Memorial Hermann Community Benefit Corporation

ER Navigation Program:
Combined Report

Includes observations through 07/21/2023
Report Date: 09/05/2023

Individuals aged 18 to 49 years represented nearly 65 percent of all navigated patients.

Age Group	N	%
0-17 years	11,361	22.1
18-34 years	20,690	40.2
35-49 years	12,178	23.7
50-64 years	6,312	12.3
65 years and older	936	1.8
Total	51,477	100.0
NOTE: Total number (N) of distinct patients = 51,477.		

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Breakthroughs every day

Individuals aged 18 to 49 years represented nearly 65 percent of all navigated patients.
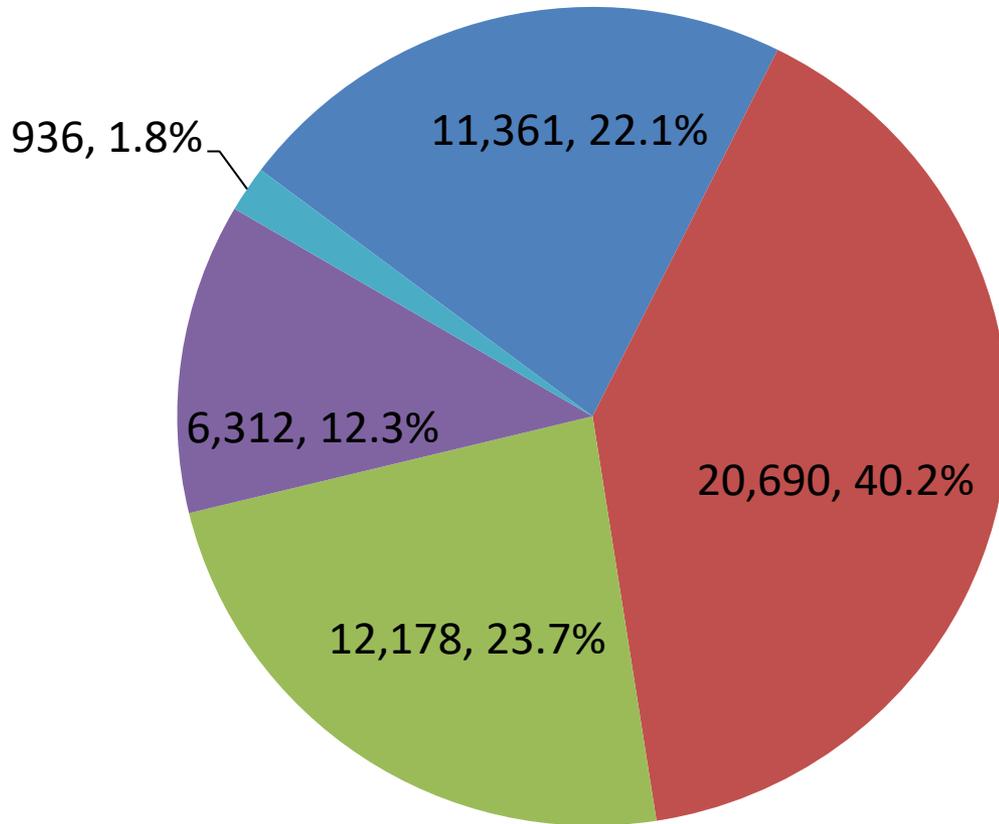
Number of Patients, by Age Group

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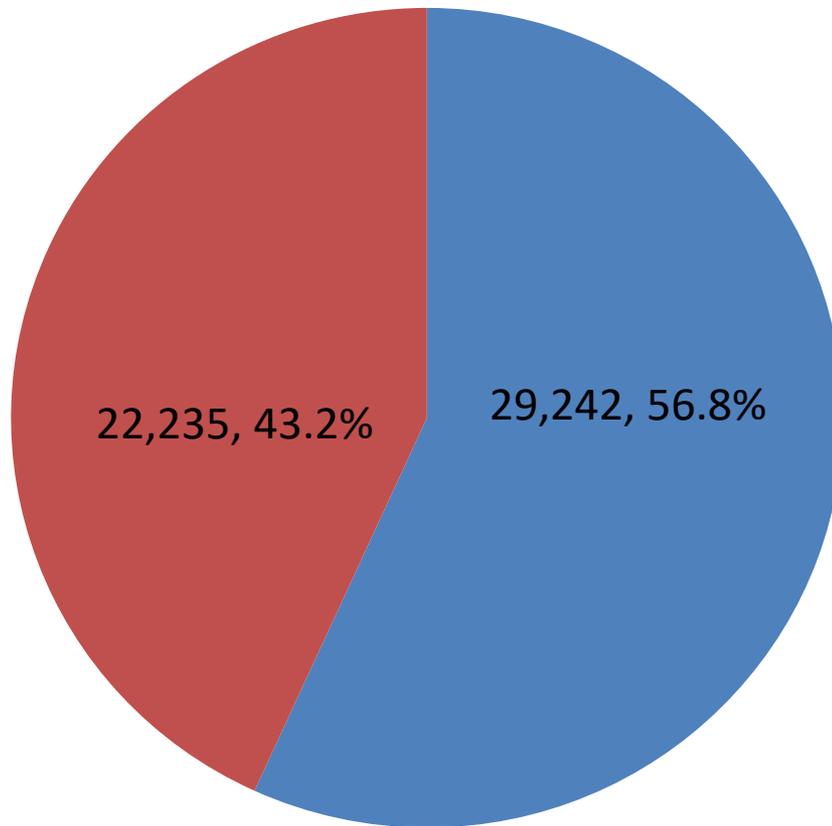- 50-64 years
- 65 years and older

N=51,477

Pie chart values:
- 11,361, 22.1% (0-17 years)
- 20,690, 40.2% (18-34 years)
- 12,178, 23.7% (35-49 years)
- 6,312, 12.3% (50-64 years)
- 936, 1.8% (65 years and older)

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57% of navigated patients were female.

Gender	N	%
Female	29,242	56.8
Male	22,235	43.2
Total	51,477	100.0

NOTE: Total number (N) of distinct patients = 51,477

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

Race/Ethnicity	N	%
White	6,740	13.1
Black	17,550	34.1
Hispanic	21,474	41.7
Other	5,713	11.1
Total	51,477	100.0

NOTE: Total number (N) of distinct patients = 51,477.

Hispanics and non-Hispanic Blacks represented more than 75% of all navigated patients.
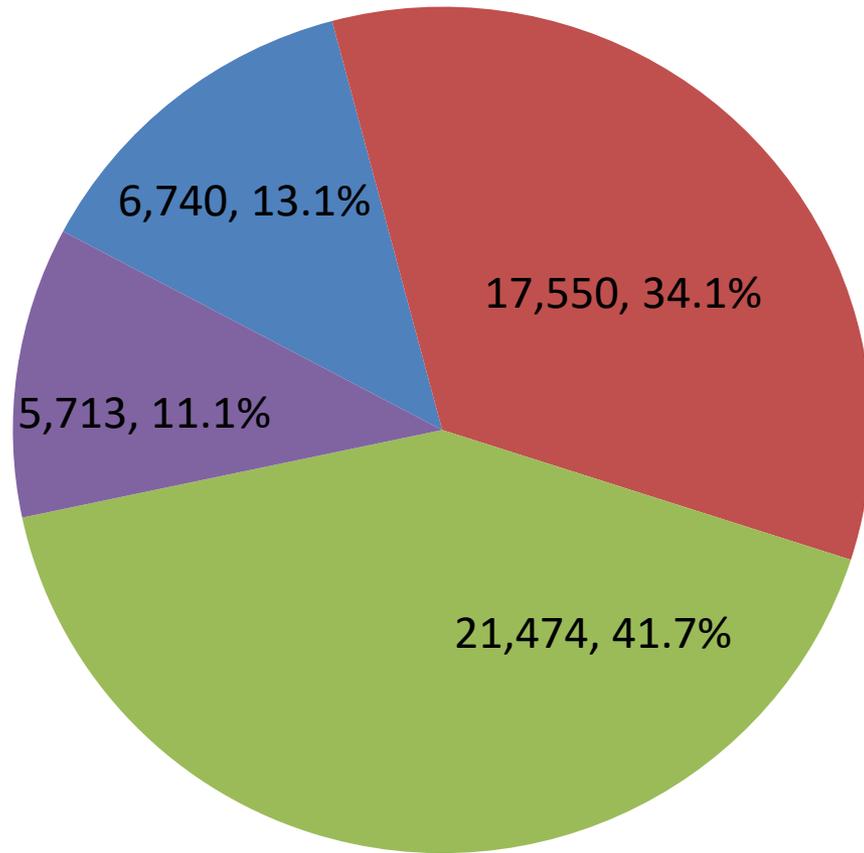
Number of Patients, by Race/Ethnicity

- ■ White
- ■ Black
- ■ Hispanic
- ■ Other

N=51,477

White: 6,740, 13.1%
Black: 17,550, 34.1%
Hispanic: 21,474, 41.7%
Other: 5,713, 11.1%

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Nearly 60% of all navigated patients were self-pay or uninsured.

Insurance Status	N	%
Self-Pay/Uninsured	29,183	56.7
Medicaid	17,495	34.0
Medicare	955	1.9
Commercial	2,353	4.6
Other[*]	1,491	2.9

NOTE: Total number (N) of distinct patients = 51,477.
[*]Includes workers' compensation, CHAMPUS, other government, liability, institutional, charity transfer, international, research.

Nearly 60% of all navigated patients were self-pay or uninsured.

1,491, 2.9%

2,353, 4.6%

955, 1.9%

29,183, 56.7%

17,495, 34.0%
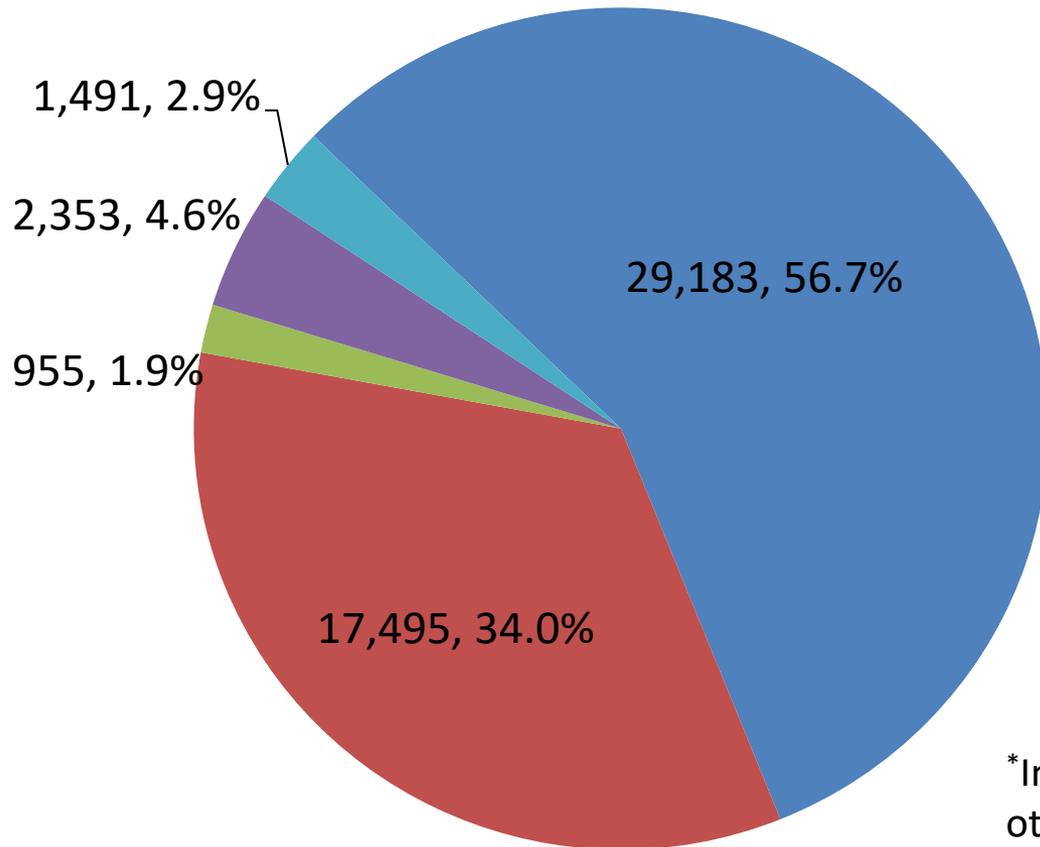
Number of Patients, by Insurance Status

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

N=51,477

*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	2,581	5.0
Unemployed	48,896	95.0
Total	51,477	100.0

NOTE: Total number (N) of distinct patients = 51,477.

95% of navigated patients were unemployed.

2,581, 5.0%

48,896, 95.0%
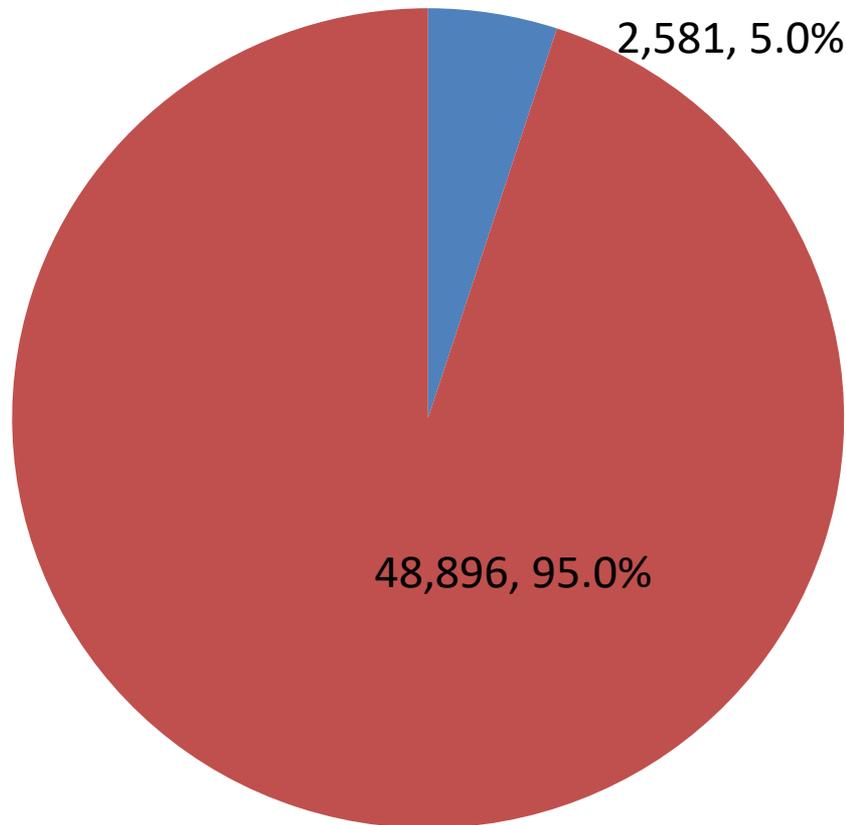
Number of Patients,
by Employment Status

■ Employed

■ Unemployed

N=51,477

Observation Period:
6 Months Pre-Post

Navigated patients returning to MH EDs decreased post-intervention.

6 Months Pre-, Post-Intervention

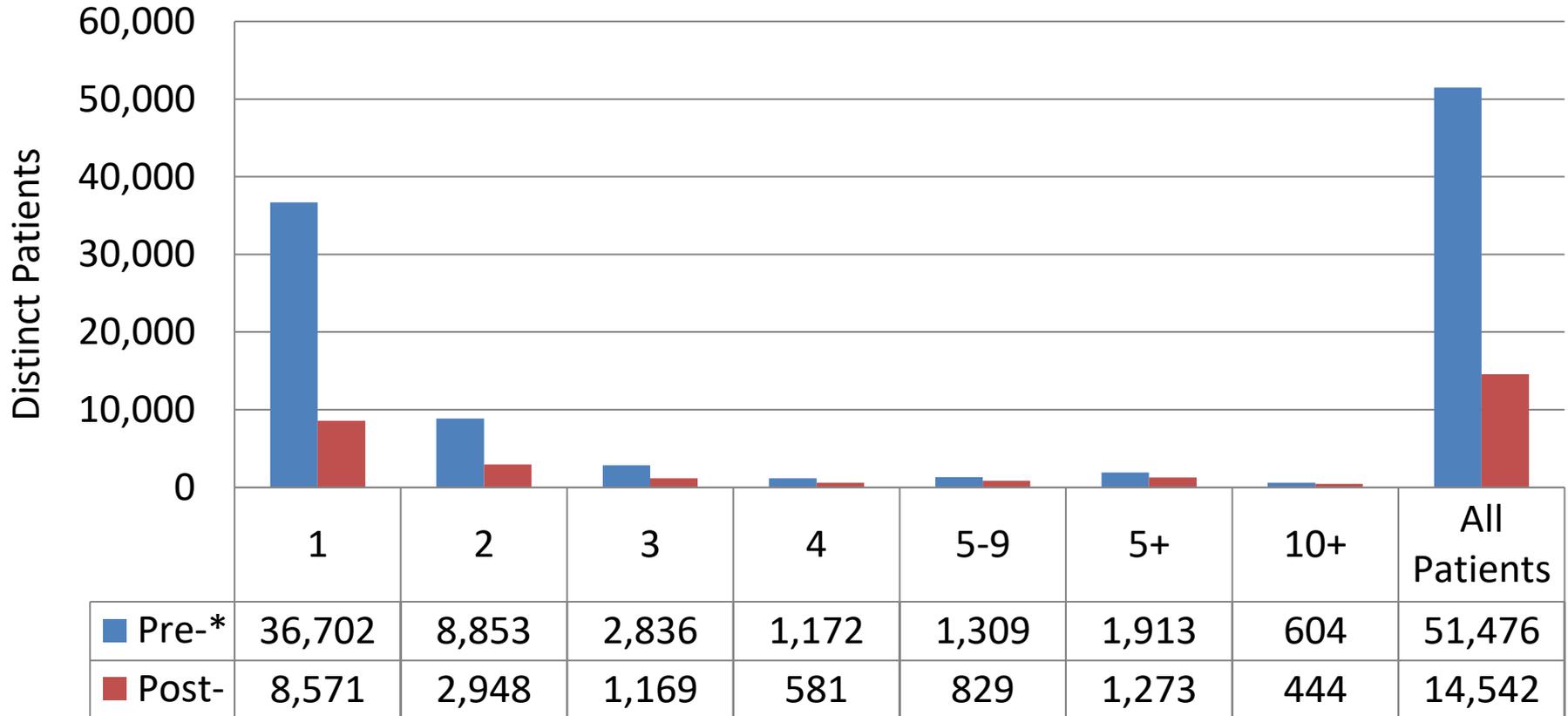| Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	36,702	8,571	-76.6%
2	8,853	2,948	-66.7%
3	2,836	1,169	-58.8%
4	1,172	581	-50.4%
5-9	1,309	829	-36.7%
5 or more	1,913	1,273	-33.5%
10 or more	604	444	-26.5%
Total patients (N)	51,476	14,542	-71.7%

Navigated patients returning to MH EDs decreased post-intervention.

6 months Pre-, Post-Intervention

Distinct Patients

	1	2	3	4	5-9	5+	10+	All Patients
■ Pre-*	36,702	8,853	2,836	1,172	1,309	1,913	604	51,476
■ Post-	8,571	2,948	1,169	581	829	1,273	444	14,542

The average number of visits to MH EDs by navigated patients decreased from pre- to post-intervention.

6 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	P-value
1 visit** (N=36,702)	1.0	0.3	-0.7*	<0.001
2 visits (N=8,853)	2.0	0.7	-1.3*	<0.001
3 visits (N=2,836)	3.0	1.1	-1.9*	<0.001
4 visits (N=1,172)	4.0	1.8	-2.2*	<0.001
5-9 or more visits (N=1,309)	6.2	3.7	-2.6*	<0.001
5 or more visits (N=1,913)	9.8	6.2	-3.6*	<0.001
10 or more visits (N=604)	17.6	11.8	-5.8*	<0.001
Total patients (N=51,476)	1.7	0.7	-1.0*	<0.001

*Mean difference significant at alpha <0.001. Includes rounding of numbers to one decimal place.
**Visit occurred on day of intervention.

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The average number of visits to MH EDs by navigated patients decreased from pre- to post-intervention.
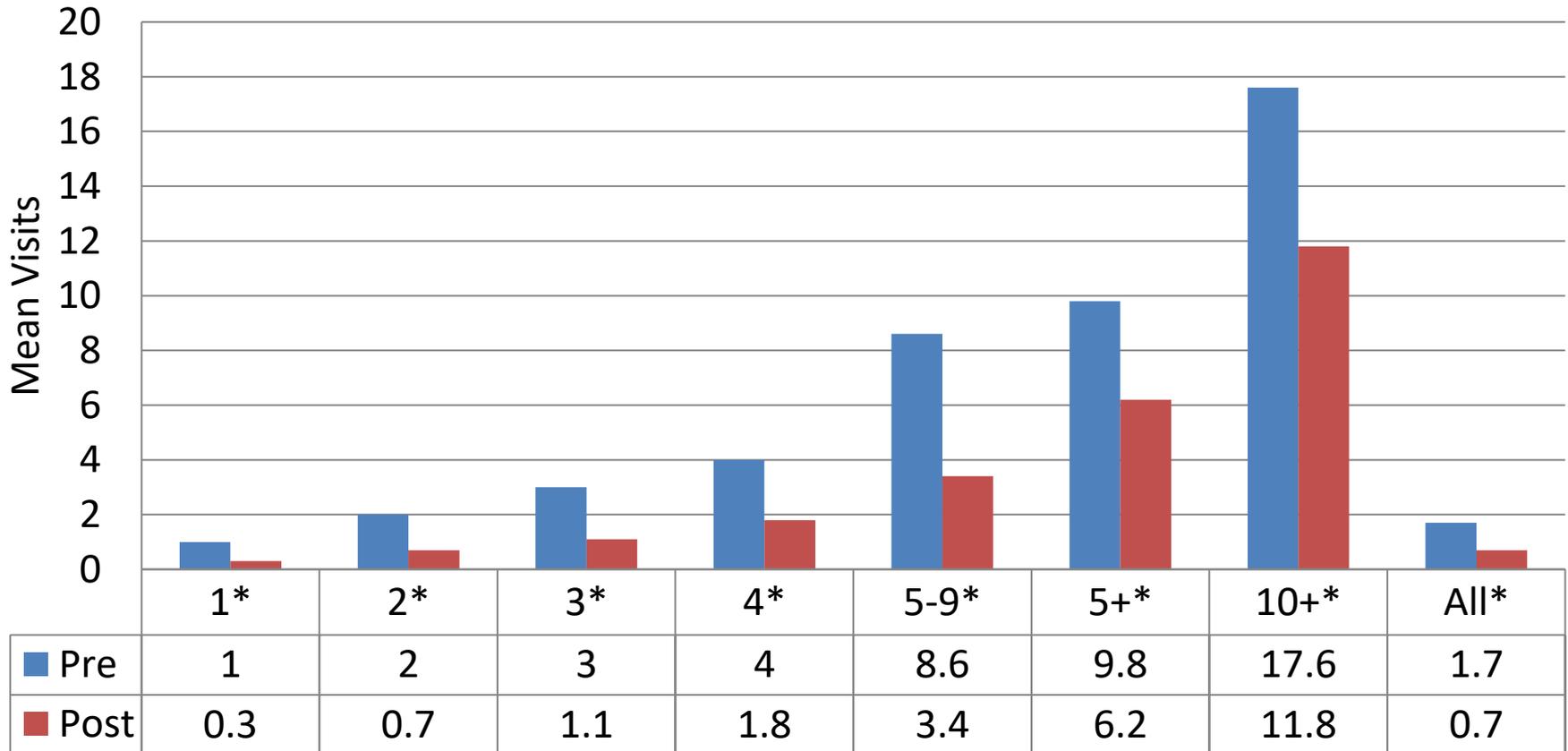
6 Months Pre-, Post-Intervention

	1*	2*	3*	4*	5-9*	5+*	10+*	All*
■ Pre	1	2	3	4	8.6	9.8	17.6	1.7
■ Post	0.3	0.7	1.1	1.8	3.4	6.2	11.8	0.7

Y-axis: Mean Visits

*Mean differences significant at alpha <0.001.

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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	86,406	49,704
Post	34,019	22,994

Total Visits
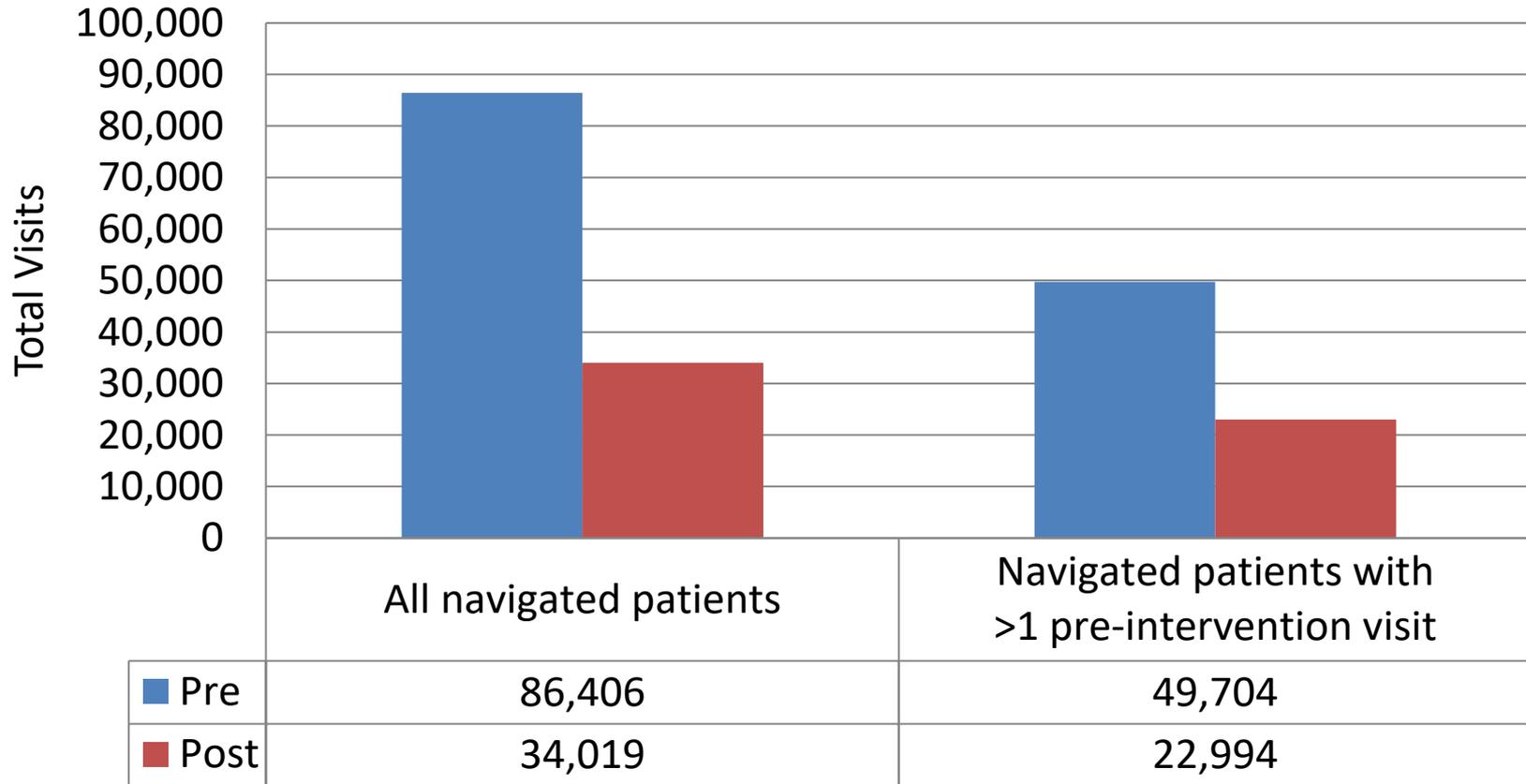
Observation Period:
12 Months Pre-Post

Navigated patients returning to MH EDs decreased post-intervention.

12 Months Pre-, Post-Intervention

Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	26,886	8,205	-69.5%
2	8,287	3,397	-59.0%
3	3,196	1,689	-47.2%
4	1,489	865	-41.9%
5-9	1,737	1,209	-30.4%
5 or more	2,463	1,789	-27.4%
10 or more	733	583	-20.5%
Total patients (N)	42,328	15,948	-62.3%

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

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Navigated patients returning to MH EDs decreased post-intervention.

12 Months Pre-, Post-Intervention

	1	2	3	4	5-9	5+	10+	All
■ Pre-*	26,886	8,287	3,196	1,489	1,737	2,463	733	42,328
■ Post-	8,205	3,397	1,689	865	1,209	1,789	583	15,948

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

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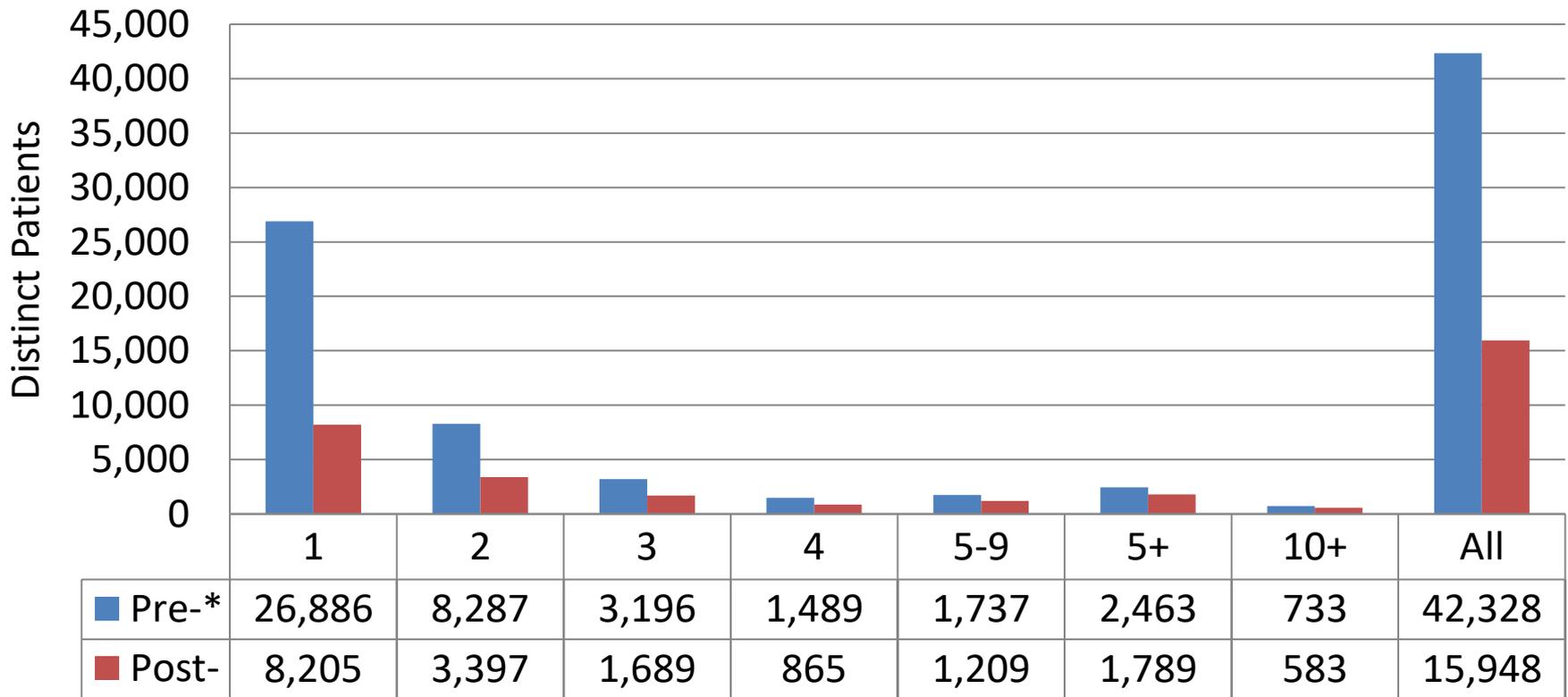
The average number of visits to MH EDs by navigated patients decreased from pre- to post-intervention.

12 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	P-value
1** visit (N=26,886)	1.0	0.4	-0.6*	<0.001
2 visits (N=8,287)	2.0	0.9	-1.1*	<0.001
3 visits (N=3,196)	3.0	1.5	-1.5*	<0.001
4 visits (N=1,489)	4.0	2.0	-2.0*	<0.001
5-9 visits (N=1,737)	6.1	3.4	-2.8*	<0.001
5 or more visits (N=2,463)	10.0	6.5	-3.5*	<0.001
10 or more visits (N=733)	19.1	13.9	-5.2*	<0.001
Total patients (N=42,328)	2.0	1.0	1.0*	<0.001

*Mean difference significant at alpha <0.001. Includes rounding of numbers to one decimal place.
**Visit occurred on day of intervention.

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Breakthroughs every day

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The average number of visits to MH EDs by navigated patients decreased from pre- to post-intervention.
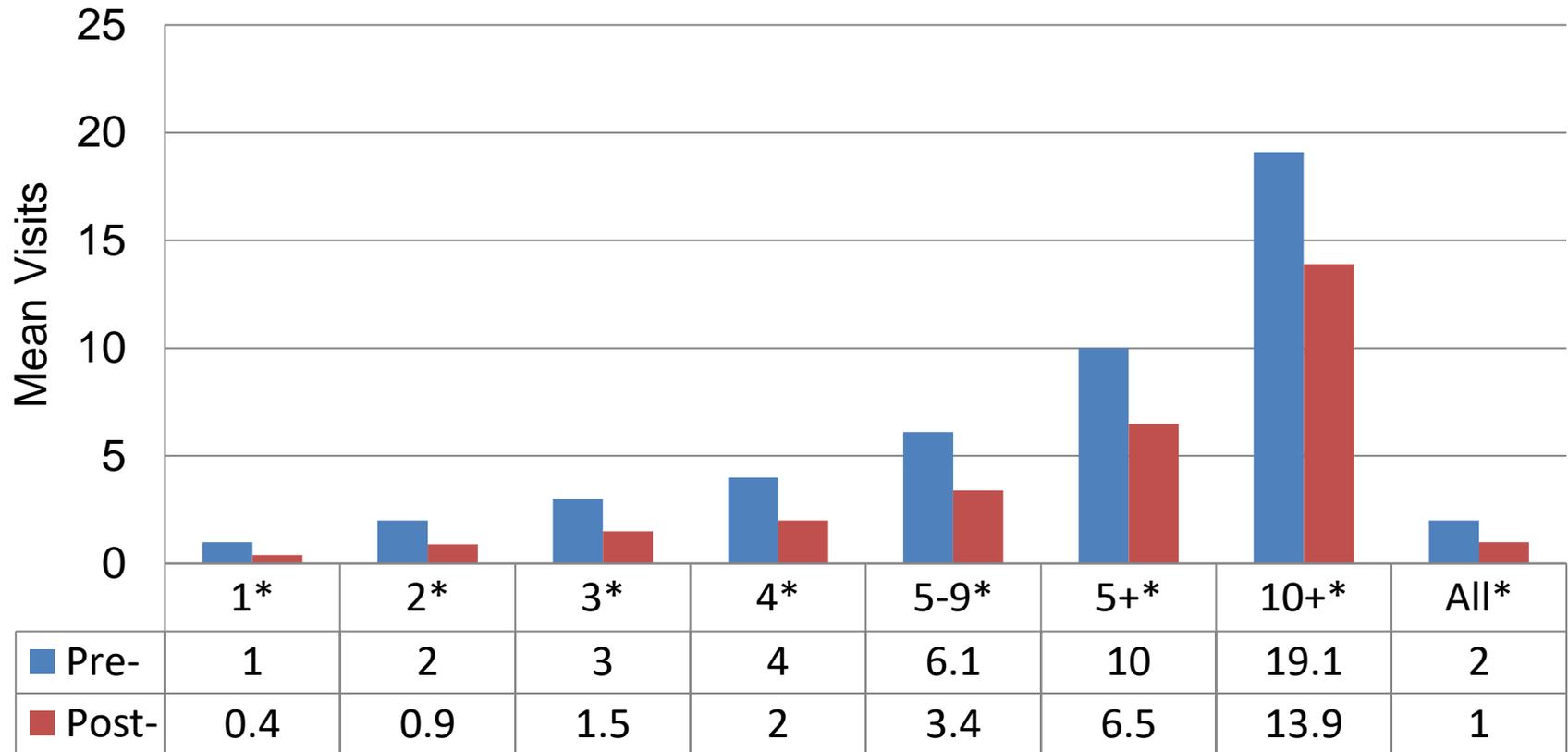
12 Months Pre-, Post-Intervention

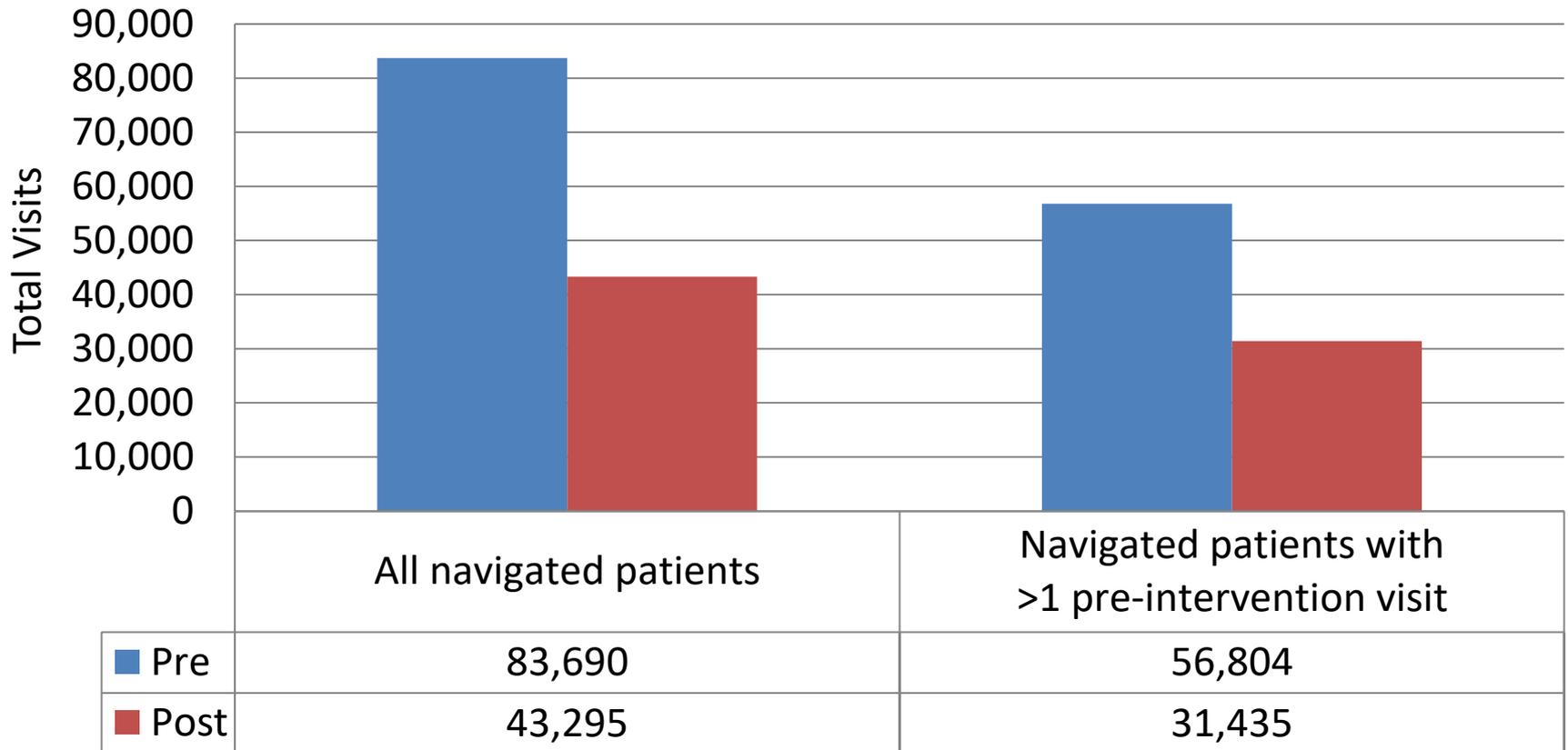|	1*	2*	3*	4*	5-9*	5+*	10+*	All*
Pre-	1	2	3	4	6.1	10	19.1	2
Post-	0.4	0.9	1.5	2	3.4	6.5	13.9	1

*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	83,690	56,804
■ Post	43,295	31,435

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Observation Period:
18 Months Pre-Post

Navigated patients returning to MH EDs decreased post-intervention.

18 Months Pre-, Post-Intervention

Number of Visits	Distinct Patients (N) Pre-*	Distinct Patients (N) Post-	% change
1	16,209	5,619	-65.3%
2	5,689	2,625	-53.9%
3	2,481	1,334	-46.2%
4	1,235	815	-34.0%
5-9	1,594	1,183	-25.8%
5 or more	2,109	1,603	-24.0%
10 or more	515	420	-18.4%
Total patients (N)	27,723	11,996	-56.7%

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

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Navigated patients returning to MH EDs decreased post-intervention.

18 Months Pre-, Post-Intervention

	1	2	3	4	5-9	5+	10+	All Patients
■ Pre-*	16,209	5,689	2,481	1,235	1,594	2,109	515	27,723
■ Post-	5,619	2,625	1,334	815	1,183	1,603	420	11,996
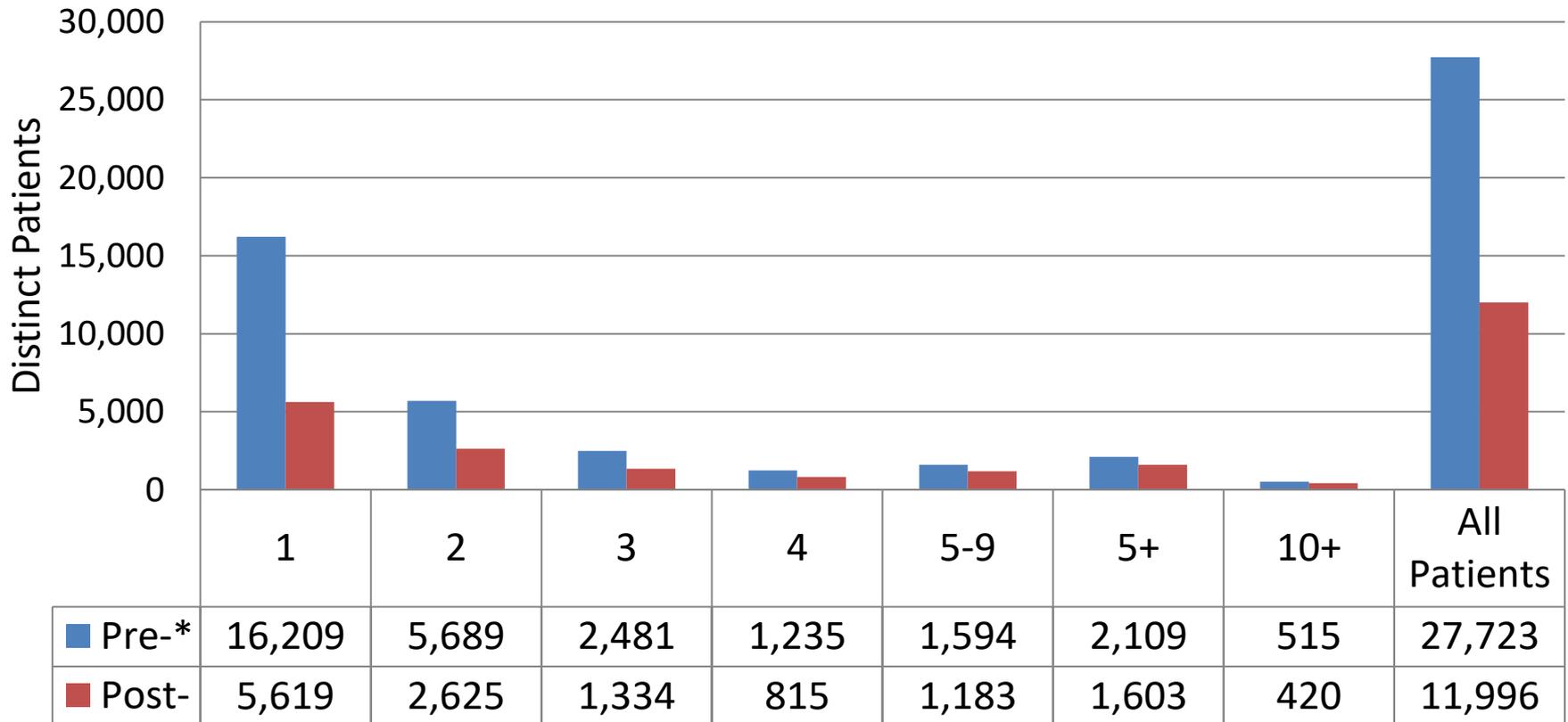
*Day of intervention visit included in pre-intervention total.

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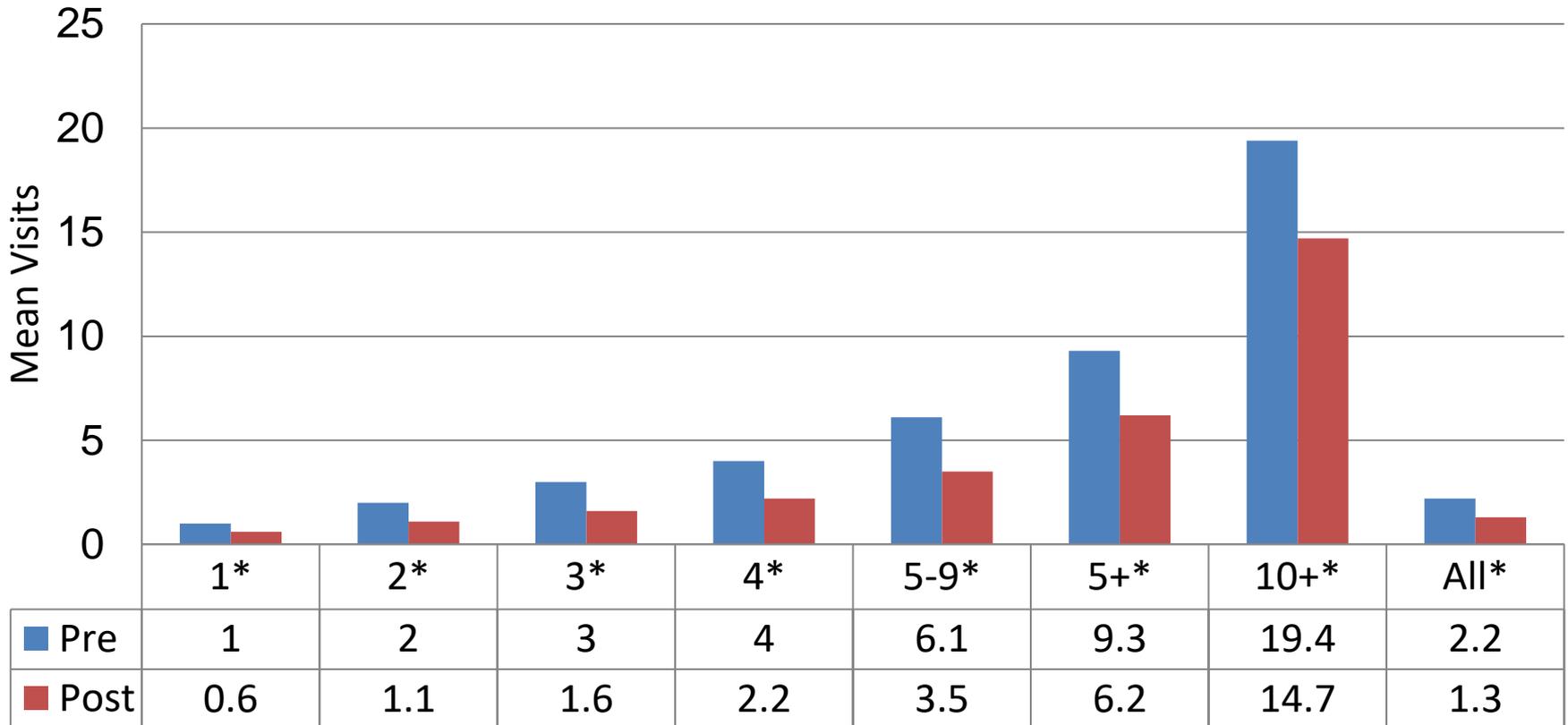
18 Months Pre-, Post-Intervention

Number of Visits, Patients (N)	Mean (Pre)	Mean (Post)	Difference	P-value
1 visit** (N=16,209)	1.0	0.6	-0.4*	<0.001
2 visits (N=5,689)	2.0	1.1	-0.9*	<0.001
3 visits (N=2,481)	3.0	1.6	-1.4*	<0.001
4 visits (N=1,235)	4.0	2.2	-1.8*	<0.001
5-9 visits (N=1,594)	6.1	3.5	-2.6*	<0.001
5 or more visits (N=2,103)	9.3	6.2	-3.1	<0.001
10 or more visits (N=515)	19.4	14.7	-4.7	<0.001
Total patients (N=27,723)	2.2	1.3	-0.9*	<0.001

*Mean difference significant at alpha <0.001. Includes rounding of numbers to one decimal place.
**Visit occurred on day of intervention.

The average number of visits to MH EDs by navigated patients decreased from pre- to post-intervention.

18 Months Pre-, Post-Intervention

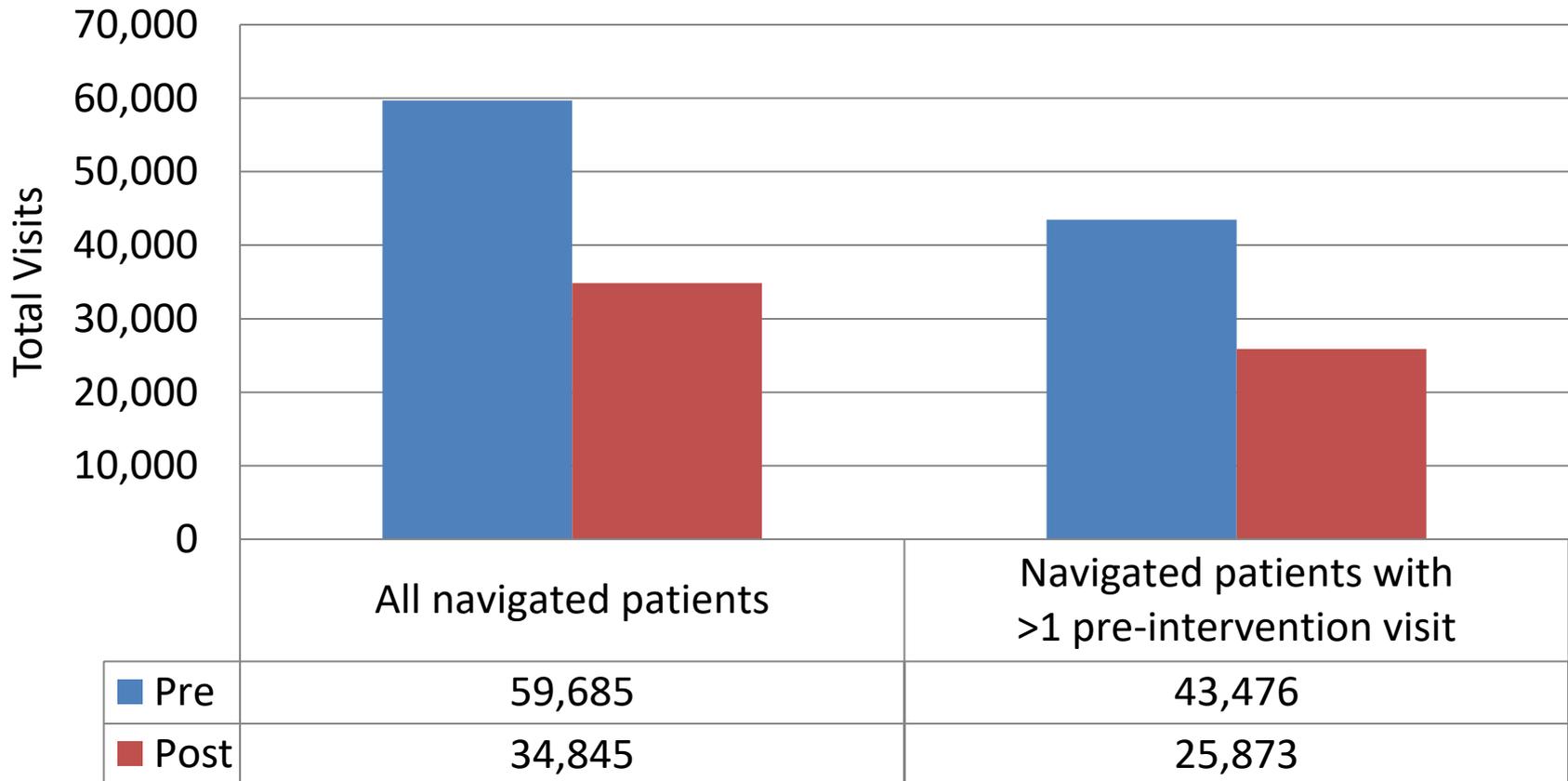|	1*	2*	3*	4*	5-9*	5+*	10+*	All*
Pre	1	2	3	4	6.1	9.3	19.4	2.2
Post	0.6	1.1	1.6	2.2	3.5	6.2	14.7	1.3

*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	59,685	43,476
■ Post	34,845	25,873

ER Navigation Program
Analytic Sample Sizes by Observation Period

Observation Period	(N)
< 6 months pre-post (excluded)	1
6 months pre-post	51,476
12 months pre-post	42,328
18 months pre-post	27,723
NOTE: Total number (N) of distinct patients = 51,477. 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]	36,702	36,702	11,025	1.0	0.3
2 visits	8,853	17,706	5,790	2.0	0.7
3 visits	2,836	8,508	3,185	3.0	1.1
4 visits	1,172	4,688	2,117	4.0	1.8
5-9 visits	1,309	8,173	4,785	6.2	3.7
5 or more visits	1,913	18,802	11,902	9.8	6.2
10 or more visits	604	10,629	7,117	17.6	11.8
Total patients	51,476	86,406	34,019	1.7	0.7

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

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]	26,886	26,886	11,860	1.0	0.4
2 visits	8,287	16,574	7,659	2.0	0.9
3 visits	3,196	9,588	4,766	3.0	1.5
4 visits	1,489	5,956	2,950	4.0	2.0
5-9 visits	1,737	10,664	5,854	6.1	3.4
5 or more visits	2,463	24,686	16,060	10.0	6.5
10 or more visits	733	14,022	10,206	19.1	13.9
Total patients	42,328	83,690	43,295	2.0	1.0

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

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]	16,209	16,209	8,972	1.0	0.6
2 visits	5,689	11,378	6,050	2.0	1.1
3 visits	2,481	7,443	4,004	3.0	1.6
4 visits	1,235	4,940	2,741	4.0	2.2
5-9 visits	1,594	9,730	5,533	6.1	3.5
5 or more visits	2,109	19,715	13,078	9.3	6.2
10 or more visits	515	9,985	7,545	19.4	14.7
Total patients	27,723	59,685	34,845	2.2	1.3

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