



Performance Evaluation Profile

XYZ Community Health Center 2019 - 2022



Contents

| | |
|---|-------|
| Notable Findings | 3 |
| Peer Comparison Dashboard | 4 |
| Financial Dashboard | 5 |
| Selected Patients Characteristics Dashboards | 6-7 |
| Health Outcomes & Disparities Dashboards | 8-11 |
| Productivity Dashboards | 12-14 |
| Operations & Utilization Dashboard | 15 |
| Growth Rates Dashboard | 16 |
| Payer Mix Dashboard | 17 |
| Performance Detail: Financial Health | |
| <i>Performance & Liquidity Measures</i> | 18 |
| <i>Other Performance Measures</i> | 19 |
| <i>Financial Growth Rates</i> | 19 |
| Performance Detail: Productivity | |
| <i>Visits</i> | 20-21 |
| <i>Patients</i> | 22 |
| Performance Detail: Selected Patients Characteristics | |
| <i>Demographics</i> | 23 |
| <i>Special Populations</i> | 24 |
| Performance Detail: Operations & Utilization | |
| <i>Revenue & Cost Per Patient</i> | 25 |
| <i>Revenue & Cost Per Visit</i> | 26 |
| <i>Staffing</i> | 27 |
| <i>Quality of Care</i> | 28-29 |
| <i>Service Mix</i> | 30-31 |
| <i>Utilization Growth Rates</i> | 32 |
| Performance Detail: Financial Metrics | |
| <i>Billing & Collections</i> | 33 |

Methodology

The analysis and results contained in this report are based on two primary data sources covering the 2019 - 2022 period.

- Audited financial statements of health center corporations reported by fiscal year.
- Uniform Data System (UDS) information as self-reported by health centers each calendar year.

The comparative data sets include aggregated data from audited financial statements and UDS reports from Capital Link's proprietary financial and operational database.

The specific number of health centers included in each comparative data set is listed below.

| Data | Medicaid Expansion States 2022 | National 2022 |
|------------------|--------------------------------|---------------|
| Financial Audits | 704 | 898 |
| UDS Data | 1,156 | 1,487 |

Percentiles

Statistical measures used to describe the financial ratios and trends include the 50th percentile (median), 75th percentile, and 25th percentile. Half (by definition) of the values in a set are greater than the median and half are less. Therefore, the median is not skewed by large or small values outside the typical range as can happen with average figures. The 75th percentile is a value that is equal to or greater than 75 percent of others in the data set. The 25th percentile is a value that is equal to or greater than 25 percent of others.

Run Date: 9/18/2023 10:41:51 AM

Notable Findings

This report highlights key financial and operational performance measures over the 2019 - 2022 period for XYZ Community Health Center. Comparative performance data for 2022 Medicaid Expansion States (MES) and national medians are also included to provide context for the results. The following notable findings provide a brief review of key performance trends.

[Peer Comparison Dashboard \(pg. 4\)](#)

[Productivity Dashboards \(pg. 12-14\)](#)

[Financial Dashboard \(pg. 5\)](#)

[Operations & Utilization Dashboard \(pg. 15\)](#)

[Selected Patient Characteristics, for those patients providing the information \(pg. 6-7\)](#)

[Growth Rates Dashboard \(pg. 16\)](#)

[Health Outcomes & Disparities \(pg. 8-11\)](#)

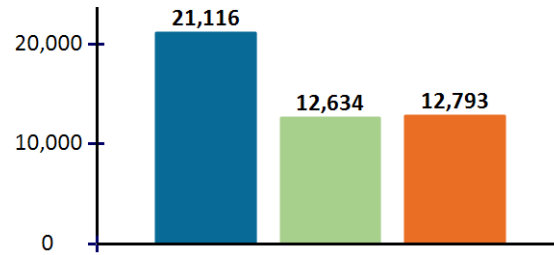
[Payer Mix Dashboard \(pg. 17\)](#)

Peer Comparison

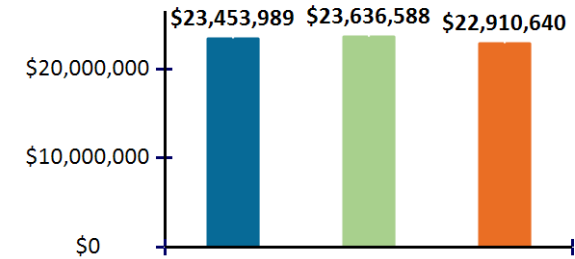
2022

- XYZ Community Health Center
- Medicaid Expansion States median
- National median

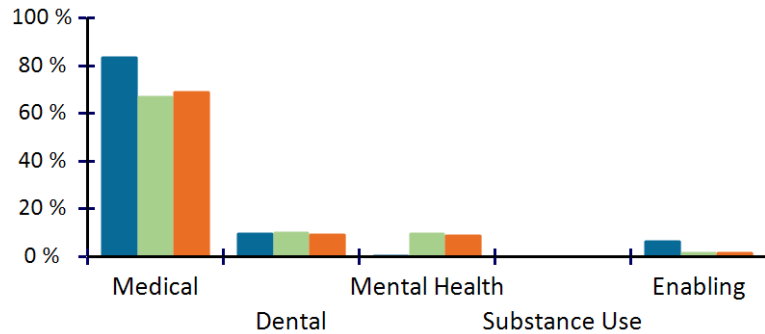
Patients Served 2022



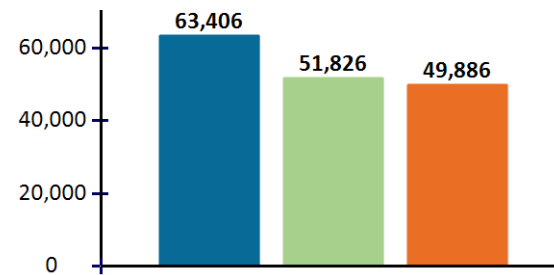
Revenues 2022



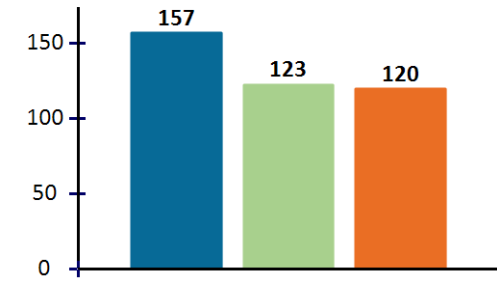
Array of Services 2022
(Percentage of Total Visits)



Total Visits 2022



Full-Time Equivalent Employees 2022



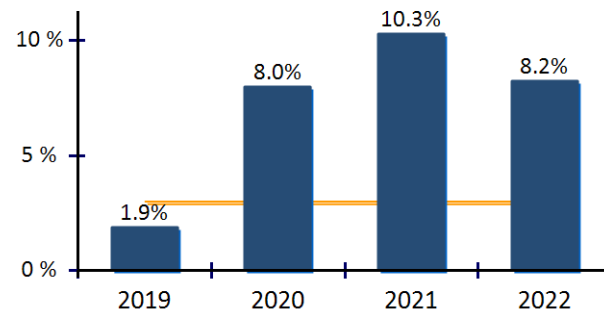
| Key Metrics | XYZ Community Health Center 2022 | Medicaid Expansion States Median 2022 | National Median 2022 | Key Metrics | XYZ Community Health Center 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|----------------------------------|---------------------------------------|----------------------|-------------------------|----------------------------------|---------------------------------------|----------------------|
| Medical Visits as a Percentage of Total Visits | 84% | 67% | 69% | Total Operating Revenue | \$23,453,989 | \$23,636,588 | \$22,910,640 |
| Dental Visits as a Percentage of Total Visits | 10% | 10% | 9% | Total Patients | 21,116 | 12,634 | 12,793 |
| Mental Health Visits as a Percentage of Total Visits | 1% | 10% | 9% | Total Visits | 63,406 | 51,826 | 49,886 |
| Substance Use Disorder Visits as a Percentage of Total Visits | - | - | - | Total FTEs | 157 | 123 | 120 |
| Enabling Visits as a Percentage of Total Visits | 6% | 2% | 2% | | | | |

Financial Dashboard

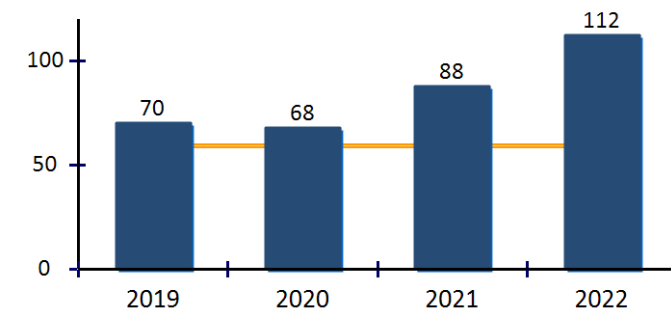
XYZ Community Health Center
2019 - 2022

Capital Link Benchmark

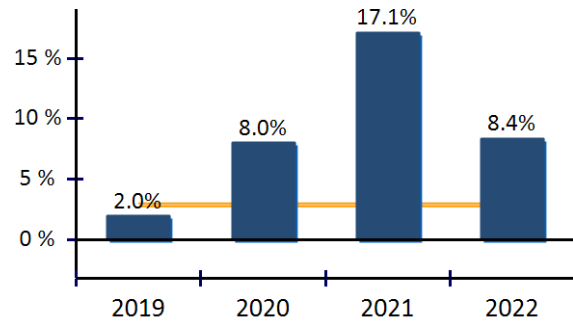
Operating Margin



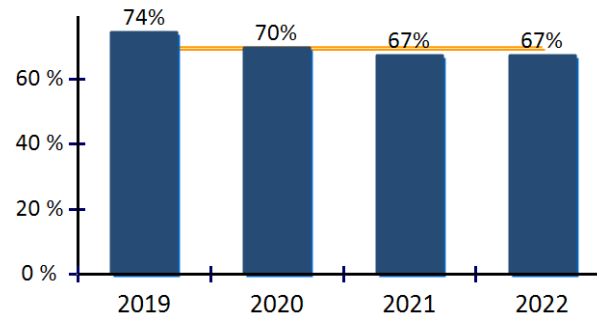
Days Cash on Hand



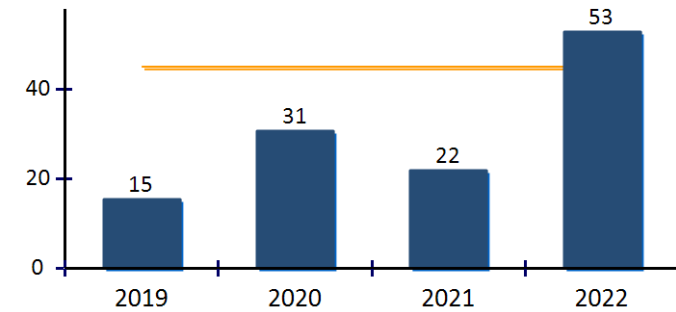
Bottom Line Margin



Personnel-Related Expense as a % of Operating Revenue



Days in Net Patient Receivables



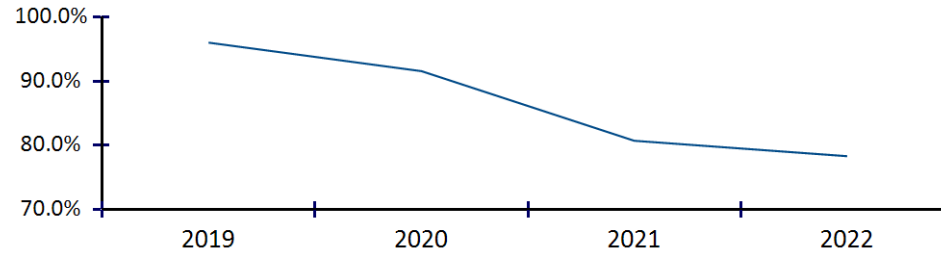
| Key Financial Metrics | Target | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|-----------|-------|-------|-------|-------|---------------------------------------|----------------------|
| Operating Margin | > 3% | 1.9% | 8.0% | 10.3% | 8.2% | 7.0% | 6.9% |
| Bottom Line Margin | > 3% | 2.0% | 8.0% | 17.1% | 8.4% | 7.9% | 8.0% |
| Personnel-Related Expense as Percentage of Operating Revenue | < 70% | 74.5% | 69.8% | 67.4% | 67.5% | 68.5% | 67.8% |
| Days Cash on Hand | > 60 Days | 70 | 68 | 88 | 112 | 122 | 119 |
| Days in Net Patient Receivables | < 45 Days | 15 | 31 | 22 | 53 | 37 | 36 |

■ Benchmark Unmet

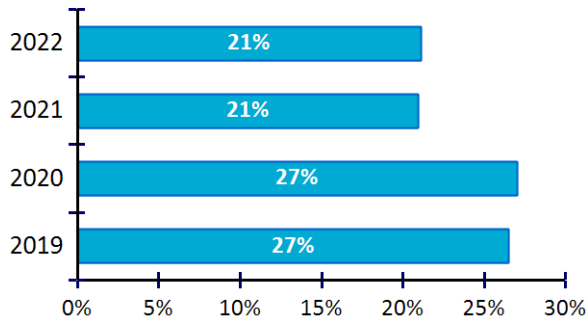
Selected Patients Characteristics Dashboard

XYZ Community Health Center
2019 - 2022

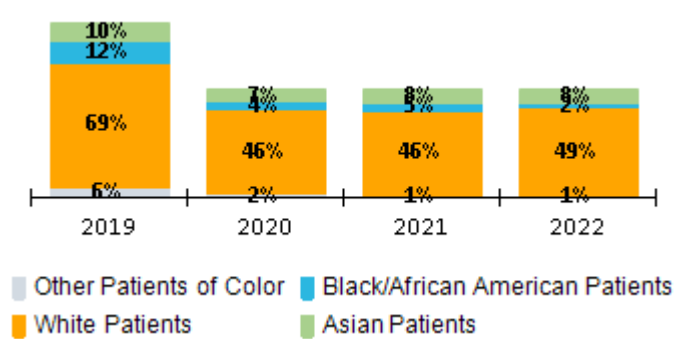
Percentage of Patients with Income at or below 200% of Poverty



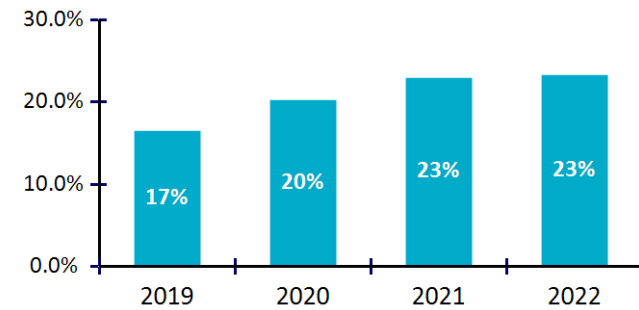
Percentage of Patients Best Served in a Language Other than English



Patient Breakdown by Race, for Those Patients Identifying Race



Percentage of Hispanic or Latino/a Patients



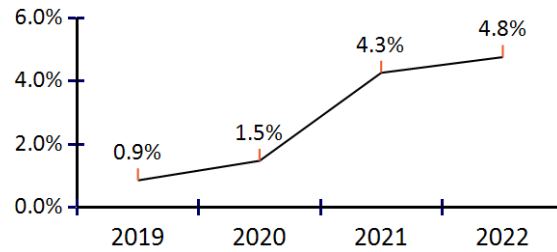
| Key Patients Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Patients with Income at or below 200% of Poverty | 96% | 92% | 81% | 78% | 91% | 92% |
| Percentage of Patients Best Served in a Language Other than English | 27% | 27% | 21% | 21% | 12% | 12% |
| Percentage of Asian Patients | 10% | 7% | 8% | 8% | 1% | 1% |
| Percentage of Black/African American Patients | 12% | 4% | 5% | 2% | 7% | 9% |
| Percentage of White Patients | 69% | 46% | 46% | 50% | 65% | 65% |
| Percentage of Other Patients of Color* | 6% | 2% | 1% | 1% | 3% | 3% |
| Percentage of Hispanic or Latino/a Patients | 17% | 20% | 23% | 24% | 18% | 19% |

* Other Patients of Color includes patients labeled Native Hawaiian, Other Pacific Islander, American Indian/Alaskan Native, and More than one race in UDS.

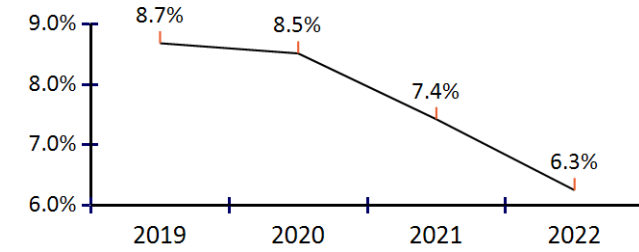
Selected Patients Characteristics Dashboard

XYZ Community Health Center
2019 - 2022

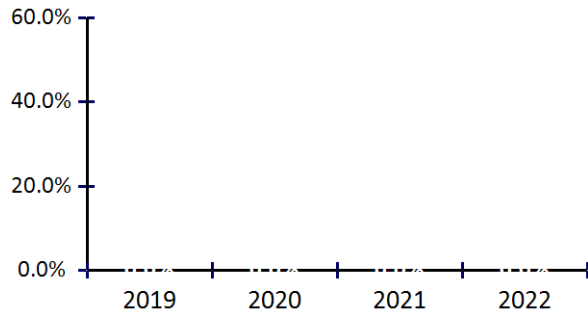
Percentage of Agricultural Workers



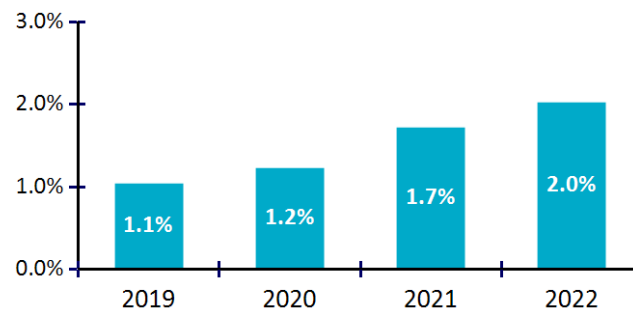
Percentage of Homeless Patients



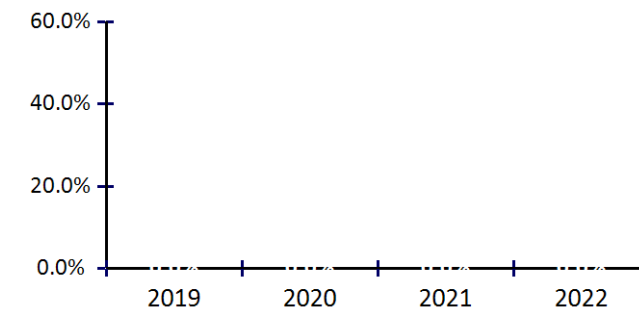
Percentage of School-Based Health Center Patients



Percentage of Veterans Patients



Percentage of Public Housing Site Patients

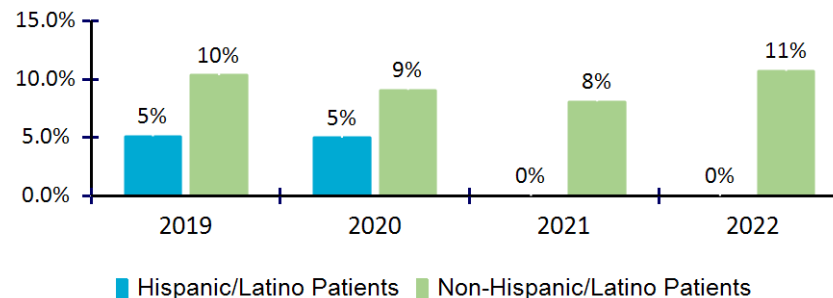


| Key Patients Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Agricultural Workers or Dependents Patients | 0.9% | 1.5% | 4.3% | 4.8% | 0.3% | 0.3% |
| Percentage of Homeless Patients | 8.7% | 8.5% | 7.4% | 6.3% | 1.5% | 1.3% |
| Percentage of School-Based Health Center Patients | - | - | - | - | - | - |
| Percentage of Veterans Patients | 1.1% | 1.2% | 1.7% | 2.0% | 1.2% | 1.1% |
| Percentage of Patients Served at a Health Center Located in or Immediately Accessible to a Public Housing Site | - | - | - | - | - | - |

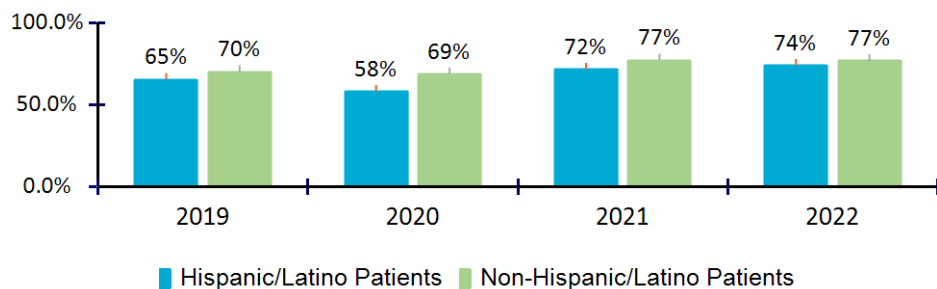
Health Outcomes & Disparities Dashboard

XYZ Community Health Center
2019 - 2022

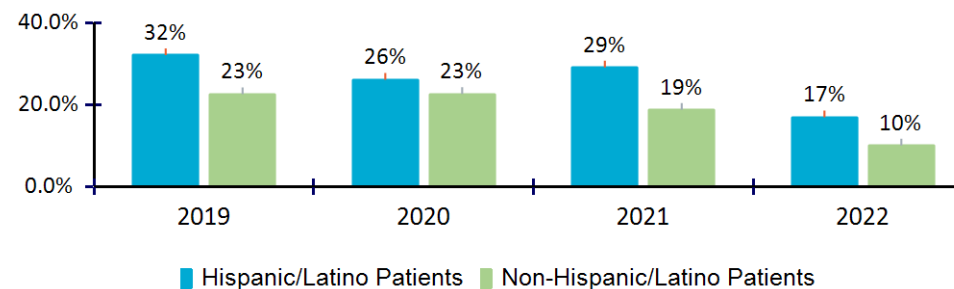
Percentage of Low and Very Low Birth Weight Babies Delivered During the Year



Percentage of Patients with Controlled High Blood Pressure



Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control

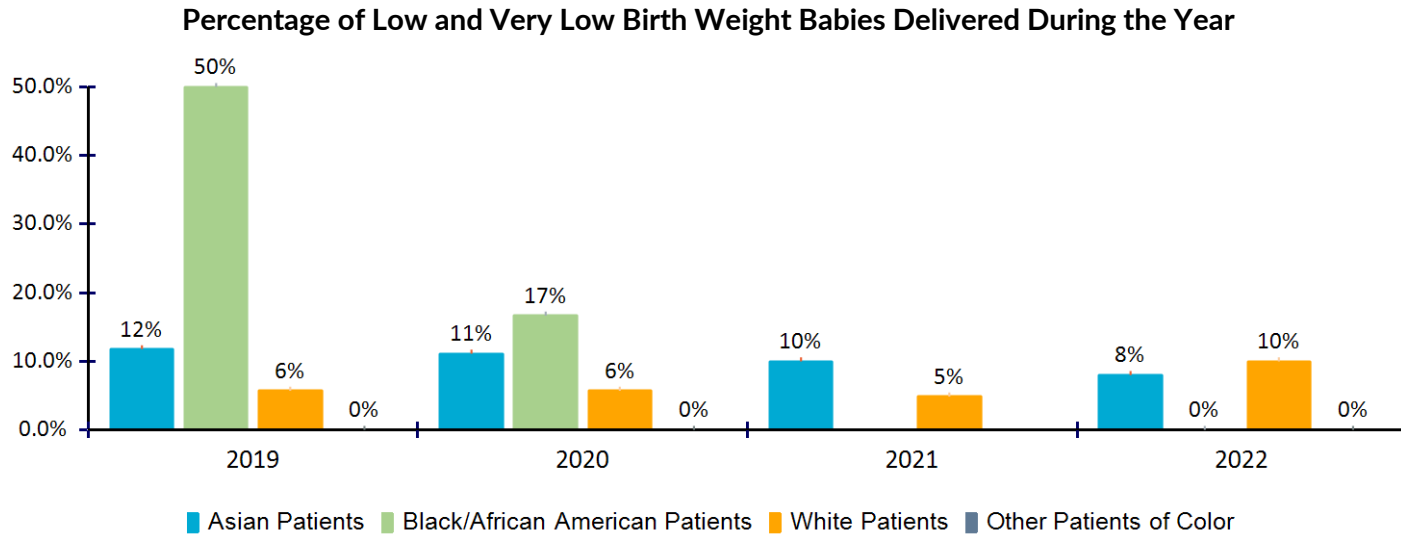


| Key Health Outcomes Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – Hispanic/Latino Patients | 5% | 5% | - | - | 5% | 5% |
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – Non-Hispanic/Latino Patients | 10% | 9% | 8% | 11% | 8% | 8% |
| Percentage of Patients with Controlled High Blood Pressure – Hispanic/Latino Patients | 65% | 58% | 72% | 74% | 64% | 64% |
| Percentage of Patients with Controlled High Blood Pressure – Non-Hispanic/Latino Patients | 70% | 69% | 77% | 77% | 62% | 62% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – Hispanic/Latino Patients | 32% | 26% | 29% | 17% | 32% | 33% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – Non-Hispanic/Latino Patients | 23% | 23% | 19% | 10% | 28% | 29% |

Health Outcomes & Disparities Dashboard

XYZ Community Health Center

2019 - 2022

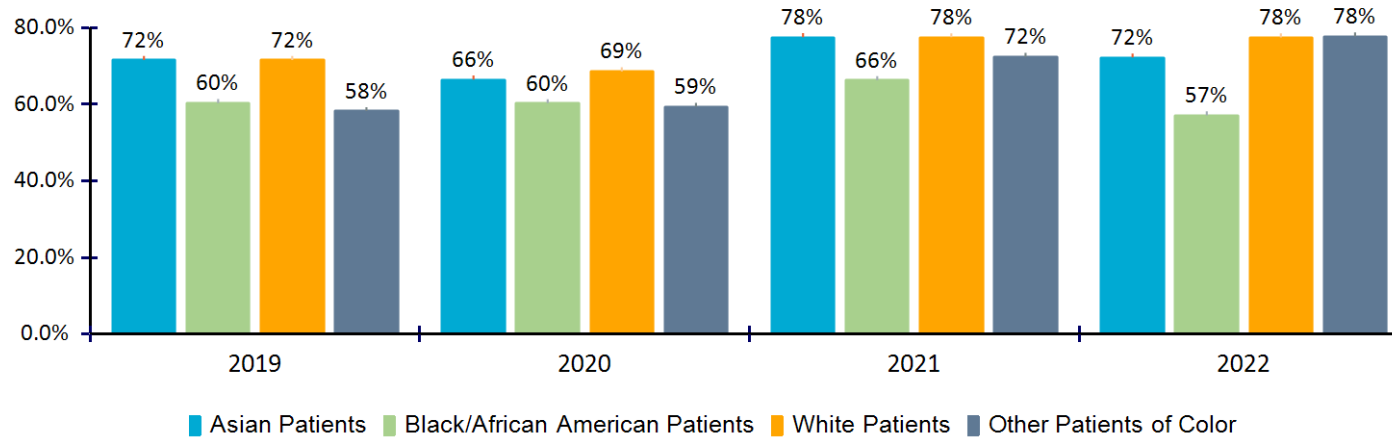


| Key Health Outcomes Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – Asian Patients | 12% | 11% | 10% | 8% | 0% | 0% |
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – Black/African American Patients | 50% | 17% | 0% | 0% | 9% | 9% |
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – White Patients | 6% | 6% | 5% | 10% | 6% | 6% |
| Percentage of Low and Very Low Birth Weight Babies Delivered During the Year – Other Patients of Color | 0% | 0% | 0% | 0% | 0% | 0% |

Health Outcomes & Disparities Dashboard

XYZ Community Health Center
2019 - 2022

Percentage of Patients with Controlled High Blood Pressure



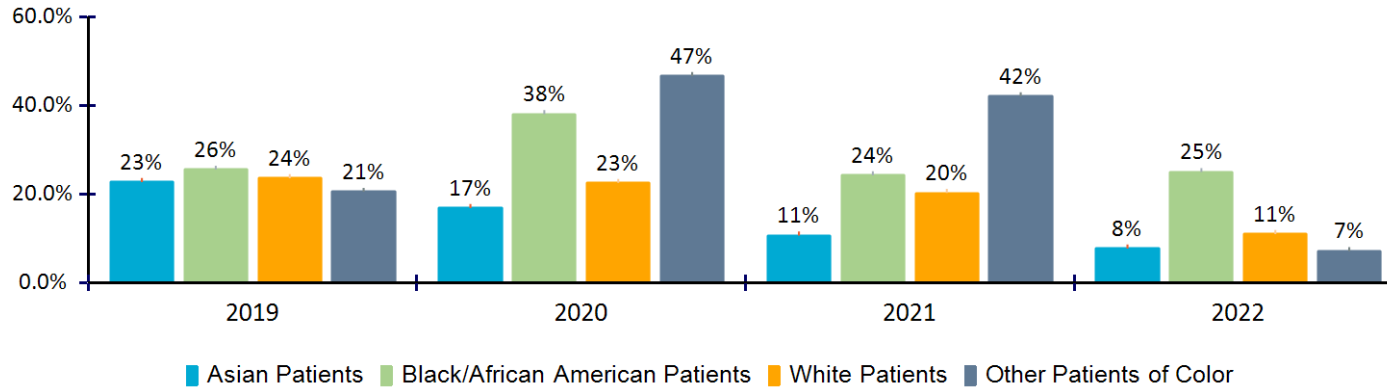
| Key Health Outcomes Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Patients with Controlled High Blood Pressure – Asian Patients | 72% | 67% | 78% | 72% | 67% | 67% |
| Percentage of Patients with Controlled High Blood Pressure – Black/African American Patients | 60% | 60% | 66% | 57% | 58% | 57% |
| Percentage of Patients with Controlled High Blood Pressure – White Patients | 72% | 69% | 78% | 78% | 65% | 64% |
| Percentage of Patients with Controlled High Blood Pressure – Other Patients of Color | 58% | 59% | 72% | 78% | 63% | 62% |

Health Outcomes & Disparities Dashboard

XYZ Community Health Center

2019 - 2022

Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control

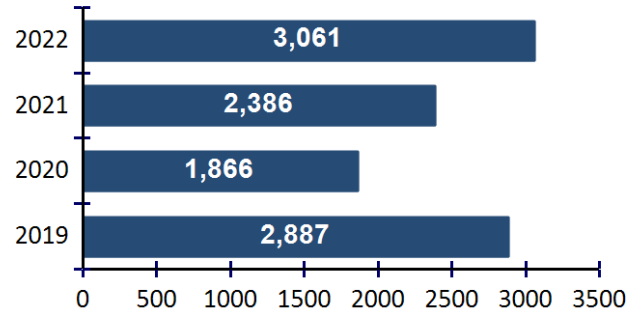


| Key Health Outcomes Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|------|------|------|------|---------------------------------------|----------------------|
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – Asian Patients | 23% | 17% | 11% | 8% | 21% | 21% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – Black/African American Patients | 26% | 38% | 24% | 25% | 31% | 31% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – White Patients | 24% | 23% | 20% | 11% | 29% | 30% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control – Other Patients of Color | 21% | 47% | 42% | 7% | 33% | 33% |

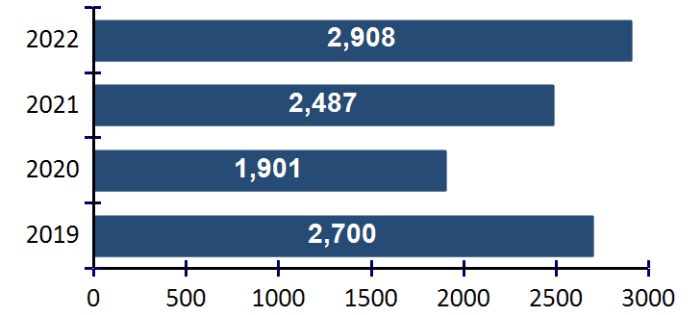
Productivity: Visits Dashboard

XYZ Community Health Center
2019 - 2022

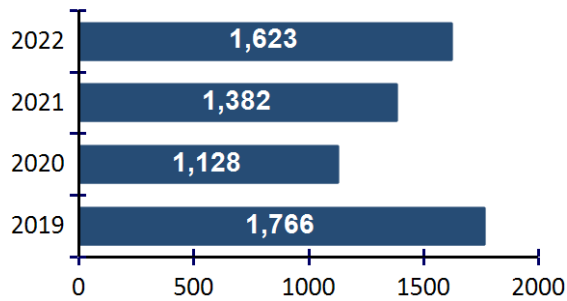
Physician Visits per Physician FTEs



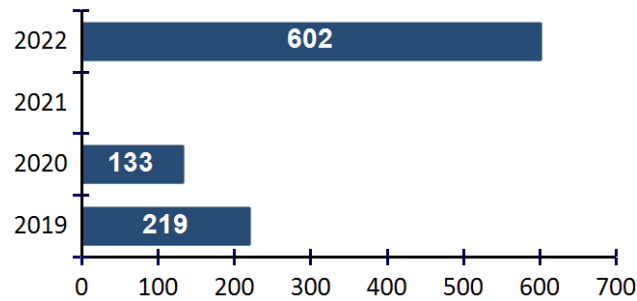
Non-Physician Visits per Non-Physician Provider FTEs



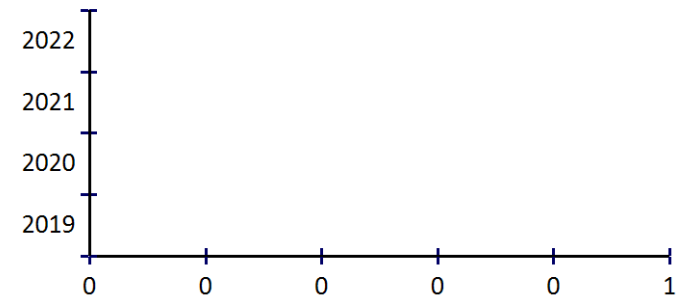
Dental Visits per Dental Provider FTEs



Mental Health Visits per MH FTE



Substance Use Disorder Visits per SUD FTEs

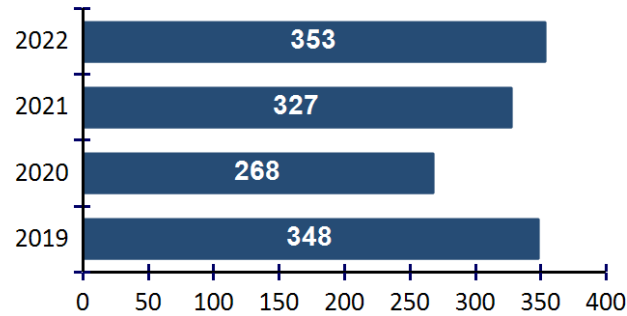


| Key Productivity Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|-------|-------|-------|-------|---------------------------------------|----------------------|
| Physician Visits per Physician FTE | 2,887 | 1,866 | 2,386 | 3,061 | 2,428 | 2,451 |
| Non-Physician Provider Visits per Non-Physician Provider FTE | 2,700 | 1,901 | 2,487 | 2,908 | 2,180 | 2,213 |
| Dental Visits per Dental Provider FTE | 1,766 | 1,128 | 1,382 | 1,623 | 1,521 | 1,520 |
| Mental Health Visits per Mental Health Provider FTE | 219 | 133 | - | 602 | 975 | 975 |
| Substance Use Disorder Visits per Substance Use Disorder FTE | - | - | - | - | 677 | 677 |

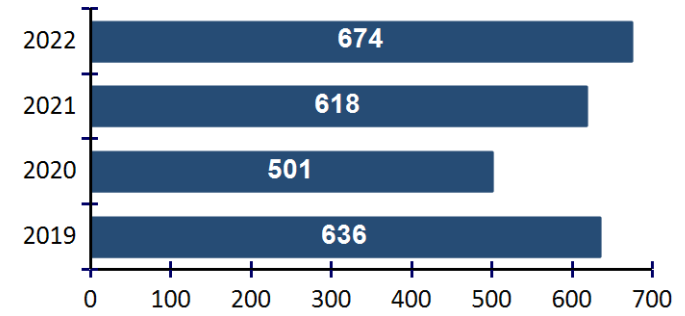
Productivity: Patients Dashboard

XYZ Community Health Center
2019 - 2022

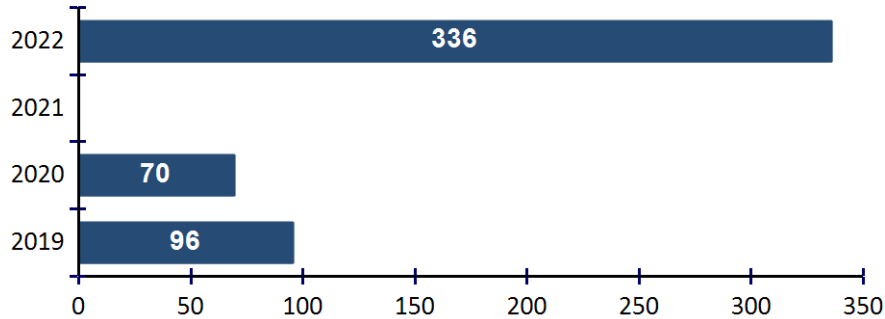
Medical Patients Per Medical Staff FTE



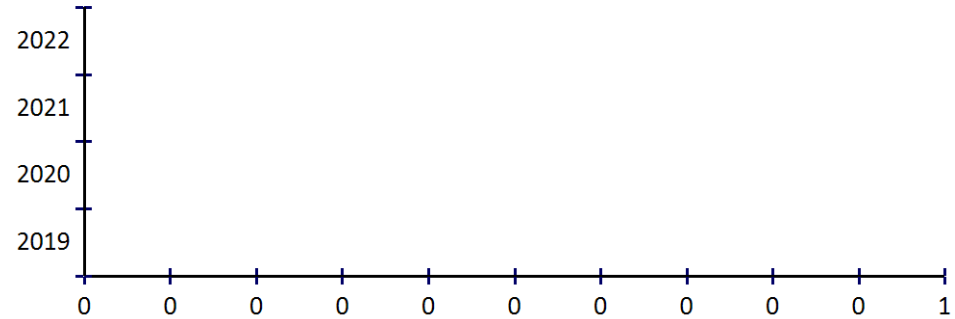
Dental Patients Per Dental Provider FTE



Mental Health Patients Per Mental Health Provider FTE



Substance Use Disorder Patients per SU Disorder Provider FTE



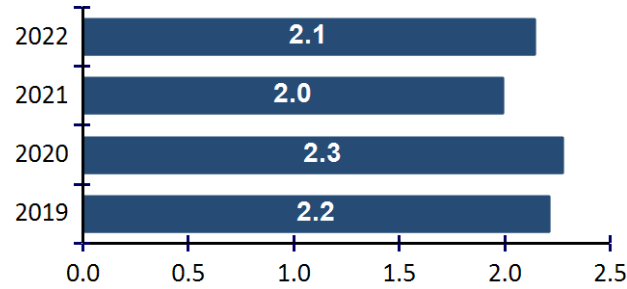
| Key Productivity Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|------|------|------|------|---------------------------------------|----------------------|
| Medical Patients per Medical Staff FTE | 348 | 268 | 327 | 353 | 259 | 265 |
| Dental Patients per Dental Provider FTE | 636 | 501 | 618 | 674 | 658 | 659 |
| Mental Health Patients per Mental Health Provider FTE | 96 | 70 | - | 336 | 199 | 210 |
| Substance Use Disorder Patients per Substance Use Disorder Provider FTE | - | - | - | - | 122 | 126 |

Productivity: Non-Clinical Staffing Dashboard

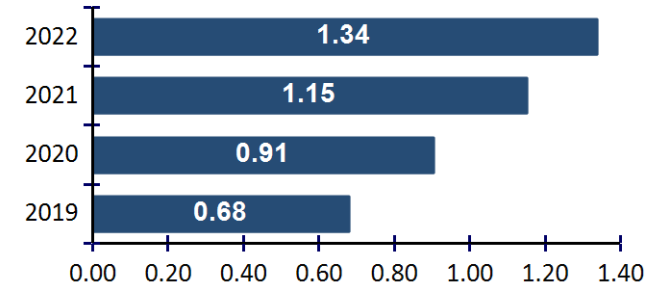
XYZ Community Health Center

2019 - 2022

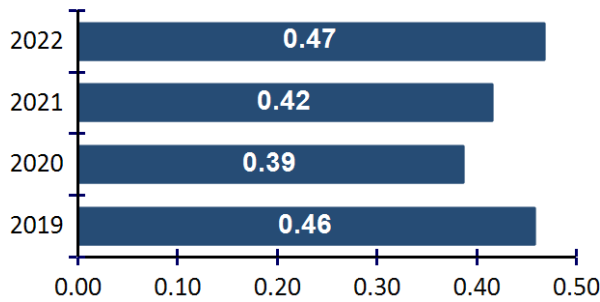
Non-Provider Medical Staff per Medical Provider FTE



Enabling Services Staff per Total Provider FTE



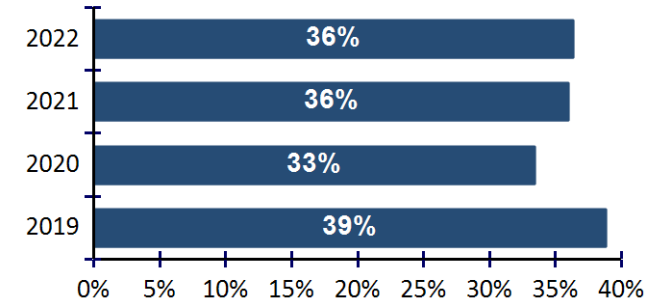
Fiscal & Billing Staff per Total Provider FTE



Patient Support Staff per Total Provider FTE



Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs

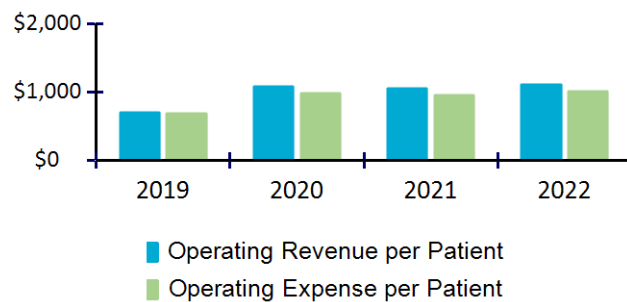


| Key Productivity Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|------|------|------|------|---------------------------------------|----------------------|
| Non-Provider Medical Staff per Medical Provider FTE | 2.21 | 2.28 | 1.99 | 2.15 | 1.88 | 1.90 |
| Enabling Services Staff per Total Provider FTE | 0.68 | 0.91 | 1.15 | 1.34 | 0.45 | 0.45 |
| Fiscal & Billing Staff per Total Provider FTE | 0.46 | 0.39 | 0.42 | 0.47 | 0.30 | 0.31 |
| Patient Support Staff per Total Provider FTE | 1.23 | 1.03 | 1.33 | 1.43 | 0.80 | 0.81 |
| Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs | 39% | 33% | 36% | 36% | 37% | 37% |

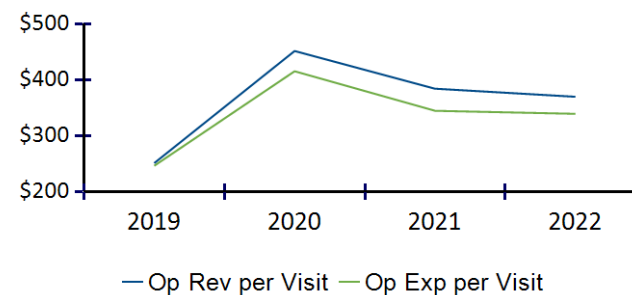
Operations & Utilization Dashboard

XYZ Community Health Center
2019 - 2022

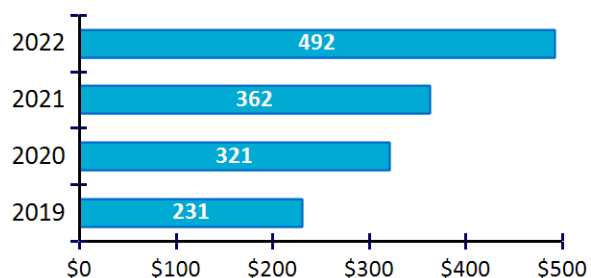
Operating Revenue & Expense per Patient



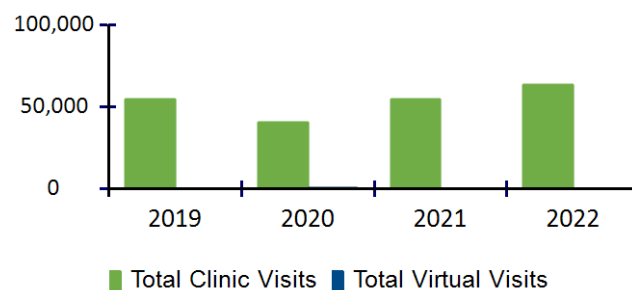
Operating Revenue & Expense per Visit



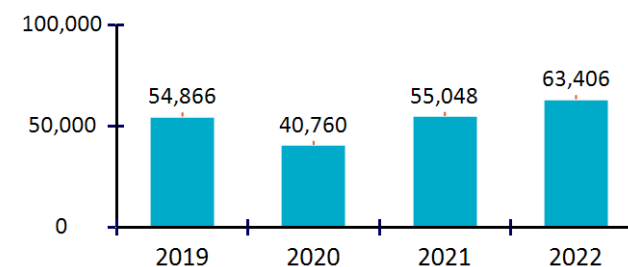
330 Grant Dollars per Uninsured Patient



Total Clinic and Virtual Visits



Total Visits



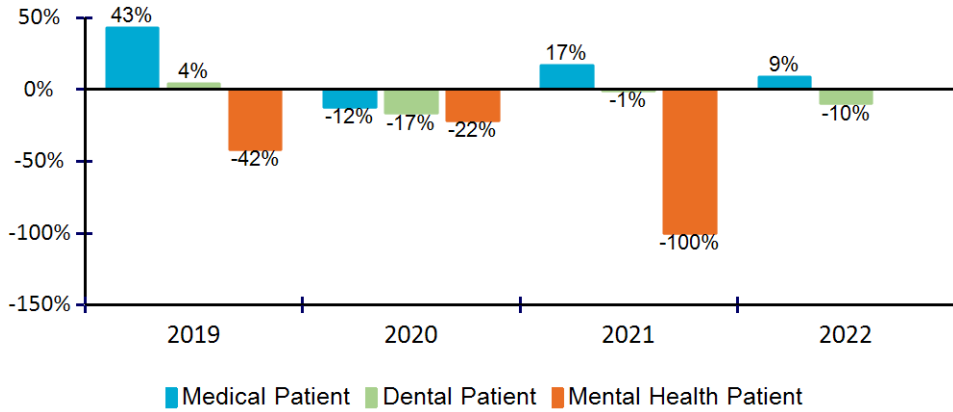
| Key Operations & Utilization Metrics | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|---|--------|---------|---------|---------|---------------------------------------|----------------------|
| Operating Revenue per Patient | \$710 | \$1,078 | \$1,061 | \$1,111 | \$1,464 | \$1,402 |
| Operating Expense per Patient | \$696 | \$991 | \$952 | \$1,019 | \$1,330 | \$1,275 |
| Operating Revenue per Patient Visit | \$251 | \$452 | \$384 | \$370 | \$268 | \$262 |
| Operating Expense per Patient Visit | \$247 | \$416 | \$345 | \$339 | \$242 | \$234 |
| Total Clinic Visits | 54,866 | 40,370 | 54,872 | 63,319 | 42,544 | 42,388 |
| Total Virtual Visits* | - | 390 | 176 | 87 | 5,207 | 4,200 |
| Total Visits | 54,866 | 40,760 | 55,048 | 63,406 | 51,826 | 49,886 |
| 330 Grant Dollars per Uninsured Patient | \$231 | \$321 | \$362 | \$492 | \$1,427 | \$1,213 |

* Virtual Visits as defined by HRSA were not captured in the UDS until 2019.

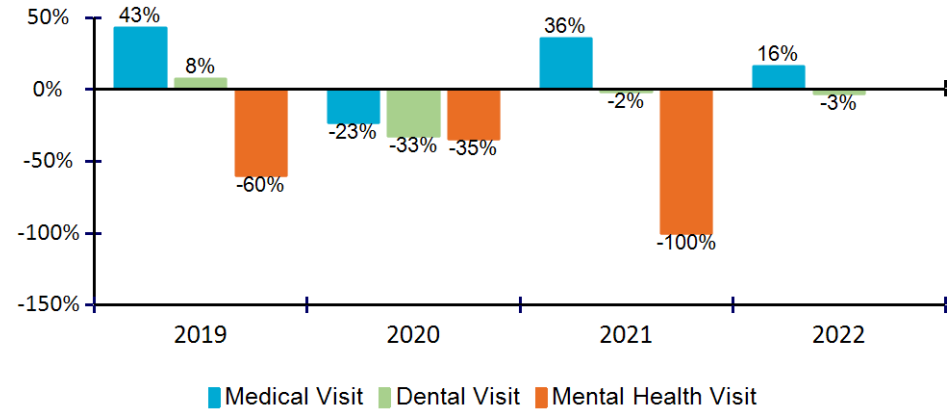
Growth Rates Dashboard

XYZ Community Health Center
2019 - 2022

Patient Growth Rates



Visit Growth Rates



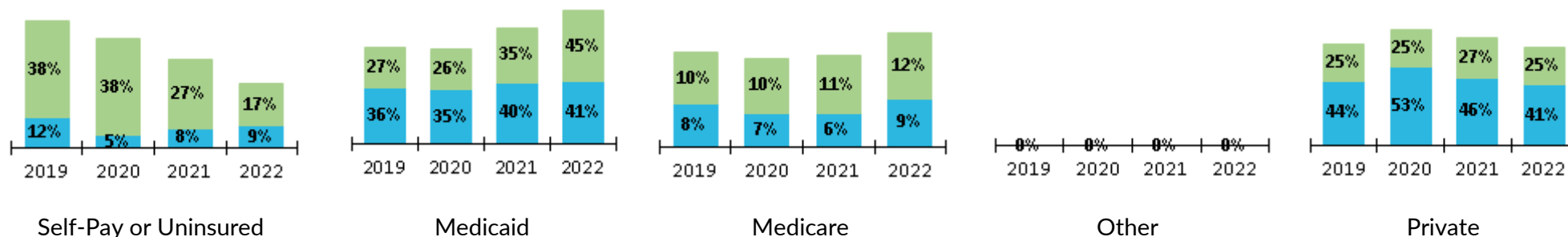
| Growth Rates | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|-----------------------------------|------|------|-------|------|---------------------------------------|----------------------|
| Medical Patient Growth Rate | 43% | -12% | 17% | 9% | 1% | 1% |
| Medical Visit Growth Rate | 43% | -23% | 36% | 16% | 1% | 1% |
| Dental Patient Growth Rate | 4% | -17% | -1% | -10% | 6% | 5% |
| Dental Visit Growth Rate | 8% | -33% | -2% | -3% | 5% | 4% |
| Mental Health Patient Growth Rate | -42% | -22% | -100% | - | 3% | 3% |
| Mental Health Visit Growth Rate | -60% | -35% | -100% | - | 2% | 2% |
| Patient Growth Rate | 37% | -12% | 17% | 6% | 2% | 2% |
| Visit Growth Rate | 31% | -26% | 35% | 15% | 2% | 2% |
| FTE Growth Rate | 34% | 11% | -2% | 4% | 4% | 4% |

Payer Mix Dashboard

XYZ Community Health Center
2019 - 2022

■ % Of Patients
■ % Of Collection Revenue

Patient and Collection Revenue by Payer Service



| Payer Mix | 2019 | 2020 | 2021 | 2022 | Medicaid Expansion States Median 2022 | National Median 2022 |
|--|------|------|------|------|---------------------------------------|----------------------|
| Self-Pay Patients as Percentage of Total Patients | 38% | 38% | 27% | 17% | 13% | 15% |
| Self-Pay Collections as Percentage of Total Collections | 12% | 5% | 8% | 9% | 4% | 4% |
| Medicaid Patients as Percentage of Total Patients | 27% | 26% | 35% | 45% | 50% | 46% |
| Medicaid Collections as Percentage of Total Collections | 36% | 35% | 40% | 41% | 65% | 61% |
| Medicare Patients as Percentage of Total Patients | 10% | 10% | 11% | 13% | 11% | 11% |
| Medicare Collections as Percentage of Total Collections | 8% | 7% | 6% | 9% | 11% | 11% |
| Other Publicly Insured Patients as Percentage of Total Patients | - | - | - | - | - | - |
| Other Public Collections as Percentage of Total Collections | - | - | - | - | 0% | 0% |
| Privately Insured Patients as Percentage of Total Patients | 25% | 25% | 27% | 26% | 19% | 20% |
| Private Insurance Collections as Percentage of Total Collections | 44% | 53% | 46% | 41% | 13% | 15% |

PERFORMANCE DETAIL

Financial Health: Performance & Liquidity Measures

XYZ Community Health Center 2019 - 2022

| Performance and Liquidity Measures | Target | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|-----------|-------|-------|-------|-------|------------|--------------------------------|---------------|
| Operating Margin | > 3% | 1.9% | 8.0% | 10.3% | 8.2% | 75 | 13.9% | 14.0% |
| | | | | | | 50 | 7.0% | 6.9% |
| | | | | | | 25 | 1.8% | 2.0% |
| Bottom Line Margin | > 3% | 2.0% | 8.0% | 17.1% | 8.4% | 75 | 15.6% | 15.7% |
| | | | | | | 50 | 7.9% | 8.0% |
| | | | | | | 25 | 2.6% | 2.8% |
| Personnel-Related Expense as Percentage of Operating Revenue | < 70% | 74.5% | 69.8% | 67.4% | 67.5% | 75 | 75.9% | 75.1% |
| | | | | | | 50 | 68.5% | 67.8% |
| | | | | | | 25 | 60.9% | 60.6% |
| Days Cash on Hand | > 60 Days | 70 | 68 | 88 | 112 | 75 | 199 | 198 |
| | | | | | | 50 | 122 | 119 |
| | | | | | | 25 | 65 | 64 |
| Current Ratio | > 1.25 | 3.7 | 2.3 | 4.0 | 3.5 | 75 | 7.0 | 7.0 |
| | | | | | | 50 | 4.4 | 4.4 |
| | | | | | | 25 | 2.6 | 2.6 |
| Days in Net Patient Receivables | < 45 Days | 15 | 31 | 22 | 53 | 75 | 54 | 54 |
| | | | | | | 50 | 37 | 36 |
| | | | | | | 25 | 25 | 24 |
| Days in All Receivables | < 45 Days | 36 | 68 | 62 | 57 | 75 | 59 | 56 |
| | | | | | | 50 | 43 | 41 |
| | | | | | | 25 | 30 | 28 |
| Days in Accounts Payable | < 45 Days | 28 | 53 | 46 | 48 | 75 | 48 | 44 |
| | | | | | | 50 | 29 | 28 |
| | | | | | | 25 | 18 | 17 |
| Debt Service Coverage Ratio | > 1.25 | - | 1.6 | - | 3.6 | 75 | 20.2 | 20.3 |
| | | | | | | 50 | 7.1 | 7.1 |
| | | | | | | 25 | 2.2 | 2.3 |
| Leverage Ratio | < 3.0 | 0.3 | 0.6 | 0.2 | 0.8 | 75 | 0.6 | 0.6 |
| | | | | | | 50 | 0.3 | 0.3 |
| | | | | | | 25 | 0.2 | 0.1 |

Financial Health: Other Performance Measures, Financial Growth Rates

XYZ Community Health Center 2019 - 2022

| Other Performance Measures | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|---|-------|-------|-------|-------|------------|--------------------------------|---------------|
| Change in Net Assets as a Percentage of Expense | 2.0% | 8.7% | 19.1% | 9.1% | 75 | 18.0% | 18.2% |
| | | | | | 50 | 8.5% | 8.6% |
| | | | | | 25 | 2.7% | 2.9% |
| Working Capital to Monthly Expense Ratio | 3.0 | 3.0 | 4.7 | 4.4 | 75 | 7.0 | 7.0 |
| | | | | | 50 | 4.5 | 4.3 |
| | | | | | 25 | 2.6 | 2.5 |
| Long-Term Debt to Equity Ratio | - | 0.1 | - | 0.5 | 75 | 0.3 | 0.3 |
| | | | | | 50 | 0.1 | 0.1 |
| | | | | | 25 | - | - |
| Fringe & Taxes to Salaries Ratio | 20.5% | 17.9% | 20.4% | 23.4% | 75 | 24.5% | 24.2% |
| | | | | | 50 | 20.3% | 19.8% |
| | | | | | 25 | 15.7% | 15.3% |
| Financial Growth Rate | | | | | | | |
| Operating Revenue Growth Rate | 26.9% | 33.6% | 14.9% | 10.9% | 75 | 16.3% | 16.3% |
| | | | | | 50 | 6.1% | 6.9% |
| | | | | | 25 | -1.2% | -0.8% |
| Operating Expense Growth Rate | 27.6% | 25.2% | 12.1% | 13.4% | 75 | 16.2% | 16.2% |
| | | | | | 50 | 10.4% | 10.5% |
| | | | | | 25 | 5.2% | 5.3% |
| Grants and Contract Revenue Growth Rate | 1.9% | 44.9% | 0.9% | 47.4% | 75 | 18.9% | 19.7% |
| | | | | | 50 | 2.3% | 3.0% |
| | | | | | 25 | -11.6% | -11.6% |
| Net Patient Service Revenue Growth Rate | 34.6% | 15.4% | 35.3% | 1.0% | 75 | 22.2% | 22.5% |
| | | | | | 50 | 12.7% | 13.0% |
| | | | | | 25 | 4.0% | 4.3% |

PERFORMANCE DETAIL

Productivity: Visits

XYZ Community Health Center 2019 - 2022

| Visits | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|-------|-------|-------|-------|------------|--------------------------------|---------------|
| Physician Visits per Physician FTE | 2,887 | 1,866 | 2,386 | 3,061 | 75 | 2,948 | 2,994 |
| | | | | | 50 | 2,428 | 2,451 |
| | | | | | 25 | 1,891 | 1,917 |
| Non-Physician Provider Visits per Non-Physician Provider FTE | 2,700 | 1,901 | 2,487 | 2,908 | 75 | 2,676 | 2,751 |
| | | | | | 50 | 2,180 | 2,213 |
| | | | | | 25 | 1,731 | 1,746 |
| Medical Visits per Medical Provider FTE | 2,757 | 1,889 | 2,452 | 2,959 | 75 | 2,836 | 2,888 |
| | | | | | 50 | 2,337 | 2,382 |
| | | | | | 25 | 1,902 | 1,920 |
| Dental Visits per Dental Provider FTE | 1,766 | 1,128 | 1,382 | 1,623 | 75 | 1,992 | 1,998 |
| | | | | | 50 | 1,521 | 1,520 |
| | | | | | 25 | 1,170 | 1,148 |

PERFORMANCE DETAIL

Productivity: Visits (continued)

XYZ Community Health Center 2019 - 2022

| Visits | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|--------|--------|--------|--------|------------|--------------------------------|---------------|
| Mental Health Visits per Mental Health Provider FTE | 219 | 133 | - | 602 | 75 | 1,306 | 1,303 |
| | | | | | 50 | 975 | 975 |
| | | | | | 25 | 722 | 706 |
| Substance Use Disorder Visits per Substance Use Disorder FTE | - | - | - | - | 75 | 1,248 | 1,311 |
| | | | | | 50 | 677 | 677 |
| | | | | | 25 | 326 | 326 |
| Vision Visits per Vision Provider FTE | - | - | - | - | 75 | 2,772 | 2,767 |
| | | | | | 50 | 2,017 | 2,053 |
| | | | | | 25 | 1,361 | 1,379 |
| Total Visits | 54,866 | 40,760 | 55,048 | 63,406 | 75 | 103,056 | 101,507 |
| | | | | | 50 | 51,826 | 49,886 |
| | | | | | 25 | 23,972 | 24,023 |
| Total Visits per All FTE | 395 | 265 | 365 | 405 | 75 | 508 | 503 |
| | | | | | 50 | 413 | 414 |
| | | | | | 25 | 330 | 330 |
| Total Visits per Total Provider FTE | 2,175 | 1,469 | 2,382 | 2,856 | 75 | 2,616 | 2,670 |
| | | | | | 50 | 2,117 | 2,157 |
| | | | | | 25 | 1,684 | 1,713 |

PERFORMANCE DETAIL

Productivity: Patients

XYZ Community Health Center 2019 - 2022

| Patients | 2019 | 2020 | 2021 | 2022 | Percentile | Payer Expansion States 2022 | National 2022 |
|---|--------|--------|--------|--------|------------|-----------------------------|---------------|
| Medical Patients per Medical Staff FTE | 348 | 268 | 327 | 353 | 75 | 316 | 321 |
| | | | | | 50 | 259 | 265 |
| | | | | | 25 | 207 | 212 |
| Dental Patients per Dental Provider FTE | 636 | 501 | 618 | 674 | 75 | 866 | 875 |
| | | | | | 50 | 658 | 659 |
| | | | | | 25 | 503 | 495 |
| Mental Health Patients per Mental Health Provider FTE | 96 | 70 | - | 336 | 75 | 312 | 329 |
| | | | | | 50 | 199 | 210 |
| | | | | | 25 | 128 | 135 |
| Substance Use Disorder Patients per Substance Use Disorder Provider FTE | - | - | - | - | 75 | 262 | 294 |
| | | | | | 50 | 122 | 126 |
| | | | | | 25 | 58 | 60 |
| Vision Patients per Vision Provider FTE | - | - | - | - | 75 | 2,215 | 2,276 |
| | | | | | 50 | 1,694 | 1,727 |
| | | | | | 25 | 1,119 | 1,125 |
| Total Patients | 19,430 | 17,089 | 19,947 | 21,116 | 75 | 24,529 | 24,608 |
| | | | | | 50 | 12,634 | 12,793 |
| | | | | | 25 | 6,076 | 6,344 |
| Total Unduplicated Patients per Total FTE | 140 | 111 | 132 | 135 | 75 | 129 | 134 |
| | | | | | 50 | 104 | 107 |
| | | | | | 25 | 81 | 84 |
| Total Patients per Total Provider FTE | 770 | 616 | 863 | 951 | 75 | 690 | 715 |
| | | | | | 50 | 539 | 561 |
| | | | | | 25 | 411 | 431 |

PERFORMANCE DETAIL

Selected Patients Characteristics

XYZ Community Health Center 2019 - 2022

| Demographics | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|---|------|------|------|------|------------|--------------------------------|---------------|
| Percentage of Patients with Income at or below 200% of Poverty | | | | | 75 | 96% | 97% |
| | 96% | 92% | 81% | 78% | 50 | 91% | 92% |
| | | | | | 25 | 81% | 83% |
| Percentage of Patients Best Served in a Language Other than English | | | | | 75 | 33% | 33% |
| | 27% | 27% | 21% | 21% | 50 | 12% | 12% |
| | | | | | 25 | 2% | 2% |
| Percentage of Asian Patients | | | | | 75 | 3% | 3% |
| | 10% | 7% | 8% | 8% | 50 | 1% | 1% |
| | | | | | 25 | 1% | 1% |
| Percentage of Black/African American Patients | | | | | 75 | 27% | 31% |
| | 12% | 4% | 5% | 2% | 50 | 7% | 9% |
| | | | | | 25 | 2% | 2% |
| Percentage of White Patients | | | | | 75 | 87% | 86% |
| | 69% | 46% | 46% | 50% | 50 | 65% | 65% |
| | | | | | 25 | 37% | 37% |
| Percentage of Other Patients of Color | | | | | 75 | 6% | 6% |
| | 6% | 2% | 1% | 1% | 50 | 3% | 3% |
| | | | | | 25 | 1% | 1% |
| Percentage of Hispanic or Latino/a Patients | | | | | 75 | 48% | 49% |
| | 17% | 20% | 23% | 24% | 50 | 18% | 19% |
| | | | | | 25 | 5% | 5% |

PERFORMANCE DETAIL

Selected Patients Characteristics

XYZ Community Health Center 2019 - 2022

| Special Populations | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|------|------|------|------|------------|--------------------------------|---------------|
| Percentage of Agricultural Workers or Dependents Patients | | | | | 75 | 1.2% | 1.1% |
| | 0.9% | 1.5% | 4.3% | 4.8% | 50 | 0.3% | 0.3% |
| | | | | | 25 | 0.0% | 0.0% |
| Percentage of Homeless Patients | | | | | 75 | 4.8% | 4.4% |
| | 8.7% | 8.5% | 7.4% | 6.3% | 50 | 1.5% | 1.3% |
| | | | | | 25 | 0.4% | 0.4% |
| Percentage of School-Based Health Center Patients | | | | | 75 | 2.5% | 2.2% |
| | - | - | - | - | 50 | - | - |
| | | | | | 25 | - | - |
| Percentage of Veterans Patients | | | | | 75 | 2.5% | 2.3% |
| | 1.1% | 1.2% | 1.7% | 2.0% | 50 | 1.2% | 1.1% |
| | | | | | 25 | 0.5% | 0.4% |
| Percentage of Patients Served at a Health Center Located in or Immediately Accessible to a Public Housing Site | | | | | 75 | 23.0% | 22.7% |
| | - | - | - | - | 50 | - | - |
| | | | | | 25 | - | - |

PERFORMANCE DETAIL

Operations & Utilization: Revenue & Cost Per Patient

XYZ Community Health Center 2019 - 2022

| Revenue & Cost per Patient | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|--------------|--------------|--------------|--------------|------------|--------------------------------|---------------|
| Operating Revenue per Patient | | | | | 75 | \$2,025 | \$1,938 |
| | \$710 | \$1,078 | \$1,061 | \$1,111 | 50 | \$1,464 | \$1,402 |
| | | | | | 25 | \$1,189 | \$1,101 |
| Operating Expense per Patient | | | | | 75 | \$1,828 | \$1,775 |
| | \$696 | \$991 | \$952 | \$1,019 | 50 | \$1,330 | \$1,275 |
| | | | | | 25 | \$1,052 | \$1,002 |
| Net Patient Service Revenue per Patient | | | | | 75 | \$1,202 | \$1,150 |
| | \$538 | \$705 | \$818 | \$781 | 50 | \$885 | \$819 |
| | | | | | 25 | \$641 | \$578 |
| Total Operating Revenue | | | | | 75 | \$47,708,451 | \$46,410,099 |
| | \$13,786,344 | \$18,415,492 | \$21,158,121 | \$23,453,989 | 50 | \$23,636,588 | \$22,910,640 |
| | | | | | 25 | \$11,852,982 | \$11,600,581 |
| Total Expenses | | | | | 75 | \$42,664,447 | \$40,735,391 |
| | \$13,525,555 | \$16,939,594 | \$18,982,353 | \$21,522,105 | 50 | \$21,547,584 | \$21,022,815 |
| | | | | | 25 | \$10,392,464 | \$10,379,862 |
| Direct Medical Cost per Medical Patient | | | | | 75 | \$698 | \$662 |
| | \$300 | \$375 | \$382 | \$422 | 50 | \$532 | \$512 |
| | | | | | 25 | \$429 | \$406 |
| Direct Dental Cost per Dental Patient | | | | | 75 | \$593 | \$587 |
| | \$343 | \$465 | \$394 | \$441 | 50 | \$462 | \$447 |
| | | | | | 25 | \$354 | \$332 |
| Mental Health Cost per Mental Health Patient | | | | | 75 | \$1,139 | \$1,049 |
| | \$871 | \$1,242 | - | \$544 | 50 | \$739 | \$679 |
| | | | | | 25 | \$479 | \$422 |
| 330 Grant Dollars per Uninsured Patient | | | | | 75 | \$3,059 | \$2,696 |
| | \$231 | \$321 | \$362 | \$492 | 50 | \$1,427 | \$1,213 |
| | | | | | 25 | \$709 | \$602 |

PERFORMANCE DETAIL

Operations & Utilization: Revenue & Cost Per Visit

XYZ Community Health Center 2019 - 2022

| Revenue & Cost per Visit | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|-------|-------|-------|-------|------------|--------------------------------|---------------|
| Operating Revenue per Patient Visit | | | | | 75 | \$388 | \$379 |
| | \$251 | \$452 | \$384 | \$370 | 50 | \$268 | \$262 |
| | | | | | 25 | - | - |
| Operating Expense per Patient Visit | | | | | 75 | \$356 | \$345 |
| | \$247 | \$416 | \$345 | \$339 | 50 | \$242 | \$234 |
| | | | | | 25 | - | - |
| Net Patient Service Revenue per Patient Visit | | | | | 75 | \$227 | \$219 |
| | \$190 | \$296 | \$296 | \$260 | 50 | \$147 | \$133 |
| | | | | | 25 | - | - |
| Direct Medical Cost per Medical Patient Visit | | | | | 75 | \$217 | \$212 |
| | \$122 | \$174 | \$152 | \$158 | 50 | \$172 | \$167 |
| | | | | | 25 | \$138 | \$134 |
| Direct Dental Cost per Dental Patient Visit | | | | | 75 | \$249 | \$248 |
| | \$123 | \$206 | \$176 | \$183 | 50 | \$195 | \$189 |
| | | | | | 25 | \$158 | \$151 |
| Mental Health Cost per Mental Health Patient Visit | | | | | 75 | \$189 | \$186 |
| | \$380 | \$650 | - | \$304 | 50 | \$136 | \$134 |
| | | | | | 25 | \$103 | \$99 |

PERFORMANCE DETAIL

Operations & Utilization: Staffing

XYZ Community Health Center 2019 - 2022

| Staffing | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|---|------|------|------|------|------------|--------------------------------|---------------|
| Non-Provider Medical Staff per Medical Provider FTE | | | | | 75.00 | 2.35 | 2.37 |
| | 2.21 | 2.28 | 1.99 | 2.15 | 50.00 | 1.88 | 1.90 |
| | | | | | 25.00 | 1.51 | 1.51 |
| Non-Provider Dental Staff per Dental Provider FTE | | | | | 75.00 | 1.76 | 1.72 |
| | 0.82 | 0.95 | 1.29 | 1.58 | 50.00 | 1.27 | 1.27 |
| | | | | | 25.00 | 0.92 | 0.92 |
| Non-Provider Mental Health Staff per Mental Health Provider FTE | | | | | 75.00 | 0.40 | 0.38 |
| | - | - | - | - | 50.00 | 0.04 | 0.01 |
| | | | | | 25.00 | - | - |
| Enabling Services Staff per Total Provider FTE | | | | | 75.00 | 0.70 | 0.71 |
| | 0.68 | 0.91 | 1.15 | 1.34 | 50.00 | 0.45 | 0.45 |
| | | | | | 25.00 | 0.25 | 0.26 |
| Fiscal & Billing Staff per Total Provider FTE | | | | | 75.00 | 0.42 | 0.43 |
| | 0.46 | 0.39 | 0.42 | 0.47 | 50.00 | 0.30 | 0.31 |
| | | | | | 25.00 | 0.21 | 0.21 |
| Patient Support Staff per Total Provider FTE | | | | | 75.00 | 1.03 | 1.07 |
| | 1.23 | 1.03 | 1.33 | 1.43 | 50.00 | 0.80 | 0.81 |
| | | | | | 25.00 | 0.60 | 0.60 |
| Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs | | | | | 75.00 | 41% | 41% |
| | 39% | 33% | 36% | 36% | 50.00 | 37% | 37% |
| | | | | | 25.00 | 32% | 32% |

PERFORMANCE DETAIL

Operations & Utilization: Quality of Care

XYZ Community Health Center 2019 - 2022

| Quality of Care | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|------|------|------|------|------------|--------------------------------|---------------|
| Percentage of Children Receiving Appropriate Vaccinations by Age 2 | | | | | 75 | 42% | 41% |
| | 40% | 41% | 40% | 38% | 50 | 27% | 26% |
| | | | | | 25 | 13% | 13% |
| Percentage of women 23-64 years of age who were screened for cervical cancer | | | | | 75 | 61% | 61% |
| | 52% | 61% | 63% | 61% | 50 | 51% | 50% |
| | | | | | 25 | 39% | 38% |
| Percentage of women 51-73 years of age who had a mammogram to screen for breast cancer* | | | | | 75 | 60% | 59% |
| | - | 60% | 62% | 62% | 50 | 49% | 48% |
| | | | | | 25 | 38% | 36% |
| Percentage of Patients 3-17 with BMI, Nutrition & Physical Activity Documented | | | | | 75 | 81% | 83% |
| | 94% | 95% | 95% | 98% | 50 | 67% | 69% |
| | | | | | 25 | 46% | 49% |
| Percentage of Patients 18 and over with BMI & Follow Up Documented (If BMI outside normal) | | | | | 75 | 77% | 80% |
| | 89% | 96% | 97% | 95% | 50 | 57% | 61% |
| | | | | | 25 | 38% | 40% |
| Percentage of Patients 21 years of age and older at high risk of cardiovascular events who were prescribed or were on statin therapy** | | | | | 75 | 81% | 82% |
| | 80% | 85% | 88% | 85% | 50 | 77% | 77% |
| | | | | | 25 | 71% | 71% |

* HRSA started capturing these data points in the UDS in 2020.

** HRSA started capturing these data points in the UDS in 2019.

PERFORMANCE DETAIL

Operations & Utilization: Quality of Care (continued)

XYZ Community Health Center 2019 - 2022

| Quality of Care | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|------|------|------|------|------------|--------------------------------|---------------|
| Percentage of Patients Screened for Colorectal Cancer | | | | | 75 | 53% | 52% |
| | 52% | 57% | 60% | 64% | 50 | 43% | 41% |
| | | | | | 25 | 31% | 30% |
| Percentage of Patients Seen Within 30 Days of First Diagnosis of HIV* | | | | | 75 | 100% | 100% |
| | - | - | - | - | 50 | 100% | 100% |
| | | | | | 25 | 60% | 60% |
| Percentage of Patients Tested for HIV* | | | | | 75 | 57% | 57% |
| | - | 7% | 11% | 17% | 50 | 37% | 37% |
| | | | | | 25 | 18% | 18% |
| Percentage of Patients 12 and over Screened for Depression and Follow-up Plan Documented (If Positive) | | | | | 75 | 83% | 85% |
| | 89% | 87% | 93% | 97% | 50 | 70% | 72% |
| | | | | | 25 | 55% | 56% |
| Percentage of Patients 6-9 at Moderate to High Risk of Caries Receiving Sealant on First Permanent Molar | | | | | 75 | 75% | 75% |
| | 87% | 75% | 78% | 86% | 50 | 54% | 54% |
| | | | | | 25 | 33% | 33% |
| Percentage of Patients with Controlled High Blood Pressure | | | | | 75 | 69% | 69% |
| | 69% | 69% | 75% | 74% | 50 | 63% | 63% |
| | | | | | 25 | 57% | 56% |
| Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control | | | | | 75 | 34% | 35% |
| | 25% | 23% | 23% | 13% | 50 | 29% | 30% |
| | | | | | 25 | 24% | 25% |

* Prior to 2020, HRSA captured these data points in the UDS as "Number of Patients Seen Within 90 Days of First Diagnosis of HIV".

PERFORMANCE DETAIL

Operations & Utilization: Service Mix

XYZ Community Health Center 2019 - 2022

| Service Mix | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|---|-------|-------|-------|-------|------------|--------------------------------|---------------|
| Medical Visits as a Percentage of Total Visits | | | | | 75 | 77.7% | 79.9% |
| | 79.9% | 82.4% | 82.9% | 83.6% | 50 | 66.9% | 68.8% |
| | | | | | 25 | 54.4% | 55.4% |
| Dental Visits as a Percentage of Total Visits | | | | | 75 | 18.1% | 17.4% |
| | 17.1% | 15.5% | 11.3% | 9.5% | 50 | 10.0% | 9.3% |
| | | | | | 25 | 2.8% | 2.3% |
| Mental Health Visits as a Percentage of Total Visits | | | | | 75 | 17.0% | 15.9% |
| | 1.6% | 1.4% | - | 0.5% | 50 | 9.7% | 8.9% |
| | | | | | 25 | 5.1% | 4.5% |
| Substance Use Disorder Visits as a Percentage of Total Visits | | | | | 75 | 1.7% | 1.6% |
| | - | - | - | - | 50 | - | - |
| | | | | | 25 | - | - |
| Enabling Visits as a Percentage of Total Visits | | | | | 75 | 6.0% | 6.0% |
| | 1.4% | 0.6% | 5.8% | 6.3% | 50 | 1.6% | 1.6% |
| | | | | | 25 | - | - |
| Total Visits per Patient | | | | | 75 | 4.7 | 4.6 |
| | 2.8 | 2.4 | 2.8 | 3.0 | 50 | 3.9 | 3.8 |
| | | | | | 25 | 3.3 | 3.2 |

PERFORMANCE DETAIL

Operations & Utilization: Service Mix (continued)

XYZ Community Health Center 2019 - 2022

| Service Mix | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|------------------------------------|--------|--------|--------|--------|------------|--------------------------------|---------------|
| Total Medical Clinic Visits | | | | | 75 | 58,739 | 59,004 |
| | 43,813 | 33,281 | 45,435 | 52,938 | 50 | 27,956 | 28,782 |
| | | | | | 25 | 12,303 | 12,742 |
| Total Medical Virtual Visits | | | | | 75 | 8,048 | 6,625 |
| | - | 306 | 176 | 87 | 50 | 2,174 | 1,828 |
| | | | | | 25 | 573 | 421 |
| Total Dental Clinic Visits | | | | | 75 | 13,830 | 12,598 |
| | 9,378 | 6,330 | 6,235 | 6,037 | 50 | 5,874 | 5,302 |
| | | | | | 25 | 1,905 | 1,546 |
| Total Dental Virtual Visits | | | | | 75 | - | - |
| | - | - | - | - | 50 | - | - |
| | | | | | 25 | - | - |
| Total Mental Health Clinic Visits | | | | | 75 | 6,254 | 5,939 |
| | 884 | 495 | - | 337 | 50 | 2,737 | 2,546 |
| | | | | | 25 | 949 | 912 |
| Total Mental Health Virtual Visits | | | | | 75 | 5,123 | 4,136 |
| | - | 84 | - | - | 50 | 1,651 | 1,289 |
| | | | | | 25 | 422 | 264 |
| Total Enabling Clinic Visits | | | | | 75 | 3,457 | 3,670 |
| | 791 | 264 | 3,202 | 4,007 | 50 | 780 | 803 |
| | | | | | 25 | 5 | 9 |
| Total Enabling Virtual Visits | | | | | 75 | 817 | 657 |
| | - | - | - | - | 50 | 1 | - |
| | | | | | 25 | - | - |

PERFORMANCE DETAIL

Operations & Utilization: Utilization Growth Rates

XYZ Community Health Center 2019 - 2022

| Utilization Growth Rates | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|-----------------------------------|--------|--------|---------|--------|------------|--------------------------------|---------------|
| Medical Patient Growth Rate | | | | | 75 | 7.0% | 7.1% |
| | 43.3% | -12.2% | 16.8% | 9.2% | 50 | 1.3% | 1.3% |
| | | | | | 25 | -4.6% | -4.6% |
| Medical Visit Growth Rate | | | | | 75 | 9.0% | 9.3% |
| | 43.3% | -23.3% | 35.8% | 16.3% | 50 | 1.1% | 1.3% |
| | | | | | 25 | -6.3% | -6.2% |
| Dental Patient Growth Rate | | | | | 75 | 19.8% | 19.2% |
| | 4.1% | -16.7% | -0.9% | -10.0% | 50 | 5.7% | 5.1% |
| | | | | | 25 | -4.8% | -6.2% |
| Dental Visit Growth Rate | | | | | 75 | 21.0% | 20.0% |
| | 7.9% | -32.5% | -1.5% | -3.2% | 50 | 4.8% | 4.0% |
| | | | | | 25 | -6.8% | -8.5% |
| Mental Health Patient Growth Rate | | | | | 75 | 19.6% | 21.0% |
| | -42.0% | -21.5% | -100.0% | - | 50 | 2.5% | 2.8% |
| | | | | | 25 | -13.3% | -13.3% |
| Mental Health Visit Growth Rate | | | | | 75 | 21.8% | 24.0% |
| | -60.1% | -34.5% | -100.0% | - | 50 | 1.5% | 2.0% |
| | | | | | 25 | -14.8% | -14.7% |
| Patient Growth Rate | | | | | 75 | 7.3% | 7.3% |
| | 36.6% | -12.0% | 16.7% | 5.9% | 50 | 2.2% | 1.9% |
| | | | | | 25 | -3.3% | -3.4% |
| Visit Growth Rate | | | | | 75 | 9.8% | 9.8% |
| | 30.9% | -25.7% | 35.1% | 15.2% | 50 | 1.9% | 2.1% |
| | | | | | 25 | -5.1% | -5.1% |
| FTE Growth Rate | | | | | 75 | 10.8% | 10.6% |
| | 33.6% | 10.9% | -2.0% | 3.9% | 50 | 4.2% | 3.9% |
| | | | | | 25 | -1.2% | -1.4% |

PERFORMANCE DETAIL

Financial Metrics: Billing & Collections

XYZ Community Health Center 2019 - 2022

| Billing & Collections | 2019 | 2020 | 2021 | 2022 | Percentile | Medicaid Expansion States 2022 | National 2022 |
|--|------|------|------|------|------------|--------------------------------|---------------|
| Self-Pay Collections as Percentage of Total Collections | 12% | 5% | 8% | 9% | 75 | 7% | 9% |
| | | | | | 50 | 4% | 4% |
| | | | | | 25 | 2% | 2% |
| Bad Debt Write-Offs as Percentage of Total Self-Pay Charges | | | | | 75 | 20% | 19% |
| | 7% | 1% | 9% | 8% | 50 | 9% | 8% |
| | | | | | 25 | 3% | 3% |
| Medicaid Collections as Percentage of Total Collections | | | | | 75 | 81% | 78% |
| | 36% | 35% | 40% | 41% | 50 | 65% | 61% |
| | | | | | 25 | 46% | 40% |
| Medicare Collections as Percentage of Total Collections | | | | | 75 | 19% | 21% |
| | 8% | 7% | 6% | 9% | 50 | 11% | 11% |
| | | | | | 25 | 5% | 5% |
| Other Public Collections as Percentage of Total Collections | | | | | 75 | 1% | 1% |
| | - | - | - | - | 50 | 0% | 0% |
| | | | | | 25 | 0% | 0% |
| Private Insurance Collections as Percentage of Total Collections | | | | | 75 | 24% | 26% |
| | 44% | 53% | 46% | 41% | 50 | 13% | 15% |
| | | | | | 25 | 6% | 7% |