To be recognized for superior whole-person health care.

AspenPointe adapts and adjusts to stay on track with national and state health care reform. Our Board has been a leader in our journey of providing exceptional health care to our community one patient at a time. Our Board and Corporate Leadership Team approved a new Strategic Plan in June that is focused on meeting our core mission and providing new services for our community. These areas directly relate to current community needs as well as the future path of mental health and substance treatment. Below we will review key areas that we spent the year improving on in our right direction:

1. **Ensure Superior Patient Experience:** We aspire for everyone in the community with mental health and substance use services to believe they have received the best possible service and treatment available. We want people to be able to refer friends and family members because of their personal experiences in our system of care.

2. **Develop an Integrated Health Care System:** We continue to develop partnerships across the community with mental health services in order to expand availability of primary care in our facilities, as well as in behavioral health care available in mainstream facilities throughout our area. We are fully committed to the future of whole-person health care.

3. **Create a Healthy and High-Performing Organization:** This year, we have significantly increased the number of clinical staff to further meet the needs of our communities. We are also focusing on AspenPointe’s work as a landscape of choice by focusing on the health and well-being of our own workforce.

4. **Be the Premier Medicaid Provider:** We have expanded our footprint in the community as well as around some of our rural offices into other whole health facilities. We continue to improve financial services to meet the needs of the community that has to use their health insurance but is not in a major focus on the Medicaid population. We have developed excellent financial metrics in order to meet our financial standards and requirements. Patient experience, outcomes and access are our objectives as we transition to an excellent customer service. These emphasized areas ensure that we continue on the right track for the better health of our whole community.

Also of note this last year, our AspenPointe Call was Lemmon's national “Bright Idea” award for it's original approach to recovery, value-based training and employment support for clients. Additionally, the lenses of Part 526's Enhanced care were released funds for Preventive Health Care. The process for both was continued to be developed by our leadership team and community to help people recognize mental health and substance use disorders in children, teenagers and adults.

The health care landscape will continue to change at speeds and degrees with which we are not unaccustomed. Our strategies, goals and objectives will have to be altered accordingly. We will continue to be an important partner in health care needs of our community as we work together for a healthier future.

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### BOARD OF DIRECTORS 2014-15

- Sue Autry, Chair
- John McCaa, Vice-Chair
- Carolena Steen, Ph.D.*, Vice-Chair
- Shawn Raintree
- Charles Emmer
- Debbie Sagen

### FROM THE PRESIDENT’S OFFICE

**ALL ABOARD**

AspenPointe has been an incredible production year for AspenPointe, and we are excited to make several necessary strategic changes to better serve and expand the needs of our patients, so they may either return or refer others to us. We fully support the strategic goals of patients in the face of recent health care reform, the need to be flexible is only becoming more and more apparent. For this reason, we must rely on an organization and core values to ensure the future of our quality of care for those we serve.

This is why AspenPointe’s Board adopted new vision, mission and values statements.

**OUR MISSION:**

Provide exceptional behavioral health care to our community one patient at a time.

**OUR VISION:**

To provide exceptional behavioral health care to our community one patient at a time.

**Our New Values Statement:**

Our most important value is to make a positive difference in the lives of those we serve. Each of our values is critical to our success and we are committed to community mental health care.

We are committed to the well-being of our clients and their families.

We are committed to our primary and specialty care systems.

We are committed to our long-term plan.

We are committed to community outreach.

We are committed to the highest levels of excellence and excellence.

We are committed to the continued advancement of AspenPointe.

**Our New Mission Statement:**

To be recognized for superior vision mental health care.

**Our New Focus:**

Provide exceptional behavioral health care to our community one patient at a time.

**FROM THE CHAIRPERSON

The Right Track**

This has been an incredible production year for AspenPointe, and we are excited to make several necessary strategic and operational changes to better serve and expand the needs of our patients, so they may either return or refer others to us. We fully support the strategic goals of patients in the face of recent health care reform, the need to be flexible is only becoming more and more apparent. For this reason, we must rely on an organization and core values to ensure the future of our quality of care for those we serve.

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EXPERIENCE
SUPERIOR PATIENT
ROOM ENVIRONMENT

Our CSU provides 24/7/365 walk-in services at 115 S. Parkside Drive. Its living room environment and caring clinicians provide a calming atmosphere, which enables anyone regardless of age or ability to pay.

The goal is behavioral de-escalation and stabilization. Between December 2014 and June 2015, the MRT responded to over 536 crises.

The MRT meets the crisis where and as it happens. Through a partnership with the Colorado Springs police and fire departments, this remote team is comprised of a police officer, a fire department nurse and an AspenPointe clinician.

For those living in remote areas, the state's new crisis hotline number (844-869-7788) provides immediate access to a licensed clinician. The Ute Pass Unit (CSU) and Mobile Response Team (MRT) have increasingly met community people sought services at the CSU.

Acute and Crisis Services
115 Parkside Drive
Colorado Springs, CO 80905

Contact Center & Clinical Services
6200 N. Lehanman Drive, Suite 317
Colorado Springs, CO 80918

Regional Ambulance can also provide transportation to our CSU for residents of Park and Teller Counties.

For those living in remote areas, the state's new crisis hotline number (844-869-7788) provides immediate access to a licensed clinician. The Ute Pass Unit (CSU) and Mobile Response Team (MRT) have increasingly met community people sought services at the CSU.

Officially opening its doors Dec. 1, 2014, AspenPointe's Crisis Stabilization Unit is available to anyone regardless of age or ability to pay.

Designated as a crisis stabilization unit with 24/7/365 walk-in services at 115 S. Parkside Drive, its living room environment and caring clinicians provide a calming atmosphere, which enables anyone regardless of age or ability to pay.

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