

ASHLine has a robust proactive referral process in which service providers can refer patients or clients to ASHLine for quit tobacco services. Using the proactive referral process, providers forward the patient's contact information to ASHLine, who then contacts the person to inform them of ASHLine services and to enroll them in the program if they are interested. Upon enrollment, ASHLine collects data about clients' health, including other chronic conditions. ASHLine receives referrals from many types of locations; however, hospitals and primary care are the two largest referral sources.

We are interested in determining if clients with certain chronic conditions are more likely to be referred from a particular location type. Although clients may present with multiple chronic conditions and be referred from many types of locations, for simplicity, we limited our data to clients with only one chronic condition who came to ASHLine via referral from a hospital or primary care. Referrals were received between January 1, 2011, and December 31, 2011. During this time period, a slightly larger proportion of referrals came from primary care than hospitals (Table 1).

Table 1. Percentage of Referrals for Hospital and Primary Care Only.

	% of Referrals Received
<b>Hospital</b>	48.3%
<b>Primary Care</b>	51.7%

At intake, ASHLine collects data regarding client health conditions. We found that certain chronic conditions of enrollees tend to be associated with the referral from a particular location type. For example, a vast majority

(87%) of referred ASHLine clients with heart disease were referred by a hospital; however, almost all of the referred clients with diabetes (89%) were referred from primary care. (Table 2).

Table 2. Percentage of Clients with a Chronic Condition by Referral Location Type

	Hospital	Primary Care
<b>Asthma</b>	22.5%	77.5%
<b>Blood Pressure</b>	29.8%	70.2%
<b>Cancer</b>	41.4%	58.6%
<b>COPD</b>	35.0%	65.0%
<b>Diabetes</b>	11.1%	88.9%
<b>Heart Disease</b>	86.7%	13.3%
<b>Mental Health</b>	39.7%	60.3%

We see a greater proportion of clients referred from primary care than hospitals for many of the chronic conditions: asthma, blood pressure, cancer, COPD, diabetes, and mental health conditions. However, for one condition, heart disease, clients are more likely to be referred from a hospital. Chronic conditions such as asthma, blood pressure, COPD, and diabetes often require regular visits to a patient's medical provider to manage symptoms and medications. These regular visits provide a greater number of opportunities for a provider to ask about a patient's tobacco use, advise them to quit, and refer the patient to ASHLine for services. Perhaps because of the greater amount of contact between provider and patient, more clients with these conditions are referred from primary care than hospitals. Obtaining information as this can permit the ASHLine to provide directed outreach efforts to target a certain chronic condition at a particular location type.