



CHARTING *a new course in* HEALTHCARE



ANNUAL REPORT 2020



Recent years have brought many changes to healthcare, but none will compare with 2020. The coronavirus pandemic did not just dominate healthcare news; it dominated every aspect of our lives.

Yet, looking back over the last year, it is worth asking ourselves what we have learned and where do we go from here? One thing is certain; the pandemic validated that entering the primary care space was a sound decision for AltaPointe Health and its patients.

AltaPointe began providing integrated behavioral and primary health care because “whole-person” care is best for our patients. We could not have imagined how the pandemic would hasten this trajectory and highlight its benefits.

The COVID-19 pandemic escalated quickly across Alabama, going from zero cases in mid-March 2020 to more than 16,000 in late May. While many organizations were caught off guard, AltaPointe Health was not. Our providers moved quickly into testing for the coronavirus and later into vaccinating staff in high-risk environments. The use of advanced telehealth solutions in our established primary care offices put us ahead of the curve. When the pandemic hit, AltaPointe was already entrenched in primary care so that we could aid the most vulnerable of people.

The pandemic served as a catalyst to launch us even deeper into whole-person care, and we experienced phenomenal growth on the primary care side. We opened two additional Accordia Health offices, one designed specifically for the integrated care of children and leading to the hiring of our first pediatrician.

We also saw a dramatic increase in the use of telehealth across our continuum. Even before the COVID-19 outbreak, it was evident that the popularity of virtual care was rising. Data collected in this report reflects a 700 percent increase in the use of telehealth to connect with and treat our patients physically and mentally. Telehealth allowed many people to garner the courage and confidence to seek mental health treatment for the first time.

Several key advances have improved quality within our continuum and collectively across the system, including our ability to look at people not just through the mental health lens but also the primary care lens. We recognize with greater clarity that social determinants of health such as economic stability, education, and access to care are central to our healthcare system’s health and wellness puzzle. We use this information to identify the most vulnerable populations and give our providers meaningful insights into the health of our patients.

The pandemic has been stressful and has placed enormous pressure on our staff, our hospitals, and our healthcare continuum at large. At the same time, it has been a tremendous facilitator for learning and growth. We learned how resilient we are and that it is better to chart a new course in healthcare collectively.

Tuerk Schlesinger, CEO



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Total Operating Revenue – FY 2020

TOTAL \$125,080,710

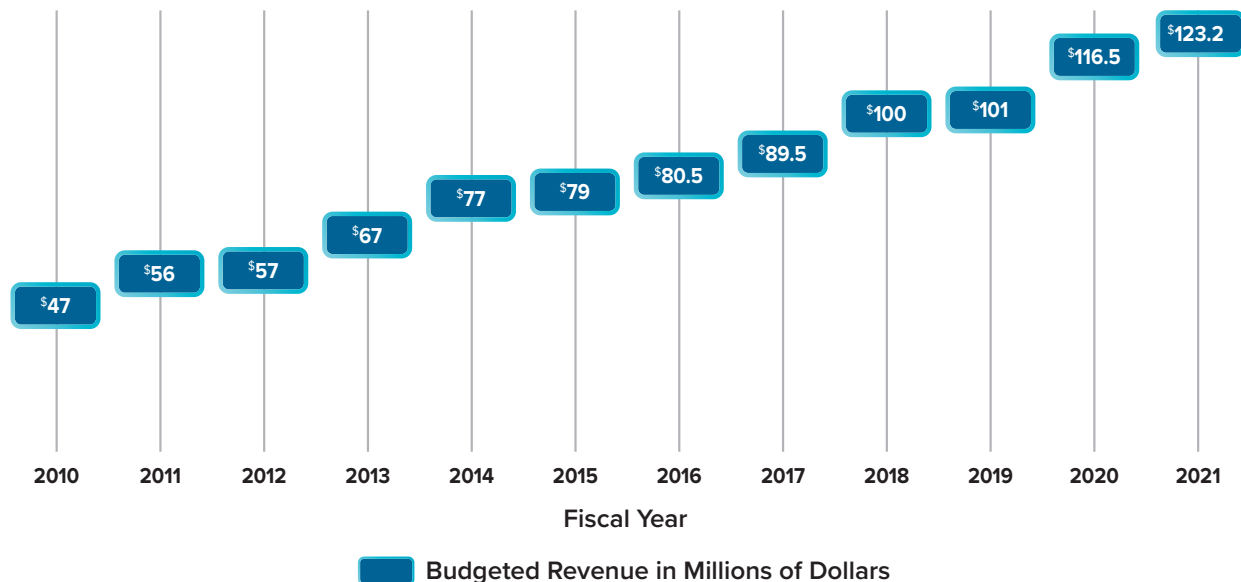
Net Fees (inc. Medicaid & Medicare)	\$ 48,518,766	Federal Grants & Contracts	\$ 9,383,077
State & Local Grants & Contracts	\$ 47,855,902	Other Operating Revenues	\$ 2,638,957
Integrated Healthcare Pharmacy, LLC	\$ 16,684,008		

Total Operating Expenses – FY 2020

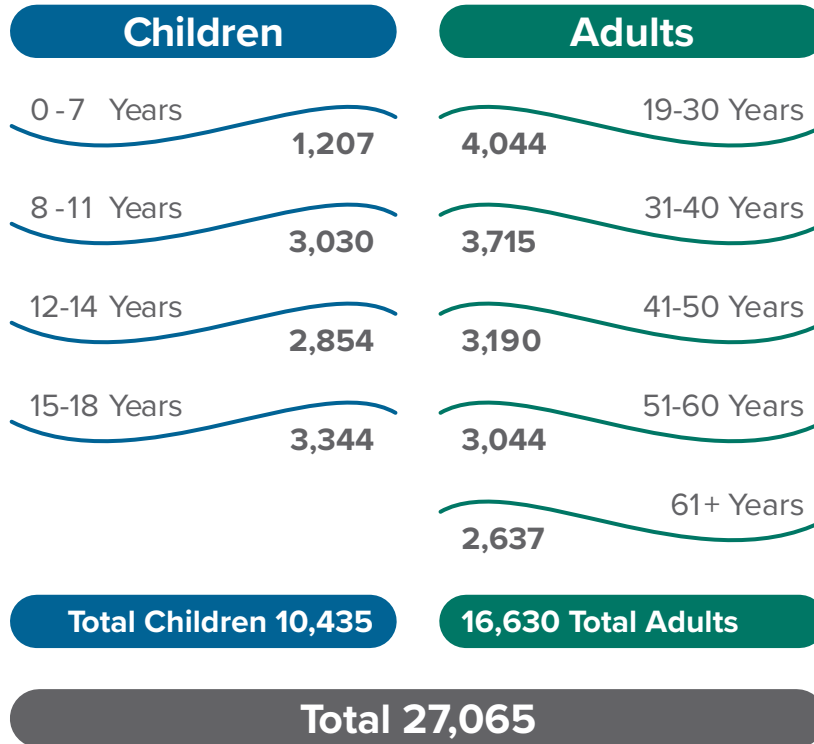
TOTAL \$113,835,696

Residential	\$ 26,563,542	BayView Professional	\$ 3,699,054
Outpatient	\$ 22,449,376	Intellectual Disability	\$ 3,641,402
Inpatient/Hospital	\$ 17,635,658	Community Support & Services	\$ 2,918,189
IHP/Pharmacy	\$ 16,250,903	Federally Qualified Health Center	\$ 2,363,521
Administrative	\$ 8,555,627	Substance Use Disorder	\$ 2,040,368
General	\$ 7,718,056		

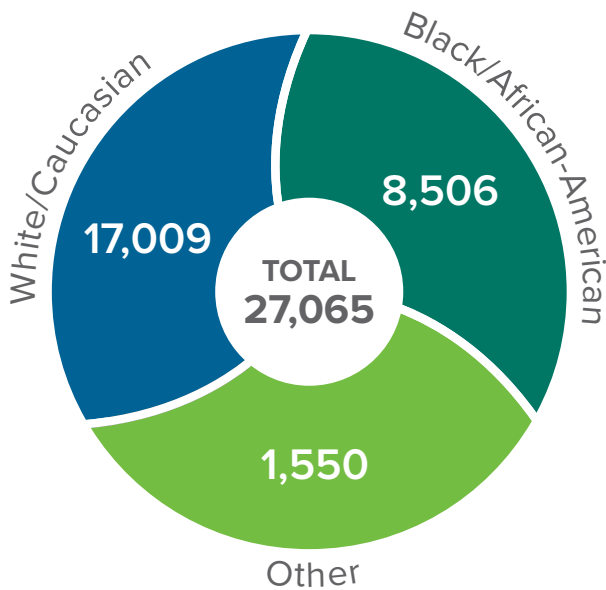
Total Budget Growth and Projection – FY 2010 – 2021



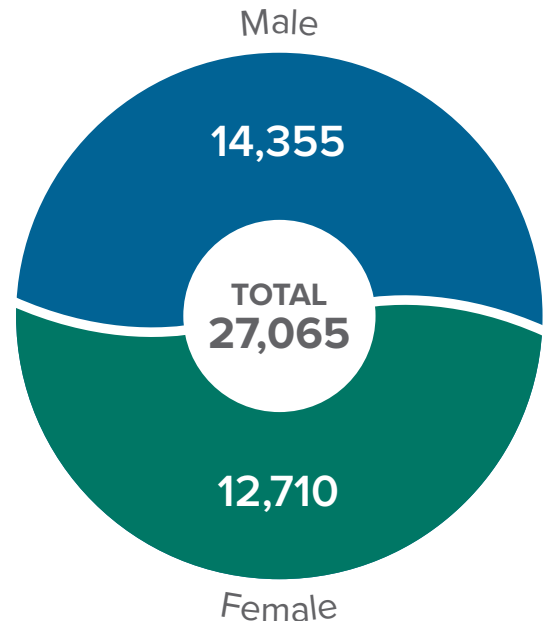
Ages of Patients Served – FY 2020



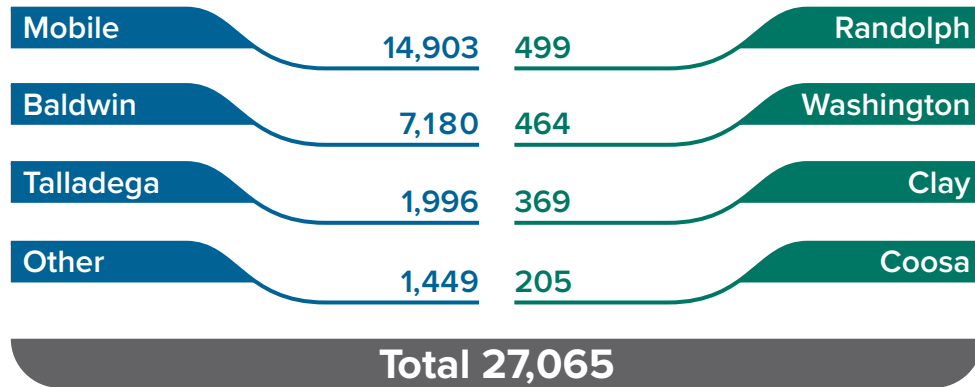
Ethnicity of Patients Served – FY 2020



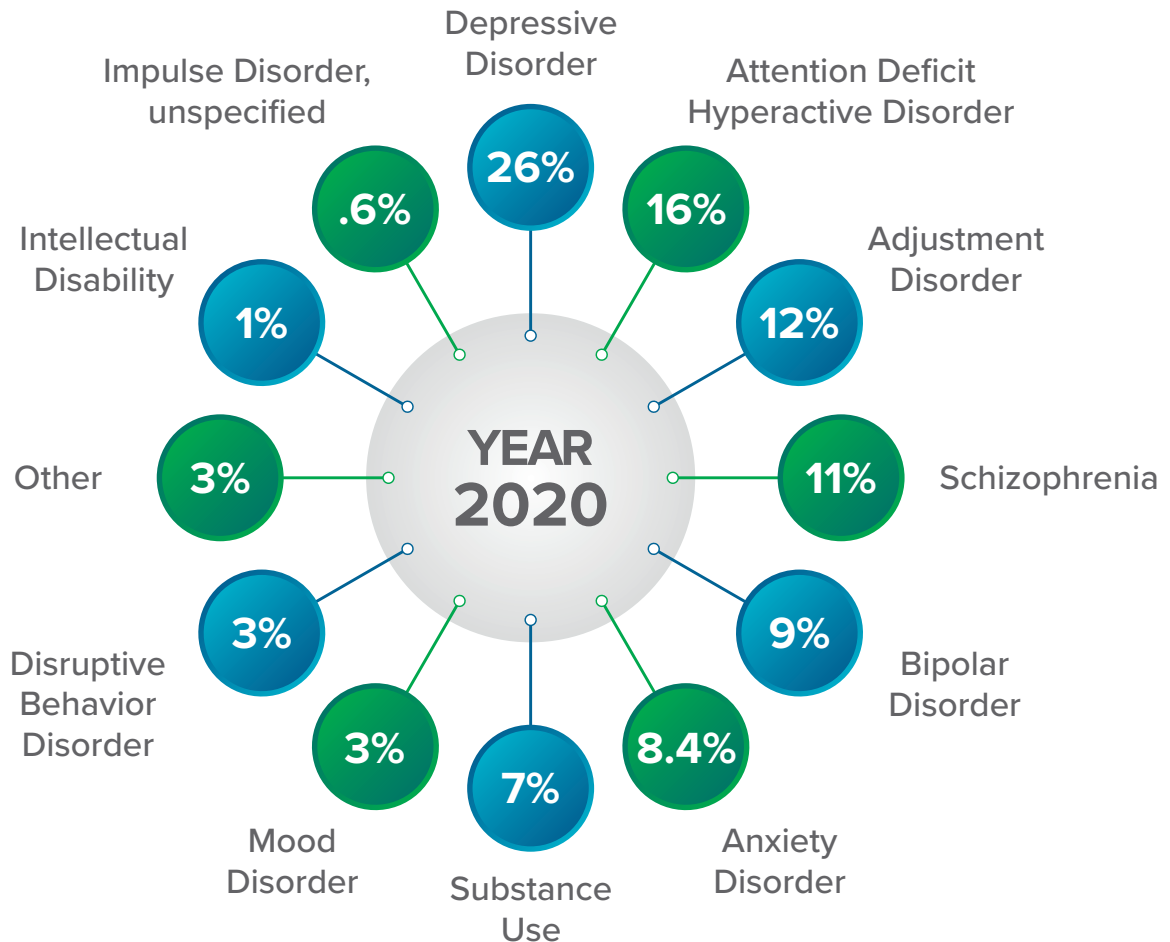
Gender of Patients Served – FY 2020



Home County of Patients Served – FY 2020



Most Prevalent Diagnoses – FY 2020



Total Services Provided – FY 2020

Outpatient	Adults	485,023
	Children	266,530
Residential	Adults	548,218
	Children	94,543
Inpatient	Adults	82,391
	Children	102,660
Other		651
Total		1,580,016

Total Individuals* Served by Program – FY 2020

Outpatient	Adults	19,074
	Children	8,940
Residential	Adults	652
	Children	170
Inpatient	Adults	1,003
	Children	1,071
NH/ALF/ Other Hospitals		465
Total		31,375

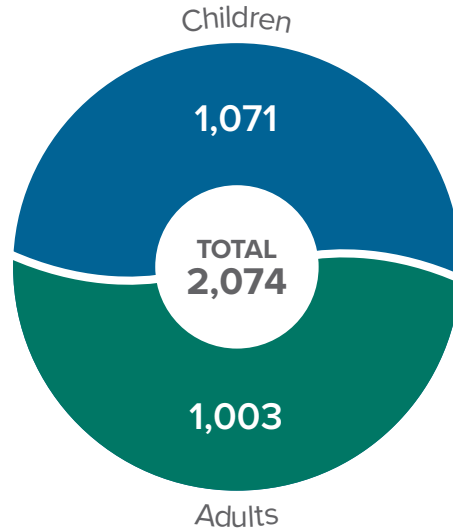
*Individuals versus 'patients' AltaPointe professionals provide clinical and consultation services to individuals who have been admitted to area hospitals, nursing homes, assisted living facilities and other agencies or providers. These individuals are not considered AltaPointe patients until they are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



AltaPointe Health's Hospital Services

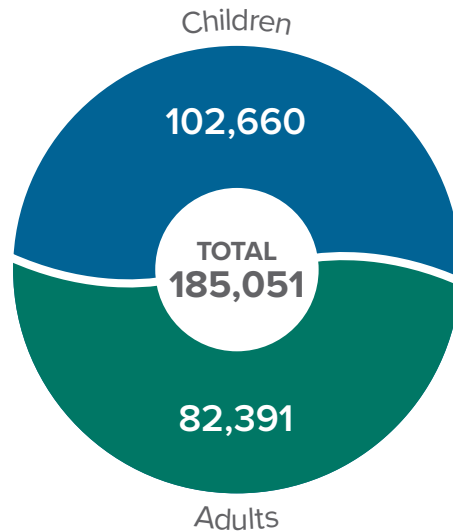
AltaPointe operates two free-standing psychiatric hospitals: BayPointe Hospital located in Mobile, which is a 104-bed facility with inpatient and residential, and a 75 person capacity day treatment program with an educational component and a 120 person capacity after-school day treatment program; and EastPointe Hospital, an 82-bed facility 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 2020



*Patients receiving actual services at BayPointe and EastPointe Hospitals

Total Inpatient Services Provided – FY 2020



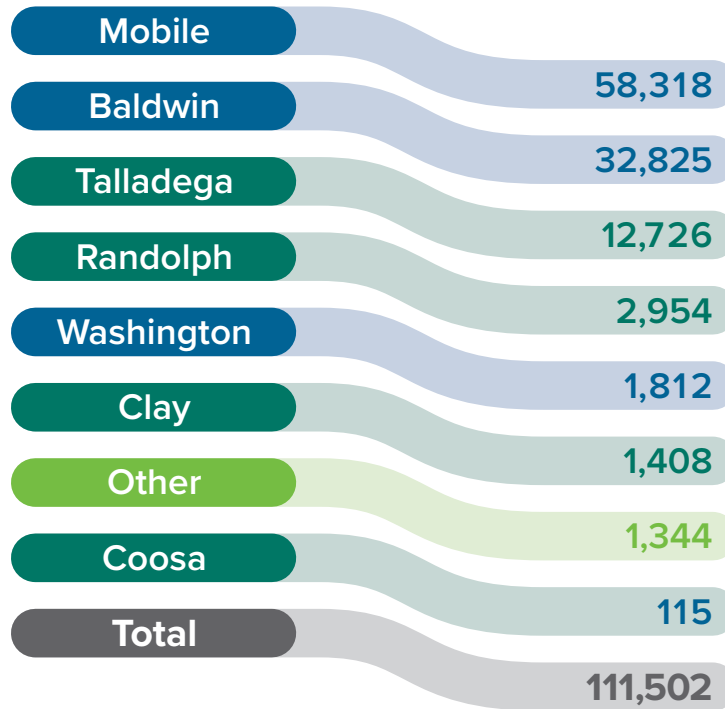
Involuntary 54% • Voluntary 46%



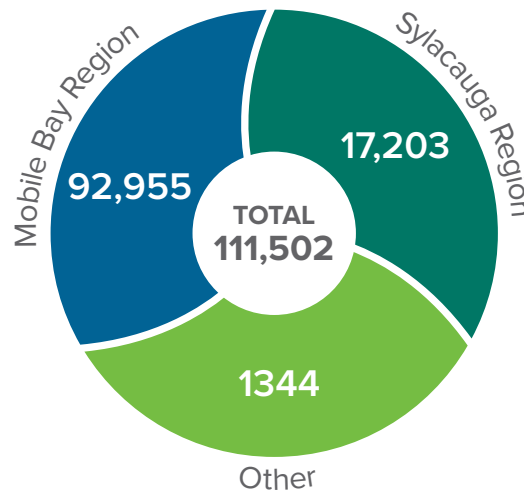
Patient assessment and consultation made safer through technology

AltaPointe Health’s telehealth and ConsultPointe services allow AltaPointe staff to better serve patients in remote locations or hospitals without psychiatric services available onsite. These services bring AltaPointe psychiatrists, therapists, and patients face-to-face through videoconferencing. In response to coronavirus-related health and safety concerns, AltaPointe’s telehealth services expanded to include telephone consultations as well. AltaPointe staff provided more than 111,000 telehealth services during 2020; an increase of more than 700% from the previous year. Using telehealth improves assessment, processes, timeliness, and outcomes for patients.

Total Telehealth Services Provided by County – FY 2020



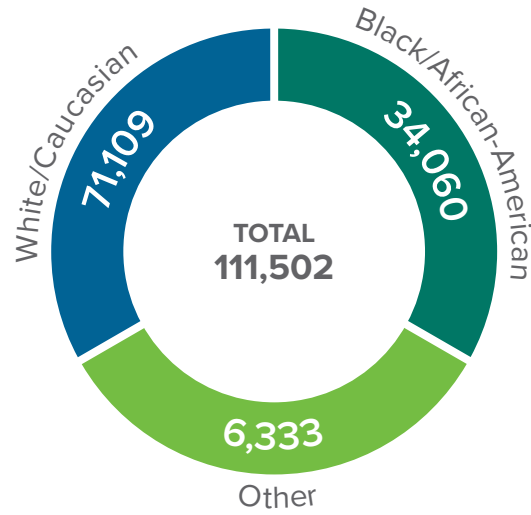
Total Telehealth Services Provided by Region – FY 2020



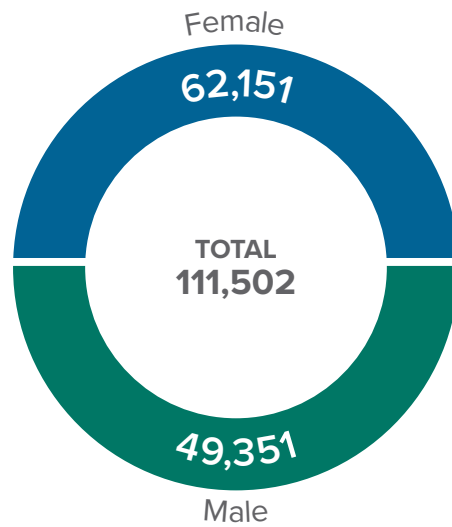
The AltaPointe telehealth figures shown reflect both web-based consultations as well as services provided by telephone.



Ethnicity of Patients Served – FY 2020



Gender of Patients Served – FY 2020





Total Telehealth Services Provided by Program Type – FY 2020

Outpatient Services	
EastPointe Hospital	95,864
BayPointe Hospital	4,807
School-Based Therapy	4,732
Other	3,876
Total	111,502

ConsultPointe Services Provided in Hospitals – FY 2020

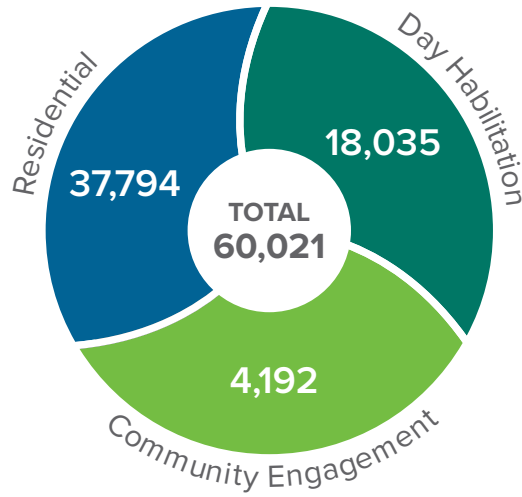
Initial Consult	TOTAL	Follow-up Consult
479	614	135

*ConsultPointe allows AltaPointe providers to better serve patients in other community hospitals without psychiatric services available onsite. These services bring AltaPointe psychiatrists and patients face-to-face through videoconferencing technology.

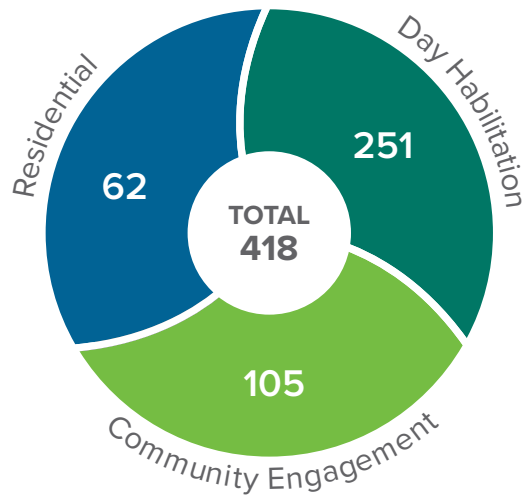




Total ID Services Provided – FY 2020



Total ID Individuals Served by Program – FY 2020

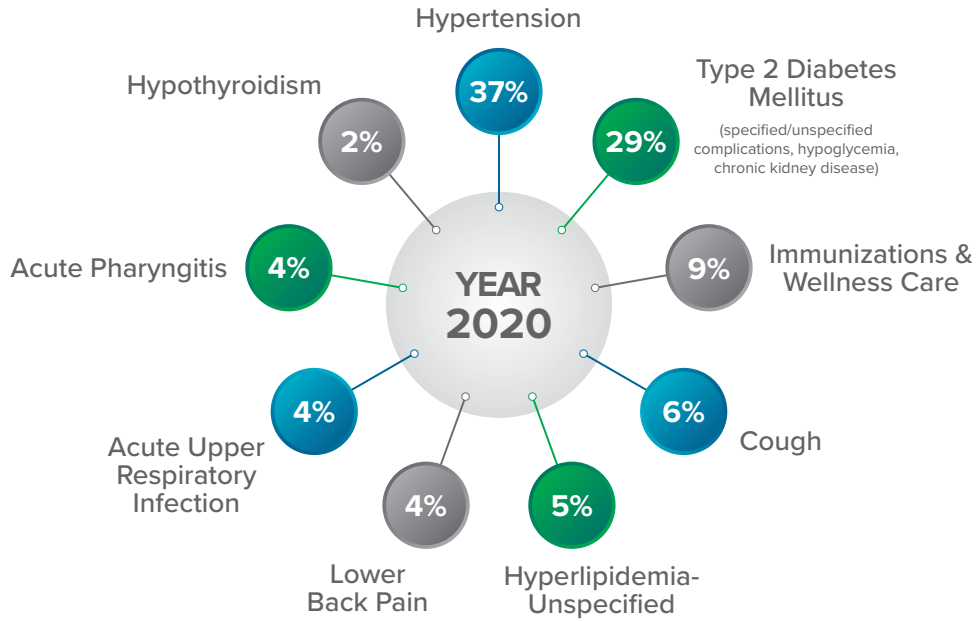


Total ID Services Provided by Region – FY 2020

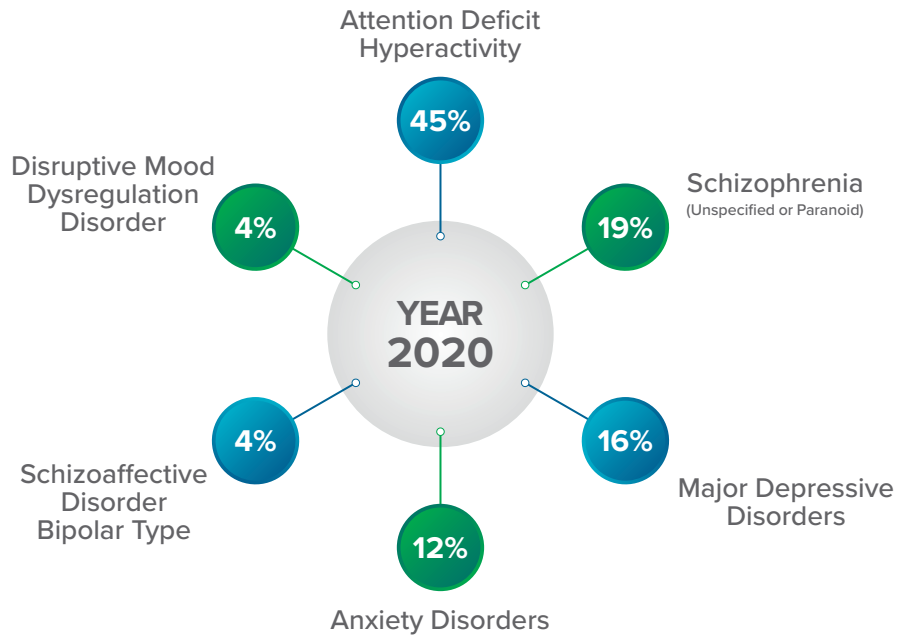




Most Prevalent Primary Care Diagnoses – FY 2020



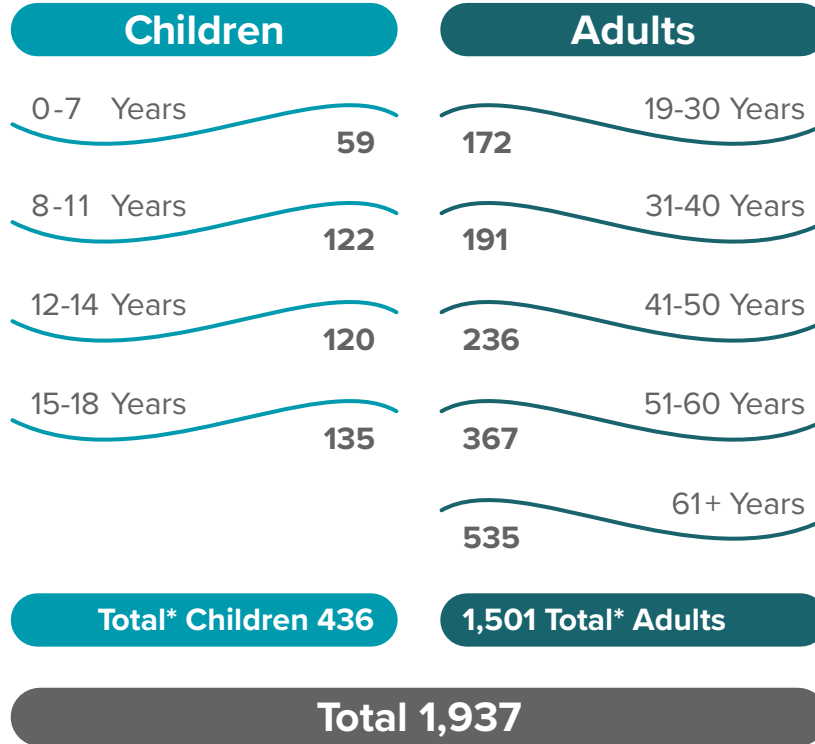
Most Prevalent Psychiatric Diagnoses – FY 2020



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



Ages of Patients Served – FY 2020



*Totals indicate the number of distinct individuals admitted to any Accordia Health program.

Total Services Provided – FY 2020

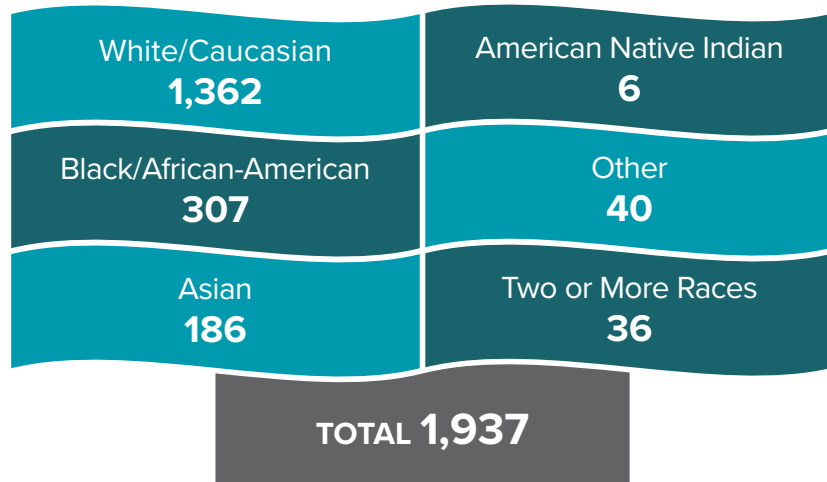


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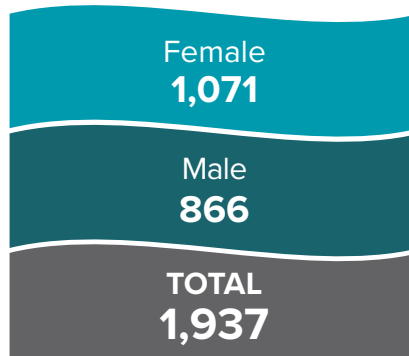




Ethnicity of Patients Served – FY 2020



Gender of Patients Served – FY 2020



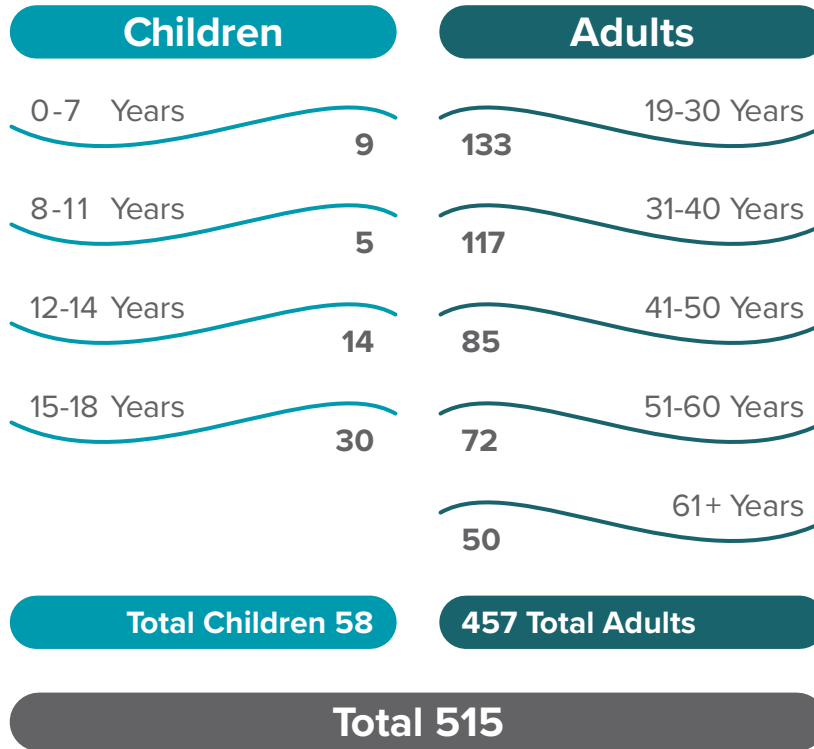
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Accordia Health & Wellness is a state-of-the-art employee-centered clinic. It is an AltaPointe Health initiative to promote healthier living for staff and patients.

Ages of Patients Served – FY 2020



Total Services Provided – FY 2020

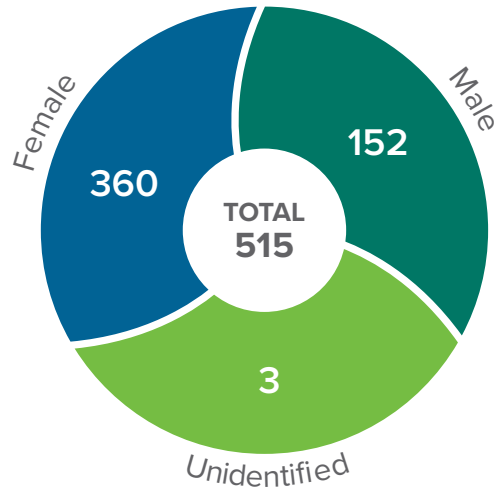


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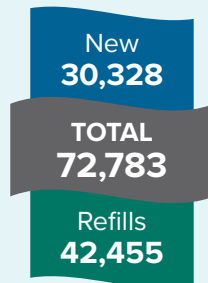




Gender of Patients Served – FY 2020



Prescription Rx – FY 2020

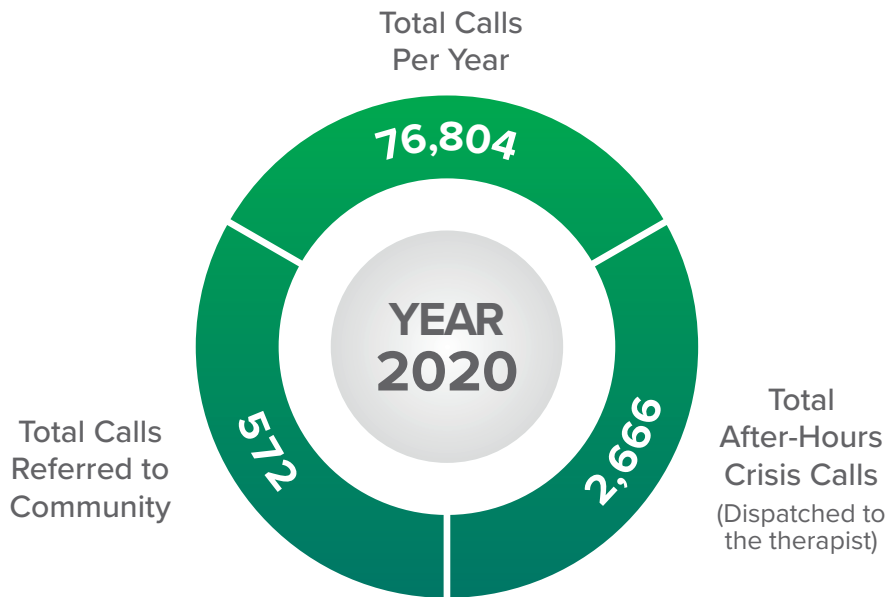
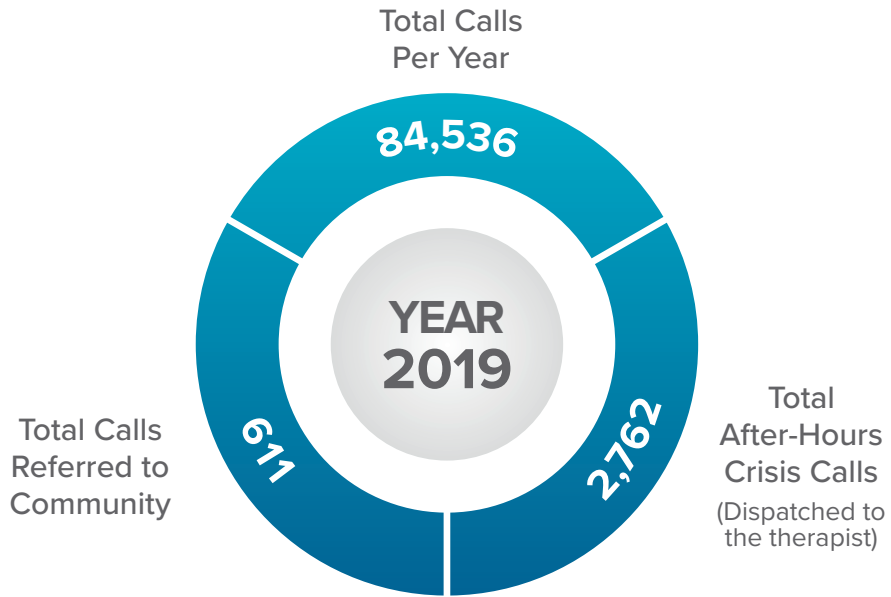


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Access, Crisis and Other Calls

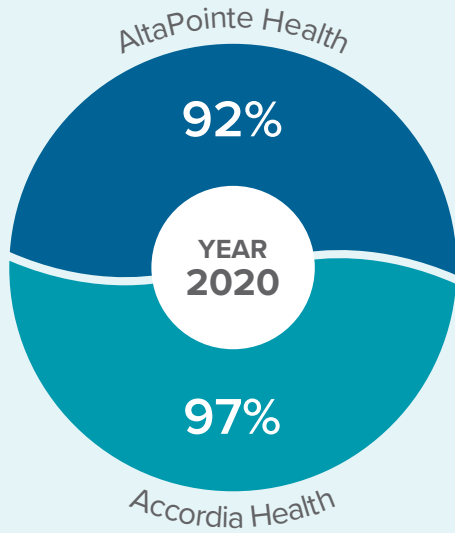


AltaPointe Health's *Access to Care* serves two hospitals, 20 outpatient clinics, and nearly 100 programs across seven counties. It also supports psychiatry services for more than 30 hospitals, four primary care offices, and three state psychiatric hospitals.

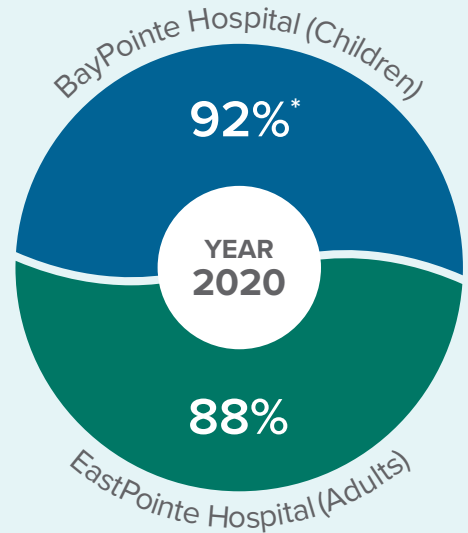




Patient Overall Satisfaction – FY 2020



Hospital Services Overall Satisfaction – FY 2020

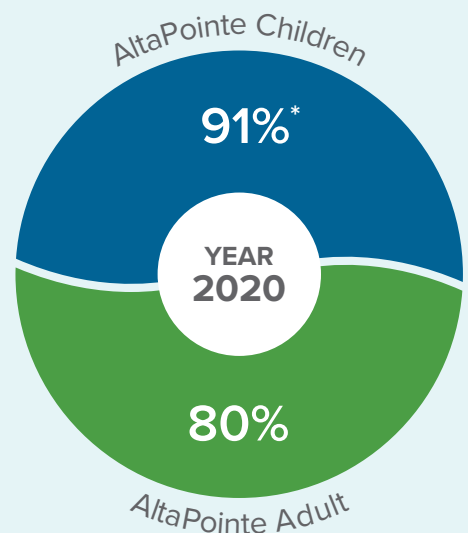


*Figures reflect overall satisfaction of families or guardians of underage patients.

Substance Use Services Overall Satisfaction – FY 2020



General Satisfaction – FY 2020



*Based on annual Mental Health Statistics Improvement Plan satisfaction survey results



“

My experience at BayView has been the best I've ever had with a therapist. She uses EMDR therapy, and although it sounds intimidating, it really isn't. It completely saved my life. I can't recommend BayView more. Best team ever!

”

“

My son was a resident of BayPointe Hospital. Following his discharge, I received an email from his teacher praising his behavior and how far he has come since returning to school. He is now in a regular classroom and making A's and B's. His homeroom teacher is amazed at his transformation and is putting him up for student of the month. I cannot thank the staff at BayPointe enough for what they did for us. He is truly a success of all of their hard work.

”

“

I fear contracting the Coronavirus by visiting in person, and given the option for a telehealth visit made me feel better. The fact that my doctor checks up on me makes me love her office that much more. Communication is key when it comes to your health. So I will constantly recommend this office to anybody I know.

”

“

My nurse practitioner was kind, compassionate, attentive, and very genuine. It is hard to find doctors who actually care about their patients and take time to help them and listen to them. I am glad I switched to this office and am very excited about the progress we will make with my mental health in the future!

”

“

I love the new Accordia Health and the people working there. They're really nice.

”



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Alabama Department
of Mental Health



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