

Exalta Health Year End Report:

Fiscal Year 2024



Data Dictionary

Terms & Definitions

- 1) Fiscal Year: The fiscal year for Exalta Health runs from October 1 to September 30.
- 2) Dental Patients: Patients that have received at least one dental service (hygiene, general or specialty dentistry).
- 3) Medical Patients: Patients that have received at least one clinical medical service (primary, specialty or urgent care, behavioral health).
- 4) 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.
- 5) 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.
- 6) 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.
- 7) 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.

Data Dictionary: Continued

8) 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.

9) 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.

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

11) 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:
2024

Clinic Wide

2466

Unique Patients

Medical (or Support) Services Only

1103

Exclusive Patients

Medical (or Support) & Dental Services

482

Exclusive Patients

Dental Services Only

881

Exclusive Patients

Pt. Counts by Age Group*

exalta_age_group	Count of athena_id	% Change from Previous Year
1. Pediatrics (0-18)	311	5.8%
2. Adults (19-59)	1625	-8.5%
3. Seniors (60 & Over)	553	0.9%
Total	2466	-4.9%

New Est Pt. Counts

Service Area	Unique Patients	% Change from Previous Year
Dental	166	-47.0%
Medical	410	-4.0%
Total	552	-20.7%

Refugee Counts

Unique Patients	% Change from Previous Year
155	-5.5%

Encounter Counts: Medical

Service Group	Encounter Count	% Change from Previous FYr
Medical	5603	2.7%

Encounter Counts: Dental

Service Group	Encounter Count	% Change from Previous FYr
Dental	3369	3.3%

*The sum of unique patients within the individual age groups is greater than the total of unique patients because some patients have appointments both before and after their birthday, which can result in a patient being counted in more than one age group.

Executive Summary: Descriptive Data

Fiscal Year:
2024

Legal Sex

Legal Sex	% Unique Patients
F	53%
M	47%

Age Group

Age Group	% Unique Pts.
1. Pediatrics (0-18)	13%
2. Adults (19-59)	66%
3. Seniors (60 & Over)	22%

Race/Ethnicity

Race/Ethnicity	% Unique Pts.
Hispanic or Latino	66.3%
Non-Hispanic White	15.4%
Non-Hispanic Black	10.1%
Unknown	3.9%
Asian	1.9%
Other Race/Ethnicity	1.3%
Arab/Middle Eastern	0.8%
Native American	0.2%

Income (FPI)*

Income Group	% Unique Pts.
a. < 100% FPI	44%
b. 100-200% FPI	47%
c. >200% FPI	9%

Top 5 Chronic Diagnoses

Medical Diagnosis	# Unique Medical Pts.
Hypertension w_w/o Complications	378
Diabetes Type 1 or 2 w_w/o Complications	287
Hyperlipidemia	235
Anxiety_Depression	203
Gastroesophageal reflux disease (GERD)	115

Top 3 Zip Codes

Zip Code	Unique Patients
49507	635
49509	267
49548	276

*Percentages do not include those patients for whom FPI information is not recorded.

Insurance Status

Medical Insurance Group	% Unique Pts.
Self Pay/ No Insurance	59%
Public Insurance (Medicaid_Medicare)	21%
Other Insurance or Coverage	20%

Population Description: Sex and Age Groups

Fiscal Year:
2024

Patients by Legal Sex

Legal Sex	Unique Patients	% Unique Patients
F	1304	53%
M	1162	47%

by Detailed Age Group

Age Group	Unique Patient Count	% Unique Pts.
0-18	311	13%
19-29	302	12%
30-39	407	17%
40-49	506	21%
50-59	452	18%
60-69	360	15%
70-79	158	6%
80-89	41	2%
90+	6	0%

Patients by Age Group

Age Group	Unique Patient Count	% Unique Pts.
1. Pediatrics (0-18)	311	13%
2. Adults (19-59)	1625	66%
3. Seniors (60 & Over)	553	22%

Population Description: Race and Ethnicity Groups

Fiscal Year:
2024

Patients by Ethnicity

Ethnicity group	Unique Patient Count	% of Patients
Hispanic or Latino	1634	66%
not Hispanic	633	26%
Unknown	199	8%

by Federal Race Group

Race Group	# Patients	% of Patients
American Indian or Alaskan Native	6	0%
Asian	49	2%
Black or African American	262	11%
Other Race	1273	52%
Unknown	226	9%
White	650	26%

Patients by Race/Ethnicity

Race-Ethnicity Group	# Unique Pts.	% of Patients
Hispanic or Latino	1634	66%
Non-Hispanic White	380	15%
Non-Hispanic Black	250	10%
Unknown	97	4%
Asian	48	2%
Other Race/Ethnicity	33	1%
Arab/Middle Eastern	20	1%
Native American	4	0%

Population Description: Preferred Language

Fiscal Year:
2024

Language	# Unique Pts.	%
Spanish	1506	62%
English	844	35%
Kinyarwanda	33	1%
Swahili	13	1%
Arabic	6	0%
Chinese	4	0%
Pushto; Pashto	4	0%
Haitian; Haitian Creole	3	0%
Portuguese	3	0%
Burmese	2	0%
French	2	0%
Korean	2	0%
Nepali	2	0%
Tigrinya	2	0%
Panjabi; Punjabi	1	0%
Persian	1	0%
Romanian; Moldavian; Moldovan	1	0%
Russian	1	0%
Vietnamese	1	0%
Wolof	1	0%

Languages Spoken this Last FY

20

Count of language

non-English Preferred Language

1592

Unique Patients

Spanish as Preferred Language

61.1%

% of Patients Prefer to Speak Spanish

*Patients by Employment Status

Employment Group	# Unique Pts.	% of Patients
Full Time	927	45%
Unemployed	676	33%
Part Time	218	11%
Retired	119	6%
Student	100	5%

*Patients by Income Group

Income Group	# Unique Pts.	% of Patients
a. < 100% FPI	808	44%
b. 100-200% FPI	875	47%
c. >200% FPI	171	9%

*by Detailed Income Group

Income Group	# Unique Pts.	% of Patients
a. <100% FPI	808	44%
b. 101-150%	594	32%
c. 151-200%	281	15%
d. 201-250%	114	6%
e. 251-300%	35	2%
f. 301-350%	17	1%
g. 351-400%	2	0%
h. 400%+	3	0%

*These percentages do not include those patients for whom employment or income information is unrecorded.

Patients by Insurance Status

Insurance Group	# Unique Pts.	% of Patients
Self Pay/ No Insurance	1466	59%
Public Insurance (Medicaid_Medicare)	510	21%
Other Insurance or Coverage	490	20%
Total	2466	100%

Insurance Status- Detailed

Insurance Group	# Unique Pts.	% of Patients
a. Self Pay/No Insurance	1466	59%
b. Medicaid	326	13%
c. Medicare	123	5%
d. Dual Eligible	61	2%
e. Private Insurance	363	15%
f. Other	127	5%
Total	2466	100%

Top 5 Zip Codes

Zip Code	# Unique Pts.	% of Patients
49507	635	41%
49548	276	18%
49509	267	17%
49503	225	15%
49519	148	10%

Cities

74

Count of unique cities

Zip Codes

89

Count of unique zip codes

Counties

22

Count of unique counties

Unique Patient Counts: by Medical Appointment Type Group

Fiscal Year:
2024

by Medical Appt. Type

Appt. Type Group	Unique Patient Count	% Change from Previous FYr
Primary or Urgent Care for Established Pts.	1486	2.6%
Nursing	321	-7.2%
Community Partner Medical Service	135	-6.9%
Medical Specialist	123	35.2%
Behavioral Health	92	-13.2%
Medical Urgent Care Only	73	-22.3%
Community Partner Medical Service: Psych	12	71.4%
Total	1558	-0.6%

by Specialist Type

Service Type	Unique Patient Count	% Change from Previous FYr
Medical Specialist Vision	79	31.7%
Medical Specialist Gynecologist	28	40.0%
Medical Specialist General Surgeon	19	90.0%
Medical Specialist ENT	1	0.0%
Total	123	35.2%

Unique Patient Counts: by Dental Appointment Type Group

Fiscal Year:
2024

by Dental Appt. Type

Appt. Type Group	Unique Patient Count	% Change from Previous FYr
General Dentistry Established or Referred Pt.	827	-14.5%
Dental Hygiene	737	0.4%
Dental Specialist	248	6.0%
General Dentistry Urgent Care Only	82	-8.9%
Dental Specialist Est. or Referred Pt.	1	-66.7%
Total	1363	-8.6%

by Specialist Type

Service Type	Unique Patient Count	% Change from Previous FYr
Dental Specialist Oral Surgeon	200	4.7%
Dental Specialist Endodontist	51	-1.9%
Total	248	6.0%

Unique Patient Counts: by Support Service Encounter Type

Fiscal Year:
2024

by Support Service Encounter Type

Encounter Type Group	Unique Patient Count	% Change from Previous FYr
New Patient Registration	327	-30.9%
Insurance and Financial Assistance Support	119	
Spiritual Care	69	130.0%
Community Resources Navigation	1	-66.7%
Total	485	-3.4%

New Patient Registration is by appointment.

In Fiscal Year 2024, Exalta offered appointments for insurance navigation, and for determining eligibility for financial assistance. There is no percentage change available, because advocacy appointments were not offered in Fiscal Year 2023.

Spiritual Care for Fiscal Year 2024 and for Fiscal Year 2023 was not by appointment; the numbers for 2024 reflect patient encounters with chaplains.

The single Community Resources Navigation encounter was not by appointment.

Appointment and Encounter Counts: by Service Area

Fiscal Year:
2024

Clinic-Wide All Appointments

Appointment Count % Change from Previous FYr

8121 **1.6%**

Clinic-Wide All Encounters

Encounter Count % Change from Previous FYr

9533 **3.3%**

Appointments by Service Area

Service Area Appointment Count % Change from Previous FYr

Medical	4277	0.4%
Dental	3356	3.0%
Support Services	488	2.7%
Total	8121	1.6%

Encounter Counts: Medical

Service Group Encounter Count % Change from Previous FYr

Medical 5603 2.7%

Encounter Counts: Dental

Service Group Encounter Count % Change from Previous FYr

Dental 3369 3.3%

Encounter Counts: Support Services

Service Group Encounter Count % Change from Previous FYr

Support Services 561 10.4%

Appointment Counts: by Medical Appointment Type Group

Fiscal Year:
2024

by Medical Appt. Type

Appt. Type Group	Appt. Count	% Change from Previous FYr
▲		
Behavioral Health	187	-14.2%
Community Partner Medical Service	147	-8.7%
Community Partner Medical Service: Psych	31	244.4%
Medical Specialist	136	38.8%
Medical Urgent Care Only	80	-20.8%
Nursing	454	-3.6%
Primary or Urgent Care for Established Pts.	3242	1.3%
Total	4277	0.4%

by Specialist Type

Service Type	Appt. Count	% Change from Previous FYr
		▼
Medical Specialist General Surgeon	19	90.0%
Medical Specialist Gynecologist	33	50.0%
Medical Specialist Vision	83	29.7%
Medical Specialist ENT	1	0.0%
Total	136	38.8%

Appointment Counts: by Dental Appointment Type Group

Fiscal Year:
2024

by Dental Appt. Type

Appt. Type Group	Appt. Count	% Change from Previous FYr
Dental Hygiene	1220	19.4%
Dental Specialist	310	3.7%
Dental Specialist Est. or Referred Pt.	1	-66.7%
General Dentistry Established or Referred Pt.	1742	-5.3%
General Dentistry Urgent Care Only	83	-9.8%
Total	3356	3.0%

by Specialist Type

Service Type	Appt. Count	% Change from Previous FYr
Dental Specialist Oral Surgeon	255	6.3%
Dental Specialist Endodontist	55	-6.8%
Total	310	3.7%

Encounter Counts: by Support Service Encounter Type Group

Fiscal Year:
2024

by Support Service Encounter Type

Encounter Type Group	Encounter Count	% Change from Previous FYr
Community Resources Navigation	1	-75.0%
Insurance and Financial Assistance Support	162	
New Patient Registration	327	-31.2%
Spiritual Care	71	144.8%
Total	561	10.4%

New Patient Registration is by appointment.

In Fiscal Year 2024, Exalta offered appointments for insurance navigation, and for determining eligibility for financial assistance. There is no percentage change available, because advocacy appointments were not offered in Fiscal Year 2023.

Spiritual Care for Fiscal Year 2024 and for Fiscal Year 2023 was not by appointment; the numbers for 2024 reflect patient encounters with chaplains.

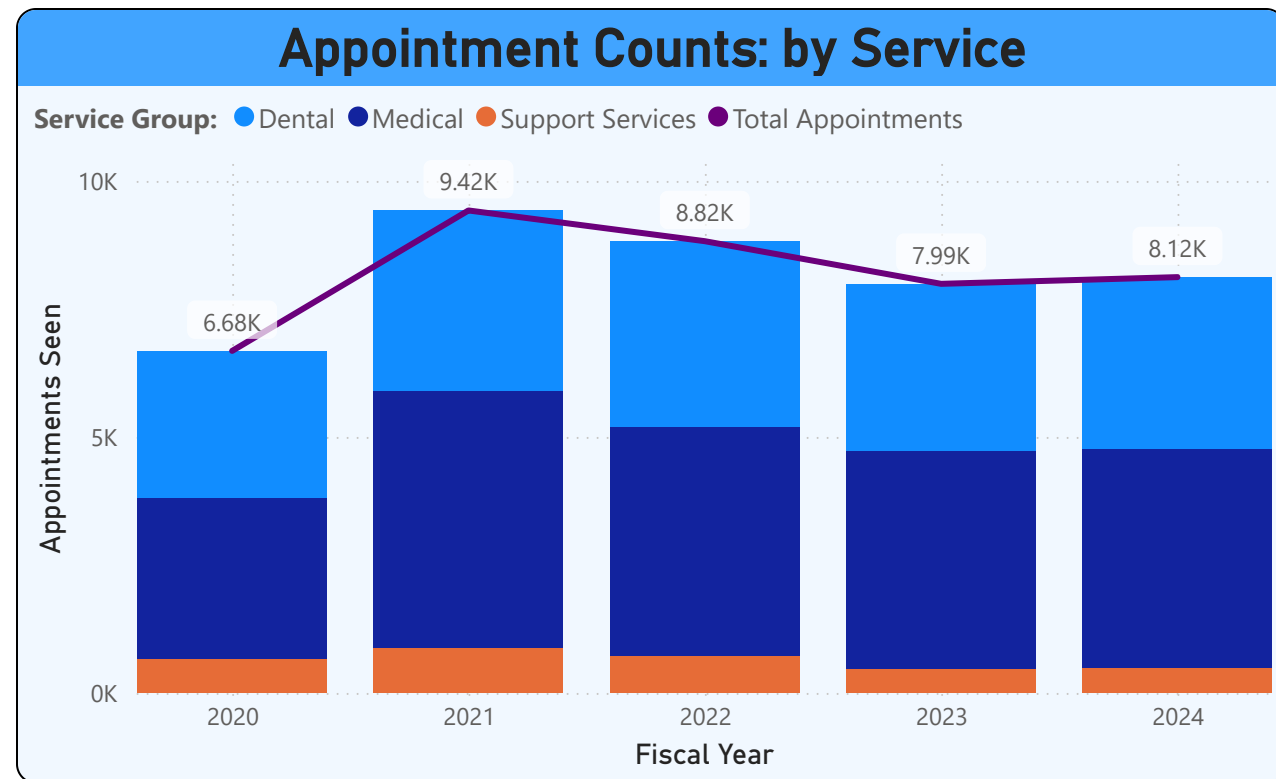
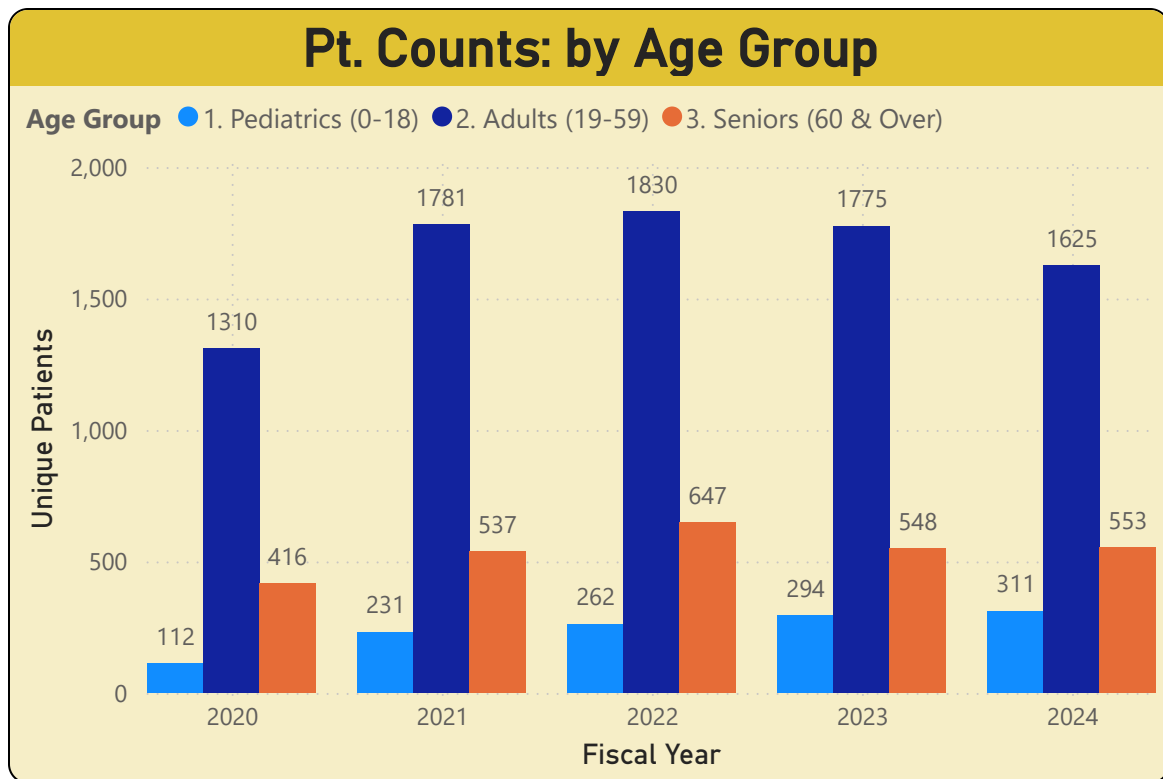
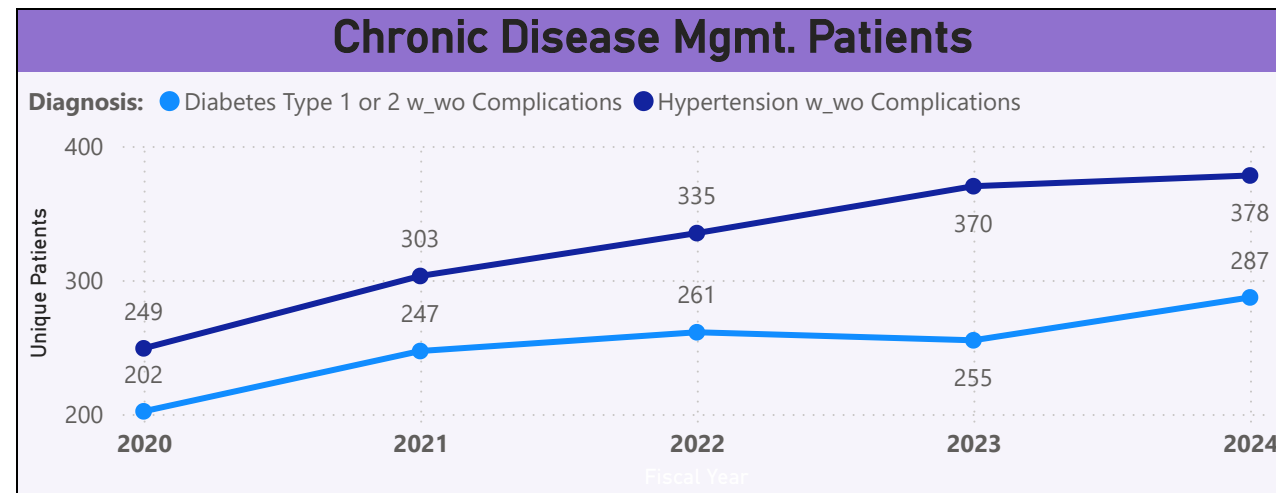
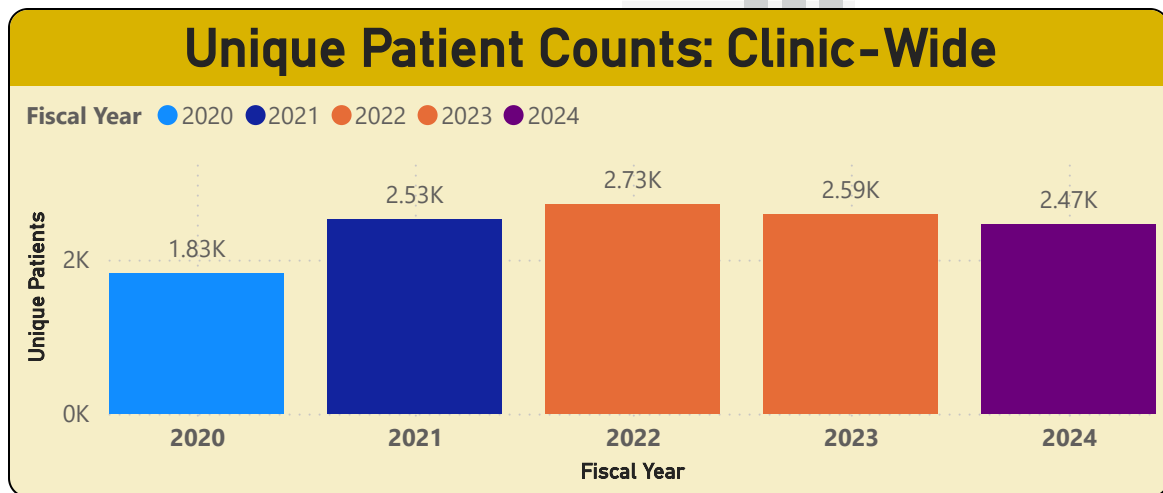
The single Community Resources Navigation encounter was not by appointment.

Top 15 Medical Appointment Diagnoses (Chronic)

Appointment Diagnosis	# Unique Pts.	# Appointments	Appts. per Patient
Hypertension w_wo Complications	378	909	2.40
Diabetes Type 1 or 2 w_wo Complications	287	877	2.78
Hyperlipidemia	235	341	1.43
Anxiety_Depression	203	494	2.28
Gastroesophageal reflux disease (GERD)	115	173	1.50
Thyroid Disorder	84	143	1.70
Osteoarthritis	52	82	1.50
Autoimmune Disease or Disorder	49	94	1.71
Substance Use Disorder	48	118	2.15
Obesity	42	58	1.38
Menopause Related Problem	41	52	1.24
Nerve_Spinal Cord Impingment_Compression	41	75	1.76
Asthma	40	59	1.45
Benign Prostate Hyperplasia	34	51	1.50
Sleep Apnea	28	46	1.64

Trends: Patients, Appointments, and Disease Mgmt.

Fiscal Year:
2024

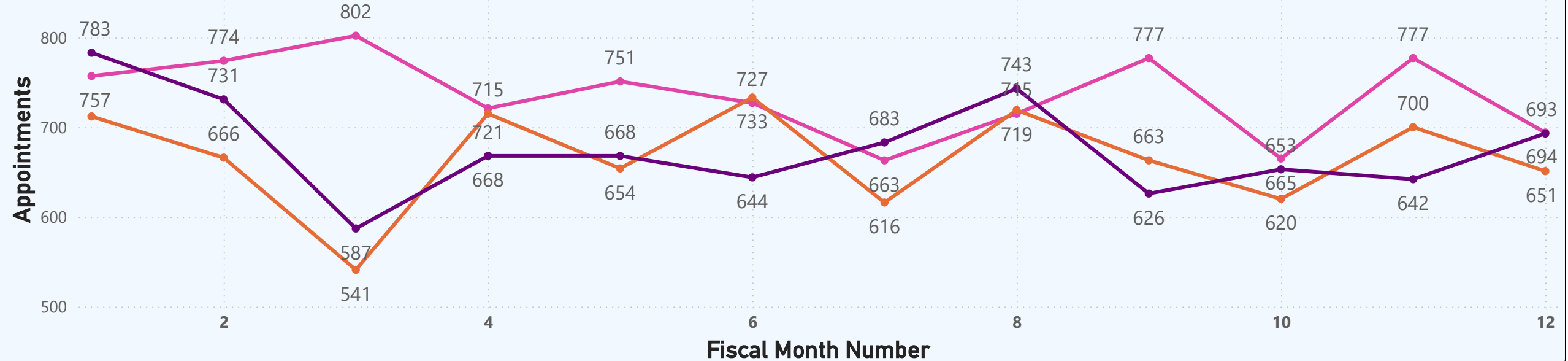


Patient Trends (Continued)

Fiscal Year:
2024

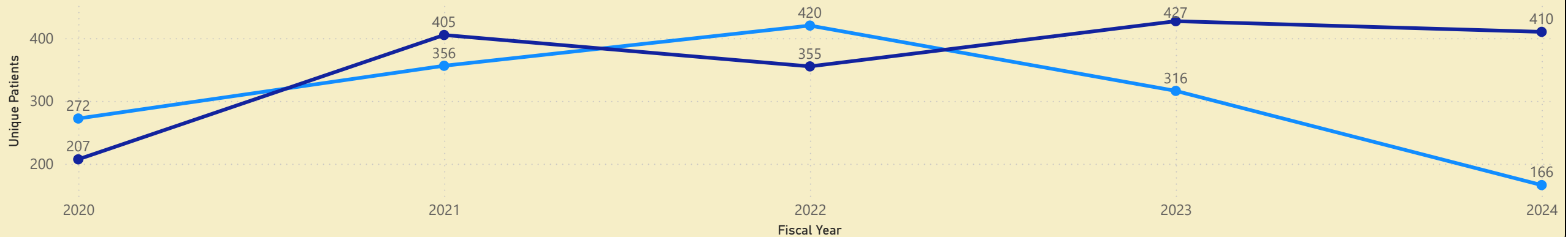
Appointment Counts: Clinic-Wide

fiscal_year ● 2022 ● 2023 ● 2024



New Est. Patient Counts

Service Area ● Dental ● Medical



Executive Summary: Pediatrics (0-18)

Fiscal Year:
2024

Clinic Wide

311

Unique Patients

Encounter Counts: Medical

Service Group	Encounter Count	% Change from Previous FYr
Medical	377	12.5%

Encounter Counts: Dental

Service Group	Encounter Count	% Change from Previous FYr
Dental	156	-12.8%

New Established Pts.

Service Group	Unique Patients	% Change from Previous Year
Medical	157	13.8%
Dental	19	-26.9%
Total	173	8.1%

Refugee Counts

Unique Patients	% Change from Previous Year
121	7.1%

Pt. Counts by Age Group*

exalta_age_group	Count of athena_id	% Change from Previous Year
1. Pediatrics (0-18)	311	5.8%
2. Adults (19-59)	1625	-8.5%
3. Seniors (60 & Over)	553	0.9%
Total	2466	-4.9%

*The sum of unique patients within the individual age groups is greater than the total of unique patients because some patients have appointments both before and after their birthday, which can result in a patient being counted in more than one age group.

Executive Summary: Seniors (60 & Over)

Fiscal Year:
2024

Clinic Wide

553

Unique Patients

Encounter Counts: Medical

Service Group	Encounter Count	% Change from Previous FYr
Medical	1591	10.8%

Encounter Counts: Dental

Service Group	Encounter Count	% Change from Previous FYr
Dental	1050	6.4%

New Established Pts.

Service Group	Unique Patients	% Change from Previous Year
Medical	36	20.0%
Dental	27	-35.7%
Total	59	-14.5%

Refugee Counts

Unique Patients	% Change from Previous Year
8	-20.0%

Pt. Counts by Age Group*

exalta_age_group	Count of athena_id	% Change from Previous Year
1. Pediatrics (0-18)	311	5.8%
2. Adults (19-59)	1625	-8.5%
3. Seniors (60 & Over)	553	0.9%
Total	2466	-4.9%

*The sum of unique patients within the individual age groups is greater than the total of unique patients because some patients have appointments both before and after their birthday, which can result in a patient being counted in more than one age group.

Executive Summary: Refugee Patients

Fiscal Year:
2024

Clinic Wide

155

Unique Patients

Medical_Support Services Only

134

Exclusive Patients

Medical_Support & Dental Services

17

Exclusive Patients

Dental Services Only

4

Exclusive Patients

Refugee Pts. by Age Group*

exalta_age_group	Count of athena_id	% Change from Previous Year
1. Pediatrics (0-18)	121	7.1%
2. Adults (19-59)	26	-38.1%
3. Seniors (60 & Over)	8	-20.0%
Total	155	-5.5%

New Established Pts.

Service Area	Unique Patients	% Change from Previous Year
Dental	5	66.7%
Medical	115	5.5%
Total	116	4.5%

Encounter Counts: Medical**

Service Group	Encounter Count	% Change from Previous FYr
Medical	248	-12.1%

Encounter Counts: Dental

Service Group	Encounter Count	% Change from Previous FYr
Dental	44	10.0%

*The sum of unique patients within the individual age groups is greater than the total of unique patients because some patients have appointments both before and after their birthday, which can result in a patient being counted in more than one age group.

Summary: Behavioral Health

Fiscal Year:
2024

Behavioral Health Appointments

Appointment Type	Appt. Count	% Change from Previous FYr
Telemedicine Brief BH	27	80.0%
SOCIAL WORK CONSULT	57	-12.3%
SOCIAL WORK 60	101	-19.8%
SOCIAL WORK 30	2	-83.3%
PSYCH FOLLOW_UP	22	1000.0%
PSYCH EVAL	9	28.6%
Total	218	-4.0%

Psych appointments are a community partner-provided service performed at Exalta.

Unique Patients: Behavioral Health

Unique Patients	% Change from Previous FYr
100	-9.9%