

AltaPointe Health Systems, Inc.

Strategic Plan

2024 - 2027

Counties Served

Mobile, Baldwin, Clay, Coosa, Randolph, Talladega, and Washington counties in Alabama.

Brief History

AltaPointe Health Systems, "AltaPointe" was established in 1957 as the primary provider of services to the mentally ill in Mobile County, Alabama. In the late 1990s, the corporation set about strategically to design a course of development to meet the current and future service needs of its patient base including expansion of service array, diversification of funding streams, and strategic partnerships with other healthcare entities. Today, AltaPointe operates two psychiatric hospitals, residential group homes, foster homes, independent living homes, and various outpatient facilities that provide mental health, substance use, developmental disabilities, and primary care services to individuals living in South and East-Central Alabama in addition to its role as the 310 Authority Board for needs assessment.

In the early 2000's, the University of South Alabama College of Medicine (USACOM) partnered with AltaPointe to assume the teaching of third-year medical student clerkship in psychiatry.

After several years of dramatic improvement in medical students' test scores in psychiatry, USACOM approached AltaPointe once again, to assume the psychiatric residency program for the university. With residency and fellowship trainings in adult psychiatry, child & adolescent psychiatry, and addiction medicine, psychiatrists across the country are now attracted to the opportunity to be a part of a system of care that allows for the training of future physicians while maintaining a medical practice. Over the years, AltaPointe has played a significant role in the recruitment, training, and retention of numerous psychiatry residents who go on to become full-time providers in and around the state of Alabama and the AltaPointe service area.

In 2019, HRSA granted AltaPointe status as a public entity Federally Qualified Health Center (FQHC). Initially, offering services in two sites, the FQHC d/b/a Accordia Health, now operates in six clinic sites, including a site in Coosa County, a vastly underserved county with minimal access to healthcare.

In 2024, Alabama was chosen for the Certified Community Behavioral Health Clinic (CCBHC) Medicaid Demonstration Program by the U.S. Department of Health and Human Services (HHS) in collaboration with the Substance Abuse and Mental Health Services Administration (SAMHSA). AltaPointe has been designated as a Phase 1 CCBHC provider by the Alabama Department of Mental Health, with four sites certified effective July 1, 2024.

As a CCBHC, AltaPointe will offer a wide range of mental health and substance use services, including nine specific service types. These services will be delivered either directly or through partnerships with other organizations. Key features of the CCBHC model include:

- 24-hour crisis care
- Evidence-based practices
- Care coordination with local primary care and hospital partners

- Integration with physical health care

As a CCBHC, AltaPointe is committed to serving all individuals who seek help, irrespective of their diagnosis or insurance coverage. This initiative will enable AltaPointe to receive enhanced Medicaid reimbursement rates, allowing for the expansion of services tailored to meet the needs of vulnerable populations.

Description of Services/Supports Provided

Mental Illness

Services provided directly by Alta Pointe are:

- 24-hour crisis/emergency services
- After-hours crisis response
- Mobile crisis teams
- Adult inpatient psychiatric services for Probate Court evaluation, crisis stabilization and treatment, and involuntary and voluntary admission
- Adult residential services including medical group homes, group homes with specialized behavioral services, specialized group home for deaf consumers, basic group homes, independent living apartments, Shelter Plus care, permanent housing for the homeless, supportive housing, and other community based residential care designed to assist patients in various phases of recovery from mental illness
- Behavioral health crisis center for rapid stabilization - 15 temporary observation beds; 6 extended observation beds;
- Adult outpatient services for seriously mentally ill adults including psychiatric, nursing, counseling, case management, Assertive Community Treatment, Assisted Outpatient Treatment, and Bridge Team services provided through multiple sites in Mobile, Baldwin, Clay, Coosa, Randolph, Talladega and Washington counties
- Integrated behavioral and primary healthcare services for adults and children in federally qualified health center
- Care coordination, adolescent substance abuse treatment, and expanded primary care through Certified Community Mental Health Clinics
- On-campus behavioral health referral and treatment services at local FQHC
- Adult day treatment and rehabilitative day programs
- Supported employment
- Stepping Up - jail diversion services for seriously mentally ill adults
- Co-response pilot project with local law enforcement - Bureau of Justice Administration
- Participation in mental health and drug courts - Baldwin & Mobile Counties
- Intensive in-home intervention teams for children and adolescents
- Specialized intensive in-home intervention teams for adolescents with juvenile justice involvement
- Specialized intensive in-home intervention teams for transitional age youth
- Juvenile Court liaison services
- Outpatient services for seriously emotionally disturbed children and adolescents
- Child and adolescent day treatment/educational services
- Child and adolescent afterschool day treatment
- Extensive school-based mental health services
- Child and adolescent inpatient psychiatric services
- Child and adolescent intensive residential services

- First Episode Psychosis services – Mobile, Baldwin and Washington Counties
- 150-desk educational day treatment program for SED children in partnership with Mobile County Public School System, Baldwin County Public School System and other local school systems in the Mobile County region
- In-house full-service pharmacy services

Sub-contracted services to the mentally ill

AltaPointe also provides foster home and assisted living home services to adults through sub-contracts with Bayou Oaks, Tajuacha I and II, and McElrath House.

Substance Use Services

AltaPointe provides treatment for adults and adolescents with substance use disorders.

Specific services include:

- Medication assisted treatment to include Suboxone, Vivitrol, Buprenorphine
- Six medically managed withdrawal beds
- Intensive outpatient program including services to the dually diagnosed
- Special Women's intensive outpatient program
- Outpatient treatment
- Substance use counseling services for high-risk probationers and parolees for the Alabama Bureau of Pardons and Paroles Day Reporting Centers in Birmingham, Huntsville, Mobile, Montgomery, and Tuscaloosa

Prevention Services

AltaPointe provides substance use prevention services in Baldwin County. A variety of programs are aimed at specific target populations and addressing specific risk factors in the community. In addition, the Baldwin County Prevention Program acts as a bridge builder to improve prevention services for Perry, Wilcox, Marengo, Sumter, Greene, and Lowndes Counties through the Partnership for Success grant. Prevention services are discussed more fully in the Prevention Plan for AltaPointe.

Developmental Disabilities

A comprehensive array of services and supports are developed and provided to individuals with intellectual and developmental disabilities and their families who reside in Talladega, Clay, Coosa and Randolph Counties. Services to persons with developmental disabilities are developed and provided through contracts issued by the Alabama Department of Mental Health (DMH). Service coordination, which is a separate and distinct service is responsible for identifying and locating the desired services for persons authorized by DMH to receive services. DMH contracts directly with and provides oversight of the service providers.

Federally Qualified Health Center (FQHC)

AltaPointe operates a Federally Qualified Health Center, d/b/a Accordia Health with six clinic sites. AltaPointe recognized that, for a variety of reasons, many of its patients were not accessing primary medical care sufficiently to manage overall health. It is well-recognized that fully integrated behavioral and primary medical care vastly improves access to primary care for our patients and improves their overall health outcomes. AltaPointe has long partnered to embed behavioral health in local FQHC's as requested.

Accordia Health, a division of AltaPointe Health, is the FQHC developed through special funding from

the Health Resources Services Administration (HRSA) to develop a care delivery system to provide mental health and primary care in an integrated setting.

Specific services include:

- General Primary Medical Care
- Diagnostic Laboratory
- Diagnostic X-ray
- Screenings
- Voluntary Family Planning
- Coverage for Emergencies During and After Hours
- Immunizations
- Well Child Care
- Gynecological Care
- Preventive dental through referral arrangements with local dentists
- Patient Education
- Pharmacy through in-house services and contracts with local pharmacy programs
- Mental Health and Substance Abuse
- Care Management
- Health Education
- HIV testing and education
- Outreach
- Assistance coordinating transportation
- Interpretation and Translation services

Population Served

Mobile County has a total area of 1,644 square miles (4,258 km), of which 1,233 square miles (3,193 km) is land and 410 square miles (1,064 km) is water. The County has eleven municipalities – Bayou La Batre, Chickasaw, Citronelle, Creola, Dauphin Island, Mobile, Saraland, Satsuma, Semmes, Prichard, and Mt. Vernon. According to the U.S. Census Bureau, it has a population of 414,809, with a median age of 38.5. The population is 36% Black, 55.8% White, 2% Asian, 1% Hispanic, and 2.4% other origin. Median household income for the area is \$55,352.

Baldwin County, Alabama, is the largest county in the state by land area, covering approximately 2,027 square miles (5,250 square kilometers). It has about 1,590 square miles (4,118 square kilometers) of land and 437 square miles (1,132 square kilometers) of water, including parts of the Gulf of Mexico and Mobile Bay. The County has fourteen municipalities – Bay Minette, Daphne, Elberta, Fairhope, Foley, Gulf Shores, Loxley, Magnolia Springs, Orange Beach, Perdido Beach, Robertsedale, Silverhill, Spanish Fort, and Summerdale. According to the U.S. Census Bureau, it has a population of 231,767, with a median age of 44.3. The population is 82.3% White, 8.3% Black, 3% Hispanic, and 3% other origin. Median household income in Baldwin County is \$72,915.

Washington County has a total of 1,080 square miles (2,797 square kilometers). It has a few small municipalities—Chatom, McIntosh, and Millry. According to the U.S. Census Bureau, it has a population of 15,388 with a median age of 43.7. The population is 65.5% White, 24.9% Black, 8% American Indian, 1% Hispanic, and 2.2 % other origin. Median household income in Washington County is \$51,184.

The north region of Clay, Coosa, Randolph, and Talladega counties is approximately 2615 square miles (6,774.86 square kilometers). Clay County is 605 square miles (1,566 square kilometers), Coosa County is 666 square miles (1,725 square kilometers), Randolph County is 584 square miles (1,513

square kilometers), and Talladega County is 760 square miles (1,968 square kilometers). It has a combined population of 128,739, with individual counties having the following: Clay - 14,236, Coosa - 10,387, Randolph – 21,967, and Talladega - 82,149. The median age in the north region is 43.7 years. The racial makeup in the region is primarily Caucasian and approximately 30% Black or African American. Median household income in the region is \$57,089. AltaPointe has outpatient offices in Sylacauga, Talladega, Ashland, and Roanoke communities and other residential and day habilitation services throughout the four counties.

Mission Statement

AltaPointe's mission is to improve the health and wellness of all people across seven counties in Alabama. It provides a full continuum of services for mental health, substance use disorders, and primary care.

Vision Statement

AltaPointe will be recognized as an industry leader in providing an innovative and comprehensive healthcare system that promotes and advances best clinical practices, education, staff development and satisfaction, strategic partnerships, and advanced technology.

Planning Cycle

As the 310 Authority board for the region served, AltaPointe continuously gathers information to assess needs in the community and plans for community mental health services to the mentally ill, the developmentally disabled, and those with substance use disorders.

With the assistance of the co-applicant Accordia Health Governing Board, AltaPointe continuously monitors access to primary and other specialty care services for its service region and particularly for its patients served.

Key Stakeholders and their Roles

Patient and family input provides primary source information on services provided and is sought primarily through patient Perception of Care Surveys distributed monthly by AltaPointe's Quality Assurance department. The surveys solicit specific suggestions and comments on care and treatment from patients and their family members.

AltaPointe's Regional Peer Councils consist of patients and/or legal guardians of child or adolescent patients who have volunteered to work with AltaPointe's administration, provide a patient's perspective on the quality of services provided and suggestions for programmatic or operational modifications to better serve patients. The Councils were founded on the premise that patients of AltaPointe should have input for improvement. The Quality Assurance Department takes the ideas and suggestions to the Performance Improvement Committee, consisting of the 310 Leadership team, for consideration, implementation or feedback.

Leadership and management staff of AltaPointe meet monthly with, and play an active role in, the local affiliate of the National Alliance on Mental Illness (NAMI). Topics addressed include patient and family needs for services, access to care, barriers to services and other issues that impact effective service delivery to the mentally ill. All information received is reported to the appropriate member of the leadership staff of AltaPointe immediately following each meeting for problem resolution and exploration

of ideas. Over the years, the NAMI membership has provided AltaPointe with valuable information on access to care, crisis intervention services, residential care needs and other service needs of the seriously mentally ill.

The Region III and V offices of the Alabama Department of Mental Health (DMH) serve the local areas for services to the developmentally disabled and are fully responsible for the monitoring and evaluation of services to this population.

Method of Needs Assessment

AltaPointe meets as needed with major providers and stakeholders in the communities served, to review current service provision and to assist in the assessment of service needs for the area.

Those participating in the assessment process include community providers, patients, family members, the AltaPointe Peer Councils, the local affiliate of NAMI, the Regional offices for Developmental Disabilities Services for the State of Alabama, as well as other agencies in the community providing services to our patients such as local primary care providers, federally qualified health centers, hospitals, local Offices of Human Resources, school systems, law enforcement, and the judicial system.

Periodically, the AltaPointe Leadership Team reviews its Strategic Plan including the mission and vision statements, budget, clinical and administrative programming, and staffing considering service needs, emerging trends, new treatment alternatives, and program funding for specific community needs.

The AltaPointe Peer Councils, the local affiliate of NAMI, patients and families provide additional sources of information to assist in the assessment of needs for mental illness services. Surveys elicit information on meeting the treatment needs of the patients, patient knowledge of service provision, access to services, and involvement in the treatment plan.

AltaPointe enjoys a respectful working relationship with the various local public school systems, Strickland Youth Center of Mobile, various federally qualified health centers, local and state Departments of Human Resources, and other agencies and healthcare providers in the community where needs and resources are identified and explored.

Because of its proximity to the Gulf of Mexico and its related industries, AltaPointe is often called upon to assist in needed crisis response and disaster relief services. In cooperation with local, state and federal authorities, AltaPointe develops programming to address mental health needs as identified.

Finally, AltaPointe's certification, accreditation and licensing bodies provide valuable input particularly regarding emerging best practices in service provision.

Prevention Services

Needs for the proposed prevention services are identified by compiling and analyzing available information regarding demographic data, youth survey data, and risk and protective factor data for the catchment area. This process solicits input and involvement from key leaders in the community, in addition to service providers.

Other assessment tools/data sources utilized to identify prevention and treatment needs for adolescents include:

- Most recent Census Data for Baldwin, Mobile, and Washington counties

- Alabama Kids Count Data for Baldwin, Mobile, and Washington counties
- Alabama DMH Youth Survey Data for Baldwin, Mobile, and Washington counties
- Alabama DMH Risk & Protective Factors Data for Baldwin, Mobile, and Washington counties
- Alabama DMH Indicators of Prevention Need for Baldwin, Mobile, and Washington counties
- Alabama DMH Epidemiological Profile for Baldwin County
- PRIDE Surveys for Baldwin County for Baldwin County
- Alabama Alcoholic Beverage Control Board Compliance Data for Baldwin County
- Children's Policy Council Needs Assessment for Baldwin County
- Student Incident Reports from Baldwin County Public School data
- Other data collected from juvenile courts and other youth serving agencies

Intellectual and Developmental Disabilities

Services to I/DD recipients are largely dependent upon referral from a waiting list maintained by the Alabama Department of Mental Health based on criticality of need and appropriate funding provided through various waivers approved by the Centers for Medicare and Medicaid Services and the Alabama Medicaid Agency. AltaPointe participates in regional planning meetings as well as statewide sub-committees providing input in the development of an appropriate service array.

Areas of Need

Mental Illness

AltaPointe continues to acknowledge the importance of ensuring its patients receive proper attention to their medical care needs. AltaPointe operates in the primary care arena through its primary care division, Accordia Health. As a newly designated CCBHC, AltaPointe will continue to strengthen referral relationships with primary care providers and provide robust care coordination to ensure patients' primary care needs are met.

There is continued need to transition the remaining AltaPointe outpatient clinics to become Certified Community Behavioral Health Clinics (CCBHCs).

AltaPointe will continue to assess the staffing needs of individual service areas to comply with CCBHC service requirements. It will continue to assess and implement software integration capabilities to meet the needs of CCBHC data collection and care coordination. Additionally, AltaPointe will continue to assess its policies and procedures to ensure compliance with the CCBHC care model.

Medication non-compliance is particularly prevalent among the seriously mentally ill leading to inconsistent treatment compliance and a revolving door of recidivism in inpatient, jails, and emergency departments.

Post pandemic mental health challenges continue to place a spotlight on the need for services for children and adolescents. BayPointe Hospital continues to experience an increased average daily census of children. AltaPointe is committed to ensuring there are sufficiently staffed inpatient and residential care beds for children and adolescents in need of psychiatric care.

AltaPointe is continuously seeking to provide services to children where they are, especially within the

continuum's various school systems and by utilizing mobile crisis teams.

AltaPointe continues to assess the adequacy of services provided in the north region with special attention to increased psychiatric time, justice-involved services, expansion of school-based programming and opportunities to integrate behavioral and primary care.

The south region continues to look for ways to collaborate with law enforcement and courts to divert individuals toward treatment services rather than incarceration, when appropriate.

AltaPointe continues to explore the need for expanded telehealth to make services more accessible, particularly in the more remote areas of the catchment areas served.

AltaPointe continues the use of transcranial magnetic stimulation, ketamine treatment, and Spravato for treatment-resistant depression.

Substance Use Disorders

There is a continued need to educate the public regarding available community services to combat the opioid crisis. There is also a need for additional residential treatment capacity for adults, particularly women, and for medically managed withdrawal beds.

There is a need for additional psychiatric services to address psychotropic medication needs, as well as a need for additional peer specialists throughout the AltaPointe continuum.

Additional funding is needed for Baldwin County prevention services to educate parents and youth on the importance of disposing unused prescriptions, as well as for decreasing access to alcohol and other drugs.

Developmental Disabilities

AltaPointe will continue to comply with the Home and Community-Based Settings Rule, while continuing to provide as vast an array of community experiences and supported employment opportunities as possible.

Prevention

There is a need for increased funding for evidence-based student alcohol and drug surveys for data collection and evaluation purposes for youth ages 10 to 17.

There is a need for increased funding to create an evidence-based curriculum targeted for transitional age students, to address underage use of e-cigarettes and marijuana, and to provide support services for those in recovery.

Primary Care

There is a need to increase access to fully integrated primary and behavioral healthcare for adults with serious mental illnesses and children and adolescents with severe emotional disturbances who are being served in community mental health clinics.

Continued adherence to national quality metric goals for patients served is also important.

Current Funding Resources

AltaPointe receives funding from various federal, state and local sources through contracts and grants as well as Medicaid, Medicare, Alabama State Employees Insurance Board (SEIB), Public Education Employees Health Insurance Plan (PEEHIP), private insurance and private pay.

Future Funding Resources

In addition to the above resources, AltaPointe is always open to pursuing additional programming and related funding of services offered through the Alabama Department of Mental Health, Alabama Department of Human Resources, Health Resources and Services Administration, and Substance Abuse and Mental Health Services Administration.

Although not currently being actively pursued, AltaPointe plans to remain vigilant about changes to Medicaid funding since this represents a significant portion of its revenue stream.

Alta Pointe has received grant funding through various federal and state programs for services for children and adults, particularly through the Health Resources and Services Administration. AltaPointe will continue to pursue grant funding to support integrated primary and behavioral healthcare services throughout the continuum. Additionally, AltaPointe will work closely with the Alabama Department of Mental Health toward financial sustainability of these integrated care initiatives. Behavioral Health Expansion grant in collaboration with the University of South Alabama to provide integration of psychiatric services into the family medicine clinic setting.

Goals/Objectives:

Goal

Enhance the effectiveness and accessibility of care coordination services to improve patient outcomes and satisfaction.

Objectives

- a. Develop a comprehensive care coordination framework with standardized protocols for care coordination among all staff members.
- b. Enhance patient engagement by implementing strategies that involve patients in their care planning and decision-making. Develop or revise educational materials to inform patients about available services and how to access them.
- c. Fully utilize technology for coordination to support real-time sharing of patient information across providers.
- d. Strengthen community partnerships to create a comprehensive support network for patients and referral pathways to community services that address social determinants of health.
- e. Train staff on care coordination best practices, to include cultural competency towards veterans. Foster a culture of teamwork and shared responsibility for patient outcomes across the clinic.
- f. Monitor and evaluate key performance indicators to assess the effectiveness of care coordination efforts.

Goal

Expand child and adult inpatient capacity.

Objectives

- a. Fully implement newly acquired Certificate of Need (CON) for sixteen (16) child and adolescent and eighteen (18) adult inpatient beds at BayPointe Hospital.
- b. Increase adult inpatient capacity.
- c. Increase children's residential bed capacity at BayPointe Hospital.
- d. Continuously assess and develop clinical programming to ensure treatment interventions to address the intensity of the clinical presentation of patients while ensuring patient and staff safety.
- e. Continue to work with staff to facilitate appropriate referrals and discharge follow-up with referral services.
- f. Collaborate with the Baldwin County School System to create a public school for students with behavioral health needs that are not being met in traditional school settings.

Goal

Continue to expand 988 Crisis Call Center services for the state's Region IV area.

Objectives

- a. Maintain National Suicide Prevention Lifeline (NSPL) standards.
- b. Maintain 9-8-8 comprehensive 24-hour crisis call workforce.
- c. Leverage technology to assess and connect callers with support and enable call center reporting capability.
- d. Continue to collect and monitor call volume and resulting dispositions to assess impact.

Goal

Continue to expand access to primary care for persons within AltaPointe's service continuum.

Objectives

- a. Continue to strengthen adherence to goals of the Certified Community Health Clinic model.
- b. Fully implement Certified Community Behavioral Health Clinic standards in all community outpatient service sites.
- c. Continue to develop care coordination/care management services within clinic sites to facilitate service integration between primary care and behavioral health to further improve health outcomes.
- d. Continue to work toward improvement in referral follow-up.
- e. Monitor and pursue appropriate available grant funding to support the various integrated service delivery models within the full community mental health continuum.

Goal

Continue to improve hospital follow-up care for primary care patients.

Objectives

- a. Continue to access local Health Information Exchange admission, discharge and transfer data.
- b. Set goals for post-hospital follow-up; monitor and report compliance quarterly.

Goal

Focus on healthy weight maintenance in children and adult patients.

Objectives

- a. Conduct weight assessments on primary care patients.

- b. Continue to utilize health record alerts to trigger provider reminders.
- c. Provide staff training and patient counseling on exercise and healthy nutrition.

Goal

Focus on patients achieving and maintaining healthy BP measures.

Objectives

- a. Conduct and document proper blood pressure assessments.
- b. Educate patients regarding their medication management related to blood pressure.
- c. Provide staff training and patient counseling on exercise and healthy nutrition.
- d. Monitor and provide quarterly updates on progress of patient population maintaining healthy blood pressures.

Goal

Maintain corporate readiness for changes in healthcare delivery and reimbursement.

Objectives

- a. Stay abreast of national and statewide trends in healthcare financing with particular attention to pressures on state, Medicaid and Medicare funding sources.
- b. Advocate at local and state level for reimbursement models designed to maximize treatment outcomes and efficient delivery of care.
- c. Continue to work closely with the Alabama Department of Mental Health toward financial sustainability of the various integrated care delivery initiatives, particularly CCBHC.
- d. Continue to work with Alabama Department of Mental Health toward expansion of the CCBHC throughout the AltaPointe continuum.
- e. Continue working with community partners such as the University of South Alabama towards integrated care expansion.
- f. Continue to work closely with the Alabama Coordinated Health Network (ACHN) to provide co-morbid care coordination of services to Medicaid recipients in Regions B and E.

Goal

Continue to develop effective utilization of Behavioral Health Crisis Center (BHCC) in 7-county service area.

Objectives

- a. Educate law enforcement agencies within AltaPointe's service area on the role of BHCC in jail and emergency department diversion.
- b. Work toward sustainability and expansion of co-response assistance to law enforcement.
- c. Continue to educate the community about AltaPointe's BHCC.

Goal

Expand service capacity in north region of AltaPointe Health.

Objectives

- a. Purchase or construct new outpatient office in Randolph County for integrated care.
- b. Renovate interior of Sylacauga office to support integrated care.
- c. Expand FQHC in Coosa County to include behavioral health services.
- d. Continue to expand school-based mental health counseling and child & adolescent day

- treatment services throughout the service area.
- e. Provide mental health and substance abuse training to law enforcement and first responders.

Plan Monitoring & Evaluation

Mental Illness and Substance Use Disorders

AltaPointe Health Systems, Inc., the primary service provider for services to the mentally ill in the seven-county region, is certified by the Alabama Department of Mental Health, accredited by Joint Commission and licensed by the Alabama Department of Public Health. These regulatory bodies monitor the quality of services provided to AltaPointe patients against standards of care promulgated by each certifying or accrediting body.

Through its Quality Assurance Department, patient and family surveys provide timely monitoring of services provided by AltaPointe. Results of the surveys are forwarded through the various sub-committees of AltaPointe's Performance Improvement program to the Performance Improvement Committee which consists of the top management of the corporation. In addition, Alta Pointe employs Consumer Needs Specialists whose primary responsibilities are to assist patients and families with problem resolution. As a member of the Consumer Relations department, the Consumer Needs Specialist has direct contact with the Director of Quality Assurance allowing a free exchange of suggestions, recommendations and concerns made by patients.

Annually, AHS' Leadership team evaluates the organization's performance during the past year, in terms of resource allocation, service provision and patient satisfaction. This organization- wide review is followed by individual program and departmental reviews and goal setting, steering the various components of the organization toward congruent goals and objectives. Specific review of programming is conducted to ensure that they meet the current needs of the community.

Service provision is addressed, and programs are evaluated for efficacy, comprehensiveness, viability and need. Throughout the year, review of clinical programming and the administrative infrastructure needed to manage the organization is continuous and dynamic to avail AltaPointe of emerging opportunities for advancements in the field of behavioral healthcare and to evaluate its performance in meeting the needs of its patients.

Sub-contractors of services for treatment and prevention services conduct independent satisfaction surveys of recipients of services and conduct pre-and-post-service tests to monitor individual programs' effectiveness with a specific target population.

Patients serving on the Peer Councils of AltaPointe provide direct input and evaluative services to the organization's leadership on the services they receive. The Consumer Relations staff works directly with the Peer Councils to explore and evaluate service provision and access to services.

Developmental Disabilities

The Alabama Department of Mental Health Regional offices conduct a periodic survey developed by the National Association of State Directors of Developmental Disabilities Service and Human Services Research Institute of individuals receiving services throughout the regions served. The survey seeks direct input from individuals on such matters as provider courtesy, safety and environment, service satisfaction, personal satisfaction, community inclusion, and consumer rights. The results are compared with national norms through the National Core Indicator project.

In addition, individual providers of services to the developmentally disabled conduct surveys of individuals served to determine satisfaction with services/supports and staff.