

ANNUAL REPORT 2017



CELEBRATING *60* YEARS OF CARE





AltaPointe Health experienced solid growth in fiscal year 2017, reaching more individuals in our northern region, helping more people connect with us via telehealth and continuing the development of our pharmacy operation.

Indeed, as evidenced by the facts and figures contained in this report, it was a year of strengthening and broadening

the programs, therapies and outreaches that are critical to AltaPointe's ability to provide mental healthcare to the citizens of the seven counties we serve.

We merged with Cheaha Regional Mental Health Center in August 2016, and we are pleased to report that the number of consumers served in that region has nearly doubled – from 1,743 in 2016 to 3,035 in 2017.

In this first full year of our partnership with the former Cheaha Regional Mental Health Center, we saw the Sylacauga and Talladega City School Systems, along with the Clay and Coosa County School Systems, begin to work with AltaPointe to offer school-based therapy to children in need. Now those systems have therapists in their schools to help students overcome behavioral, emotional and social problems that might be interfering with their success at school and home.

When we joined forces with Cheaha and, two years earlier, with Baldwin County Mental Health Center, we did so because we believed we could create economies of scale that would help combat the chronic underfunding that plagues mental health centers. In 2017, we saw confirmation that AltaPointe is on track with its vision of incorporating state-of-the-art technology and administrative efficiencies to even better meet our consumers' needs.

Telehealth is gaining momentum across the nation and AltaPointe is leading the charge in the state of Alabama. The American Hospital Association calls telehealth an opportunity for providers nationwide to expand access to services and also create cost savings. At AltaPointe, every one of our physicians has the ability to perform telehealth services. In 2017, 6,891 individuals received treatment via telehealth. This is particularly useful in our northern region vastly increasing patients' access to clinicians. We are also partnering with acute care hospitals to connect with their emergency departments using telehealth.

Additionally, in 2016 we launched a joint venture between AltaPointe and Northrock Pharmacy, based in Oklahoma City.

As a result, Integrated Healthcare Pharmacy, LLC, has opened shop in the lobby of adult outpatient services on Gordon Smith Drive. AltaPointe's pharmacy is now filling approximately 7,000 prescriptions a month for our outpatient and residential patients.

We believe that as Integrated Healthcare Pharmacy grows, it will continue to bolster patients' ability to comply with their medication regimens and the revenues generated will help offset AltaPointe's pharmacy expenses.

Yet another example of the progress AltaPointe is making is the stabilization of BayView Professional Associates following the abrupt closure of Alabama Psychiatric Services. BayView has tripled its number of patients and doubled its staff to fill the void in care caused by Alabama Psychiatric Services closure.

Meanwhile, we have also experienced growth at our BayPointe Hospital for children. Our daily census has grown steadily over the past year, which illustrates that more children are receiving services and working toward recovery. We have received referrals for children in need of acute stabilization from all across the state and along the Gulf Coast region. We have enhanced our focus on family engagement, medication management and utilization of community resources to promote longer-term recovery for children. This past year we also expanded services by adding additional classroom space to accommodate children in need of day treatment for the Saraland, Chickasaw and Satsuma school districts.

Additionally in 2017, AltaPointe made its entry into primary care with the launch of Accordia Health late in the year. Accordia is part of our movement into behaviorally led primary care integration.

As you can see, we at AltaPointe are constantly looking for new ways to expand consumers' access to mental healthcare. Our patients and their families continue to be satisfied with the services we provide. Community leaders also have expressed confidence in the care we are delivering to their constituents.

On the wings of our commitment to excellence, our team of professionals is confident that AltaPointe will continue – not just in 2018 but also in the years to come – to lead the way in advancing behavioral healthcare in Alabama.

Tuerk Schlesinger, CEO



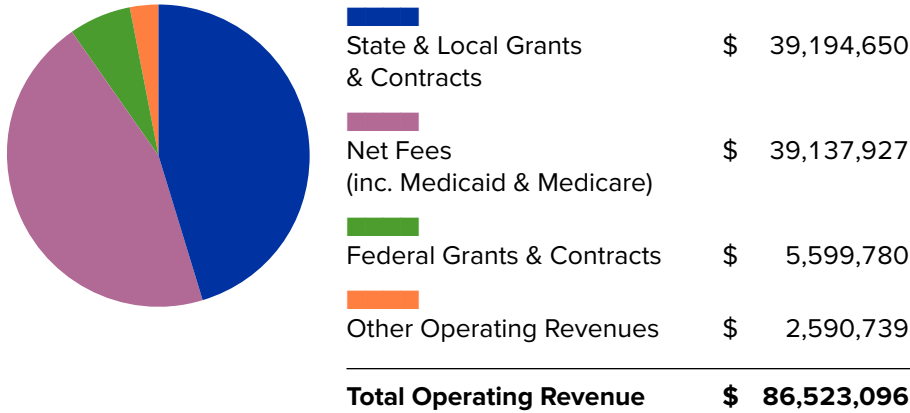
Board of Directors

George Noonan, *President*
Gaylord Lyon, *Vice President*
Jean Williams, *Secretary*
Larry Jackson, *Treasurer*
Mary Bennett
Georgia Christian
Karin Christopherson
Sherri Clark
George Dye
Marion Embry
Aubury Fuller
Edward Hall, Ph.D.
Robin Hall
Malvina Holloway
Alan Hurst
Gil Laden
Louise McGrady
Pamela Millsaps
Kay Robertson
Mel Ann Sullivan
Hon. Jerry Turner
Hon. Pat Whaley
Robert A. Wills, Sr.
Mary Zoghby

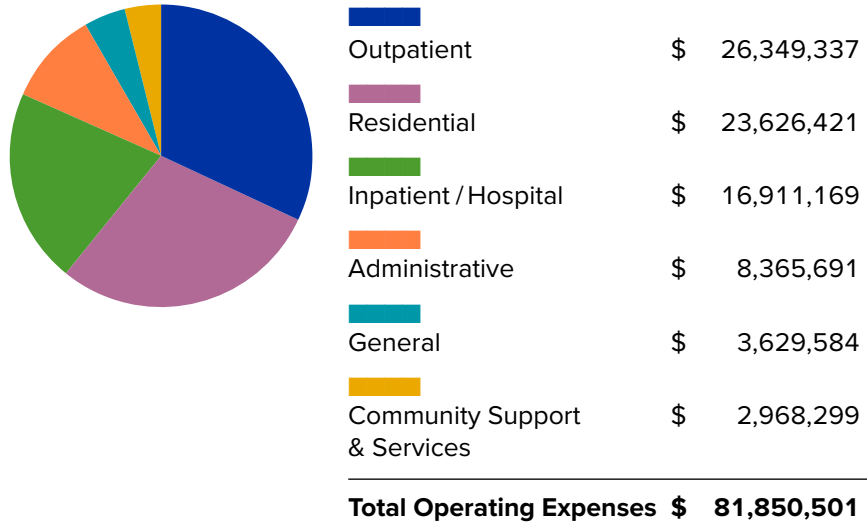
Advisory Members

Ola Anise
Vicki G. Bacon
Susie Carpenter
Mary Stewart Crane
Victor Gaston
Mavis Newman
P. Duncan Roy, M.D.
Beverly White
Hon. Nick Williams

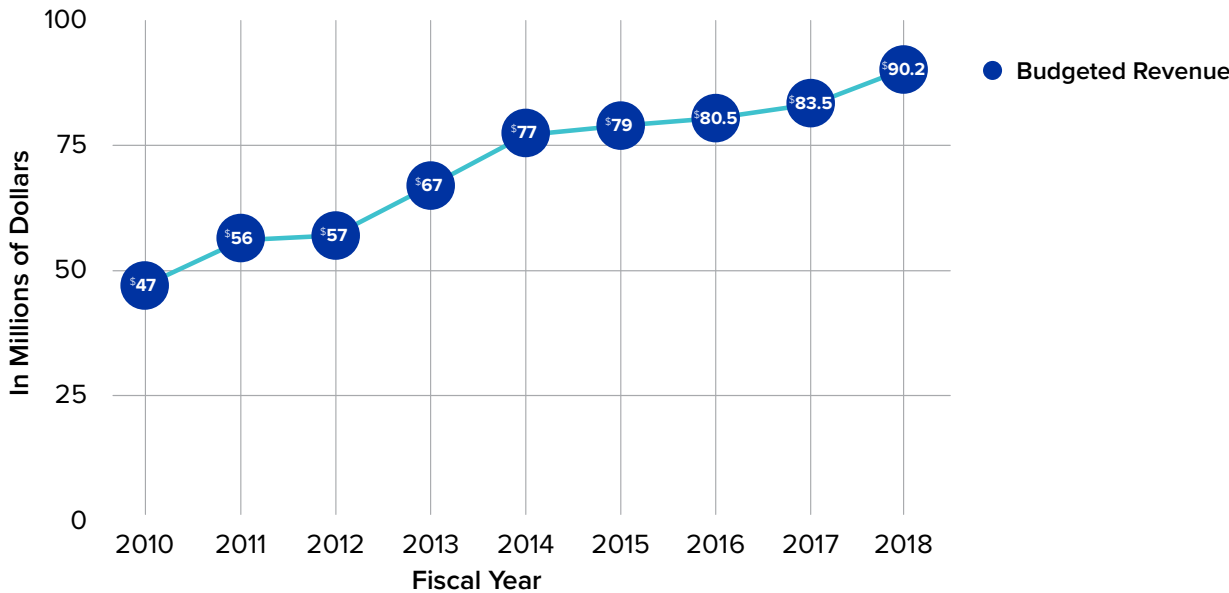
Total Operating Revenue FY 2017



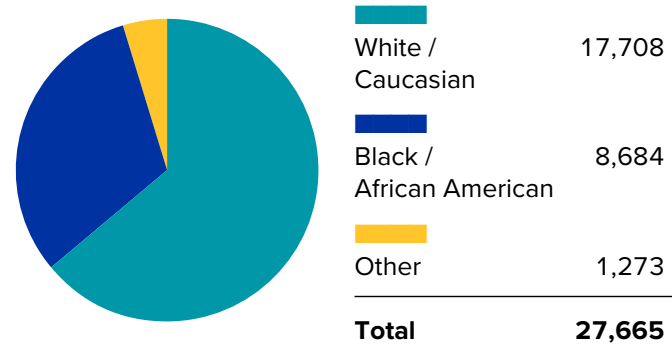
Total Operating Expenses FY 2017



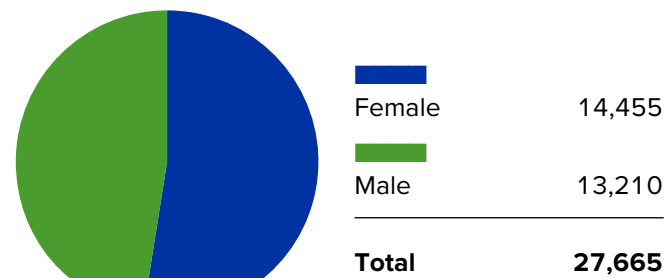
Total Budget Growth and Projection FY 2010 – 2018



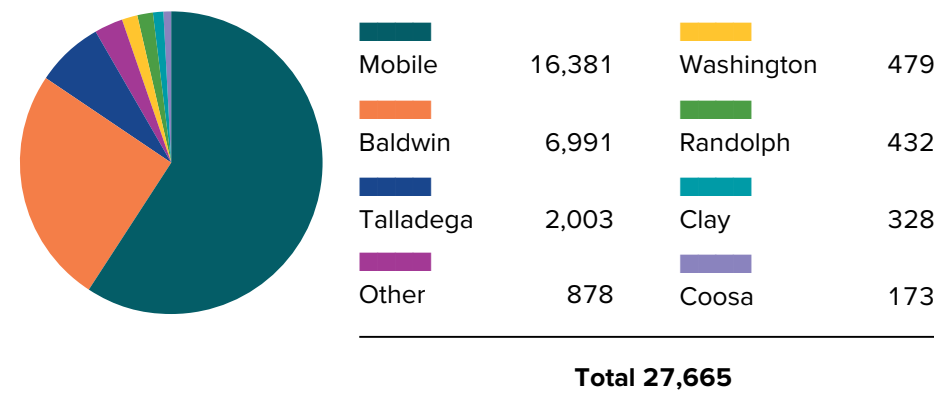
Ethnicity of Patients Served FY 2017



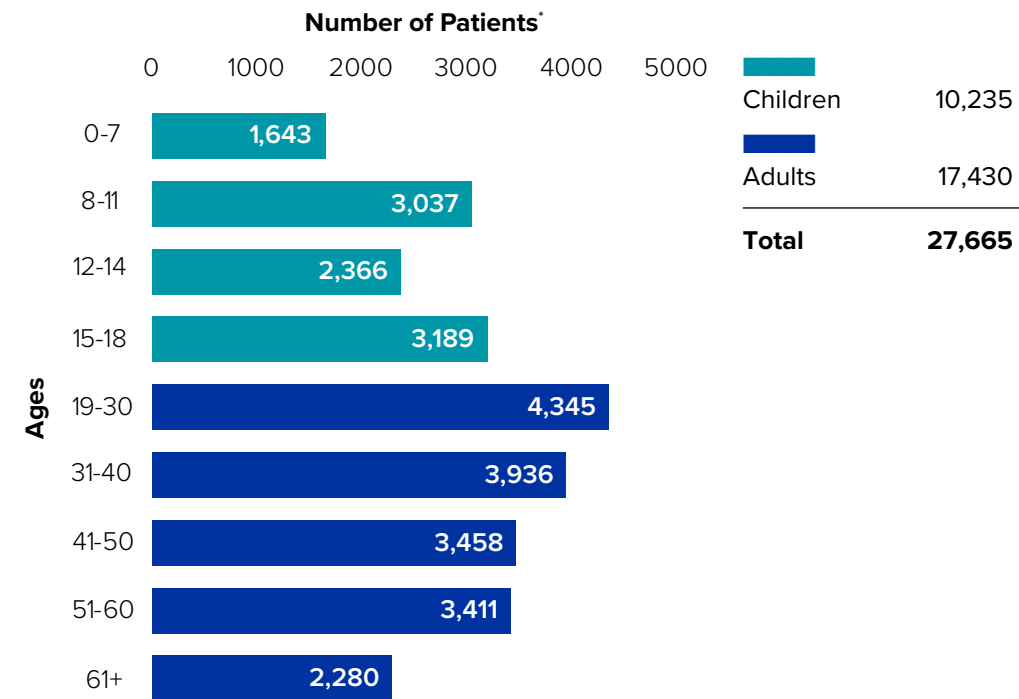
Gender of Patients Served FY 2017



Home County of Patients Served FY 2017

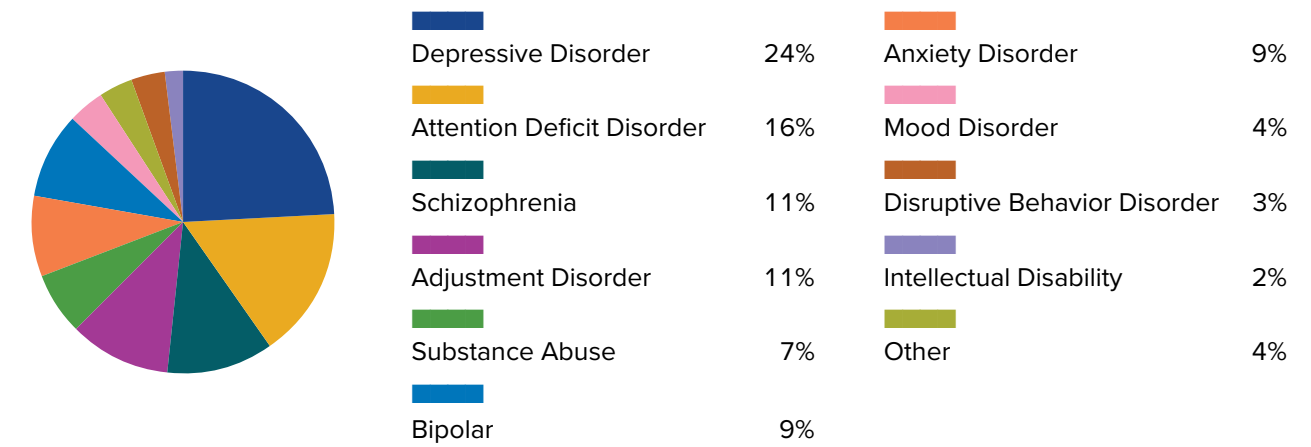


Ages of Patients* Served FY 2017

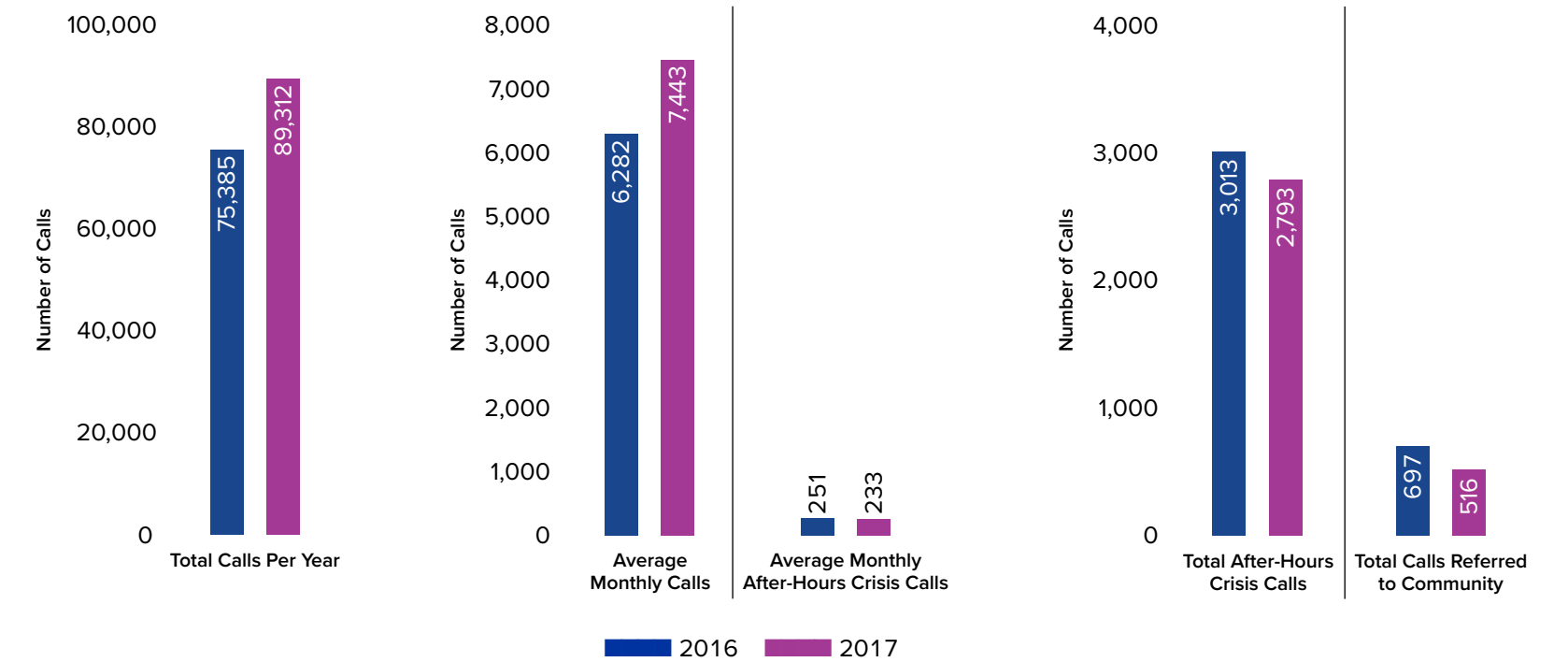


*Individuals admitted to any AltaPointe program

Most Common Diagnosis FY 2017

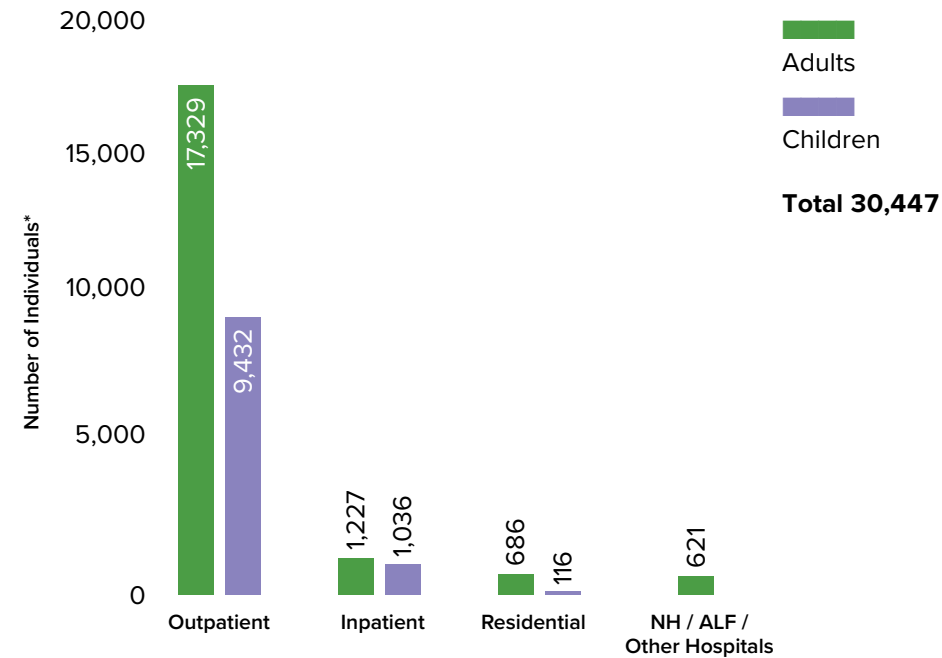


CarePointe: Access, Crisis and Other Calls



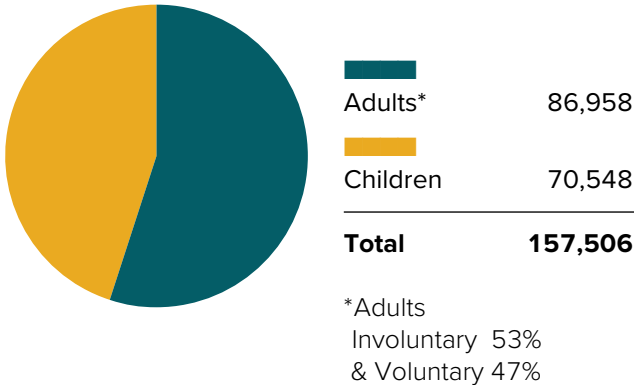
CarePointe serves AltaPointe's two hospitals and more than 14 outpatient clinics and 92 programs across seven counties. It also supports psychiatric services from more than 25 hospitals across Alabama, and referrals to and from three state psychiatric hospitals.

Total Individuals* Served by Program FY 2017

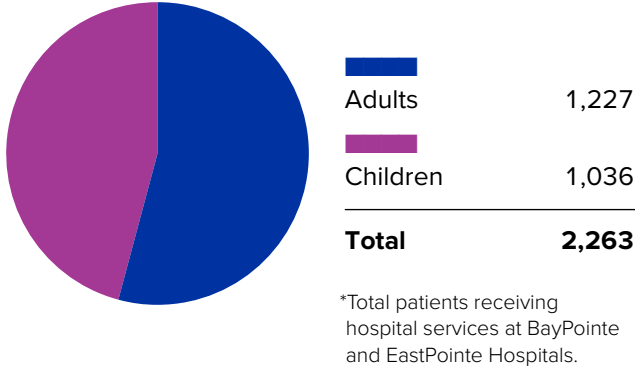


***Individuals versus 'patients'**
AltaPointe professionals provide clinical and consultation services to individuals who have been admitted to area hospitals, nursing homes, assisted living facilities and other agencies or providers. These individuals are not considered AltaPointe patients until they are admitted into our continuum.

Total Inpatient Services Provided FY 2017



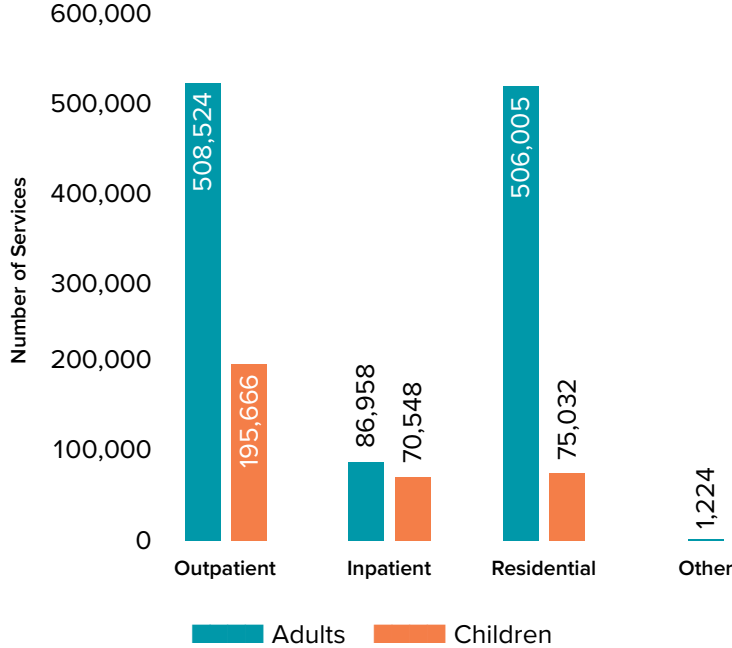
Total Patients Receiving Hospital Services* FY 2017



*Total patients receiving hospital services at BayPointe and EastPointe Hospitals.

AltaPointe's hospital services
AltaPointe operates two free-standing psychiatric hospitals: BayPointe Hospital located in Mobile, offers a 60-bed acute care unit and a 34-bed residential unit for children; and EastPointe Hospital located in Daphne, offers a 66-bed adult inpatient crisis stabilization unit and a 16-bed adult crisis residential unit. AltaPointe's ownership of these inpatient facilities, and its ability to provide inpatient care, make it the most comprehensive behavioral healthcare system in Alabama.

Total Services Provided FY 2017



Total 1,443,957

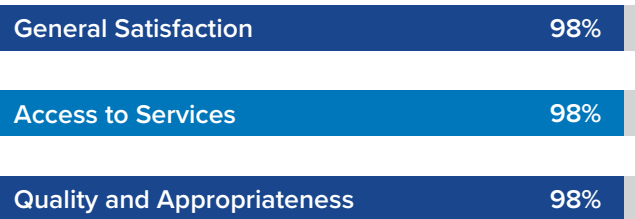
Patient Perception of Care:
Adult Outpatient Services Overall
FY 2017



Patient Perception of Care:
Adult Residential Services Overall
FY 2017



Family Perception of Care:
Child / Adolescent Services Overall
FY 2017



Patient Perception of Care:
Adult Inpatient
FY 2017



Patient Perception of Care:
Child/Adolescent Inpatient Services
FY 2017



Mission

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

Philosophy of Service

We are responsible for the public system of mental health, substance use disorder and developmental disability service provision throughout Baldwin, Clay, Coosa, Mobile, Randolph, Talladega, and Washington counties.

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 for the individual, patient and family involvement, each patient's enhanced role functioning and inclusion into the community.

Everything we do is directed by these five 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.



(251) 450-2211 · AltaPointe.org

Corporate Headquarters
5750-A Southland Drive · Mobile, AL 36693



Accredited By
The Joint Commission