

Exalta Health Year End Report:

Fiscal Year 2022



1. **Data Dictionary**

Terms & Definitions

1) Active Patient: A patient is considered "Active" within a service department (medical or dental) when they have attended an appointment within the last three years of the current date. Patients who have not been seen within the last three years will be marked as "Inactive". If a patient not seen within the last three years schedules an appointment he/she is considered a "New" patient and will be assigned billing codes applicable to new patients. Established patients not seen within the last three years will have to re-establish including re-submitting all the necessary paperwork if they want to continue with established patient services.

2) Appointment Type: Patient appointments are scheduled under a general type that provides a basic level of information on anticipated appointment length, complexity, and/or type of services to be rendered. The actual appointment length, complexity or services rendered may differ from the appointment type.

3) Arrow Icons: Colored, directional arrow icons are added to percent change values. The icons signify the following- Red Downward (greater than 5% decrease); Yellow Downward Angle (>1% <= 5% decrease); Yellow Horizontal (<= 1% decrease - <=1 % Increase); Yellow Upward Angle (> 1% <= 5% Increase); Green Upward (> 5% Increase). If there is no data or data has a zero value from the previous fiscal year no Icon will be shown.

4) Dental Patients: Patients that have received at least one dental service (hygiene, general or specialty dentistry).

5) Established (Est) Patients: Established Patients are patients that have completed all the administrative components of a New Patient Registration Appointment (whether or not they had a scheduled New Patient Registration Appointment).and have had an appointment with their primary care provider to get established. They can receive full services available at Exalta (General Medical Care, Medical Specialty Care, Behavioral Health, and Dental Services). Patients are encouraged to see their primary care provider on a regular basis to direct care including referrals to external providers for diagnostic testing, provide preventive screenings, and help manage chronic conditions including refilling medications. Established patients can also be seen for urgent care appointments.

Data Dictionary

Terms & Definitions

6) Exclusive: This term is used for unique patient counts of sub-categories. If a count is exclusive, a patient is counted only once within the given category and only within that category. The total of all the sub-category counts should add up to the unique patient count for the main category. For patient counts that are not exclusive, a patient is still only counted once within the given sub-category but can be counted again in another category if they received services in both categories. In the case of non-exclusive counts, the total of the sub-categories can be greater than the total for the main category because patients received services in multiple categories. Patient counts are not exclusive unless labeled as such.

7) Fiscal Year: The fiscal year for Exalta Health runs from October 1 to September 30.

8) Medical Patients: Patients that have received at least one clinical medical service (primary, specialty or urgent care, behavioral health).

9) New Patient Registration: New Patient Registration is an appointment type for persons wanting to become an established patient. This appointment is for administrative and informational purposes only. At the appointment people will fill out and sign forms, provide proof of income, have a sliding payment scale calculated, be assigned a primary care provider, and will be given information on policies and procedures regarding patient responsibilities and available care. Patients do not see a provider at this appointment but can schedule one if they desire. New Patient Registration Appointments are not included in patient counts because a person is not considered a patient unless they have an appointment with a medical or dental provider. New Patient Registration Appointments are included in appointment counts.

10) Percent Change from Previous Fiscal Year: A percent of (value from report fiscal year-value from previous fiscal year)/ (value from previous fiscal year). If there is no data or data has a zero value no percent change can be calculated.

Data Dictionary

Terms & Definitions

11) Support Services: Support Services are non-clinical services that support patients health and wellness. Support services include: insurance navigation and problem solving, financial assistance evaluations, established patient registration, and spiritual care.

12) Unique Patients: A count of unique patients counts a patient only once for the given category even if the patient was seen multiple times within the category.

13) Urgent Care Only Patients: Urgent Care Only Patients are patients that have not completed the administrative tasks to become an established patient, do not have a sliding payment scale calculated, and have not been assigned a primary care provider. They only qualify for limited services related to an urgent, problem-focused appointment. Follow-up is limited to one or two additional appointments. Patients do not receive chronic care management, medication refills, or referrals to on-site medical specialists or behavioral health. If a patient has been seen for two or more Urgent Care Only Appointments, they are encouraged to become an established patient.

Executive Summary: Pt. Counts and Services

Fiscal Year:
2022

Clinic- Wide

2726

Unique Patients

Medical_Support Services Only

1115

Exclusive Patients

Medical_Support & Dental Services

534

Exclusive Patients

Dental Services Only

1077

Exclusive Patients

Pt. Counts by Age Group*

Age Group	Unique Patients	% Change from Previous FYr
3. Seniors (60 & Over)	647	↑ 21%
1. Pediatrics (0-18)	262	↑ 13%
2. Adults (19-59)	1830	↗ 3%
Total	2726	↑ 8%

New Est Pt. Counts

Service Area	Unique Patients	% Change from Previous FYr
Dental	420	↑ 18%
Medical	355	↓ -12%
Total	722	↗ 3%

Refugee Counts

Unique Patients	% Change from Previous FYr
103	↓ -6%

Encounter Counts: Medical

Service Area	Encounter Count	% Change from Previous FYr
Medical	5,442	↓ -12%

Encounter Counts: Dental

Service Area	Encounter Count	% Change from Previous FYr
Dental	3,643	↗ 3%

Appt. Count by Service

service_type	# Appts.	% Change by Previous FYr
Behavioral Health_MS	229	↓ -46%
Medical Specialist Vision	6	
Spiritual Care	71	↓ -70%

* The sum of individual groups does not equal the total of unique patients because some patients have appointments before and after a birthday, which can result in a patient being counted in more than one age group.



Executive Summary: Descriptive Data

Fiscal Year:
2022

Legal Sex

Legal Sex	% Unique Pts.
F	56%
M	44%

Age Group

Age Group	% Unique Pts.
1. Pediatrics (0-18)	10%
2. Adults (19-59)	67%
3. Seniors (60 & Over)	24%

Race/Ethnicity

Race/Ethnicity Group	% Unique Pts.
Hispanic or Latino	62%
Non-Hispanic White	20%
Non-Hispanic Black	11%
Other Race/Ethnicity	2%
Arab/Middle Eastern	2%
Asian	2%
Native American	0%

Income (FP)

Income Group	% Unique Pts.
a. < 100% FPI	43%
b. 100-200% FPI	46%
c. >200% FPI	11%

Top 5 Chronic Diagnoses

Medical Dignosis	# Unique Medical Pts.
Hypertension w_wo Complications	335
Diabetes Type 1 or 2 w_wo Complications	261
Hyperlipidemia	231
Anxiety_Depression	216
GERD	117

Insurance Status

Medical Insurance Group	% Unique Pts.
Self Pay/ No Insurance	59%
Public Insurance (Medicaid_Medicare)	22%
Other Insurance or Coverage	18%

Top 3 Zip Codes

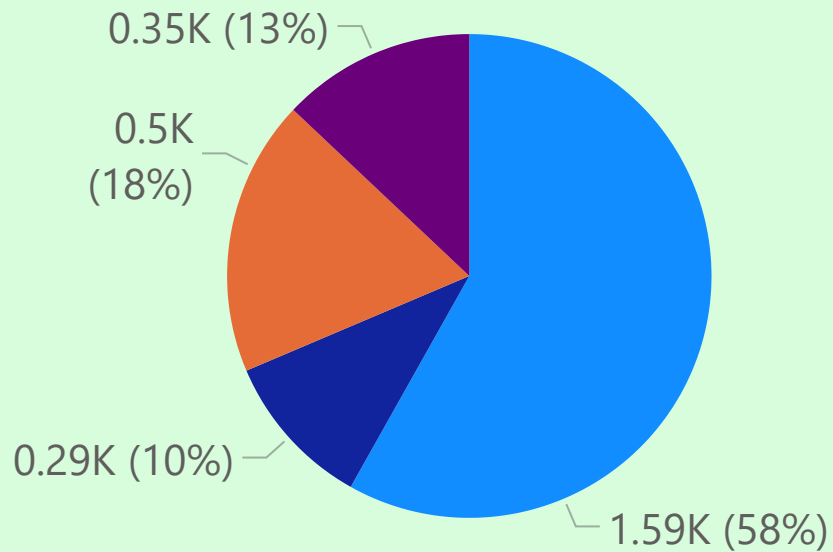
Zip Code	Unique Pts.
49507	717
49509	303
49548	281

Visuals: Population Description

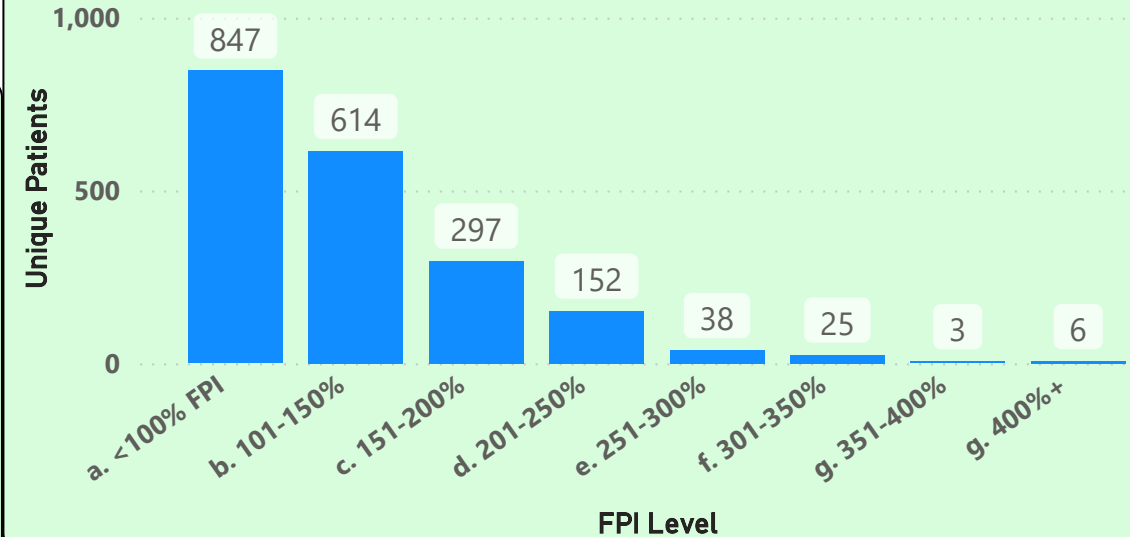
Fiscal Year:
2022

Patients by Race/Ethnicity

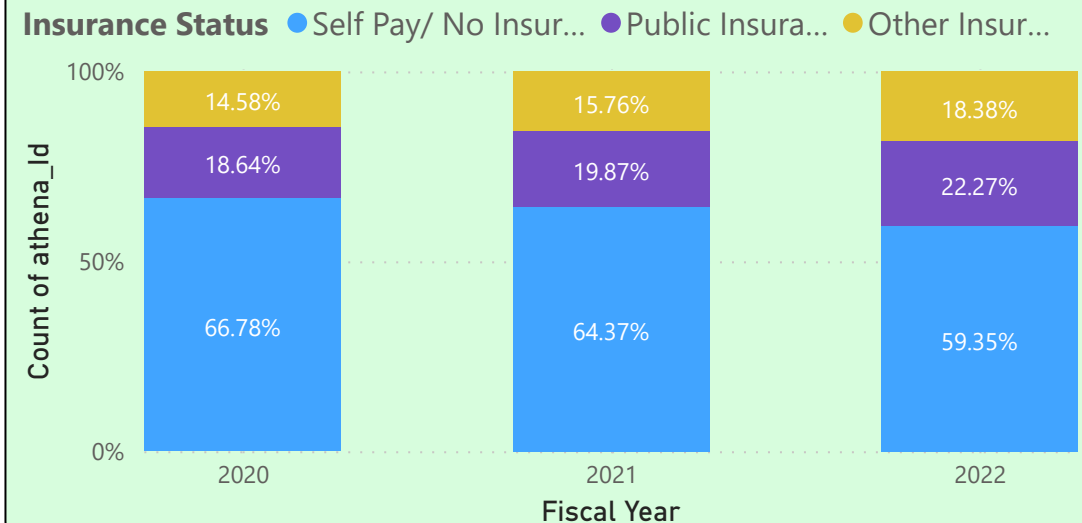
- Race/Ethnicity Group
- Hispanic or Latino
 - Non-Hispanic Black
 - Non-Hispanic White
 - Other



Patients by Income Group (FPI)

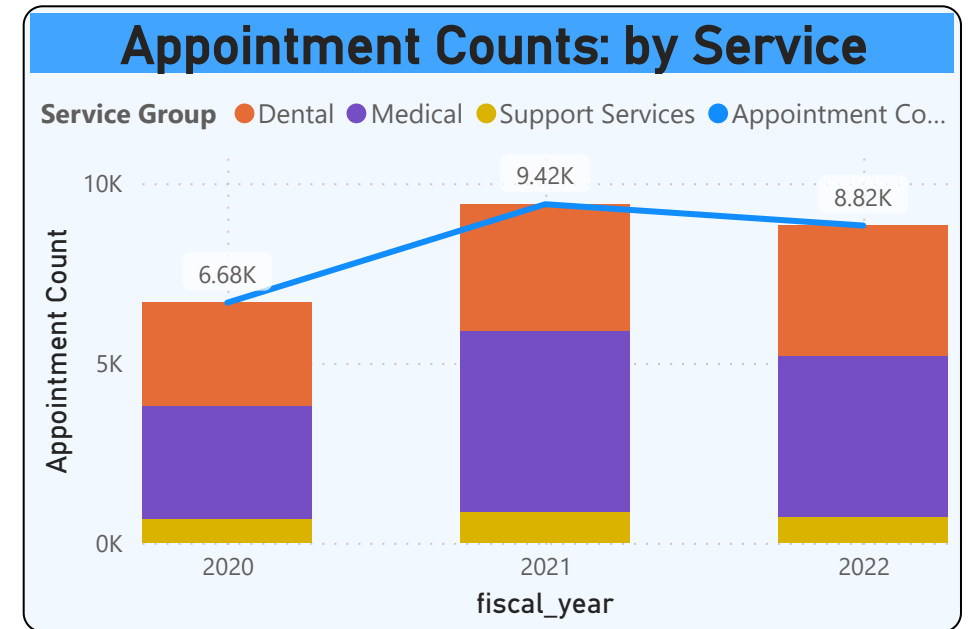
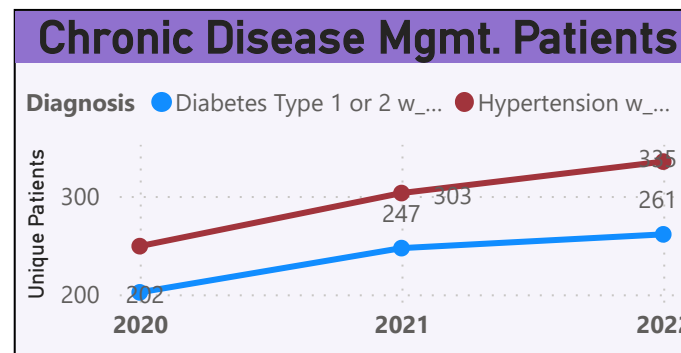
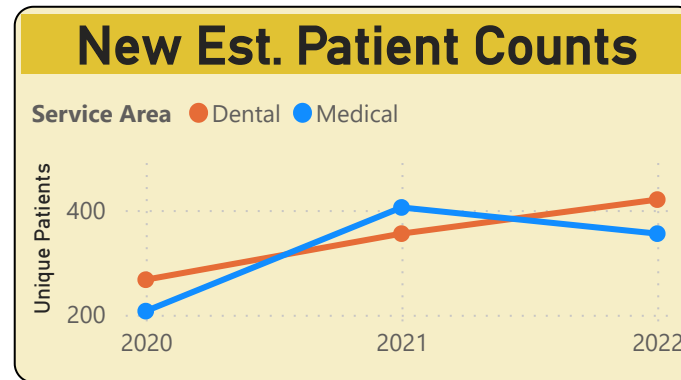
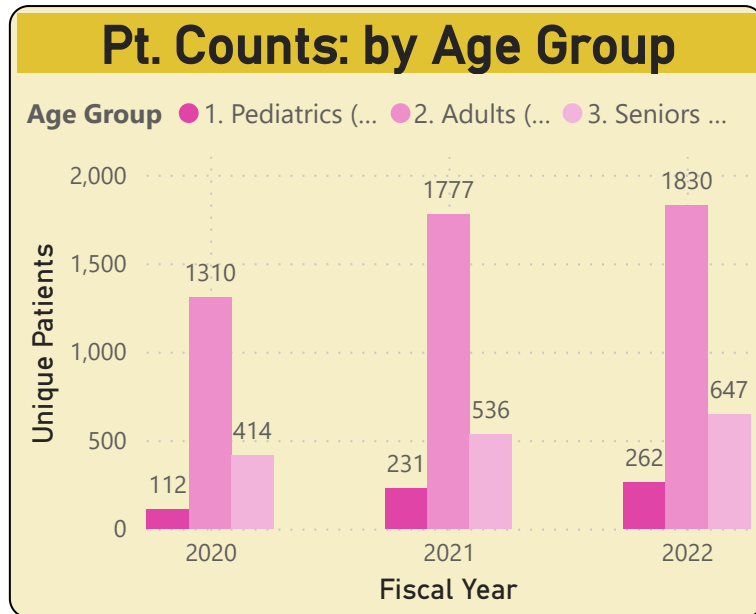
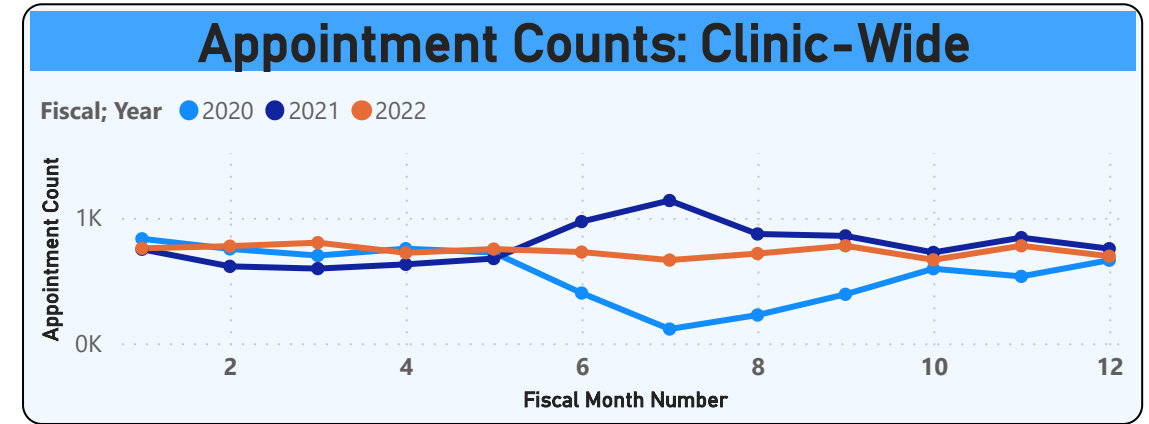
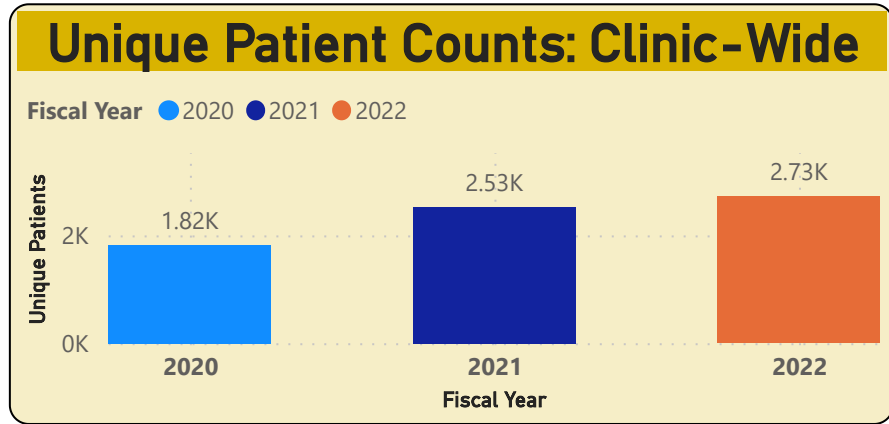


% of Patients by Insurance Status



Trends: Patients, Appointments, and Disease Mgmt. Last Three Fiscal Years

Last Three Fiscal Years



Unique Patient Counts (exclusive)

Fiscal Year:
2022

Clinic- Wide

2726

Unique Patients

**Medical & Support
Services Only**

1115

Unique Patients (exclusive)

**Medical_Support &
Dental Services**

534

Unique Patients (exclusive)

**Dental Services
Only**


1077

Unique Patients





Unique Patient Counts: by Service Area with % Change

Fiscal Year:
2022




Clinic- Wide All Services

Unique Patient Count	% Change from Previous FYr	
2726		7.9%

Patients by Service Area




Service Area	Unique Patient Count	% Change from Previous FYr	
Medical	1645		-3.7%
Dental	1611		19.8%
Support Services	127		-42.5%
Total	2726		7.9%

New Established Patients (all)




Service Area	Unique Patient Count	% Change from Previous FYr	
Medical	355		-12.3%
Dental	420		18.3%
Total	722		2.7%

Focus Populations




New Established Patients (Peds)

Service Area	Unique Patient Count	% Change from Previous FYr	
Medical	78		2.6%
Dental	32		18.5%
Total	103		1.0%

New Established Patients (Seniors)

Service Area	Unique Patient Count	% Change from Previous FYr	
Medical	40		-28.6%
Dental	84		25.4%
Total	123		7.0%

New Established Patients (Refugees)

Service Area	Unique Patient Count	% Change from Previous FYr	
Medical	61		-14.1%
Dental	16		433.3%
Total	69		-5.5%

Unique Patient Counts: by Medical Appointment Type Group

Fiscal Year:
2022

by Medical Appt. Type

Appt. Type Group	Unique Patient Count		% Change from Previous FYr
Medical Primary Care or Est. UC	1316		4.2%
Nursing	676		-24.3%
Community Partner Medical Service	108		-45.2%
Behavioral Health	92		-40.3%
Medical Urgent Care Only	81		19.1%
Medical Specialist	57		0.0%
Total	1645		-3.7%

by Specialist Type

Service Type	Unique Patient Count		% Change from Previous FYr
Medical Specialist Gynecologist	42		10.5%
Medical Specialist General Surgeon	8		-60.0%
Medical Specialist Vision	6		
Medical Specialist ENT	1		
Total	57		0.0%

Unique Patient Counts: by Dental Appointment Type Group

Fiscal Year:
2022

by Dental Appt. Type

Appt. Type Group	Unique Patient Count	% Change from Previous FYr
General Dentistry Est. or Referred Pt.	1079	↑ 13.0%
Dental Hygiene	771	↘ -3.0%
Dental Specialist	224	↑ 140.9%
General Dentistry Urgent Care Only	150	↑ 138.1%
Free Dental Service	61	↑ 281.3%
Total	1611	↑ 19.8%

by Specialist Type

Service Type	Unique Patient Count	% Change from Previous FYr
Dental Specialist Oral Surgeon	156	↑ 372.7%
Dental Specialist Endodontist	73	↑ 17.7%
Total	224	↑ 140.9%

by Support Service Appt. Type

Appt. Type Group	Unique Patient Count	% Change from Previous FYr
Insurance and Financial Assistance Support	77	↓ -29.4%
Spiritual Care	56	↓ -58.5%
Total	127	↓ -42.5%

Clinic- Wide All Appointments

Appointment Count	% Change from Previous FYr
8,823 ↓	-6.3%








Appointments by Service Area

Service Area	Appointment Count	% Change from Previous FYr
Medical	4,462 ↓	-11.2%
Dental	3,631 ↗	3.2%
Support Services	730 ↓	-16.3%
Total	8,823 ↓	-6.3%




Appointment Counts: by Medical Appointment Type Group

Fiscal Year:
2022

by Medical Appt. Type

Appt. Type Group	Appt. Count		% Change from Previous FYr
Medical Primary Care or Est. UC	3,011		7.8%
Nursing	936		-34.5%
Behavioral Health	229		-46.9%
Community Partner Medical Service	114		-48.2%
Medical Urgent Care Only	91		18.2%
Medical Specialist	81		11.0%
Total	4,462		-11.2%

by Specialist Type

Service Type	Appt. Count		% Change from Previous FYr
Medical Specialist Gynecologist	66		29.4%
Medical Specialist General Surgeon	8		-63.6%
Medical Specialist Vision	6		
Medical Specialist ENT	1		
Total	81		11.0%

Appointment Counts: by Dental Appointment Type Group

Fiscal Year:
2022

by Dental Appt. Type

Appt. Type Group	Appt. Count		% Change from Previous FYr
General Dentistry Est. or Referred Pt.	2,024		2.6%
Dental Hygiene	1,138		-15.9%
Dental Specialist	255		121.7%
General Dentistry Urgent Care Only	153		142.9%
Free Dental Service	61		281.3%
Total	3,631		3.2%

by Specialist Type

Service Type	Appt. Count		% Change from Previous FYr
Dental Specialist Oral Surgeon	174		411.8%
Dental Specialist Endodontist	81		0.0%
Total	255		121.7%














by Support Service Appt. Type

Appt. Type Group	Appt. Count ▼	% Change from Previous FYr
New Patient Registration	500 →	0.4%
Insurance and Financial Assistance Support	159 ↑	12.8%
Spiritual Care	71 ↓	-69.5%
Total	730 ↓	-16.3%

Service Counts: by Medical Service code (Cpt) Group

Fiscal Year:
2022













Top 12 Medical Service Code Groups

Medical Code Group	Cpt Code Count	% Change From Previous FYr
Blood or Other Specimen Collection Only	3367 	9.78%
Office Visit_Est_Patient	2523 	11.64%
In_Office Diagnostic Testing	940 	59.05%
Behavioral Health Screening	794 	-33.94%
Foot Exam	394 	271.70%
Well Visit	317 	0.32%
Vaccine Dose	278 	-31.86%
Dental Screen as Part of Medical Appt	230 	576.47%
Office Visit_New_Patient	213 	-23.66%
Psychiatry or Counseling	196 	-44.63%
Office Procedure	65 	32.65%
Telehealth Service	35 	75.00%
Total	9352 	7.62%

Service Counts: by Dental Service code (Cdt) Group

Fiscal Year:
2022

Dental Service Code Groups

Dental Code Group	Cdt Code Count	% Change from Previous FYr
Imaging	1794 	21%
Dental Exam	1083 	33%
Hygiene_Preventive	661 	-10%
Filling	584 	12%
Hygiene_Therapeutic	480 	-24%
Extraction_Routine	424 	8%
Dentures	295 	5%
Root Canal	67 	5%
Other Preventive Service	61 	-15%
Crown	47 	-19%
Other Dental Service	39 	15%
Total	5535 	9%

Population Description: by Diagnosis Code (Icd10) Group

Fiscal Year:
2022

Top 15 Medical Appointment Diagnoses (Chronic)

Appointment Diagnosis	# Unique Pts.	# Appointments	Appts. per Patient
Hypertension w_wo Complications	335	775	2.31
Diabetes Type 1 or 2 w_wo Complications	261	678	2.60
Hyperlipidemia	231	373	1.61
Anxiety_Depression	222	544	2.45
GERD	117	179	1.53
Thyroid Disorder	70	127	1.81
Asthma	54	87	1.61
Substance Use Disorder	51	119	2.33
Obesity	49	66	1.35
Osteoarthritis	42	64	1.52
Autoimmune Disease or Disorder	39	63	1.62
Nerve_Spinal Cord Impingement_Compression	33	68	2.06
Sleep Apnea	31	62	2.00
Benign Prostate Hyperplasia	30	43	1.43
COPD	25	82	3.28

Population Description: Sex & Age Groups

Fiscal Year:
2022

Patients by Legal Sex

Legal Sex	Unique Patient Count	% of Patients
F	1513	56%
M	1213	44%
Total	2726	100%

by Detailed Age Group

Age Group	Unique Patient Count	% of Patients
40-49	546	20%
50-59	480	18%
30-39	474	17%
60-69	418	15%
19-29	372	14%
0-18	262	10%
70-79	176	6%
80-89	54	2%
90+	15	1%
Total	2726	100%

Patients by Age Group

Age Group	Unique Patient Count	% of Patients
1. Pediatrics (0-18)	262	10%
2. Adults (19-59)	1830	67%
3. Seniors (60 & Over)	647	24%
Total	2726	100%

Population Description: Race & Ethnicity Groups

Fiscal Year:
2022

Patients by Ethnicity

Ethnic Group	Unique Patient Count	% of Patients
Hispanic or Latino	1585	66%
not Hispanic	807	34%

Patients by Race-Ethnicity

Race-Ethnicity Group	# Unique Pts	% of Patients
Hispanic or Latino	1585	62%
Non-Hispanic White	503	20%
Non-Hispanic Black	285	11%
Other Race/Ethnicity	55	2%
Arab/Middle Eastern	54	2%
Asian	54	2%
Native American	2	0%

by Federal Race Group

Race Group	# Unique Pts	% of Patients
Other Race	1361	57%
White	691	29%
Black or African American	297	12%
Asian	54	2%
American Indian or Alaskan Native	2	0%

Population Description: Preferred Language

Fiscal Year:
2022

Primary Language	# Unique Pts.
Spanish	1415
English	1125
Kinyarwanda	32
Swahili	13
Pushto; Pashto	7
Arabic	5
Chinese	4
Burmese	3
Nepali	3
Haitian; Haitian Creole	2
Persian	2
Tigrinya	2
Creoles and pidgins_ French-based	1
Lingala	1
Portuguese	1
Russian	1
Somali	1
Vietnamese	1

Languages Spoken this Last FY

18

Unique Languages

non-English Preferred Language

1494

Unique Patients

Spanish as Preferred Language

54%

of Patients Prefer to Speak Spanish

Patients by Employment Status

Employment Group	# Unique Pts.	% of Patients
Full Time	903	45%
Unemployed	690	35%
Part Time	211	11%
Retired	127	6%
Student	58	3%

Patients by Income Group

Income Group	# Unique Pts.	% of Patients
b. 100-200% FPI	911	46%
a. < 100% FPI	847	43%
c. >200% FPI	224	11%

by Detailed Income Group

Income Group	# Unique Pts.	% of Patients
a. <100% FPI	847	43%
b. 101-150%	614	31%
c. 151-200%	297	15%
d. 201-250%	152	8%
e. 251-300%	38	2%
f. 301-350%	25	1%
g. 351-400%	3	0%
g. 400%+	6	0%

Patients by Insurance Status

Insurance Group	# Unique Pts.	% of Patients
Self Pay/ No Insurance	1618	59%
Public Insurance (Medicaid_Medicare)	607	22%
Other Insurance or Coverage	501	18%
Total	2726	100%

Insurance Status- Detailed

Insurance Group	# Unique Pts.	% of Patients
Self Pay/ No Insurance	1618	59%
Private Insurance	465	17%
Medicaid	424	16%
Medicare	119	4%
Dual Eligible	64	2%
Other	36	1%
Total	2726	100%

Top 5 Zip Codes

Zip Code	# Unique Pts.	% of Patients
49507	717	26%
49509	303	11%
49548	281	10%
49503	218	8%
49508	212	8%

Cities

76

Count of Unique Cities

Zip Codes

97

Count of Unique Zip Codes

Counties

23

Count of county

Focus Population: Pediatrics (0-18)

Fiscal Year:
2022

Peds Unique Patient Counts

Service Area	Peds Pt. Count	% Change from Previous FYr
Medical	154 →	0.0%
Dental	139 ↑	40.4%
Total	262 ↑	13.4%

Peds Appointment Counts

Service Area	Appt. Count	% Change from Previous FYr
Medical	260 →	-0.4%
Dental	195 ↑	19.6%
Support Services	75 ↑	21.0%
Total	530 ↑	9.1%

Peds Demos Race/Ethnicity

Race/Ethnicity Group	% of Peds Pts.
Hispanic or Latino	61%
Non-Hispanic White	12%
Non-Hispanic Black	12%
Arab/Middle Eastern	8%
Asian	3%
Other Race/Ethnicity	3%

Peds Demos Insurance Status

Insurance Status	% of Peds Pts.
Self Pay/ No Insurance	39%
Public Insurance (Medicaid_Medicare)	25%
Other Insurance or Coverage	35%

Focus Population: Seniors (60+)

Fiscal Year:
2022

Seniors Unique Patient Counts

Service Area	Seniors Pt. Count	% Change from Previous FYr
Dental	377	↑ 16.4%
Medical	373	↑ 20.7%
Support Services	38	↓ -38.7%
Total	647	↑ 20.7%

Seniors Appointment Counts

Service Area	Appt. Count	% Change from Previous FYr
Medical	1,102	↑ 6.1%
Dental	1,041	→ -1.0%
Support Services	156	↓ -31.6%
Total	2,299	→ -0.8%

Seniors Demos Race/Ethnicity

Race/Ethnicity Group	% of Peds Pts.
Hispanic or Latino	43%
Non-Hispanic White	35%
Non-Hispanic Black	17%
Asian	2%
Other Race/Ethnicity	2%
Arab/Middle Eastern	1%
Native American	0%

Seniors Demos Insurance Status

Insurance Status	% of Peds Pts.
Self Pay/ No Insurance	51%
Public Insurance (Medicaid_Medicare)	34%
Other Insurance or Coverage	14%

Focus Population: Refugees

Fiscal Year:
2022

Refugees Unique Patient Counts

Service Area	Refugee Pt. Count		% Change from Previous FYr
Medical	100	↘	-4.8%
Dental	27	↑	92.9%
Support Services	2	↘	-60.0%
Total	103	↘	-5.5%

Refugee Appointment Counts

Service Area	Appt. Count		% Change from Previous FYr
Medical	50	↑	38.9%
Dental	7	↑	600.0%
Support Services	1	↘	-75.0%
Total	58	↑	41.5%

Refugee Demos Race/Ethnicity

Race/Ethnicity Group	% of Refugee Pts.
Non-Hispanic Black	56%
Asian	22%
Hispanic or Latino	22%

Refugee Demos Insurance Status

Insurance Status	% of Refugee Pts.
Public Insurance (Medicaid_Medicare)	56%
Other Insurance or Coverage	22%
Self Pay/ No Insurance	22%

Focus Service Area: Vaccinations (MCIR data)

Fiscal Year:
2022

Vaccine Doses Given (all ages)

Vaccine Group	Doses Administered
COVID_19	618
FLU	48
Other Vaccine	236
Total	902

Vaccine Doses Given (Peds 0-18)

Vaccine Group	Doses Administered
Other Vaccine	236
COVID_19	57
FLU	48
Total	341

Vaccine Doses Given (all ages)

MCIR Age Group	Doses Administered
a) <1	13
b) 1	0
c) 2	7
d) 3-5	43
e) 6	3
f) 7-10	49
g) 11-12	16
h) 13-18	210
i) 19-24	29
j) 25-44	136
k) 45-64	255
l) 65+	141
Total	902

Vaccine Doses Given (Adults)

Vaccine Group	Doses Administered
COVID_19	420
FLU	0
Other Vaccine	0
Total	420

Vaccine Doses Given (Seniors 65+)

Vaccine Group	Doses Administered
COVID_19	141
FLU	0
Other Vaccine	0
Total	141

Vaccine Doses Given (all ages)- Detailed

Vaccine Given Detail	Doses Administered
COVID_19 Primary Series or Booster_WT	592
Hepatitis A or B	57
FLU	48
Meningitis_Hib or Other	34
Polio	31
Dip_Tet_Pert Multi or Single	30
HPV	27
Chicken Pox	26
COVID_19 Booster_BV2022	26
Meas_Mump_Rub Multi or Single	23
Pneumonia	6
Rotavirus	2
Total	902

Focus Service Area: COVID-19

Fiscal Year:
2022

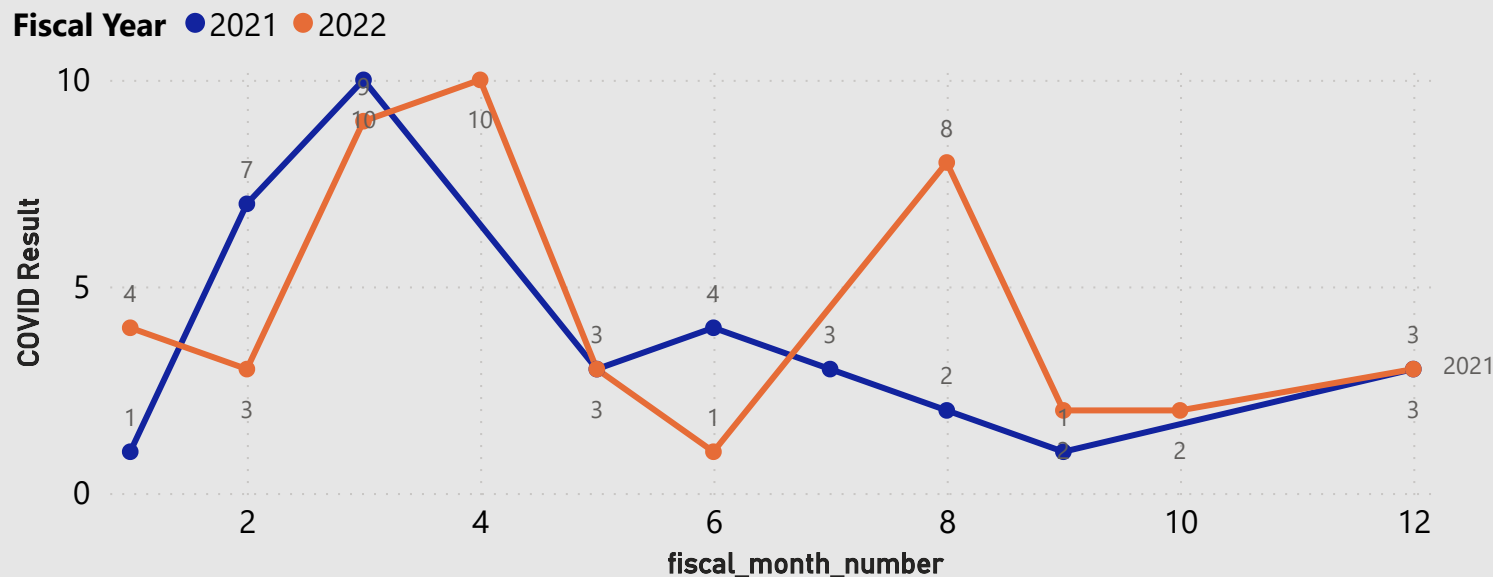
Covid Tests Recorded

COVID Result	# Unique Pts. Tested	# of Tests	% Change Previous FY	# Tests from Previous FY
Positive	45	45	↑	32%
Negative	160	191	↓	-3%
Total	197	236	↗	2%

Covid Tests Results Ordered by Exalta Provider

COVID Result	# Unique Pts. Tested	# of Tests	% Change Previous FY	# Tests Previous FY
Positive	33	33	↑	200%
Negative	105	115	↑	156%
Total	136	148	↑	164%

Positive COVID-9 Tests Recorded



COVID Vaccines Given by Age Group

MCIR Age Group	# Doses
1) Pediatrics (0-18)	57
2) Adults (19-64)	420
3) Seniors (65+)	141
Total	618