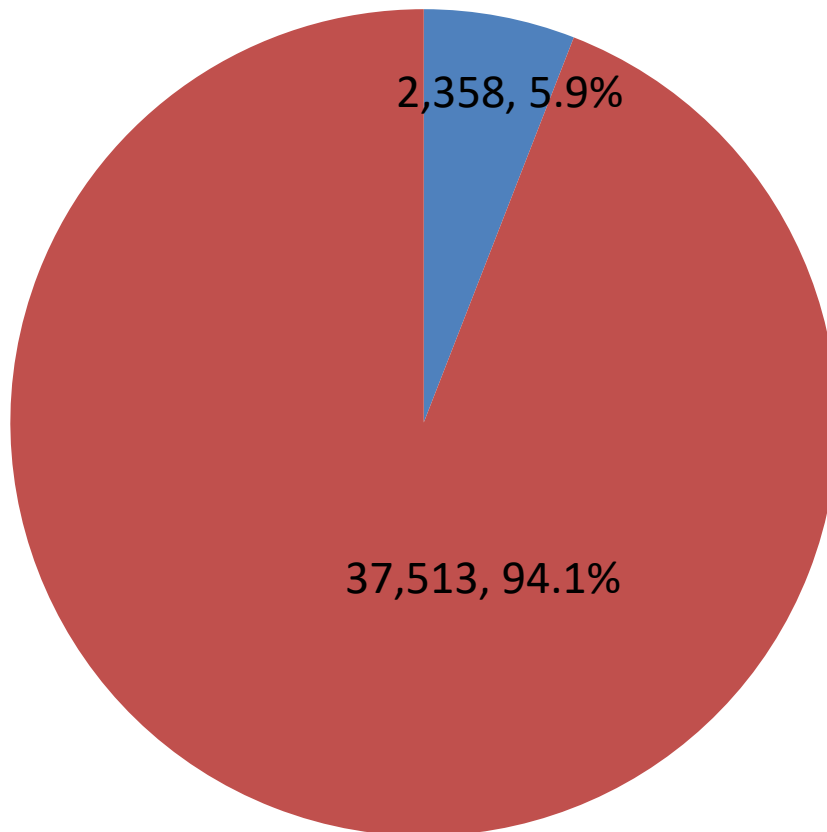
*Includes workers' compensation, CHAMPUS, other government, liability, institutional, charity transfer, international, research.

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Nearly 95% of navigated patients were unemployed.

Gender	N	%
Employed	2,358	5.9
Unemployed	37,513	94.1

NOTE: Total number (N) of distinct patients = 39,871.

Nearly 95% of navigated patients were unemployed.

Number of Patients, by Employment Status

2,358, 5.9%

37,513, 94.1%

- Employed
- Unemployed

N=39,871

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

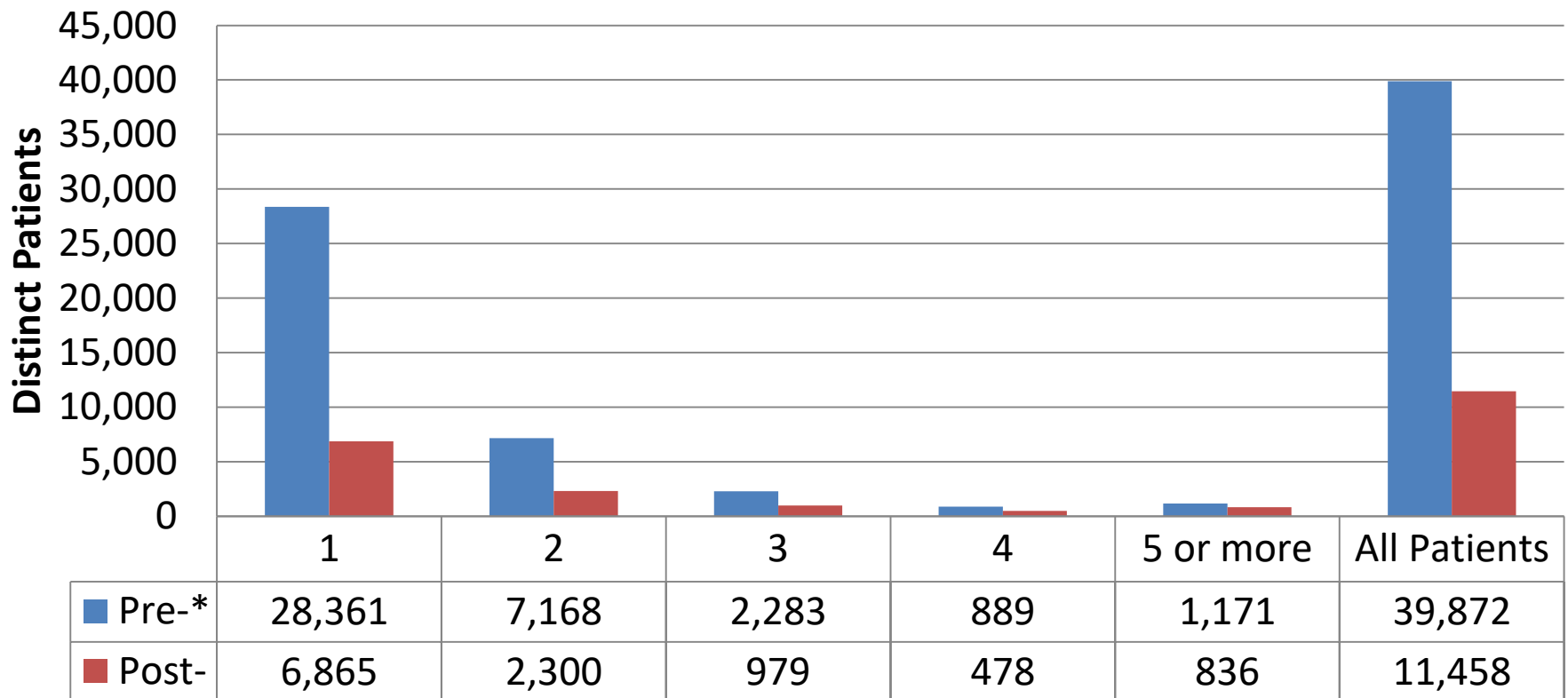| Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	28,361	6,865	-75.8%
2	7,168	2,300	-67.9%
3	2,283	979	-57.1%
4	889	478	-46.2%
5 or more	1,171	836	-28.6%
Total patients (N)	39,872	11,458	-71.3%

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-*	28,361	7,168	2,283	889	1,171	39,872
Post-	6,865	2,300	979	478	836	11,458

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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=28,361)	1.00	0.32	-0.68*	0.005
2 visits (N=7,168)	2.00	0.66	-1.34*	0.014
3 visits (N=2,283)	3.00	1.13	-1.87*	0.040
4 visits (N=522)	4.00	1.79	-2.21*	0.086
5 or more visits (N=654)	8.01	4.96	-3.05*	0.162
Total patients (N=39,872)	1.57	0.60	-0.97*	0.008

*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.
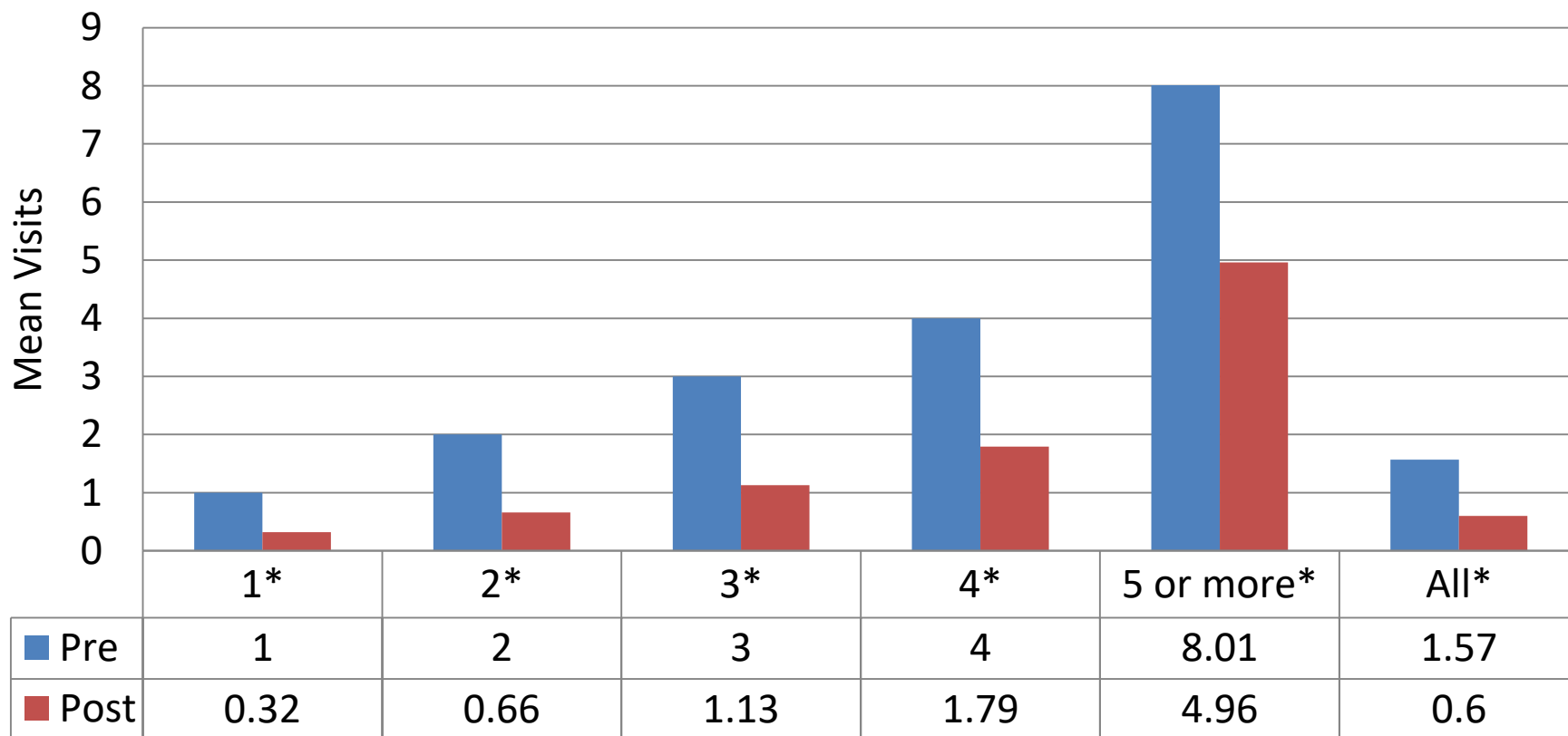
6 Months Pre-, Post-Intervention

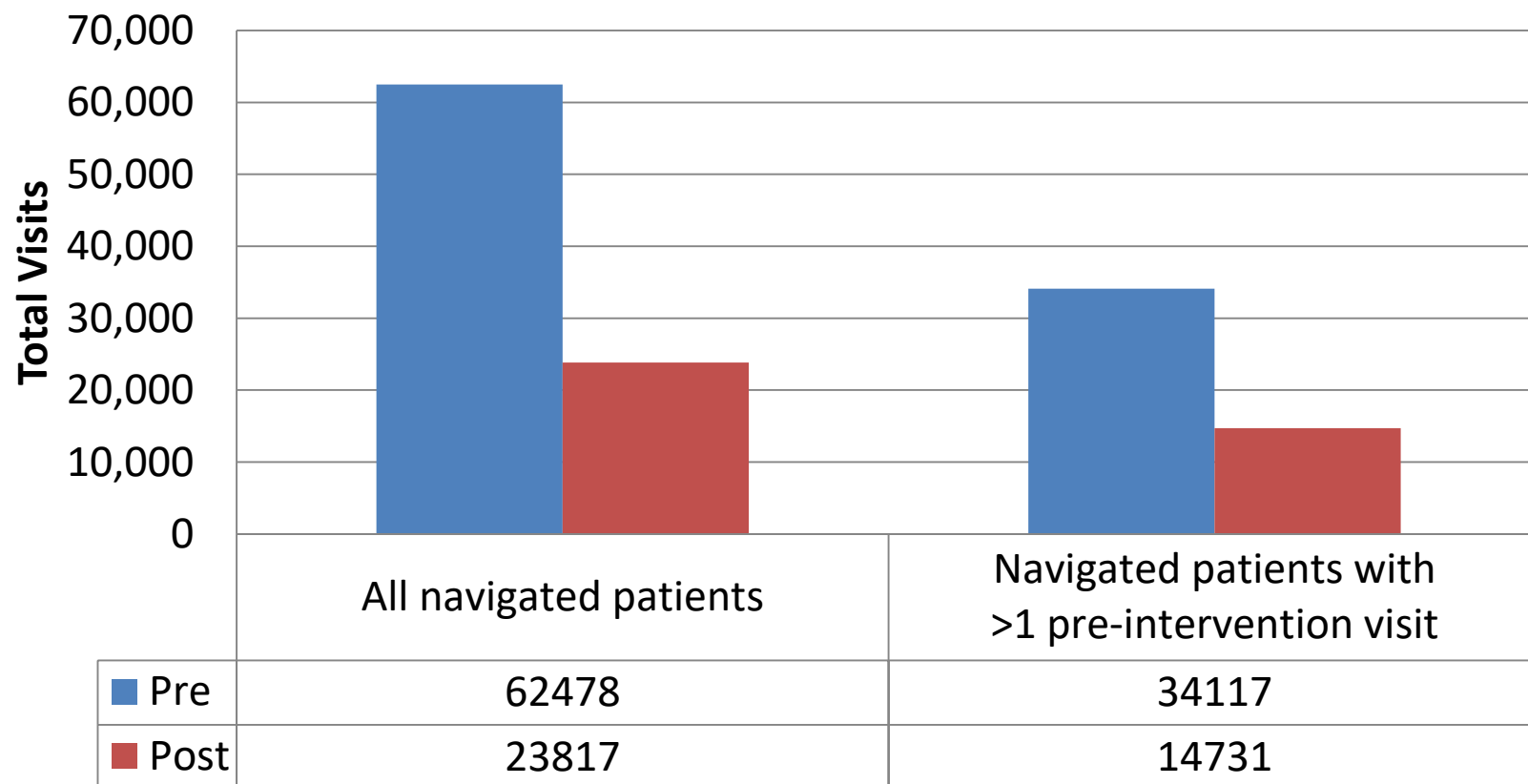|	1*	2*	3*	4*	5 or more*	All*
Pre	1	2	3	4	8.01	1.57
Post	0.32	0.66	1.13	1.79	4.96	0.6

*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	62478	34117
Post	23817	14731

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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	18,812	5,912	-68.6%
2	6,212	2,446	-60.6%
3	2,590	1,161	-55.2%
4	1,215	617	-49.2%
5 or more	1,853	1,279	-31.0%
Total patients (N)	30,682	11,415	-62.8%

*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.
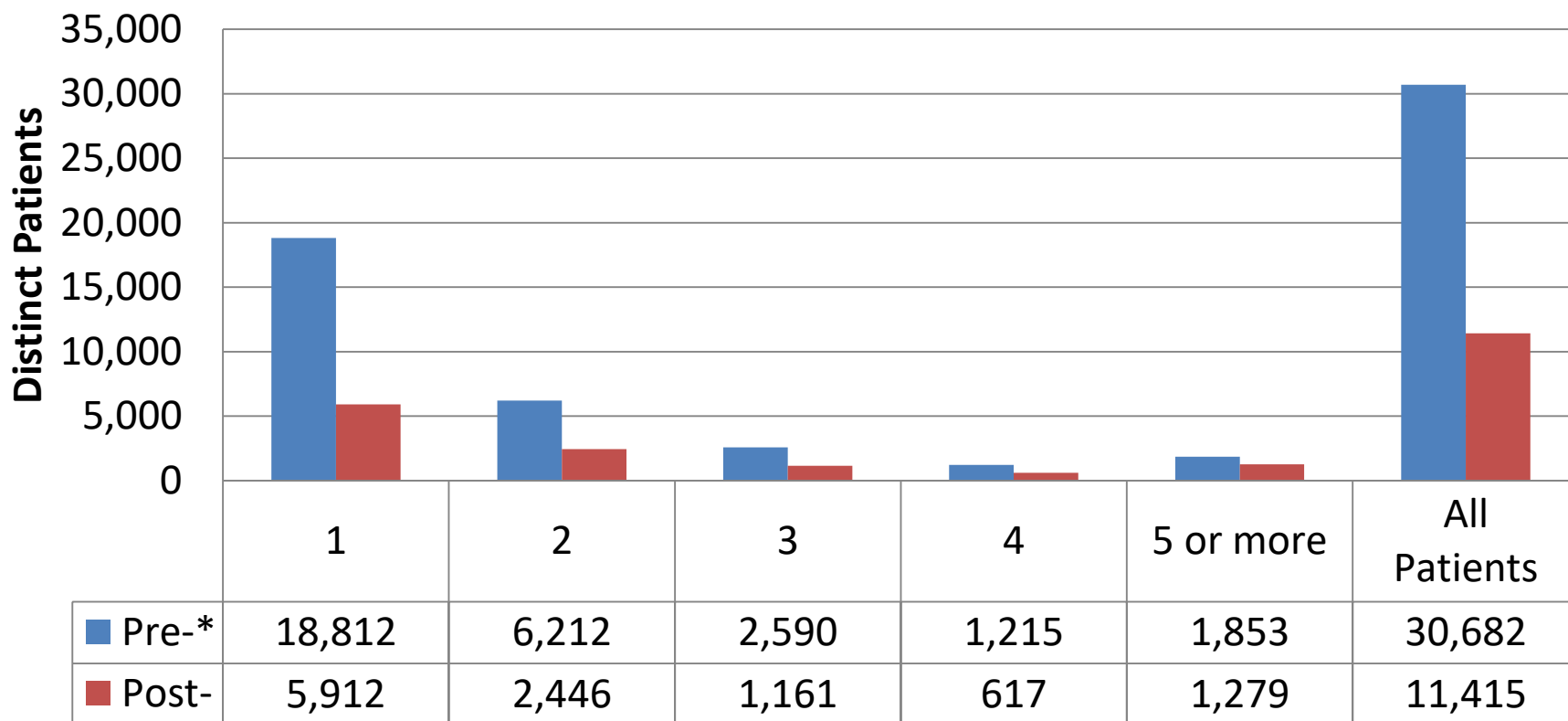
12 Months Pre-, Post-Intervention

	1	2	3	4	5 or more	All Patients
Pre-*	18,812	6,212	2,590	1,215	1,853	30,682
Post-	5,912	2,446	1,161	617	1,279	11,415

*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=18,812)	1.00	0.44	-0.56*	0.008
2 visits (N=6,212)	2.00	0.85	-1.15*	0.019
3 visits (N=2,590)	3.00	1.44	-1.56*	0.045
4 visits (N=1,215)	4.00	1.69	-2.31*	0.063
5 or more visits (N=1,853)	8.45	5.13	-3.35*	0.139
Total patients (N=30,682)	1.94	0.94	-1.00*	0.012

*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.

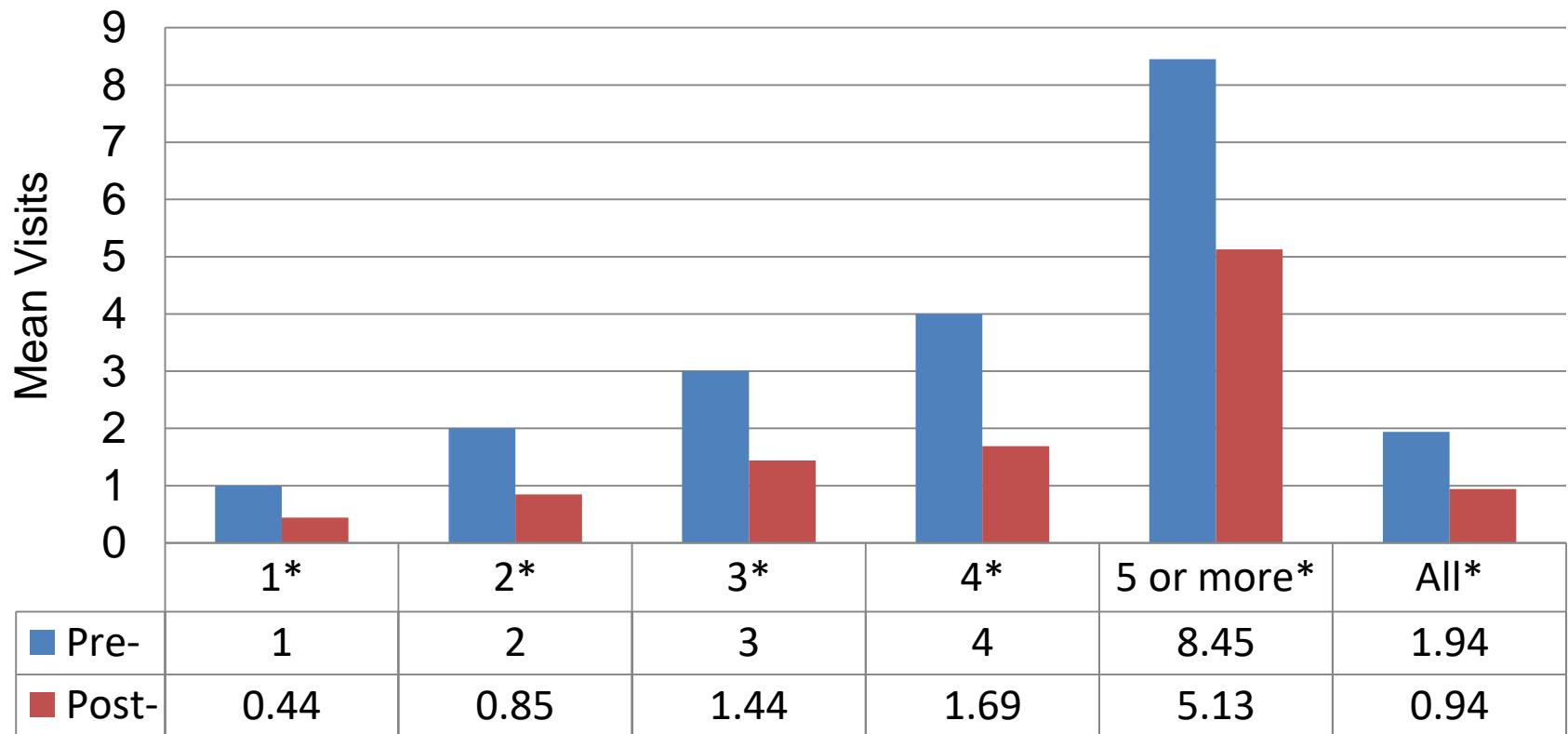## 12 Months Pre-, Post-Intervention

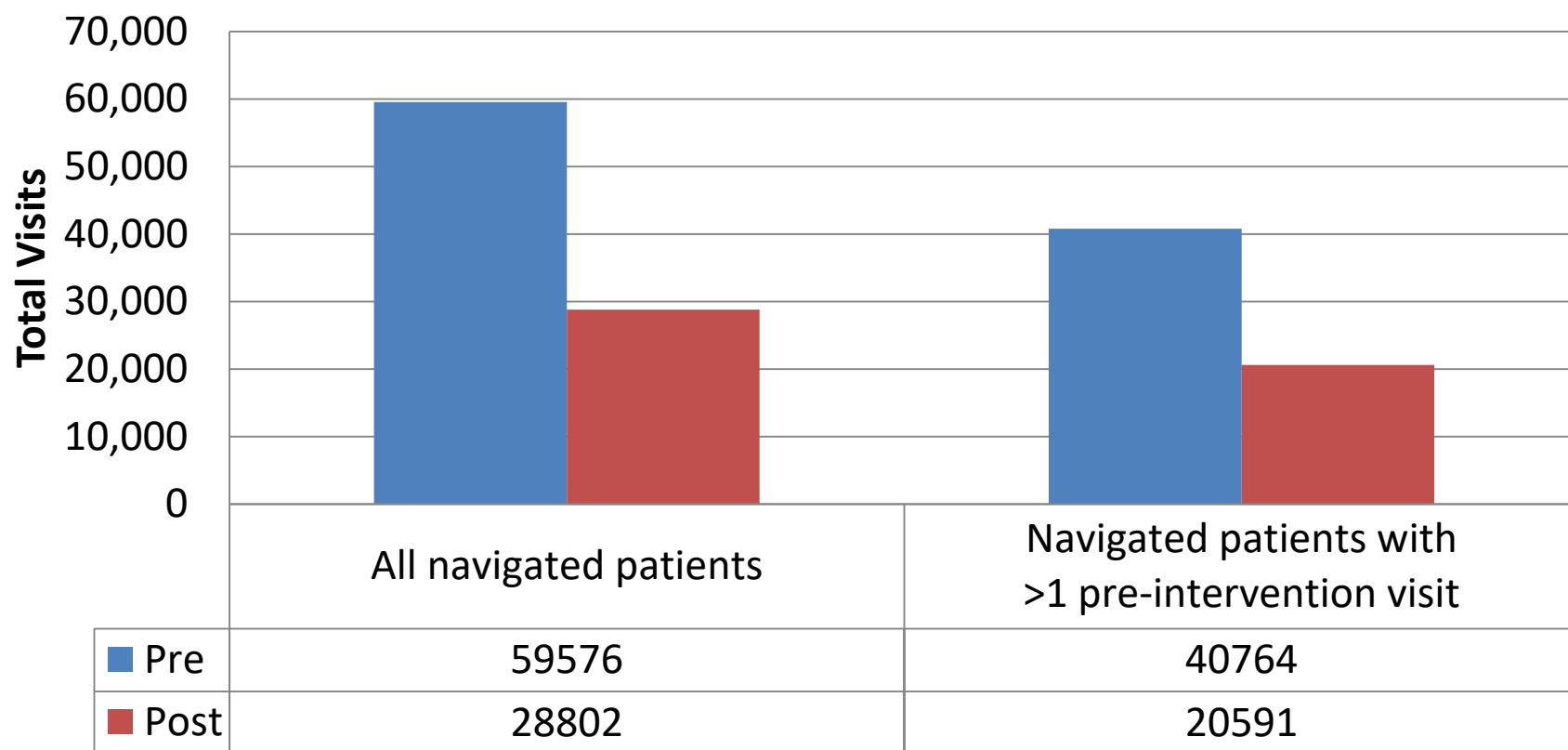|	1*	2*	3*	4*	5 or more*	All*
Pre-	1	2	3	4	8.45	1.94
Post-	0.44	0.85	1.44	1.69	5.13	0.94

*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	59576	40764
■ Post	28802	20591

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	11,609	4,152	-64.2%
2	4,305	1,935	-55.1%
3	2,025	1,008	-50.2%
4	1,030	544	-47.2%
5 or more	1,878	1,249	-33.5%
Total patients (N)	20,847	8,888	-57.4%

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

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

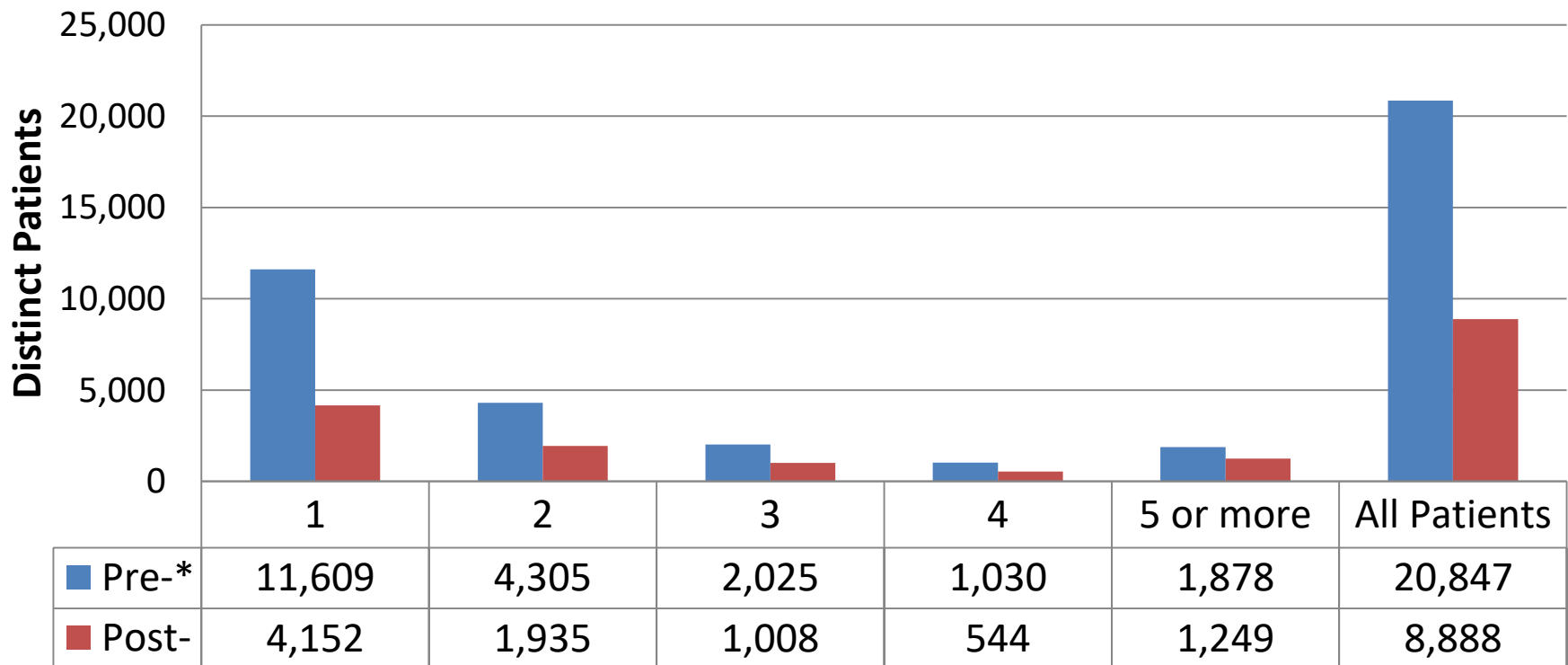## 18 Months Pre-, Post-Intervention

	1	2	3	4	5 or more	All Patients
■ Pre-*	11,609	4,305	2,025	1,030	1,878	20,847
■ Post-	4,152	1,935	1,008	544	1,249	8,888

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

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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=11,609)	1.00	0.53	-0.47*	0.011
2 visits (N=4,305)	2.00	1.01	-0.99*	0.026
3 visits (N=2,025)	3.00	1.59	-1.41*	0.054
4 visits (N=1,030)	4.00	1.92	-2.08*	0.074
5 or more visits (N=1,878)	8.78	5.14	-3.63*	0.165
Total patients (N=20,847)	2.25	1.22	-1.03*	0.019

*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, including those with 5+ pre-intervention visits.
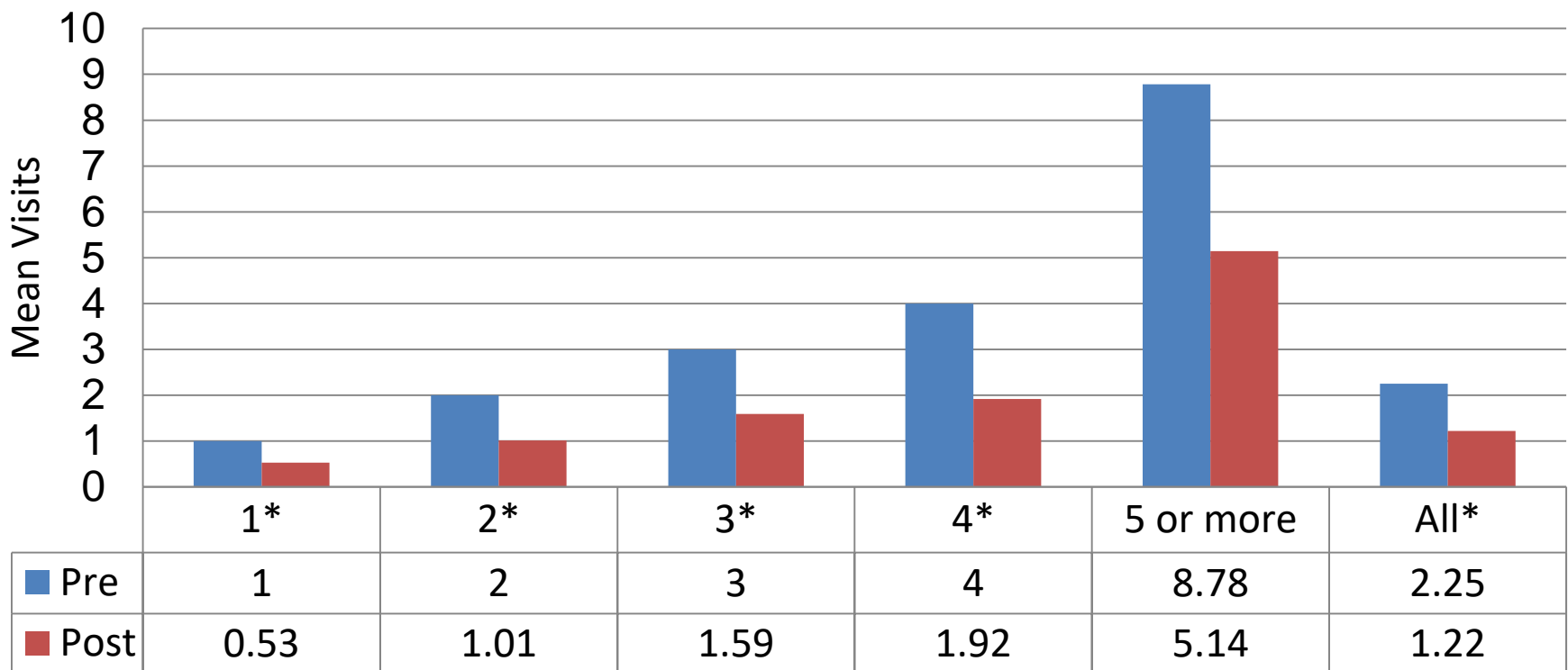
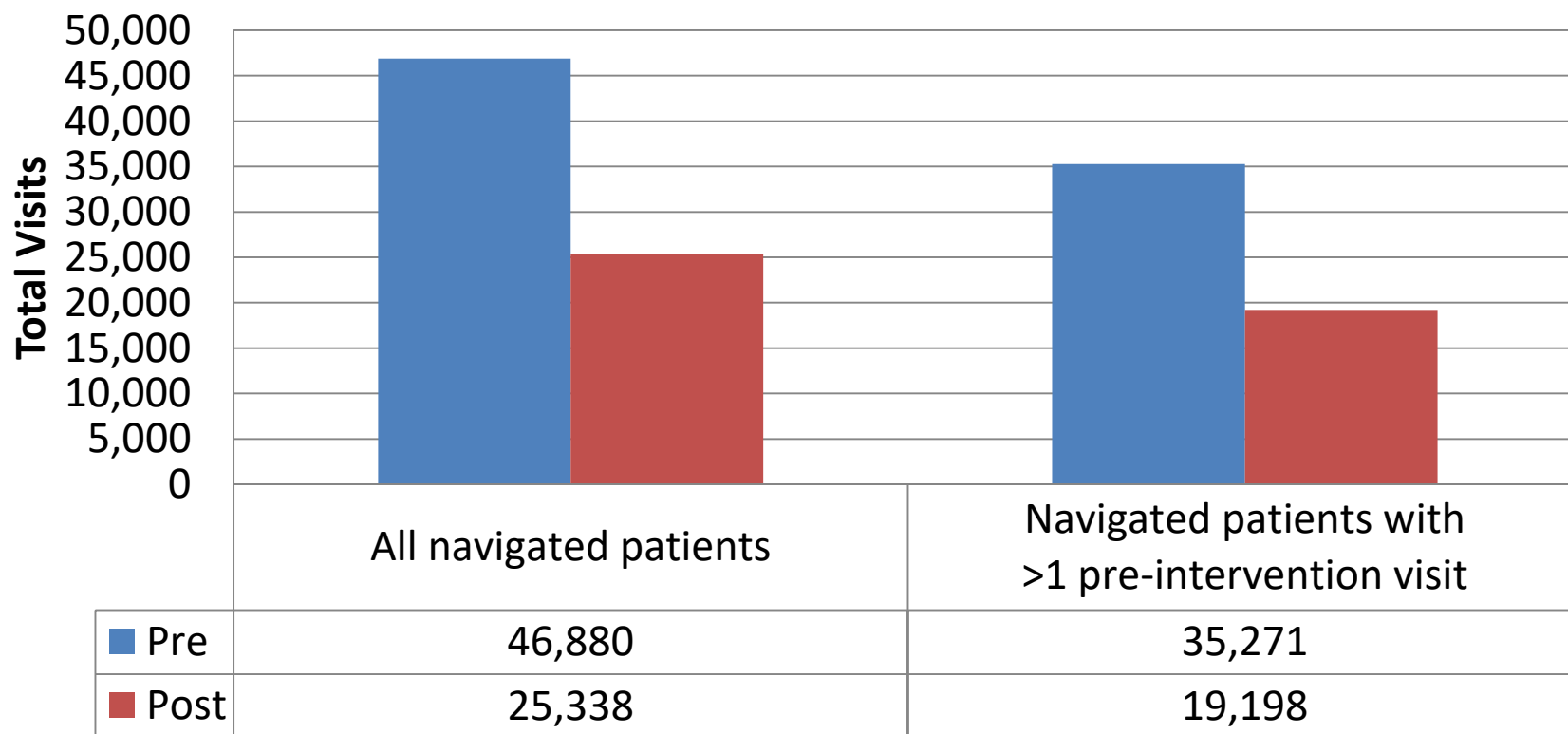## 18 Months Pre-, Post-Intervention

	1*	2*	3*	4*	5 or more	All*
■ Pre	1	2	3	4	8.78	2.25
■ Post	0.53	1.01	1.59	1.92	5.14	1.22

*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	46,880	35,271
Post	25,338	19,198

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ER Navigation Program
Analytic Sample Sizes by Observation Period

Observation Period	(N)
< 6 months pre-post (excluded)	0
6 months pre-post	39,871
12 months pre-post	30,682
18 months pre-post	20,847
NOTE: Total number (N) of distinct patients = 39,871. 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]	28,361	28,361	9,086	1.00	0.32
2 visits	7,168	14,336	4,741	2.00	0.66
3 visits	2,283	6,849	2,590	3.00	1.13
4 visits	889	3,556	1,594	4.00	1.79
5 or more visits	1,171	9,376	5,806	8.01	4.96
Total patients	39,872	62,478	23,817	1.57	0.60
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]	18,812	18,812	8,211	1.00	0.44
2 visits	6,212	12,424	5,300	2.00	0.85
3 visits	2,590	7,770	3,728	3.00	1.44
4 visits	1,215	4,860	2,058	4.00	1.69
5 or more visits	1,853	15,710	9,505	8.48	5.13
Total patients	30,682	59,576	28,802	1.94	0.94

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]	11,609	11,609	6,140	1.00	0.53
2 visits	4,305	8,610	4,347	2.00	1.01
3 visits	2,025	6,075	3,213	3.00	1.59
4 visits	1,030	4,120	1,980	4.00	1.92
5 or more visits	1,878	16,466	9,658	8.77	5.14
Total patients	20,847	46,880	25,338	2.25	1.22
NOTE: 1) visit occurred on day of intervention; 2) denominator; 3) numerator for pre-intervention mean; 4) numerator for post-intervention mean.					