

2019 ANNUAL REPORT





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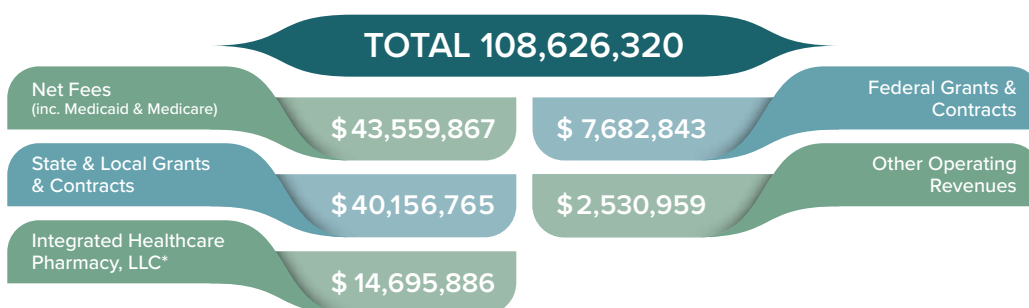
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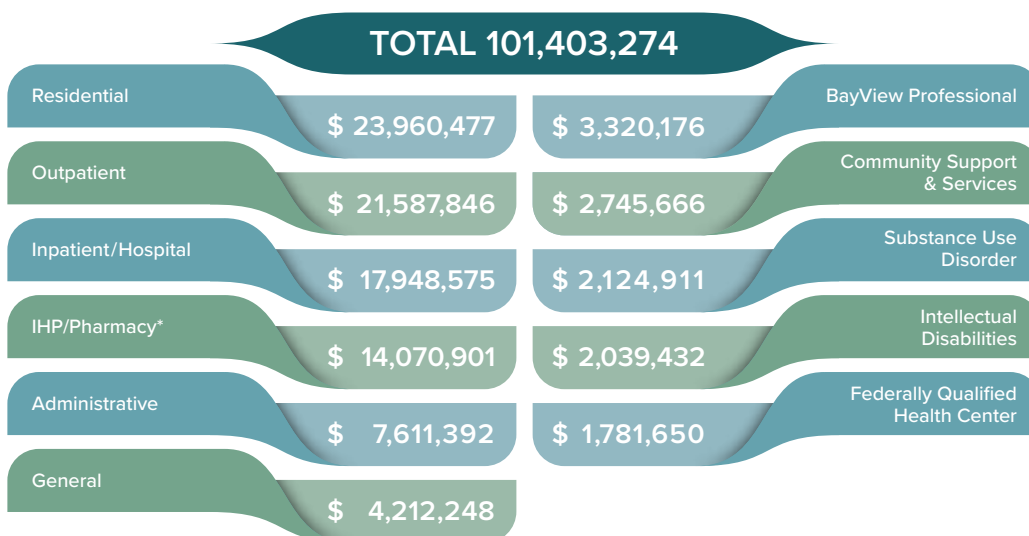
Beverly White

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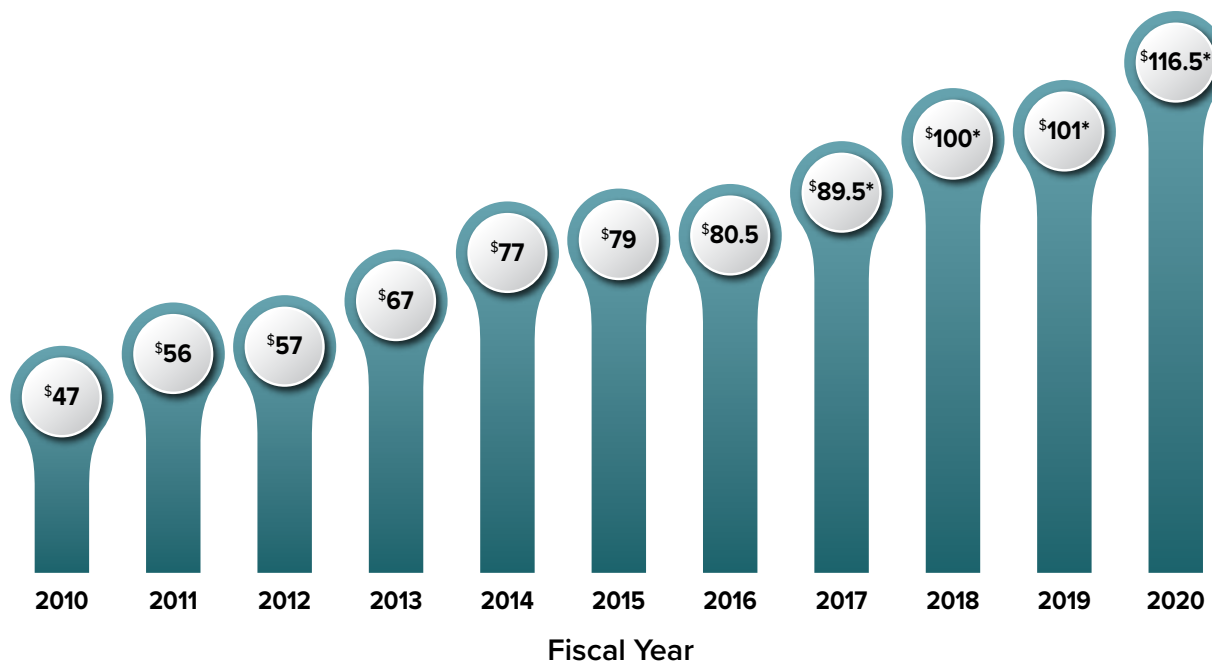
Total Operating Revenue FY 2019



Total Operating Expenses FY 2019



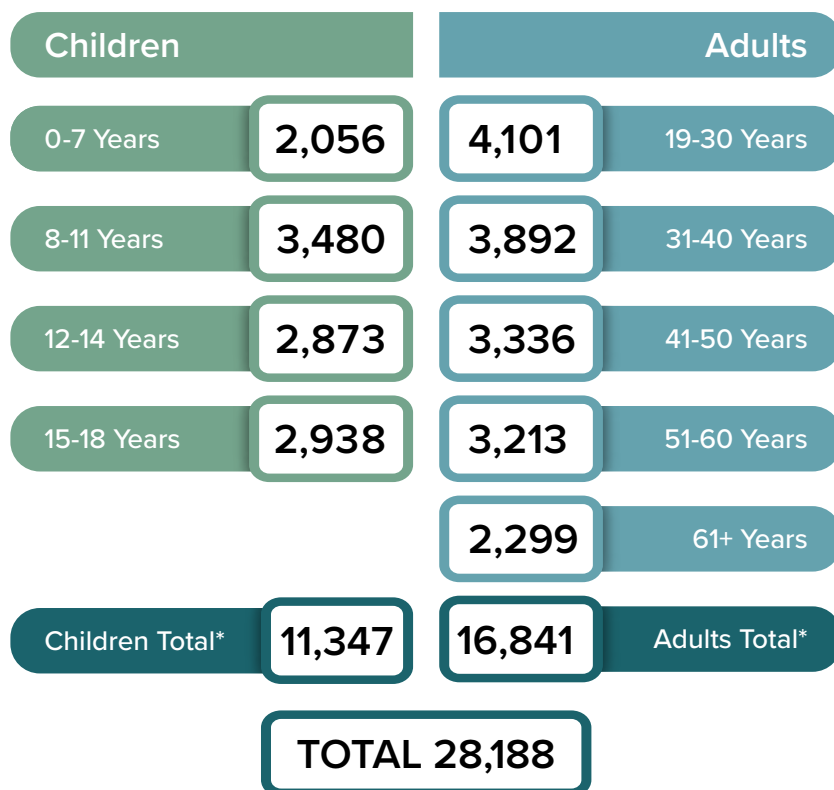
Total Budget Growth and Projection FY 2010 – 2020



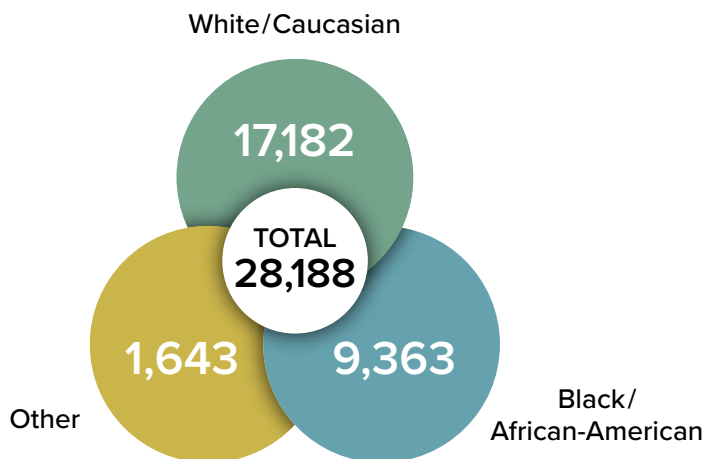
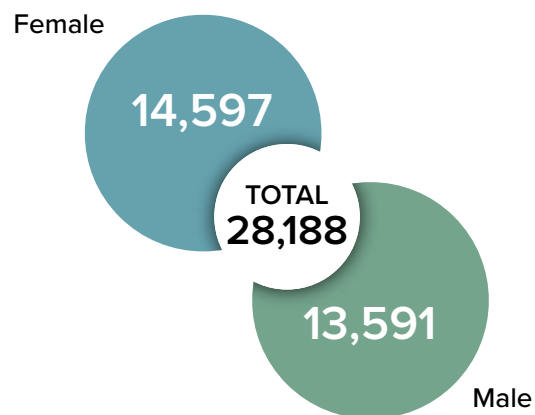
 Budgeted Revenue In Millions of Dollars

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

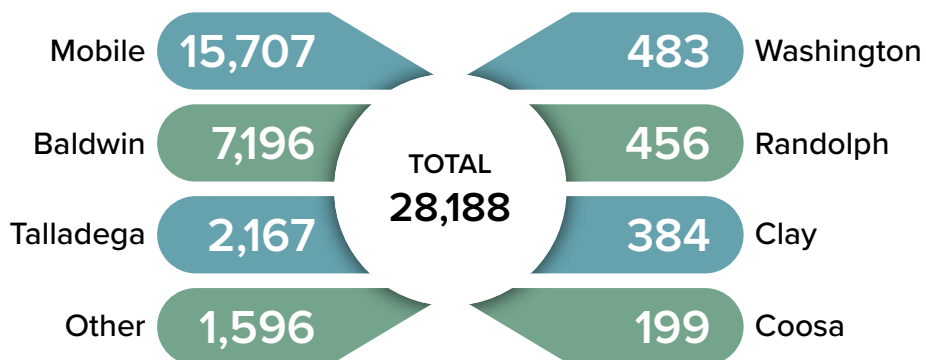
Ages of Patients Served FY 2019



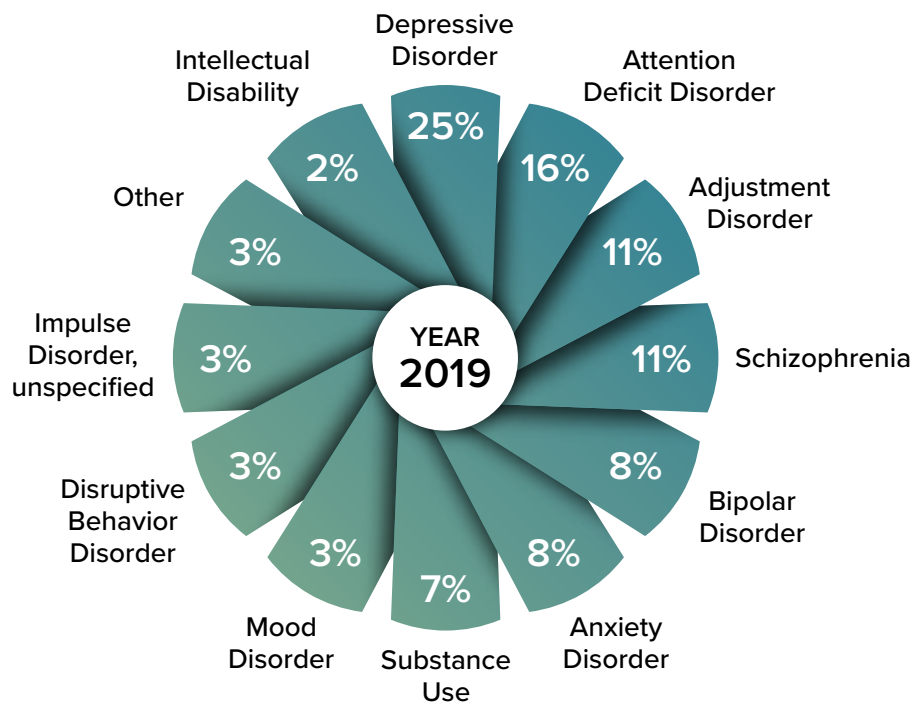
*Totals indicate the number of individuals admitted to any AltaPointe program.

Ethnicity of Patients Served
FY 2019Gender of Patients Served
FY 2019

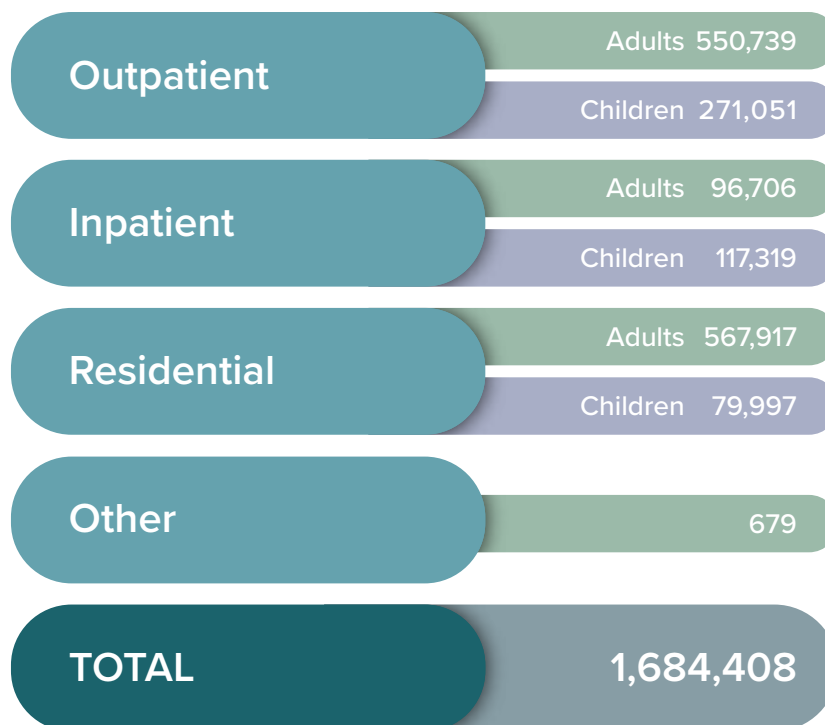
Home County of Patients Served FY 2019



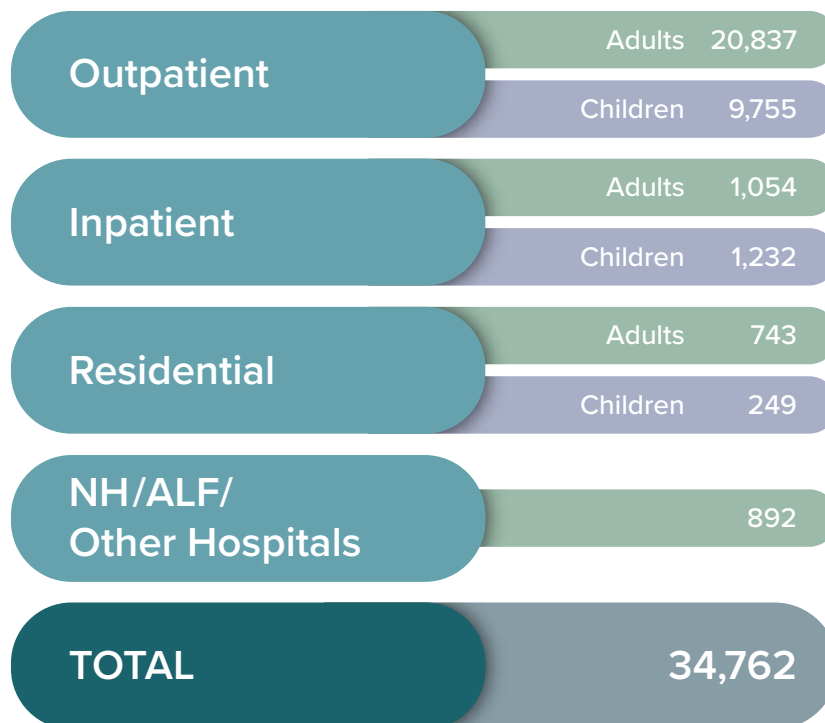
Most Common Diagnosis FY 2019



Total Services Provided FY 2019



Total Individuals* Served by Program FY 2019



*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.

AltaPointe Health's hospital services

AltaPointe operates two free-standing psychiatric hospitals: BayPointe Hospital located in Mobile, offers a 60-bed acute care unit, a 40-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 Patients Receiving Hospital Services* FY 2019



*Patients receiving actual services at BayPointe and EastPointe Hospitals

Total Inpatient Services Provided FY 2019

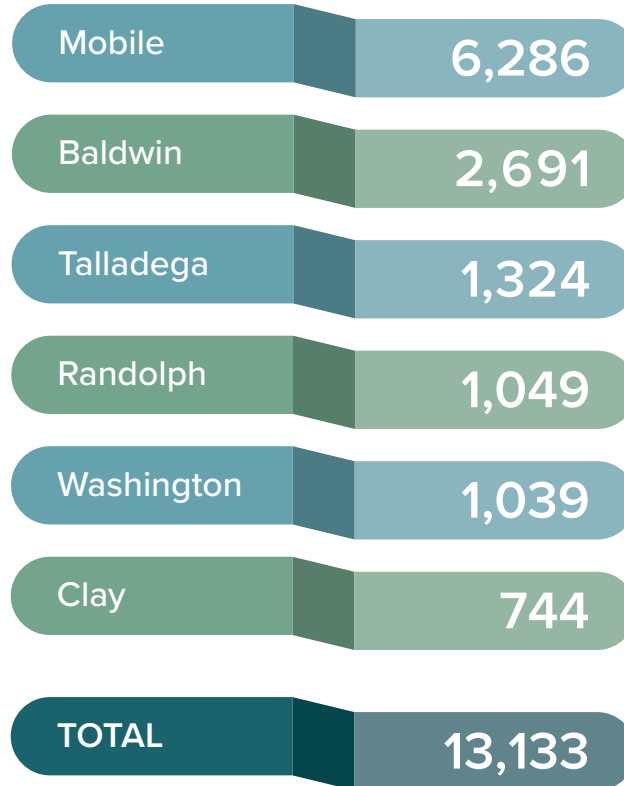


*Adults
Involuntary 66%
Voluntary 34%

Patient assessment and consultation made easier through technology

AltaPointe Health's Telehealth and ConsultPointe allow AltaPointe to better serve patients in remote locations or in hospitals without onsite psychiatric services available. These services bring AltaPointe psychiatrists, therapists and patients face-to-face through videoconferencing technology. Used at AltaPointe daily, thousands of patients now access care remotely each year. Using telehealth improves assessment, processes, timeliness and outcomes for patients.

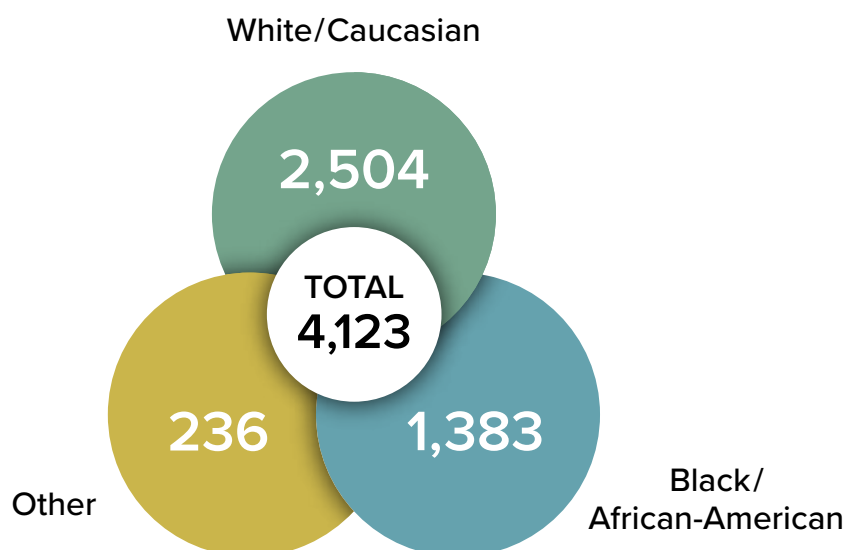
Total Telehealth Services Provided by County FY 2019



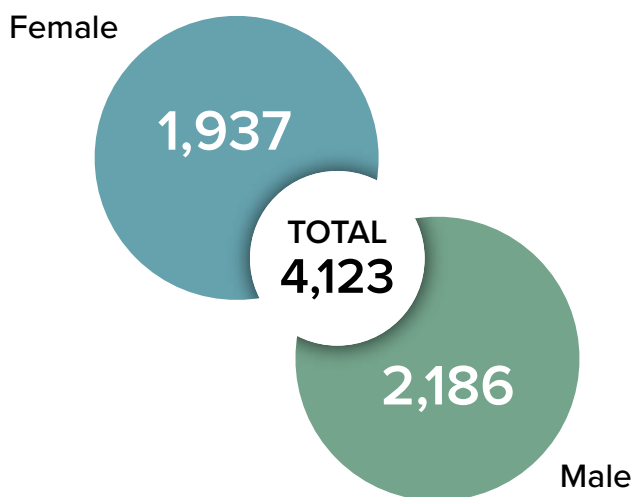
Total Telehealth Services Provided by Region FY 2019



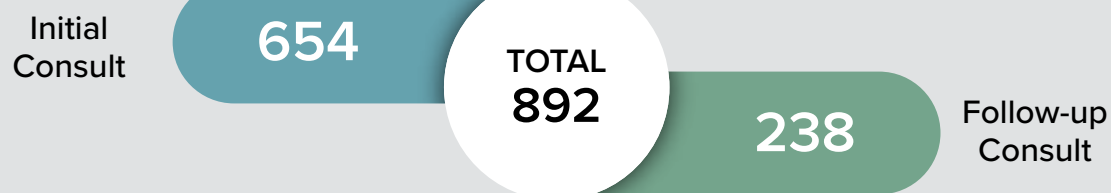
Ethnicity of Patients Served FY 2019



Gender of Patients Served FY 2019

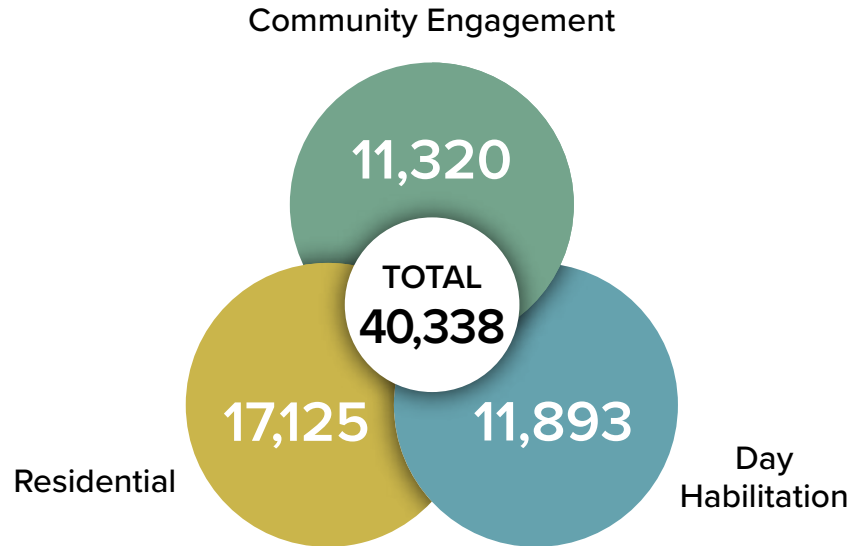
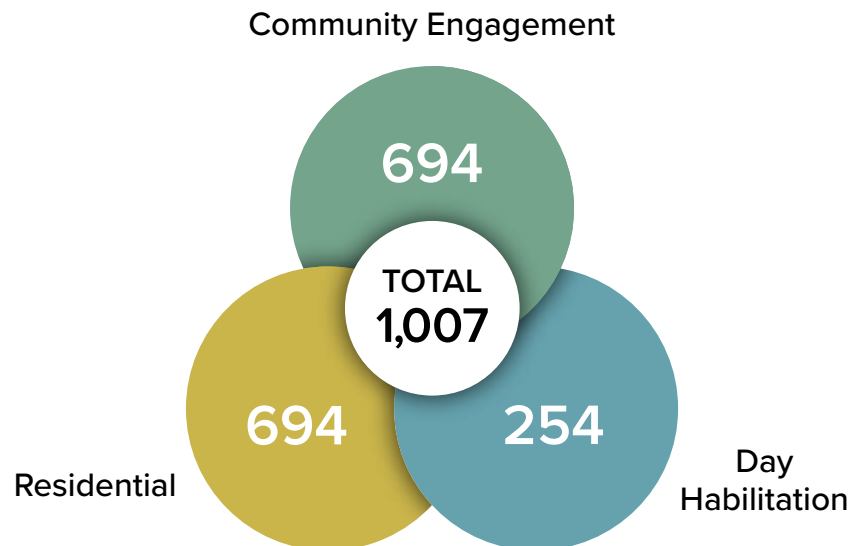


ConsultPointe Services Provided in Hospitals FY 2019



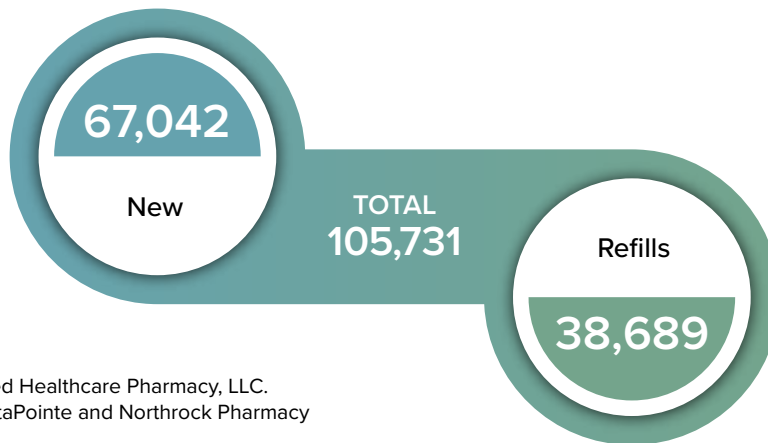
Merger to strengthen services for people with intellectual disabilities

Mobile Arc (formerly MARC), founded in 1956 for people with intellectual and developmental disabilities in Mobile, merged with AltaPointe Health in July 2019. The merger will enable the organization to serve more individuals, provide more resources to the community, and positions the organization for additional grants, and funding to aid those needing these services.

Total ID Services Provided FY 2019**Total ID Individuals Served by Program FY 2019****Total ID Services Provided by Region FY 2019**



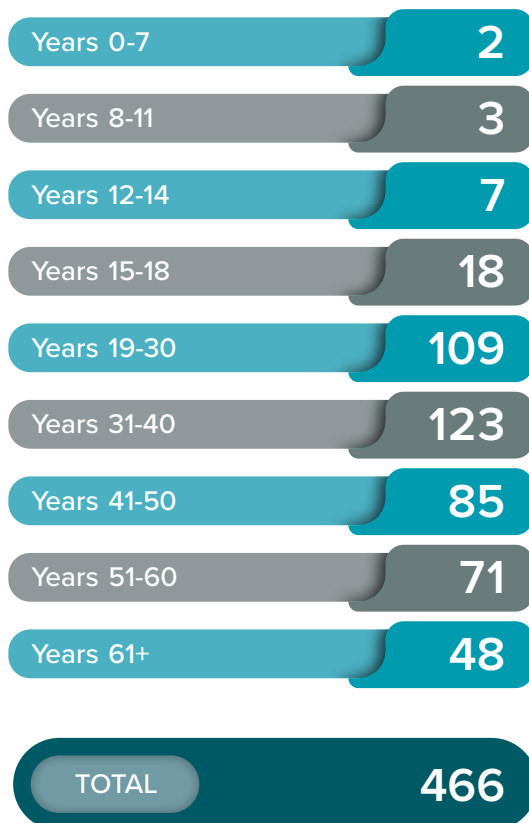
Prescription Rx FY 2019



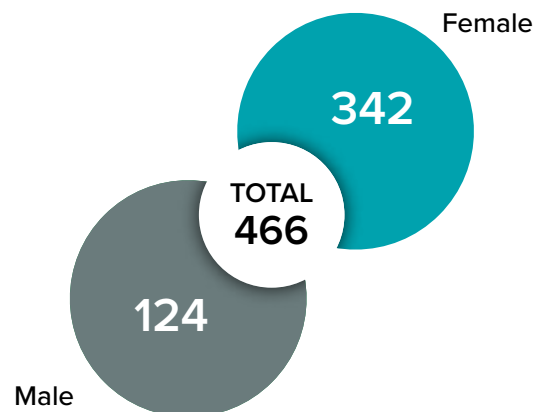
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Ages of Patients Served FY 2019



Gender of Patients Served FY 2019



Total Services Provided FY 2019

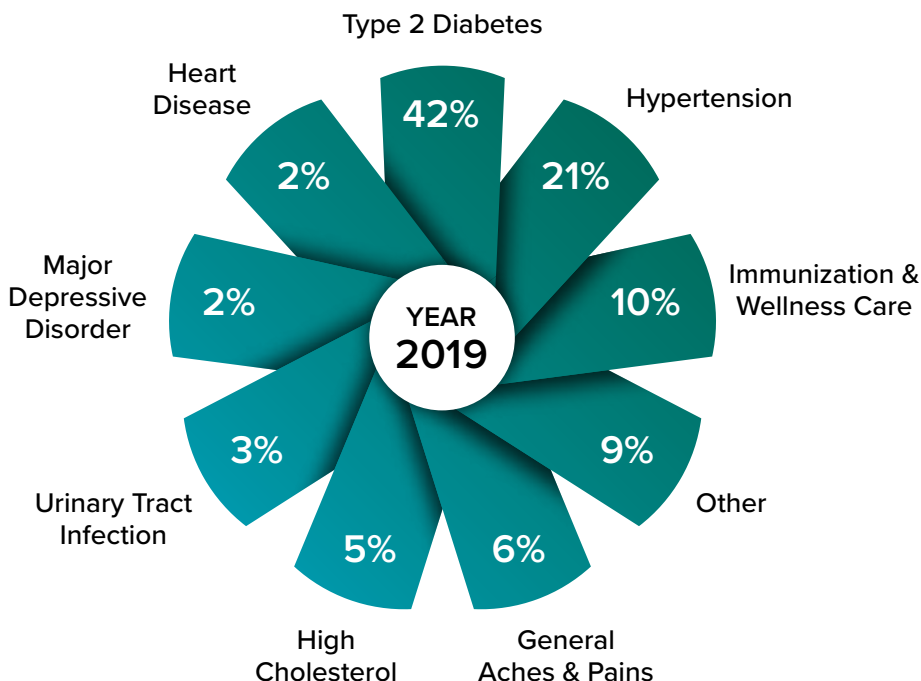




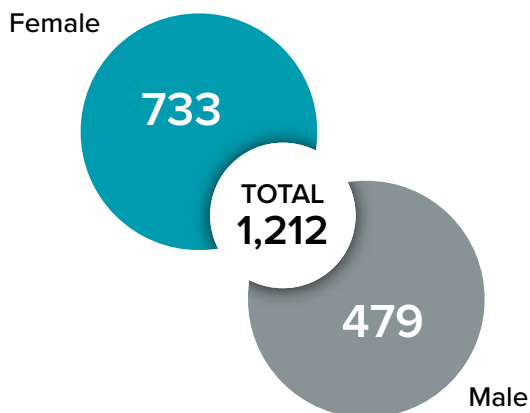
Accordia Health providing affordable integrated care

The Accordia Health mission is to provide quality-driven, patient centered care that exceeds all expectations in a convenient, cost-effective, and accessible manner while maintaining the highest safety standards. Accordia Health is a not-for-profit, Federally Qualified Health Center providing integrated family medical and behavioral health care to people of all ages regardless of ability to pay. Discounts are offered on services based on a sliding fee scale depending on household size and income.

Most Common Diagnosis FY 2019



Gender of Patients Served FY 2019

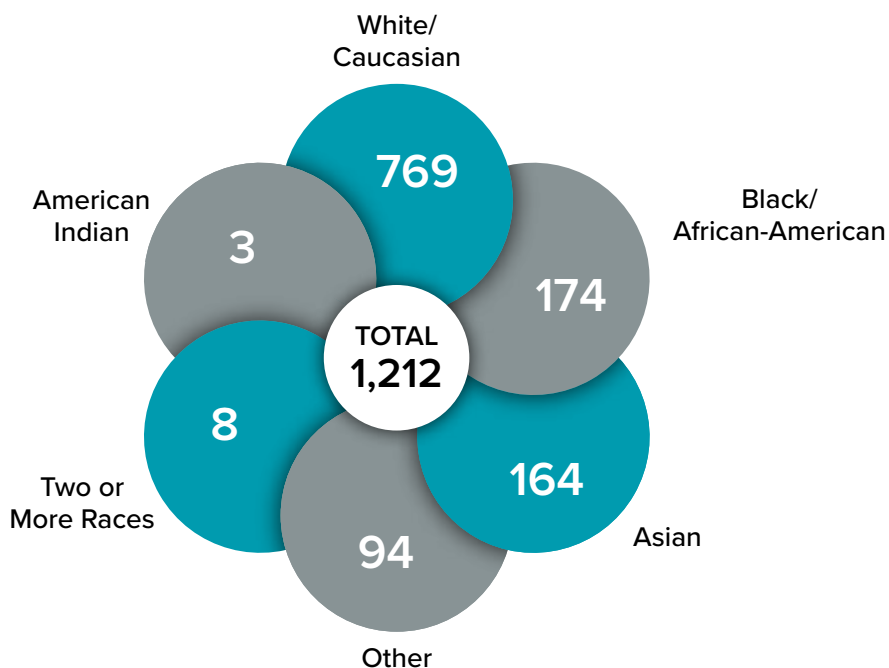


Total Services Provided FY 2019



* The Accordia Health information shown on these pages is unique, and is not included elsewhere in this report.

Ethnicity of Patients Served FY 2019



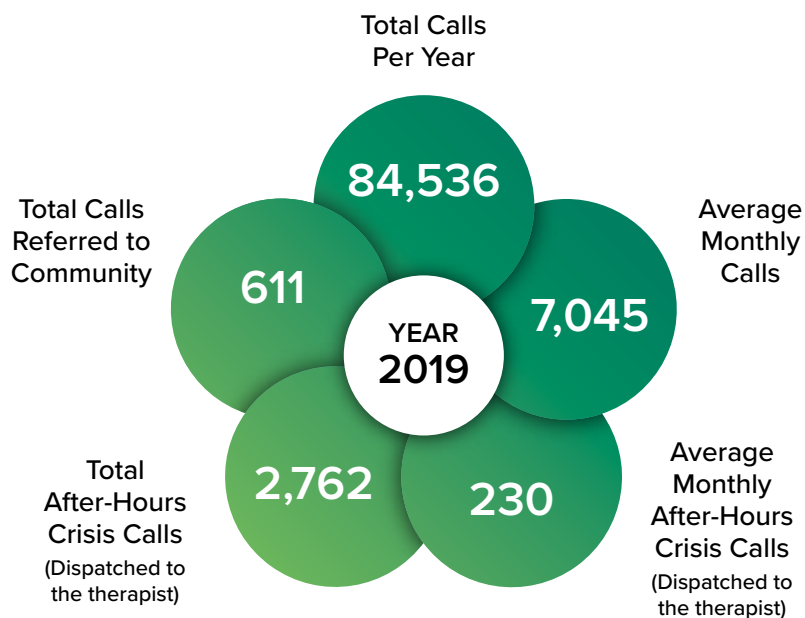
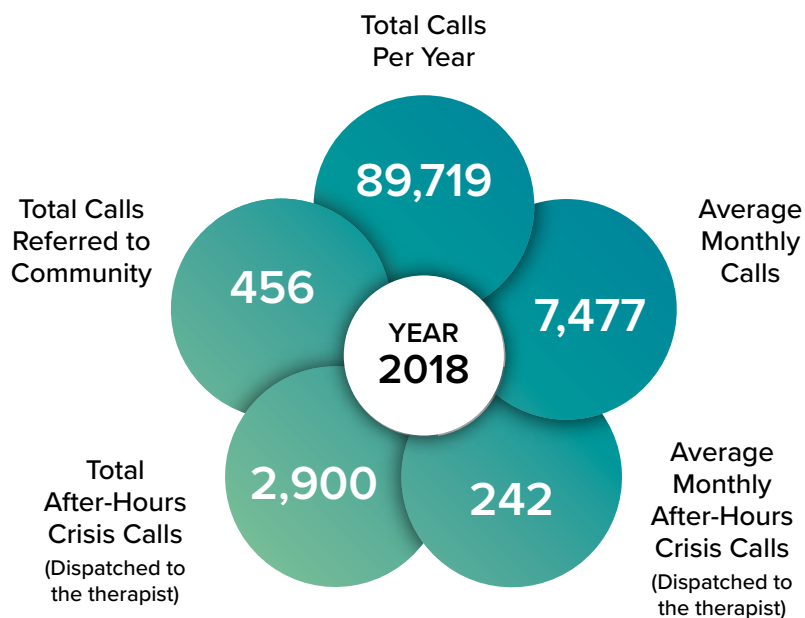
Ages of Patients Served FY 2019



AltaPointe Health's Access to Care FY 2019

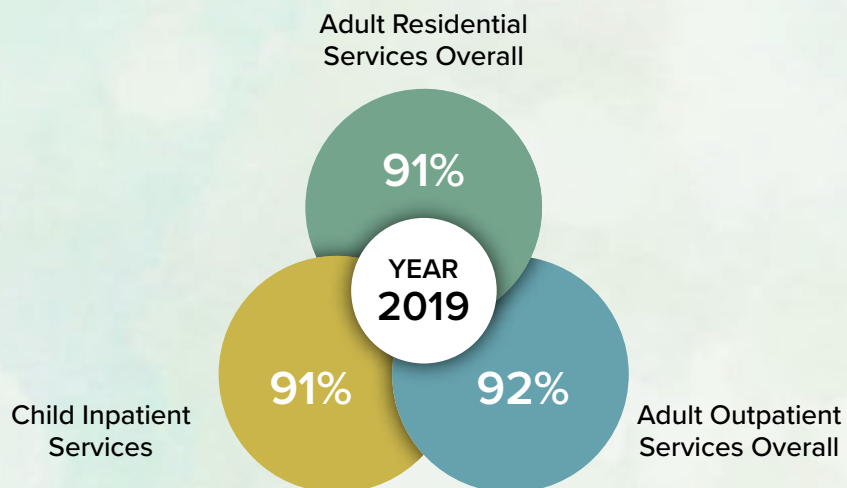
Access, Crisis and Other Calls

AltaPointe Health's access to care call lines serve two hospitals, 20 outpatient clinics and nearly 100 programs across seven counties. It also supports psychiatric services from more than 30 hospitals and two primary care offices across Alabama as well as referrals to and from three state psychiatric hospitals.

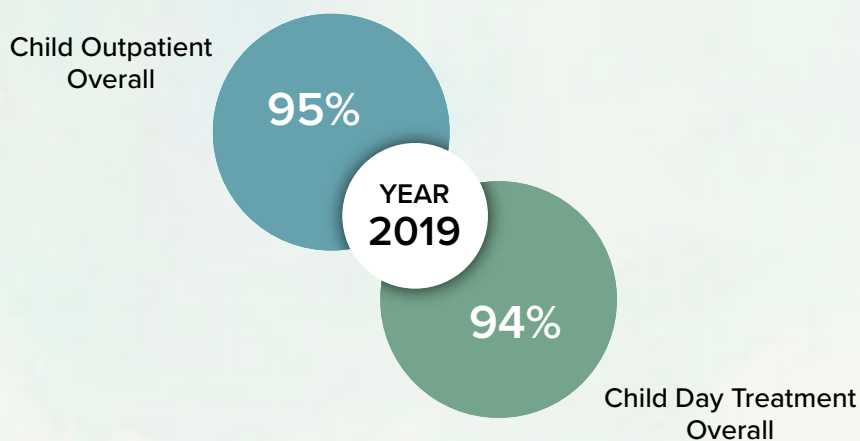


AltaPointe Health Perception of Care FY 2019

Patient General Satisfaction



Family General Satisfaction



"My case manager is excellent. She helps me with my development and is always supportive of me. She is always there for me and she goes above and beyond. She is a great mentor and a great influence."

AltaPointe Patient

"We have been to many mental health providers over the years seeking help for our son. After one visit with BayView staff, we received more help than at all the other places combined. BayView cares and wants to help its patients and families. I highly recommend them. It is a blessing to our family."

BayView Patient's Family

"I highly recommend you visit Accordia for any illness or check up. Great group of people to help with anything that is bothering you. The staff is fantastic and very caring and listens to what is wrong."

Accordia patient

"I'm a low-income person and they never make me feel less than. I recently had a crisis/suicide attempt and I felt very well taken care of. From the crisis line to the front desk, they are helpful, and I am grateful."

AltaPointe Patient

"I am forever grateful for your professional mental health services helping me cope with the loss of my father and mother. You also helped me cope during the custody battle of my daughter."

EastPointe Hospital Patient



Accredited By
The Joint Commission



Certified by the State of Alabama
Department of Mental Health