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**ANNUAL REPORT 2014**

## Mission drives us to seek opportunities for positive growth



AltaPointe's mission clearly guides every decision made and direction taken by our leaders. Fulfilling the mission to identify our communities' mental health and substance abuse service needs and make sure those needs are met requires increasingly more and better resources, which includes a strong team.

During fiscal year 2014, in anticipation of federal and state-mandated changes to behavioral healthcare service delivery and reimbursement, AltaPointe's leadership team took advantage of every opportunity that would help us adapt and excel in this dynamic environment.

Following the course charted more than 15 years ago to implement a business model approach to operations prepared us to meet our responsibilities wisely. This past year, we continued to search for and find ways to expand services that would allow us to maximize revenues and reduce costs.

AltaPointe applied its business philosophy in a big way when we merged with Baldwin County Mental Health and put in place a new structure to support the resulting seamless, consistent system.

At a different level, we took a leadership role in the formation of the Regional Care Organization that will coordinate and manage healthcare services of Medicaid patients beginning in 2016. Because AltaPointe receives nearly 38 percent of our revenue from Medicaid and Medicare, our involvement at this early stage was essential to our sustainability, survivability, and ultimately, to our ability to improve the health of our patients.

Information on the following pages illustrates the growth both financially and in the number of patients served in FY2014. AltaPointe's revenue increased by nearly \$11 million and individuals served grew to nearly 23,000, a jump of approximately 7,000 over FY2013. Even with the dramatic increases, our patients and their families continue to be satisfied with the services they receive as indicated by the results of the surveys on page 7.

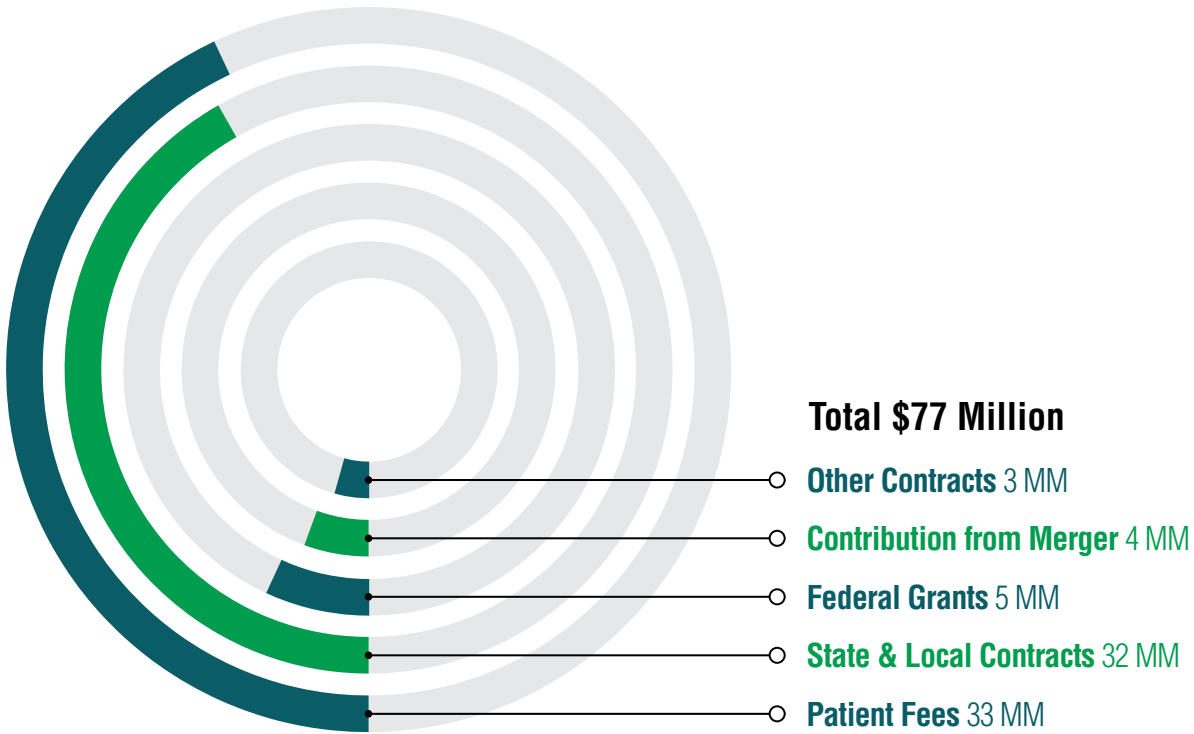
Our fiscal and corporate successes are rewarding. However, it is our mission that calls us to action. It provides a constant prompting to seize opportunities that will improve the quality of the lives we touch and strengthen our ability to serve for generations to come – especially when the U.S. healthcare system is going through such dramatic change.

J. Tuerk Schlesinger, CEO

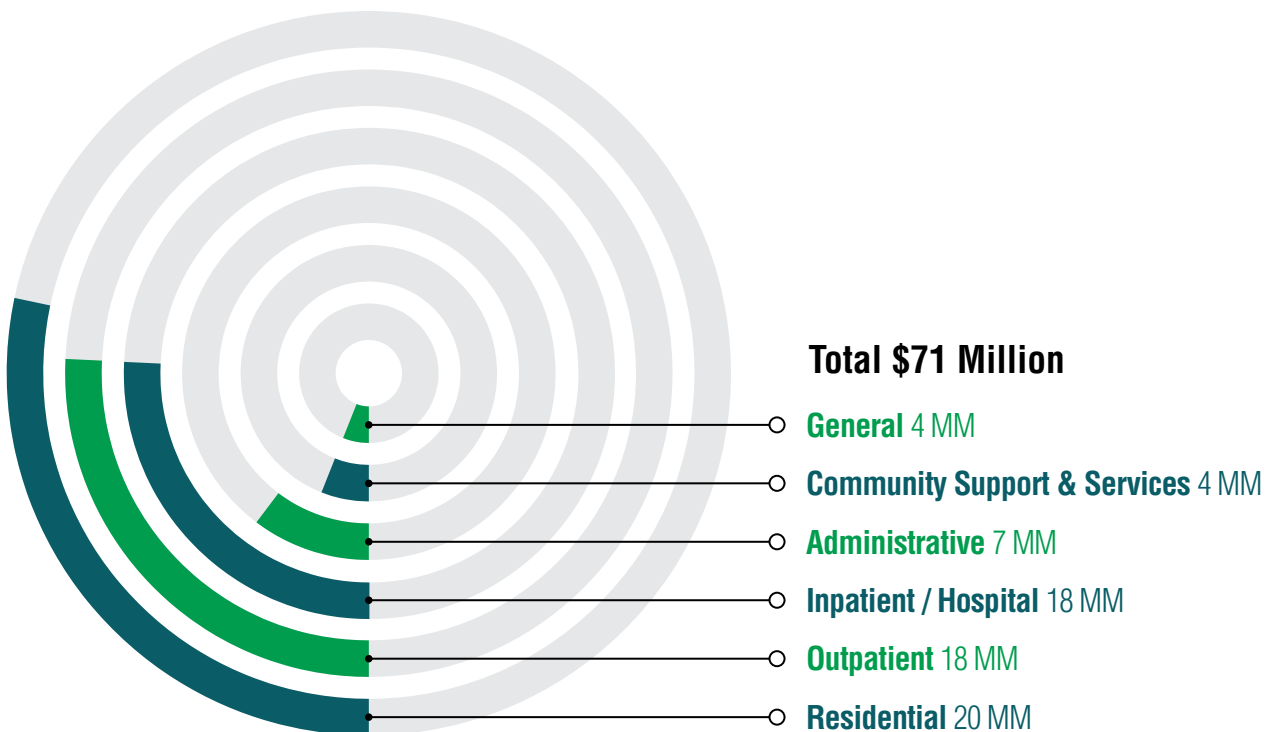
**AltaPointe Revenue 2010 through 2015 (projected)**



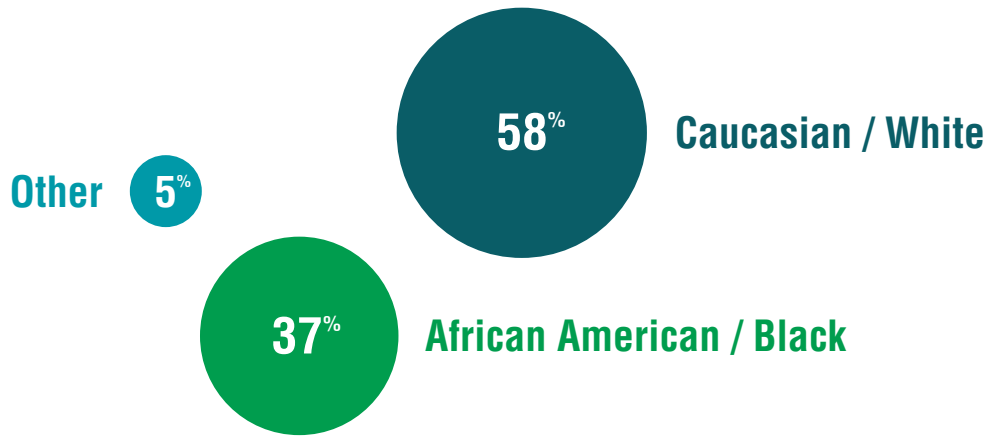
## FY 2014 Revenue



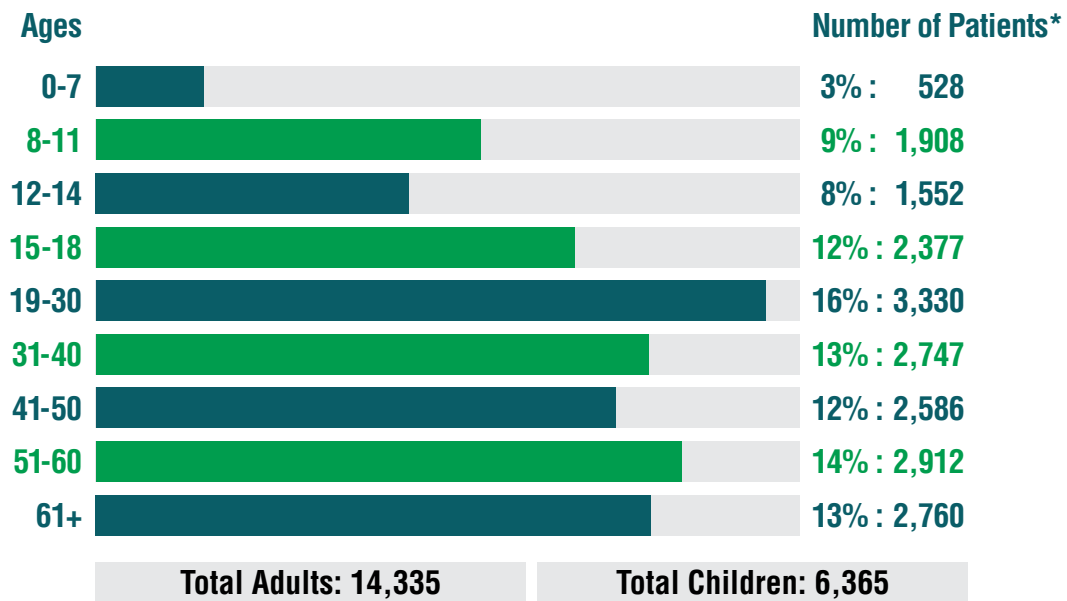
## FY 2014 Expenses



## FY 2014 Ethnicity of Patients Served



## FY 2014 Ages of Patients\* Served

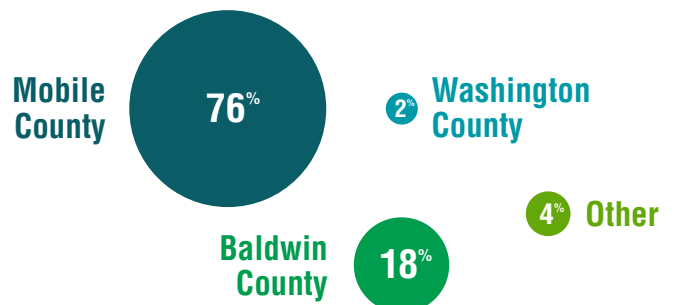


\*Individuals admitted to any AltaPointe program.

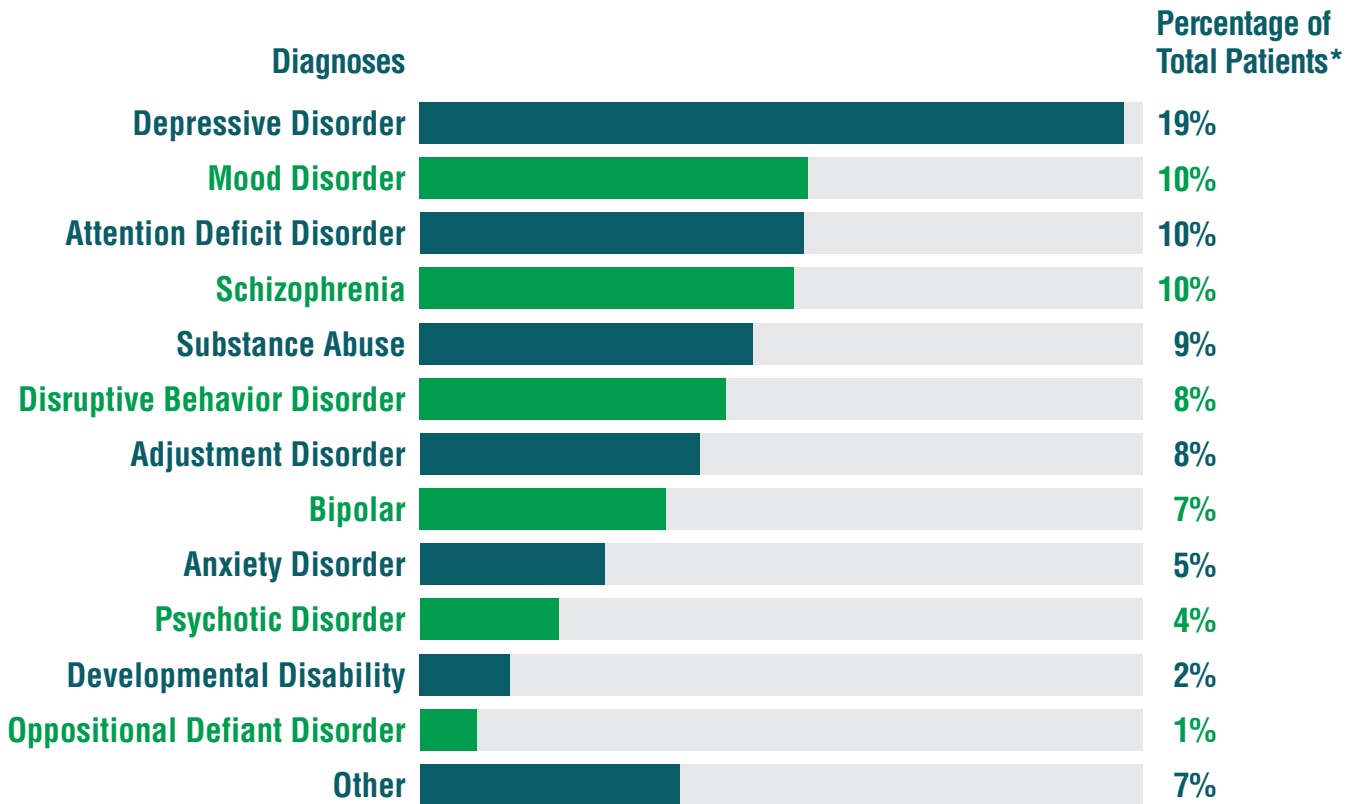
## FY 2014 Gender of Patients Served



## FY 2014 Patients Served by Home County



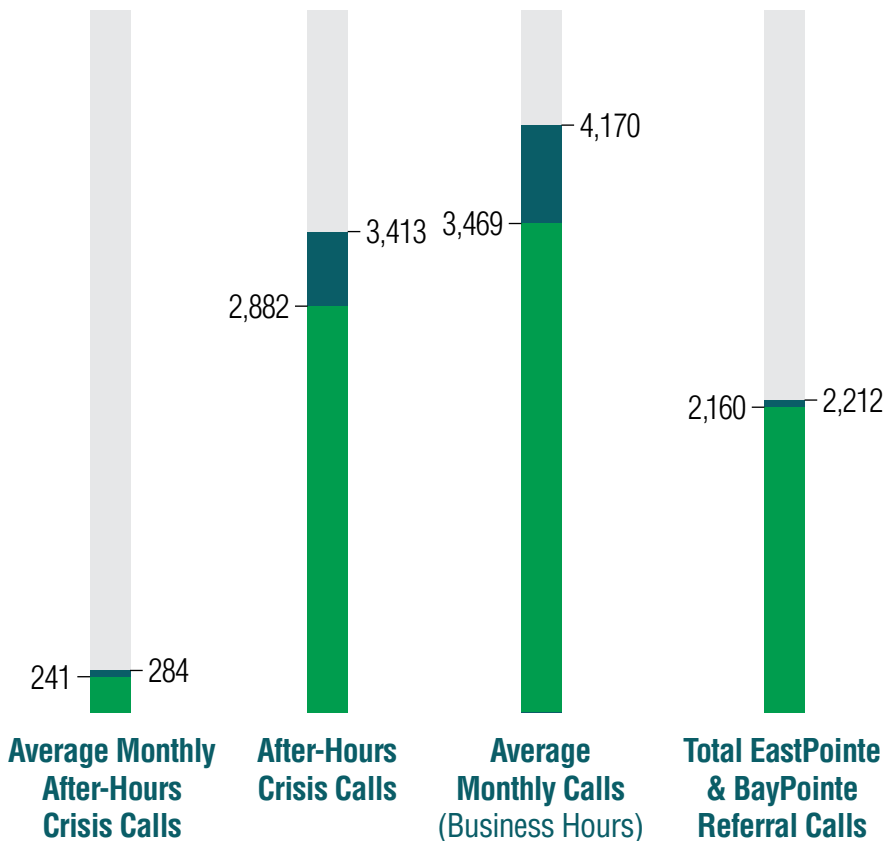
## FY 2014 Most Common Diagnoses



\*Individuals admitted to any AltaPointe program.

## FY 2014 CarePointe: Access, Crisis & Other Calls

■ 2013 ■ 2014

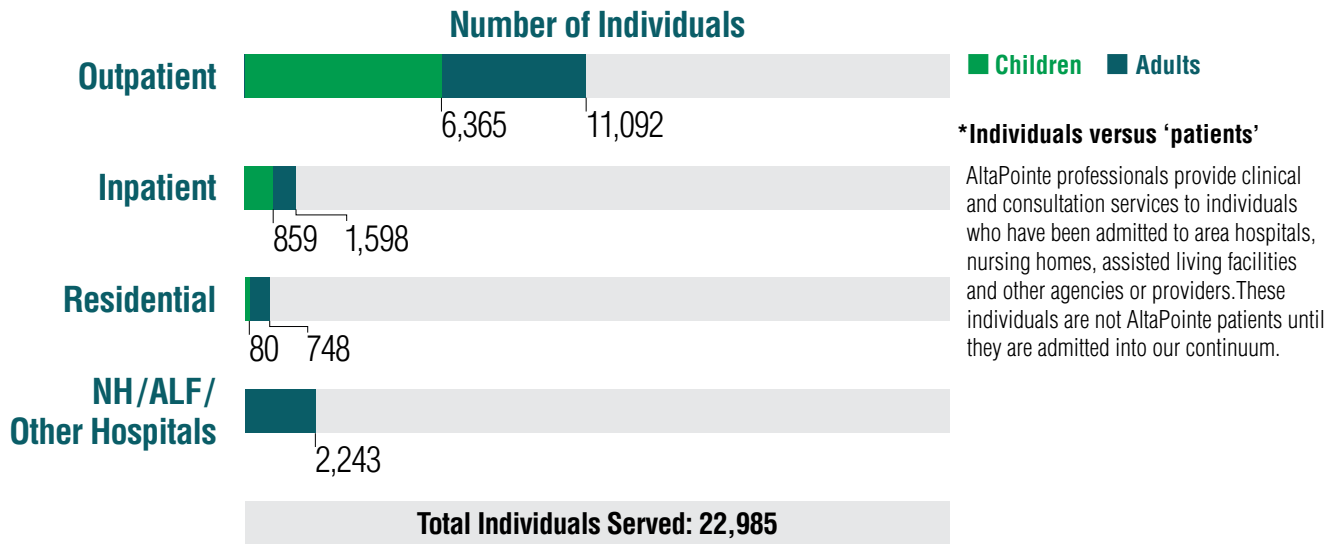


Total Calls  
(Business Hours)

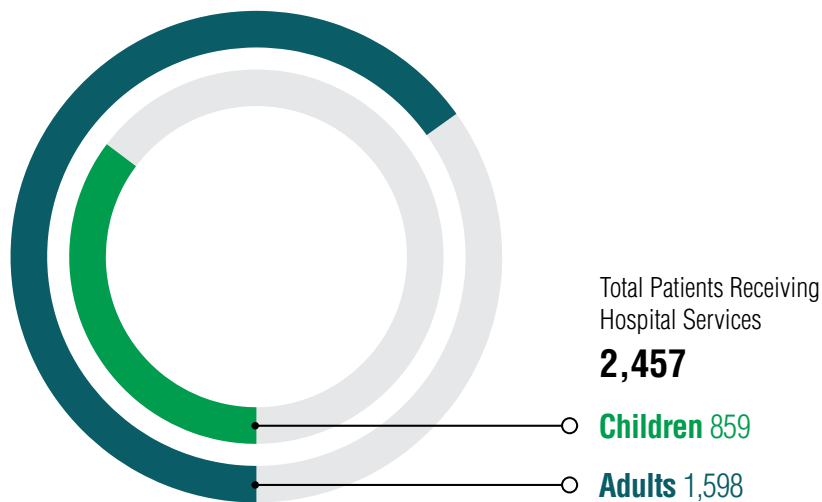
2013  
41,623

2014  
50,036

## FY 2014 Total Individuals\* Served: Program Type



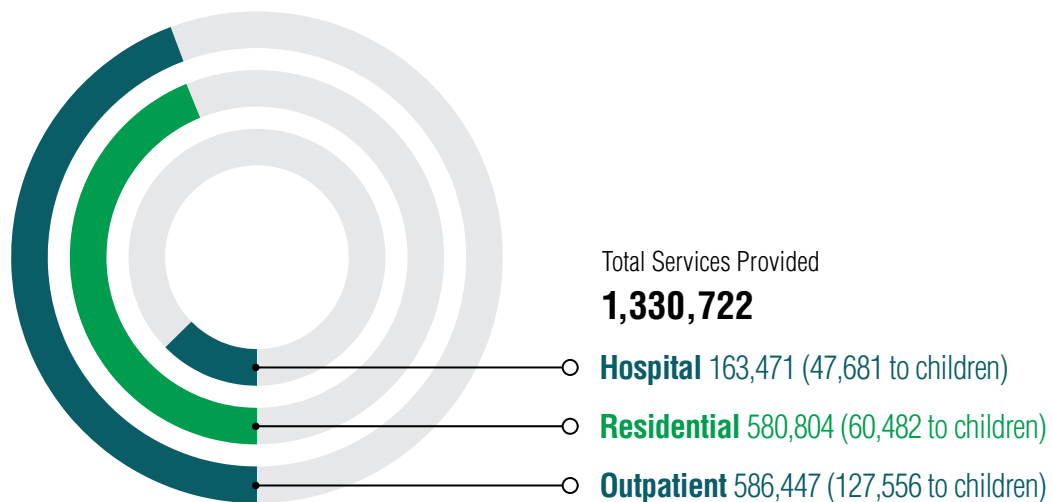
## FY 2014 Total Patients Receiving Hospital Services



### AltaPointe's hospital services

AltaPointe operates two free-standing hospitals: BayPointe Hospital located in Mobile, offers a total of 60 hospital beds for both children and adults; and EastPointe Hospital located in Daphne, offers a total of 82 beds for adults. AltaPointe's ownership of these inpatient facilities and its ability to provide inpatient care make it the most comprehensive behavioral health system in Alabama.

## FY 2014 Total Services Provided



## AltaPointe Health Systems Survey Protocol

The Alabama Department of Mental Health and Joint Commission mandate that AltaPointe collects and analyzes data related to satisfaction, access to care, treatment or services, communication and other factors for all individuals served and their families.

The AltaPointe Performance Improvement Department administers these surveys on a rotation schedule throughout all treatment programs ensuring each program receives three surveys each year. Patients that complete

the surveys do so voluntarily and anonymously. Programs distribute the surveys and return them to the Performance Improvement Department in the month the survey is conducted.

AltaPointe staff members review the data at bi-monthly meetings to determine where improvements can be made. Three surveys are represented on this page. For information about these other surveys contact the AltaPointe Performance Improvement Department at (251) 450-4303.

## FY 2014 Patient Perception of Care: Adult Outpatient Services



## FY 2014 Family Perception of Care: Adult Outpatient Services



## FY 2014 Family Perception of Care: Children's Outpatient Services



## Our Philosophy

We are responsible for the public system of mental health, substance abuse and intellectual disability service provision throughout the Mobile Bay Region.

We facilitate a comprehensive behavioral healthcare continuum through clinical excellence, cultural awareness and community partnerships.

We believe it is our obligation to promote mental health awareness and understanding.

We ensure psychiatric competence by educating and training future healthcare professionals.

Our care delivery model is characterized by dignity and respect of the individual, consumer and family involvement, each consumer's enhanced role functioning and inclusion in the community.

## Our Core Values

### Service

We focus on understanding individual and community needs and respond with compassion, dignity and respect.

### Quality

We deliver care that meets the highest-quality standards and achieves the best possible results.

### Integrity

We keep our word and take responsibility for our actions.

### Innovation

We bring new ideas and concepts to life through creativity, invention and problem solving.

### Collaboration

We collaborate with others to achieve common goals.

## Our Mission

AltaPointe Health Systems plans and facilitates a comprehensive, behavioral healthcare system that promotes the wellness and recovery of people living with mental illness, substance abuse and developmental disability.



AltaPointe Health Systems, Inc.  
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Accredited By  
The Joint Commission