



ANNUAL REPORT 2018





Reflecting on our fiscal year 2018 gives us many reasons to celebrate. We built upon our infrastructure using innovative technology, employed best clinical practices, and added primary care to our list of services to help people with mental illness, developmental disabilities, and substance use disorders live their best lives. Indeed, as demonstrated in this report, it was a successful year made possible by our team of dedicated professionals.

One area that continues to play a pivotal role in delivery of services across our seven-county continuum is technology. Telehealth is used daily at AltaPointe to connect thousands of patients to psychiatric services. The advantage for people living in rural areas or other areas where no psychiatrists are based, is that they no longer have to travel hundreds of miles for services – making telehealth a convenient, efficient, and effective diagnostic and treatment tool. Hospitals across our service area are using telehealth from their emergency departments to connect with AltaPointe physicians. The use of video conferencing improves assessment processes, timeliness of treatment, and outcomes for patients and hospitals.

Meanwhile, growth defines the year for BayPointe Hospital. Additional services and programs enhanced our ability to provide care to an ever increasing number of children. BayPointe's West Mobile Academy expanded classes to include high school students through the twelfth grade and added classrooms for children from North Mobile County who need specialized educational and therapeutic services.

This year also brought an expansion to our school-based therapy program. For the first time, students in our Sylacauga region are enjoying the benefits of receiving counseling services in their school setting. Just as we have seen with our school-based therapy program, we continue to see the benefits of a successful merger with the former Cheaha Regional Mental Health Center and our milestone merger with the former Baldwin County Mental Health Center. The number of services provided continues to grow with an additional 170,000 services provided in FY 2018.

Further proof of our success is the addition of a board-certified child and adolescent psychiatrist to our Sylacauga region's medical staff. He is the only psychiatrist in the four-county area which includes Clay, Coosa, Randolph, and Talladega counties. That means many families no longer face long wait times or transportation hurdles as they seek psychiatric outpatient care.

Concurrently, Integrated Healthcare Pharmacy LLC introduced robotic technology to enhance productivity further. The joint venture between AltaPointe Health and Northrock Pharmacy fills over 6,000 prescriptions a month and allows patients a convenient and economical choice for obtaining their medication.

We renewed our focus on providing staff with a competitive benefits package that now includes affordable, accessible and high-quality primary healthcare by board-certified clinicians at Accordia Health & Wellness. Our state-of-the-art employee-centered clinic in Mobile offers primary care at a reduced rate for employees and their families covered by AltaPointe's health insurance plan. It is part of our initiative to promote healthier living for our employees and our patients.

Perhaps the most exciting news of 2018 was the acquisition of our first Federally Qualified Health Center Look-A-Like, Accordia Health. It is located in the heart of Bayou La Batre and provides affordable primary care services to residents of South Mobile County. Accordia Health is improving AltaPointe's transition to fully-integrated primary and behavioral healthcare.

In closing, whether using technology, expanding services or adding primary healthcare, this year will be remembered as one of tremendous growth and improved efficiencies.

Tuerk Schlesinger, CEO



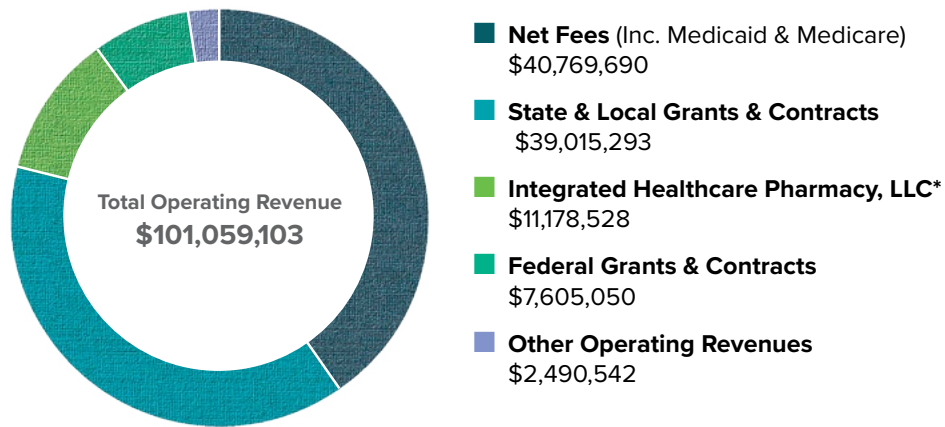
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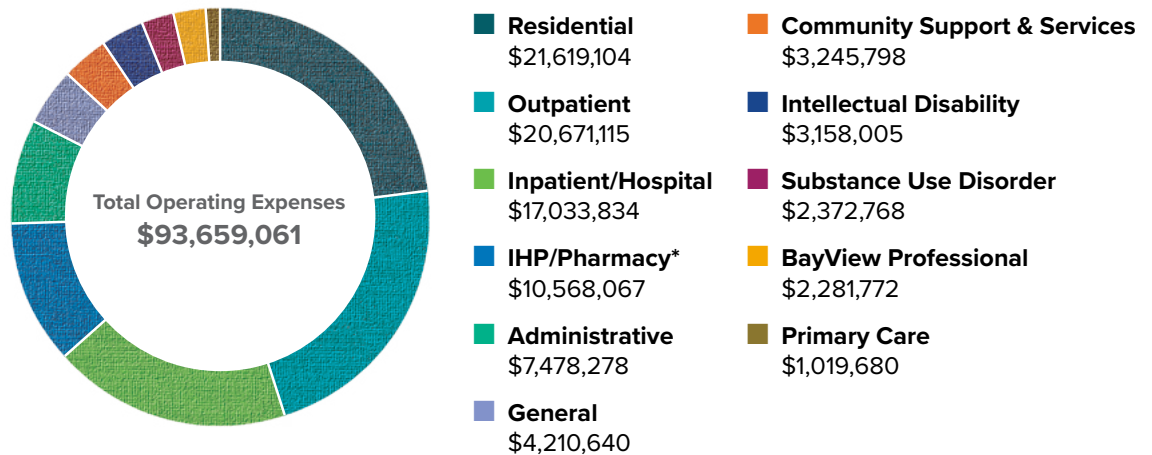
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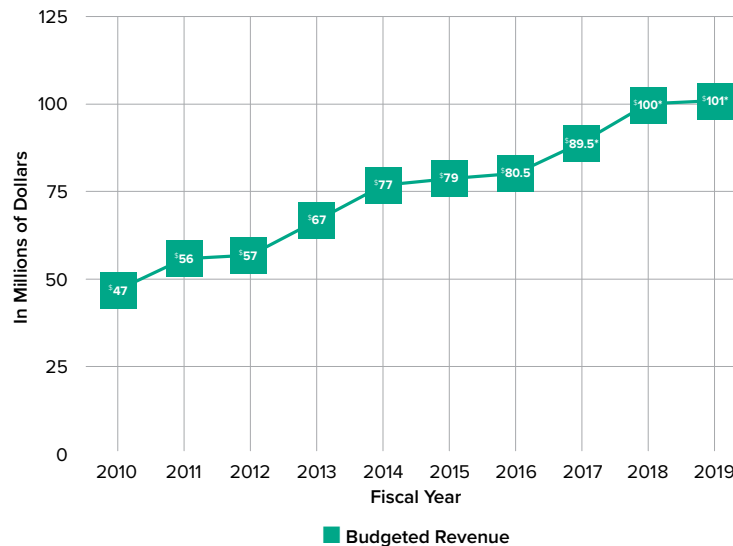
Total Operating Revenue FY 2018



Total Operating Expenses FY 2018

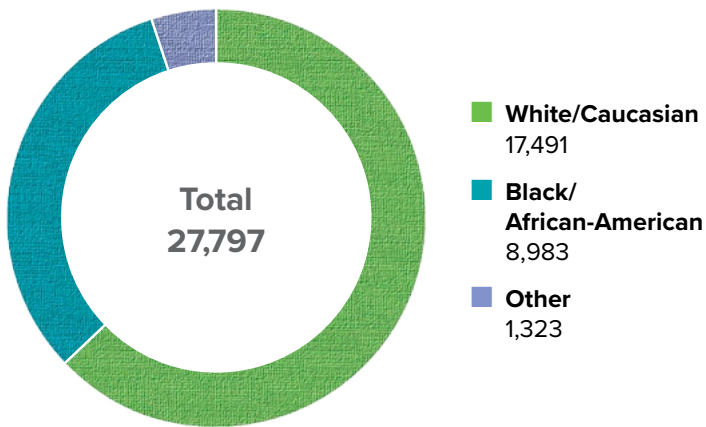


Total Budget Growth and Projection FY 2010-2019

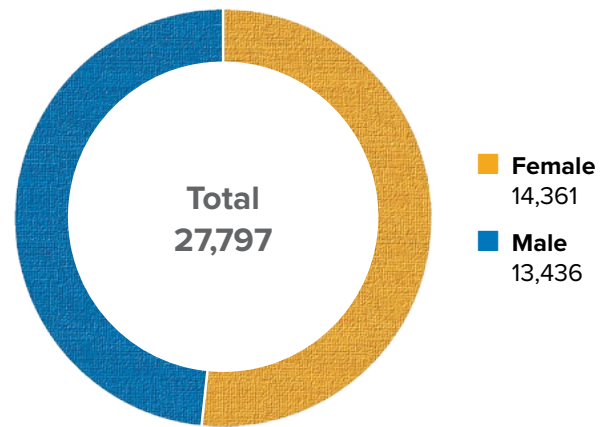


*Established in 2017, Integrated Healthcare Pharmacy, LLC, is a joint venture between AltaPointe and Northrock Pharmacy based in Oklahoma Center.

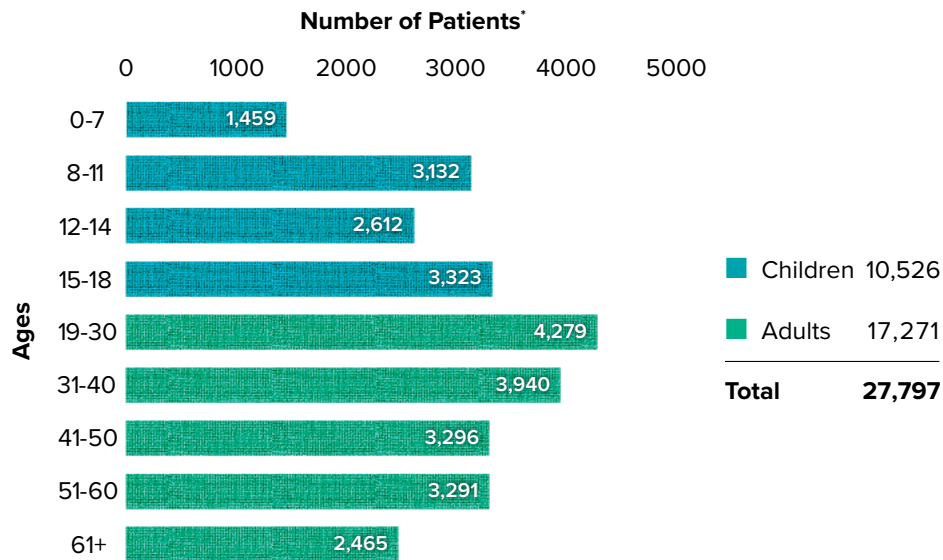
Ethnicity of Patients Served FY 2018



Gender of Patients Served FY 2018



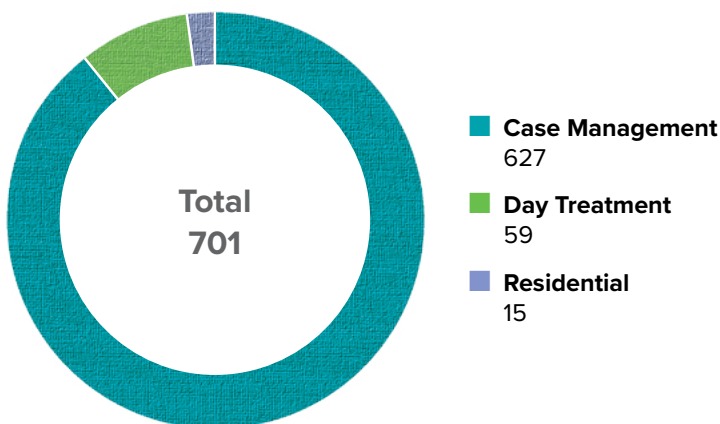
Ages of Patients Served FY 2018



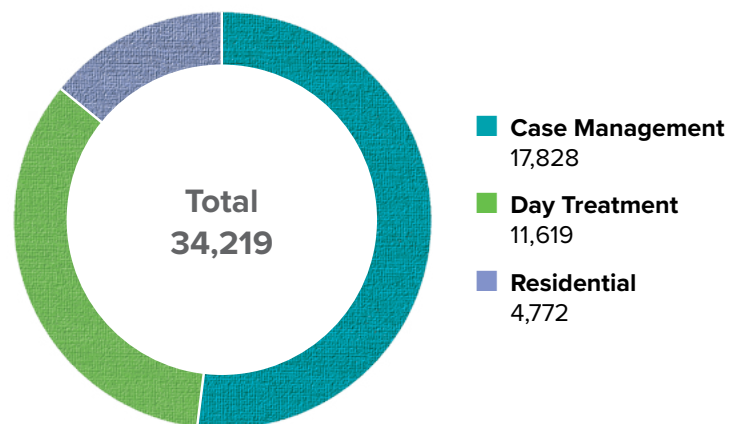
*Individuals admitted to any AltaPointe program

Intellectual Disability

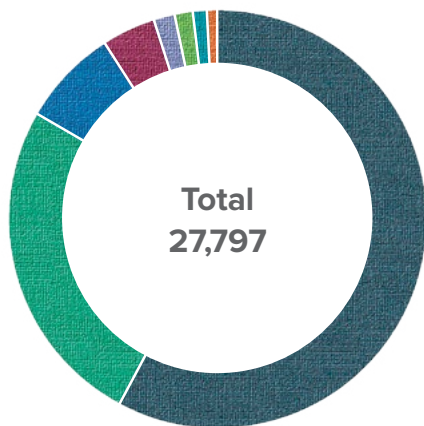
Number of Individuals Served FY 2018



Number of Services Provided FY 2018

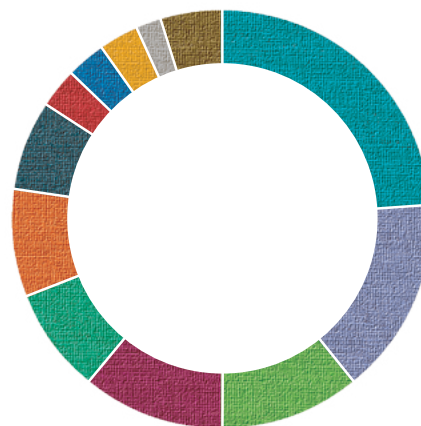


Home County of Patients Served FY 2018



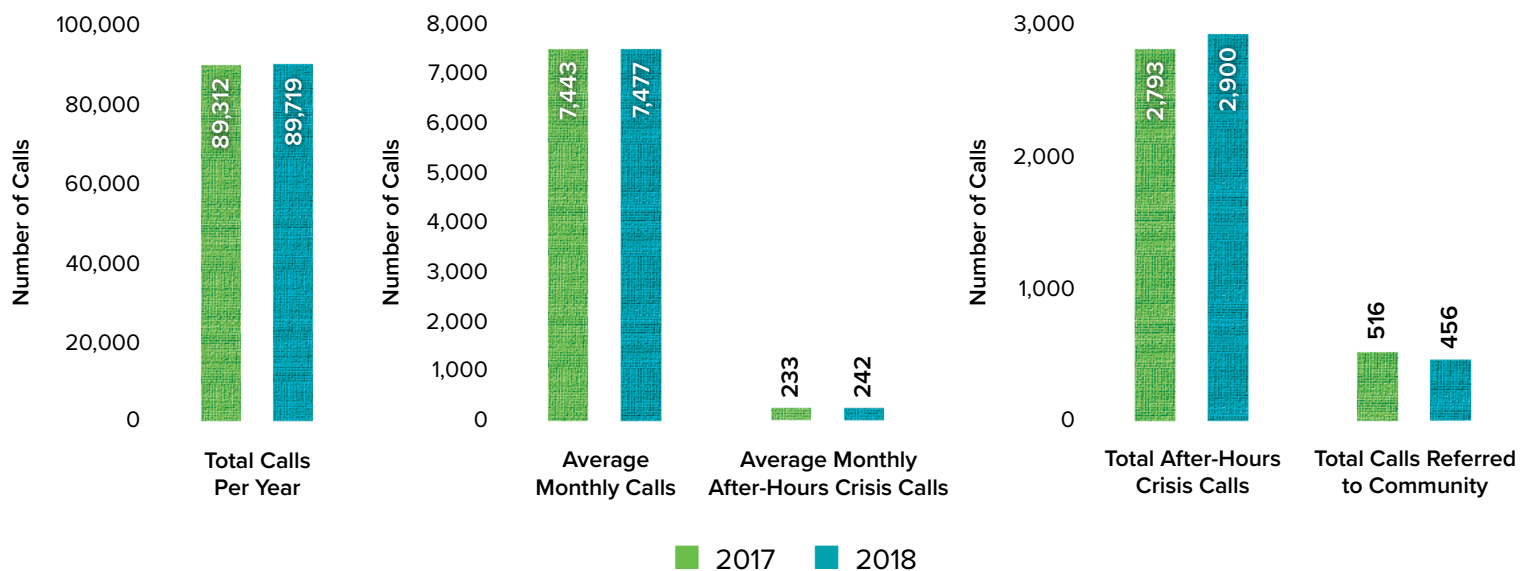
Mobile 16,089	Washington 474
Baldwin 7,137	Randolph 387
Talladega 2,026	Clay 320
Other 1,178	Coosa 186

Most Common Diagnosis FY 2018



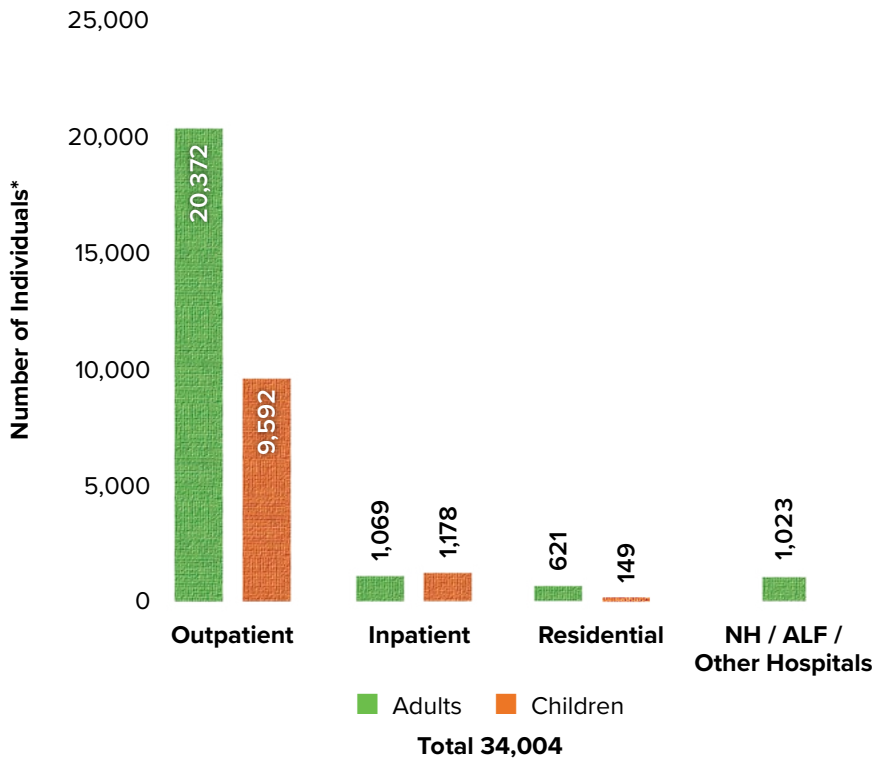
Depressive Disorder	24%	Substance Abuse	7%
Attention Deficit Disorder	15%	Impulse Disorder	3%
Adjustment Disorder	11%	Mood Disorder	3%
Schizophrenia	11%	Disruptive Behavior Disorder	3%
Bipolar	8%	Intellectual Disability	2%
Anxiety Disorder	8%	Other	5%

CarePointe: Access, Crisis and Other Calls



CarePointe serves AltaPointe's two hospitals and 17 outpatient clinics and nearly 100 programs across seven counties. It also supports psychiatric services from more than 30 hospitals across Alabama and referrals to and from three state psychiatric hospitals.

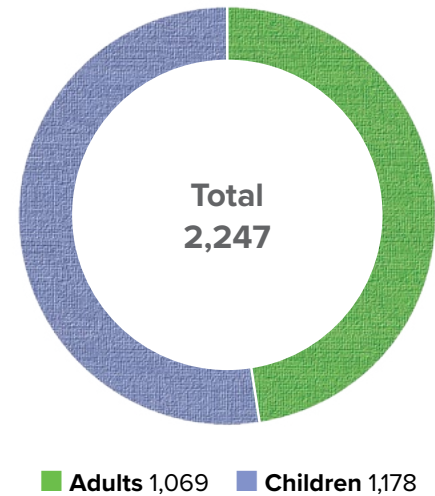
Total Individuals* Served by Program FY 2018



*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 Patients Receiving Hospital Services* FY 2018

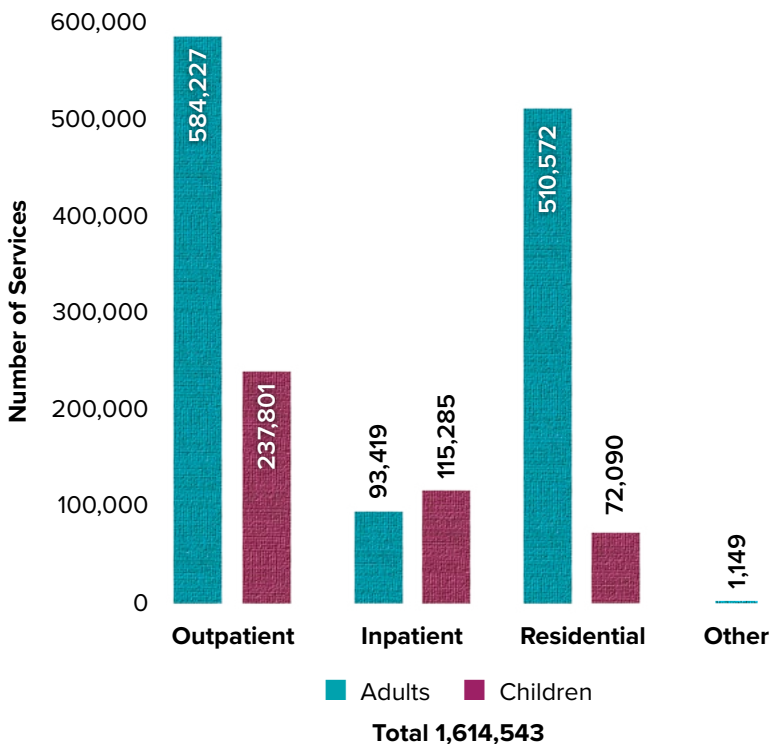


*Patients receiving actual services at BayPointe and EastPointe Hospitals

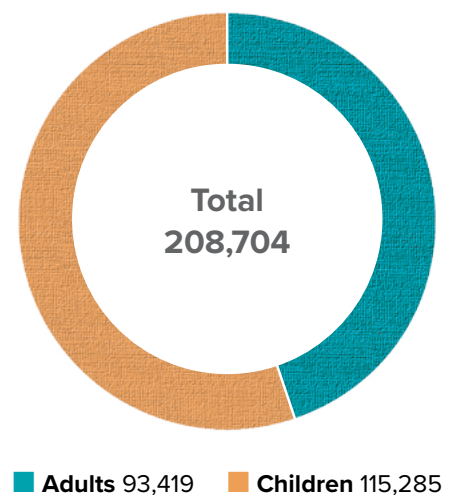
AltaPointe's hospital services

AltaPointe operates two free-standing psychiatric hospitals: BayPointe Hospital located in Mobile, offers a 60-bed acute care unit, a 34-bed residential unit for children, a 75 capacity day treatment program with educational component and a 120 capacity after-school day treatment program; 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 2018

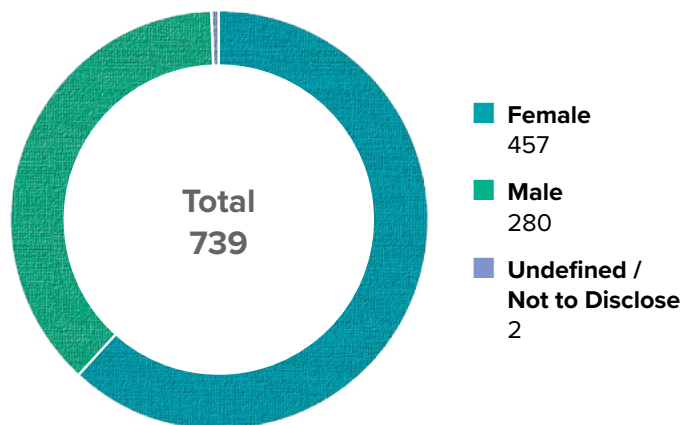


Total Inpatient Services Provided FY 2018

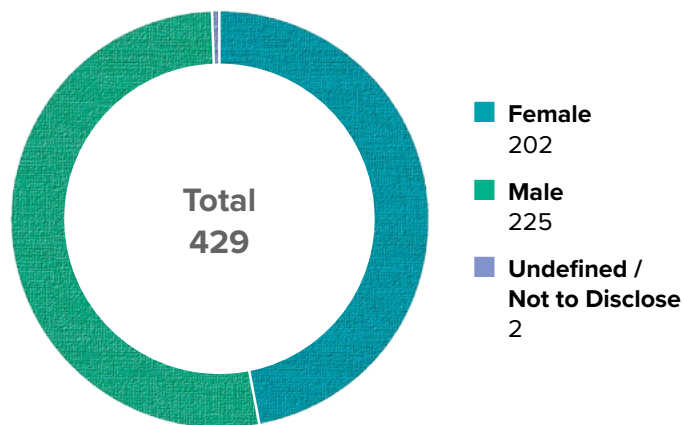


*Adults
Involuntary 53% • Voluntary 47%

Gender of Patients Served Since August 2018

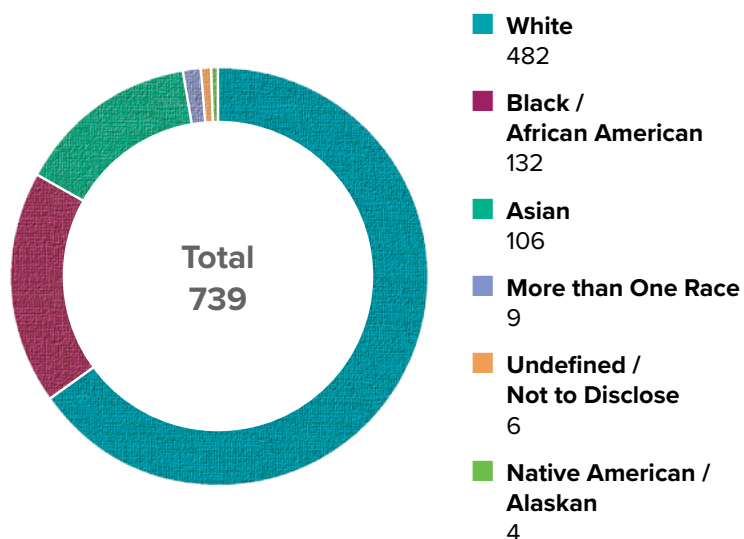


Gender of Patients Served FY 2018

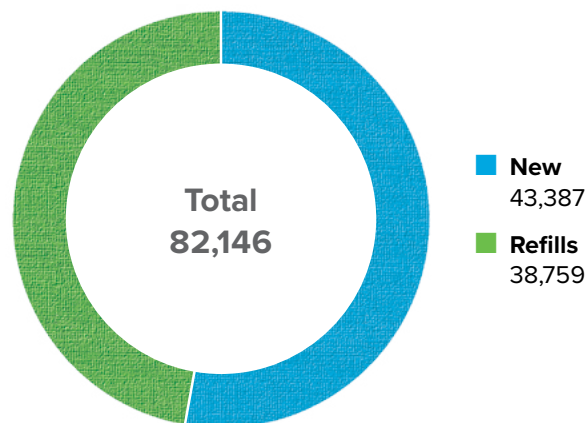


*Accordia Health & Wellness did not track the ethnicity of patients FY 2018.

Ethnicity of Patients Served Since August 2018



Prescriptions Rx FY 2018



Telehealth FY 2018



Perception of Care FY 2018

Adult Outpatient Services Overall

Patient's General Satisfaction

94%

Adult Residential Services Overall

Patient's General Satisfaction

92%

Child/Adolescent Services Overall

Family's General Satisfaction

96%

Adult Inpatient Services

Patient's General Satisfaction

97%

Child/Adolescent Inpatient Services

Patient's General Satisfaction

98%

Testimonials

Numbers cannot fully express the commitment and hard work of our dedicated staff, but a few comments received from patients, their family members and other care givers help sum up our commitment to excellence.

I just wanted to take the opportunity to tell you how pleased I was with the way your case manager handled this difficult issue and how compassionately she treated my client. I have worked in social services for thirty years and have seen the good and the bad; she's one of the good ones.

— Social services representative

Thank you for helping me get on my feet again through the suboxone program. These people are saving lives AND really care!!!

— Patient

My doctor worked with me and listened to what I had to say. She has gotten me on the right road and probably saved my life. I'm thankful for her.

— Patient

We are so happy that we found out about BayPointe Hospital. They helped our family greatly, and we give them 5-stars!

— Patient's family member

When I called, everyone was very helpful to me and was able to help my son with his situation. I appreciate all of you.

— Patient's family member

The staff at EastPointe Hospital brightens my day, is observant to my needs, and helps me through tough situations while I am here. Thank you for caring!

— Patient

After years of talk therapy with both of my children, we are happy as a family again. Thank you for the safe place you provide. We have all been able to do the work needed, and to grow as a family. You are beyond amazing

— Patient's family member



**AltaPointeSM
Health**

Your well-being is our priority.



Accredited By
The Joint Commission

Certified by the State of Alabama
Department of Mental Health