



# Performance Evaluation Profile

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HealthWorks 2021 - 2024



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# Methodology

The analysis and results contained in this report are based on two primary data sources covering the 2021 - 2024 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	WY FQHCs 2024	National FQHCs 2024
Financial Audits	5	1,016
UDS Data	5	1,512

## 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.

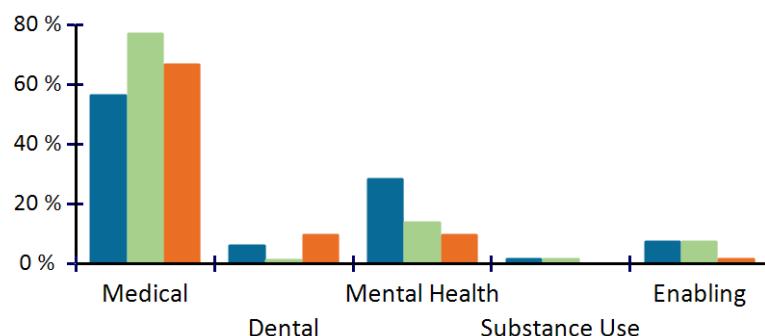
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# Peer Comparison

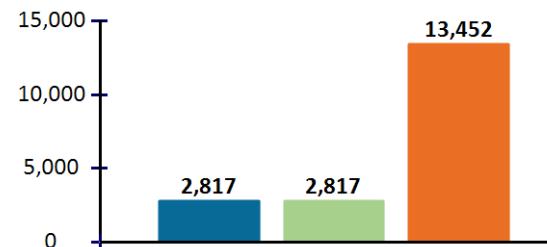
2024

■ HealthWorks  
■ WY FQHCs median  
■ National FQHCs median

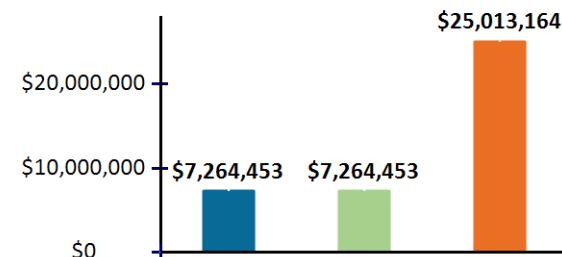
Array of Services 2024  
(Percentage of Total Visits)



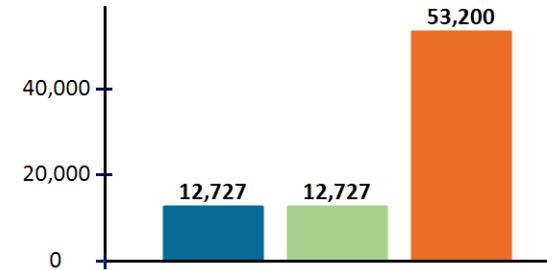
Patients Served 2024



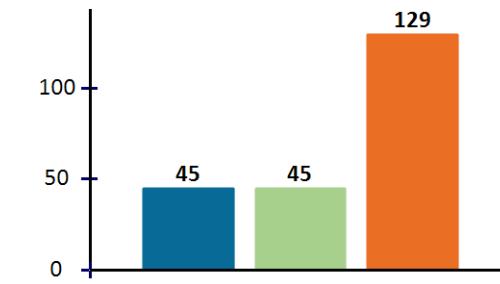
Revenues 2024



Total Visits 2024



Full-Time Equivalent Employees 2024



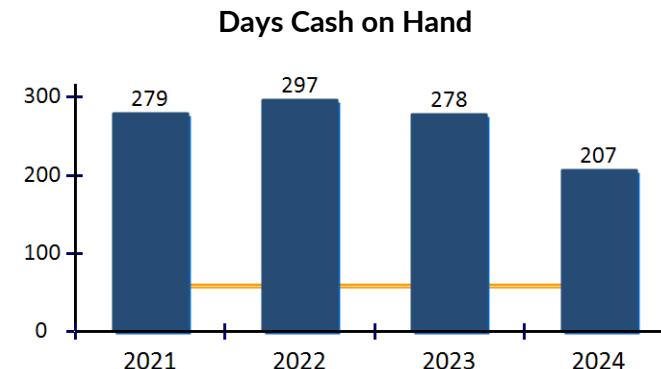
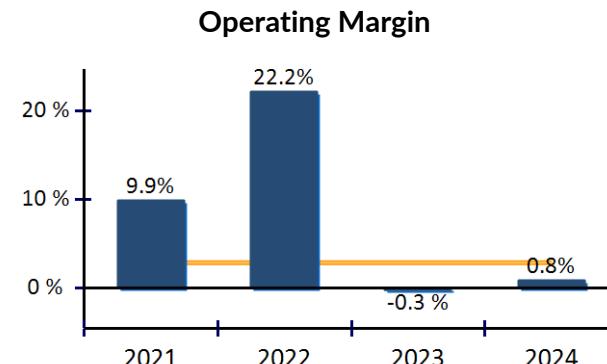
Key Metrics	HealthWorks 2024	WY FQHCs Median 2024	National FQHCs Median 2024	Key Metrics	HealthWorks 2024	WY FQHCs Median 2024	National FQHCs Median 2024
Medical Visits as a Percentage of Total Visits	57%	77%	67%	Total Operating Revenue	\$7,264,453	\$7,264,453	\$25,013,164
Dental Visits as a Percentage of Total Visits	6%	1%	10%	Total Patients	2,817	2,817	13,452
Mental Health Visits as a Percentage of Total Visits	29%	14%	10%	Total Visits	12,727	12,727	53,200
Substance Use Disorder Visits as a Percentage of Total Visits	2%	2%	-	Total FTEs	45	45	129
Enabling Visits as a Percentage of Total Visits	7%	7%	2%				

# Financial Dashboard

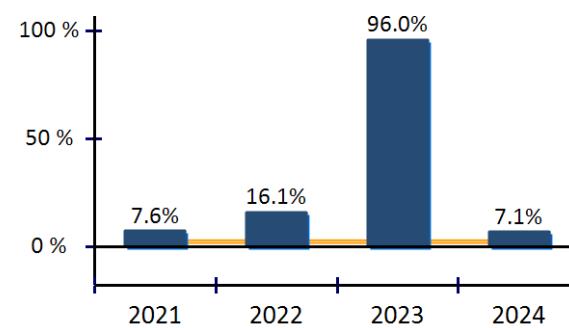
HealthWorks

2021 - 2024

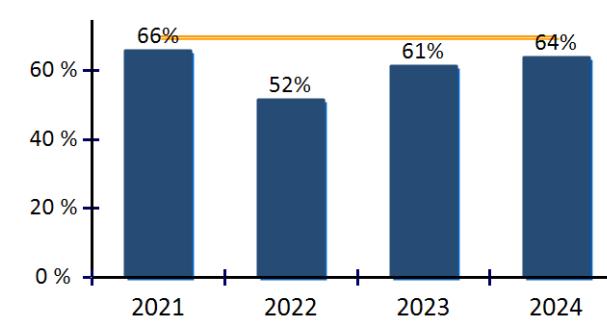
Capital Link Benchmark



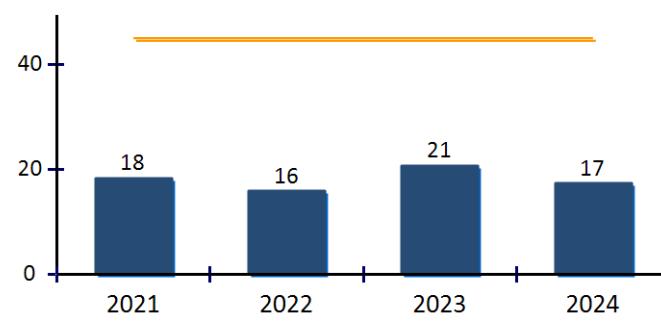
**Bottom Line Margin**



**Personnel-Related Expense as a % of Operating Revenue**



**Days in Net Patient Receivables**



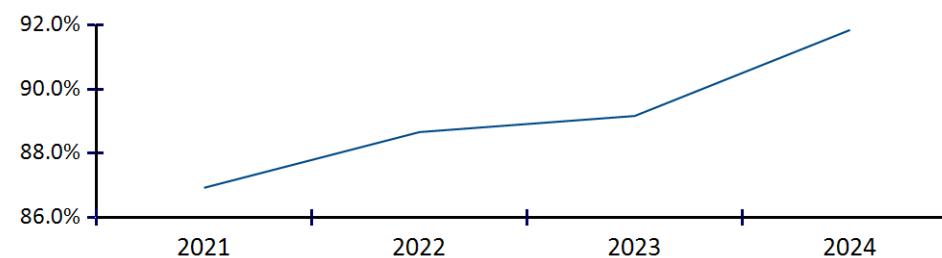
Key Financial Metrics	Target	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Operating Margin	> 3%	9.9%	22.2%	-0.3%	0.8%	0.8%	0.6%
Bottom Line Margin	> 3%	7.6%	16.1%	96.0%	7.1%	1.3%	3.1%
Personnel-Related Expense as Percentage of Operating Revenue	< 70%	66.0%	51.8%	61.5%	64.0%	65.4%	71.6%
Days Cash on Hand	> 60 Days	279	297	278	207	163	91
Days in Net Patient Receivables	< 45 Days	18	16	21	17	22	36

■ Benchmark Unmet

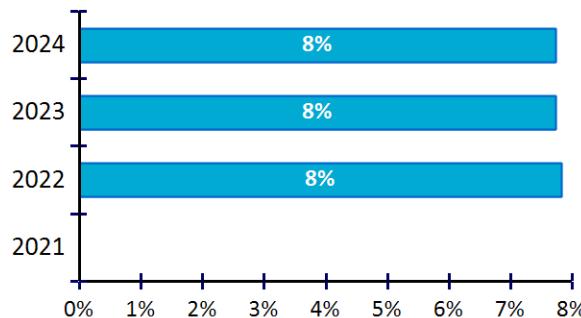
# Selected Patients Characteristics Dashboard

HealthWorks  
2021 - 2024

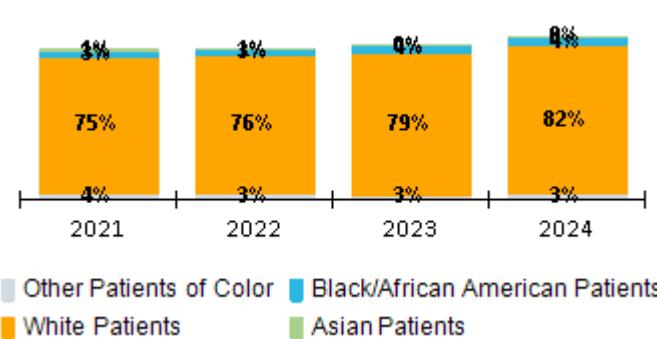
## Percentage of Patients with Income at or below 200% of Poverty



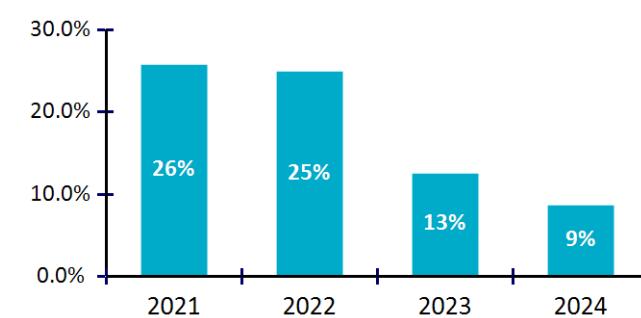
## Percentage of Patients Best Served in a Language Other than English



## Patient Breakdown by Race, for Those Patients Identifying Race



## Percentage of Hispanic or Latino/a Patients



## Key Operations & Utilization Metrics

	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Percentage of Patients with Income at or below 200% of Poverty	87%	89%	89%	92%	92%	92%
Percentage of Patients Best Served in a Language Other than English	-	8%	8%	8%	3%	14%
Percentage of Asian Patients	1%	1%	0%	0%	0%	1%
Percentage of Black/African American Patients	3%	3%	4%	4%	4%	9%
Percentage of White Patients	75%	76%	79%	82%	83%	63%
Percentage of Other Patients of Color*	4%	4%	3%	3%	5%	3%
Percentage of Hispanic or Latino/a Patients	26%	25%	13%	9%	9%	21%

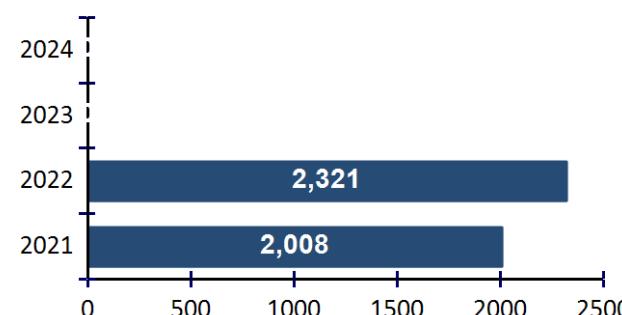
\* Other Patients of Color includes patients labeled Native Hawaiian, Other Pacific Islander, American Indian/Alaskan Native, and More than one race in UDS.

# Productivity: Visits Dashboard

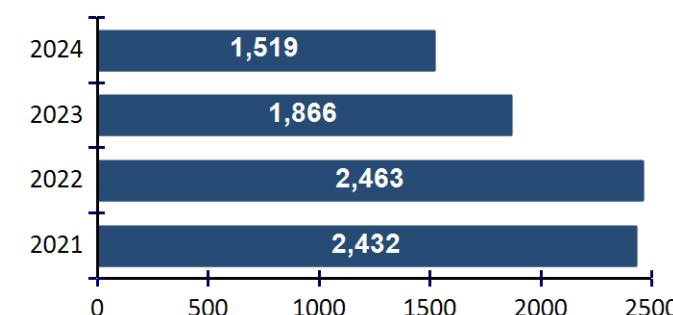
HealthWorks

2021 - 2024

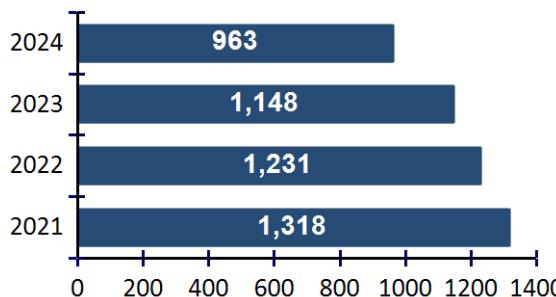
Physician Visits per Physician FTEs



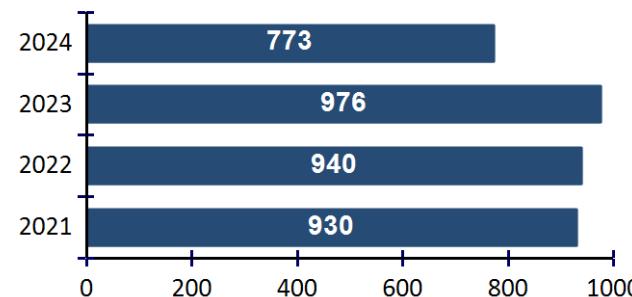
Non-Physician Visits per Non-Physician Provider FTEs



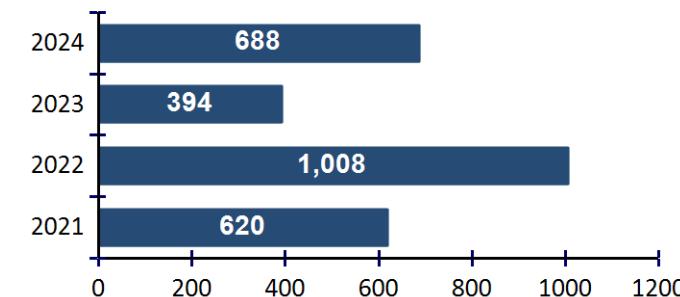
Dental Visits per Dental Provider FTEs



Mental Health Visits per MH FTE



Substance Use Disorder Visits per SUD FTEs



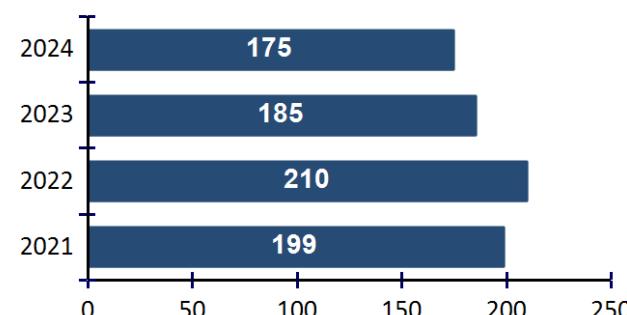
Key Productivity Metrics	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Physician Visits per Physician FTE	2,008	2,321	-	-	1,626	2,448
Non-Physician Provider Visits per Non-Physician Provider FTE	2,432	2,463	1,866	1,519	1,519	2,240
Dental Visits per Dental Provider FTE	1,318	1,231	1,148	963	963	1,591
Mental Health Visits per Mental Health Provider FTE	930	940	976	773	773	999
Substance Use Disorder Visits per Substance Use Disorder FTE	620	1,008	394	688	688	715

# Productivity: Patients Dashboard

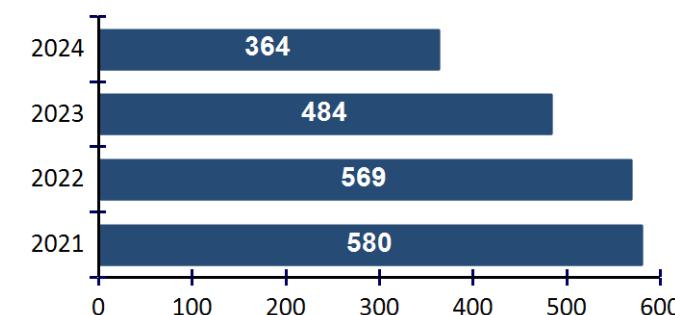
HealthWorks

2021 - 2024

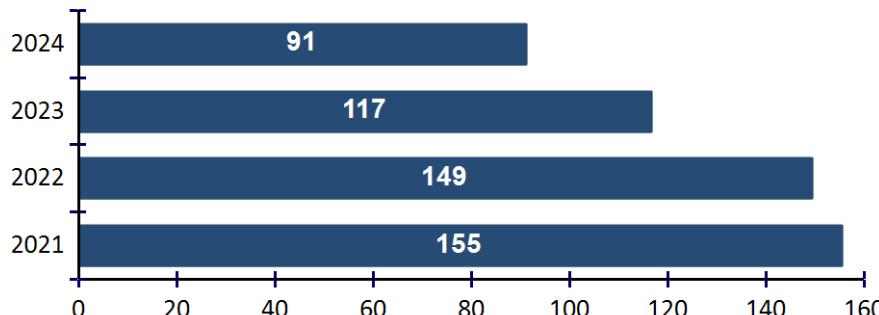
Medical Patients Per Medical Staff FTE



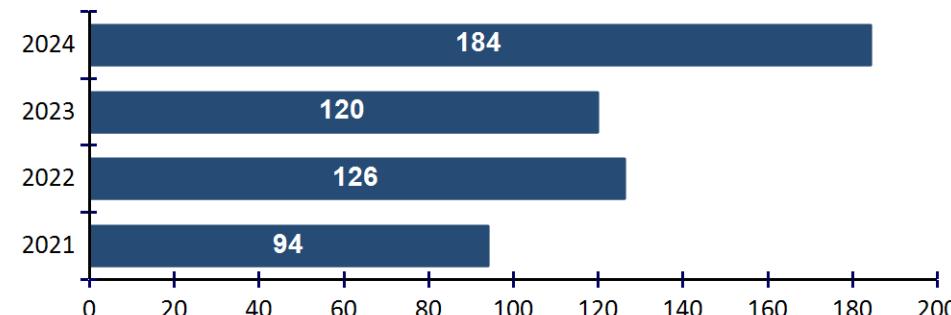
Dental Patients Per Dental Provider FTE



Mental Health Patients Per Mental Health Provider FTE



Substance Use Disorder Patients per SU Disorder Provider FTE



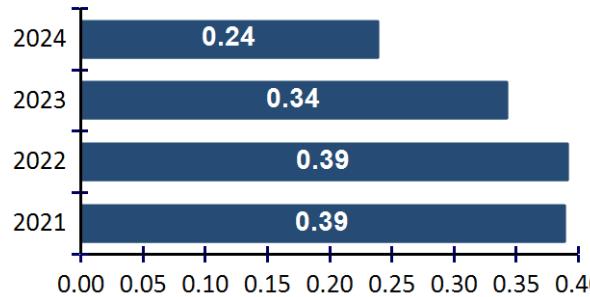
Key Productivity Metrics	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Medical Patients per Medical Staff FTE	199	210	185	175	175	260
Dental Patients per Dental Provider FTE	580	569	484	364	364	684
Mental Health Patients per Mental Health Provider FTE	155	149	117	91	102	205
Substance Use Disorder Patients per Substance Use Disorder Provider FTE	94	126	120	184	184	141

# Productivity: Non-Clinical Staffing Dashboard

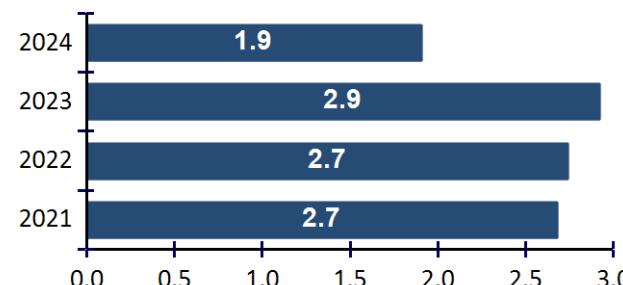
HealthWorks

2021 - 2024

Fiscal & Billing Staff per Total Provider FTE



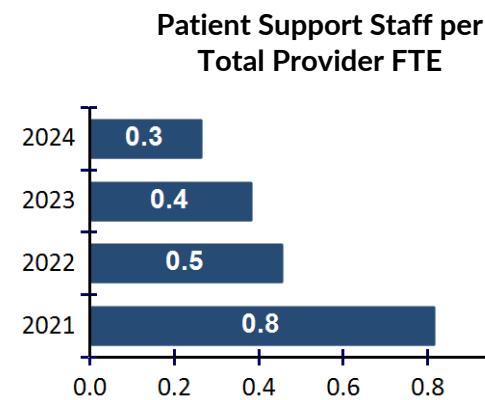
Non-Provider Medical Staff per Medical Provider FTE



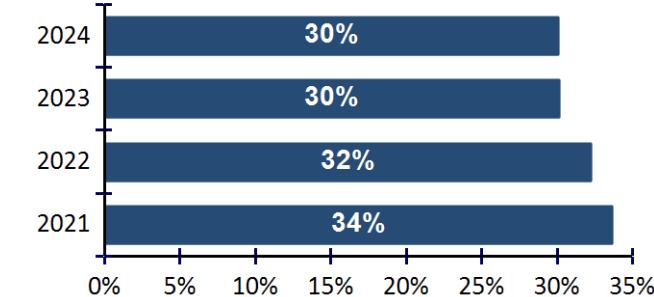
Enabling Services Staff per Total Provider FTE



Patient Support Staff per Total Provider FTE



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



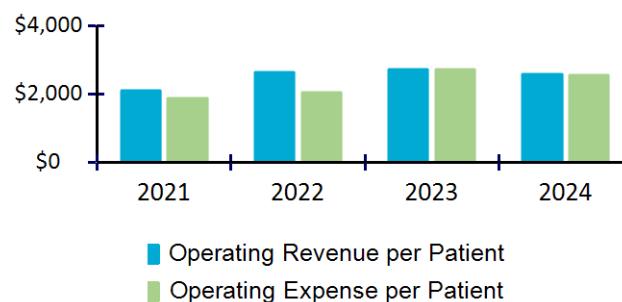
## Key Productivity Metrics

Key Productivity Metrics	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Non-Provider Medical Staff per Medical Provider FTE	2.68	2.74	2.92	1.91	1.91	1.89
Enabling Services Staff per Total Provider FTE	0.44	0.37	0.60	0.39	0.39	0.44
Fiscal & Billing Staff per Total Provider FTE	0.39	0.39	0.34	0.24	0.27	0.30
Patient Support Staff per Total Provider FTE	0.82	0.46	0.38	0.27	0.75	0.81
Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs	34%	32%	30%	30%	36%	36%

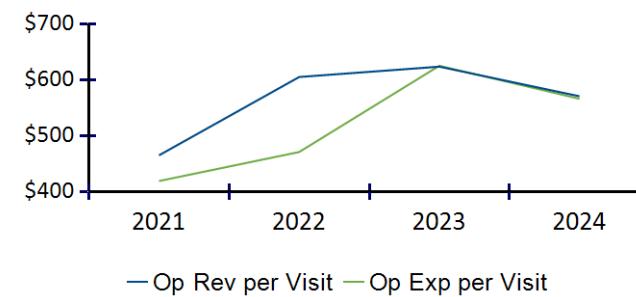
# Operations & Utilization Dashboard

HealthWorks  
2021 - 2024

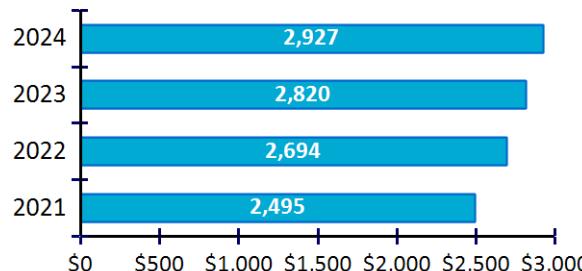
## Operating Revenue & Expense per Patient



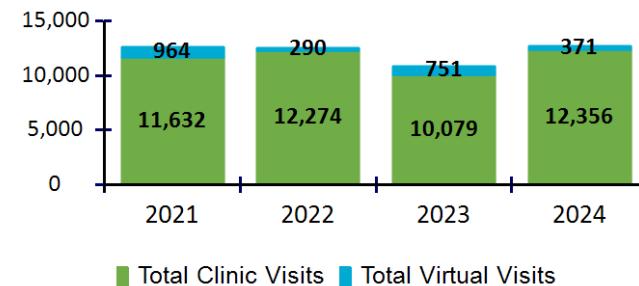
## Operating Revenue & Expense per Visit



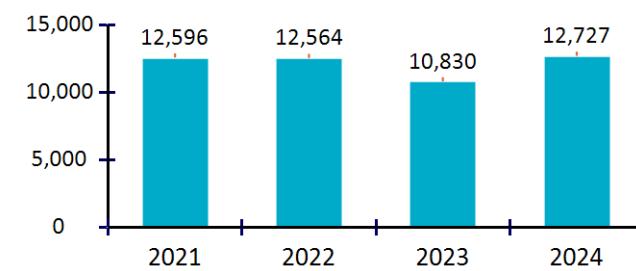
## 330 Grant Dollars per Uninsured Patient



## Total Clinic and Virtual Visits



## Total Visits



## Key Operations & Utilization Metrics

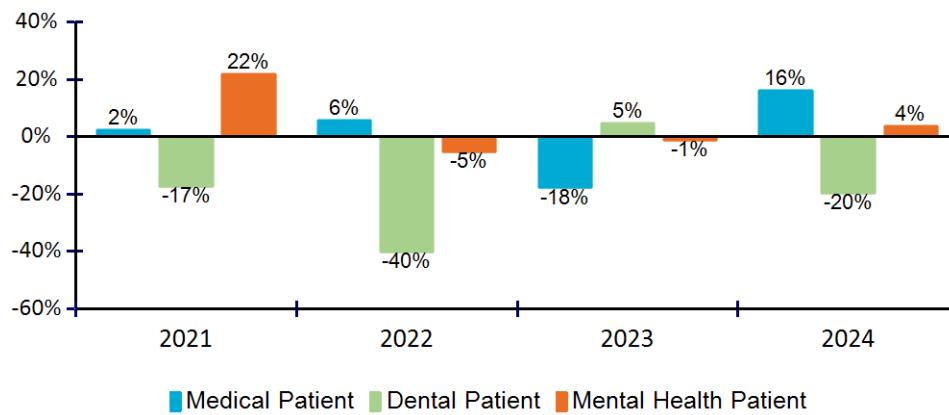
	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Operating Revenue per Patient	\$2,100	\$2,659	\$2,722	\$2,579	\$2,579	\$1,506
Operating Expense per Patient	\$1,893	\$2,070	\$2,729	\$2,558	\$2,558	\$1,501
Operating Revenue per Patient Visit	\$465	\$605	\$624	\$571	\$571	\$299
Operating Expense per Patient Visit	\$419	\$471	\$625	\$566	\$566	\$300
Total Clinic Visits	11,632	12,274	10,079	12,356	12,356	48,610
Total Virtual Visits*	964	290	751	371	371	3,151
Total Visits	12,596	12,564	10,830	12,727	12,727	53,200
330 Grant Dollars per Uninsured Patient	\$2,495	\$2,694	\$2,820	\$2,927	\$2,504	\$1,173

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

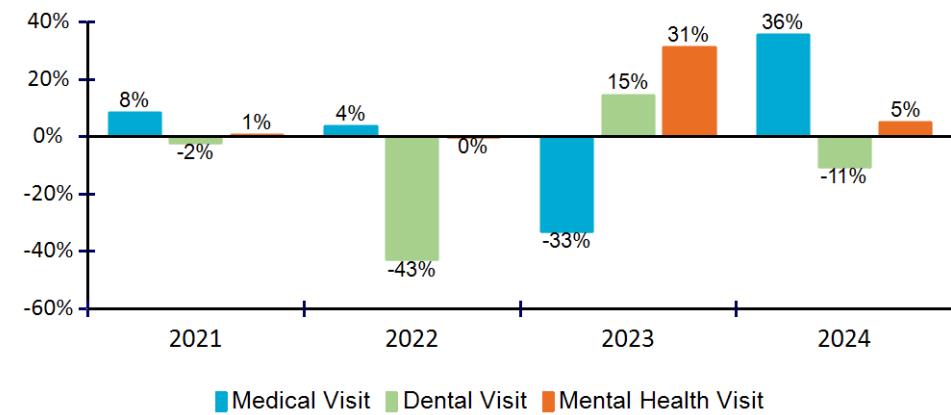
# Growth Rates Dashboard

HealthWorks  
2021 - 2024

## Patient Growth Rates



## Visit Growth Rates



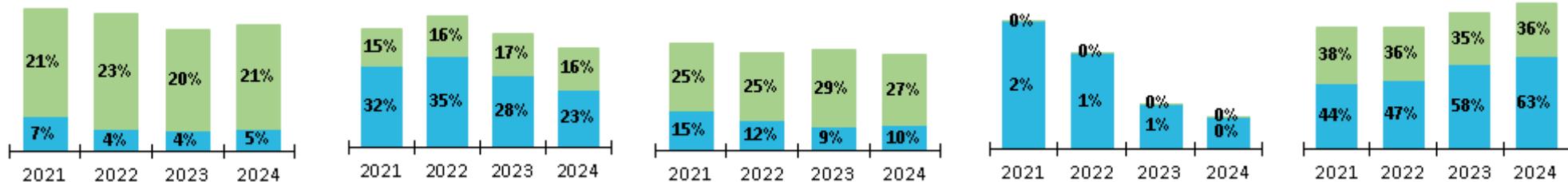
Growth Rates	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Medical Patient Growth Rate	2%	6%	-18%	16%	3%	3%
Medical Visit Growth Rate	8%	4%	-33%	36%	5%	3%
Dental Patient Growth Rate	-18%	-40%	5%	-20%	-29%	6%
Dental Visit Growth Rate	-2%	-43%	15%	-11%	-23%	6%
Mental Health Patient Growth Rate	22%	-5%	-1%	4%	4%	4%
Mental Health Visit Growth Rate	1%	0%	31%	5%	2%	5%
Patient Growth Rate	1%	3%	-13%	14%	0%	3%
Visit Growth Rate	9%	0%	-14%	18%	0%	4%
FTE Growth Rate	2%	-10%	7%	9%	9%	3%

# Payer Mix Dashboard

HealthWorks  
2021 - 2024

% Of Patients  
% Of Collection Revenue

## Patient and Collection Revenue by Payer Service



Payer Mix	2021	2022	2023	2024	WY FQHCs Median 2024	National FQHCs Median 2024
Self-Pay Patients as Percentage of Total Patients	22%	23%	20%	21%	22%	15%
Self-Pay Collections as Percentage of Total Collections	7%	4%	4%	5%	13%	4%
Medicaid Patients as Percentage of Total Patients	15%	16%	17%	16%	16%	43%
Medicaid Collections as Percentage of Total Collections	32%	35%	28%	23%	35%	59%
Medicare Patients as Percentage of Total Patients	25%	25%	29%	27%	12%	11%
Medicare Collections as Percentage of Total Collections	15%	12%	10%	10%	17%	12%
Other Publicly Insured Patients as Percentage of Total Patients	-	-	-	-	-	-
Other Public Collections as Percentage of Total Collections	2%	1%	1%	0%	0%	0%
Privately Insured Patients as Percentage of Total Patients	39%	36%	35%	36%	36%	22%
Private Insurance Collections as Percentage of Total Collections	44%	47%	58%	63%	36%	16%

# Financial Health: Performance & Liquidity Measures

HealthWorks 2021 - 2024

Performance and Liquidity Measures	Target	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Operating Margin	> 3%	9.9%	22.2%	-0.3%	0.8%	75	1.3%	6.9%
						50	0.8%	0.6%
						25	-1.5%	-5.5%
Bottom Line Margin	> 3%	7.6%	16.1%	96.0%	7.1%	75	2.9%	9.5%
						50	1.3%	3.1%
						25	-0.3%	-3.1%
Personnel-Related Expense as Percentage of Operating Revenue	< 70%	66.0%	51.8%	61.5%	64.0%	75	69.9%	79.2%
						50	65.4%	71.6%
						25	64.0%	63.0%
Days Cash on Hand	> 60 Days	279	297	278	207	75	207	166
						50	163	91
						25	31	40
Current Ratio	> 1.25	10.8	11.7	14.8	2.4	75	4.3	6.3
						50	1.8	3.5
						25	1.1	2.0
Days in Net Patient Receivables	< 45 Days	18	16	21	17	75	172	52
						50	22	36
						25	13	25
Days in All Receivables	< 45 Days	32	14	55	22	75	26	60
						50	22	42
						25	3	30
Days in Accounts Payable	< 45 Days	6	1	4	221	75	64	54
						50	10	30
						25	5	17
Debt Service Coverage Ratio	> 1.25	45.4	36.1	12.0	18.8	75	14.9	9.6
						50	10.9	1.8
						25	7.0	-0.8
Leverage Ratio	< 3.0	0.1	0.1	0.0	0.2	75	0.2	0.7
						50	0.1	0.4
						25	-	0.2

# Financial Health: Other Performance Measures, Financial Growth Rates

HealthWorks 2021 - 2024

Other Performance Measures	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Change in Net Assets as a Percentage of Expense	8.4%	20.7%	95.7%	7.2%	75	3.0%	10.3%
					50	1.3%	3.1%
					25	-0.3%	-3.0%
Working Capital to Monthly Expense Ratio	9.8	10.0	10.7	4.7	75	5.7	5.8
					50	4.7	3.3
					25	0.6	1.6
Long-Term Debt to Equity Ratio	0.0	0.0	0.0	0.0	75	0.0	0.3
					50	-	0.1
					25	-	-
Fringe & Taxes to Salaries Ratio	26.9%	28.5%	30.2%	27.7%	75	28.1%	24.5%
					50	27.7%	20.5%
					25	-	15.3%
Financial Growth Rate							
Operating Revenue Growth Rate	-10.4%	29.8%	-11.2%	7.5%	75	7.5%	14.2%
					50	5.0%	5.3%
					25	-5.5%	-2.5%
Operating Expense Growth Rate	-1.7%	12.1%	14.4%	6.4%	75	6.4%	16.4%
					50	-1.6%	9.6%
					25	-5.3%	4.2%
Grants and Contract Revenue Growth Rate	-13.2%	38.6%	-22.6%	1.7%	75	1.7%	1.5%
					50	-12.4%	-12.9%
					25	-36.3%	-26.2%
Net Patient Service Revenue Growth Rate	16.0%	8.4%	-1.3%	14.4%	75	16.2%	23.7%
					50	6.5%	13.3%
					25	-21.2%	3.7%

## PERFORMANCE DETAIL

### Productivity: Visits

HealthWorks 2021 - 2024

Visits	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Physician Visits per Physician FTE	2,008	2,321	-	-	75	1,784	3,005
					50	1,626	2,448
					25	1,164	1,901
Non-Physician Provider Visits per Non-Physician Provider FTE	2,432	2,463	1,866	1,519	75	1,839	2,758
					50	1,519	2,240
					25	679	1,785
Medical Visits per Medical Provider FTE	2,305	2,420	1,827	1,494	75	1,622	2,882
					50	1,494	2,362
					25	712	1,900
Dental Visits per Dental Provider FTE	1,318	1,231	1,148	963	75	1,082	2,051
					50	963	1,591
					25	545	1,248

## Productivity: Visits (continued)

HealthWorks 2021 - 2024

Visits	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Mental Health Visits per Mental Health Provider FTE	930	940	976	773	75	874	1,302
					50	773	999
					25	485	736
					75	945	1,315
Substance Use Disorder Visits per Substance Use Disorder FTE	620	1,008	394	688	50	688	715
					25	378	312
					75	-	2,941
Vision Visits per Vision Provider FTE	-	-	-	-	50	-	2,257
					25	-	1,557
					75	48,845	110,548
Total Visits	12,596	12,564	10,830	12,727	50	12,727	53,200
					25	1,399	25,066
					75	379	507
Total Visits per All FTE	296	328	265	285	50	285	415
					25	146	331
					75	1,621	2,716
Total Visits per Total Provider FTE	1,764	1,884	1,508	1,236	50	1,236	2,143
					25	799	1,716

## Productivity: Patients

HealthWorks 2021 - 2024

Patients	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Medical Patients per Medical Staff FTE	199	210	185	175	75	210	324
					50	175	260
					25	155	212
Dental Patients per Dental Provider FTE	580	569	484	364	75	442	889
					50	364	684
					25	221	520
Mental Health Patients per Mental Health Provider FTE	155	149	117	91	75	125	325
					50	102	205
					25	95	131
Substance Use Disorder Patients per Substance Use Disorder Provider FTE	94	126	120	184	75	192	326
					50	184	141
					25	119	57
Vision Patients per Vision Provider FTE	-	-	-	-	75	-	2,489
					50	-	1,767
					25	-	1,244
Total Patients	2,790	2,860	2,482	2,817	75	13,025	26,156
					50	2,817	13,452
					25	466	6,385
Total Unduplicated Patients per Total FTE	66	75	61	63	75	101	131
					50	63	104
					25	48	82
Total Patients per Total Provider FTE	391	429	346	273	75	432	711
					50	273	552
					25	235	422

## Selected Patients Characteristics

HealthWorks 2021 - 2024

Demographics	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Percentage of Patients with Income at or below 200% of Poverty	87%	89%	89%	92%	75	96%	97%
Percentage of Patients Best Served in a Language Other than English	-	8%	8%	8%	50 25 75	92% 81% 7%	92% 83% 37%
Percentage of Asian Patients	1%	1%	0%	0%	50 25 75	3% 2% 1%	14% 3% 3%
Percentage of Black/African American Patients	3%	3%	4%	4%	50 25 75	4% 0% 7%	9% 1% 30%
Percentage of White Patients	75%	76%	79%	82%	50 25 75	83% 82% 85%	63% 37% 85%
Percentage of Other Patients of Color	4%	4%	3%	3%	50 25 75	5% 3% 8%	3% 1% 6%
Percentage of Hispanic or Latino/a Patients	26%	25%	13%	9%	50 25	9% 2%	21% 6%

## Selected Patients Characteristics

HealthWorks 2021 - 2024

Special Populations	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Percentage of Agricultural Workers or Dependents Patients	-	-	-	-	75	0%	2%
Percentage of Homeless Patients	2%	3%	2%	2%	50	0%	0%
Percentage of School-Based Health Center Patients	-	-	-	-	25	0%	0%
Percentage of Veterans Patients	3%	2%	2%	2%	75	91%	5%
Percentage of Patients Served at a Health Center Located in or Immediately Accessible to a Public Housing Site	-	-	-	-	50	6%	2%
					25	2%	1%
					75	-	3%
					50	-	-
					25	-	-
					75	3%	2%
					50	2%	1%
					25	2%	0%
					75	-	26%
					50	-	-
					25	-	-

## Operations & Utilization: Revenue & Cost Per Patient

HealthWorks 2021 - 2024

Revenue & Cost per Patient	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Operating Revenue per Patient	\$2,100	\$2,659	\$2,722	\$2,579	75	\$5,776	\$2,168
					50	\$2,579	\$1,506
					25	\$1,595	\$1,175
Operating Expense per Patient	\$1,893	\$2,070	\$2,729	\$2,558	75	\$5,703	\$2,041
					50	\$2,558	\$1,501
					25	\$1,681	\$1,179
Net Patient Service Revenue per Patient	\$1,046	\$1,106	\$1,259	\$1,269	75	\$1,194	\$1,378
					50	\$892	\$977
					25	\$39	\$686
Total Operating Revenue	\$5,859,543	\$7,604,520	\$6,755,390	\$7,264,453	75	\$20,016,704	\$52,902,535
					50	\$7,264,453	\$25,013,164
					25	\$3,000,240	\$12,512,631
Total Expenses	\$5,280,425	\$5,919,059	\$6,772,707	\$7,206,101	75	\$19,637,161	\$50,868,854
					50	\$7,206,101	\$24,691,868
					25	\$3,043,905	\$12,389,255
Direct Medical Cost per Medical Patient	\$543	\$531	\$591	\$651	75	\$719	\$719
					50	\$716	\$547
					25	\$651	\$436
Direct Dental Cost per Dental Patient	\$633	\$663	\$807	\$916	75	\$937	\$631
					50	\$808	\$478
					25	\$578	\$358
Mental Health Cost per Mental Health Patient	\$800	\$924	\$1,281	\$1,244	75	\$983	\$1,150
					50	\$846	\$754
					25	\$781	\$463
330 Grant Dollars per Uninsured Patient	\$2,495	\$2,694	\$2,820	\$2,927	75	\$2,927	\$2,544
					50	\$2,504	\$1,173
					25	\$1,248	\$563

## Operations & Utilization: Revenue & Cost Per Visit

HealthWorks 2021 - 2024

Revenue & Cost per Visit	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Operating Revenue per Patient Visit	\$465	\$605	\$624	\$571	75	\$2,019	\$421
					50	\$571	\$299
					25	\$425	-
Operating Expense per Patient Visit	\$419	\$471	\$625	\$566	75	\$1,994	\$417
					50	\$566	\$300
					25	\$448	-
Net Patient Service Revenue per Patient Visit	\$232	\$252	\$289	\$281	75	\$287	\$267
					50	\$281	\$180
					25	\$11	-
Direct Medical Cost per Medical Patient Visit	\$172	\$172	\$235	\$222	75	\$267	\$228
					50	\$225	\$177
					25	\$222	\$142
Direct Dental Cost per Dental Patient Visit	\$278	\$307	\$340	\$346	75	\$415	\$258
					50	\$324	\$201
					25	\$280	\$158
Mental Health Cost per Mental Health Patient Visit	\$134	\$147	\$153	\$147	75	\$166	\$191
					50	\$164	\$141
					25	\$147	\$105

## Operations & Utilization: Staffing

HealthWorks 2021 - 2024

Staffing	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Non-Provider Medical Staff per Medical Provider FTE	2.68	2.74	2.92	1.91	75.00 50.00 25.00	2.00 1.91 1.41	2.38 1.89 1.50
Non-Provider Dental Staff per Dental Provider FTE	2.00	1.77	2.44	1.55	75.00 50.00 25.00	2.03 1.55 0.78	1.82 1.32 0.96
Non-Provider Mental Health Staff per Mental Health Provider FTE	-	-	-	-	75.00 50.00	-	0.40 0.06
Enabling Services Staff per Total Provider FTE	0.44	0.37	0.60	0.39	25.00 75.00 50.00 25.00	- 0.63 0.39 0.24	- 0.71 0.44 0.26
Fiscal & Billing Staff per Total Provider FTE	0.39	0.39	0.34	0.24	75.00 50.00 25.00	0.44 0.27 0.25	0.43 0.30 0.20
Patient Support Staff per Total Provider FTE	0.82	0.46	0.38	0.27	75.00 50.00 25.00	0.77 0.75 0.43	1.07 0.81 0.60
Administrative, Facilities, and Patient Support FTEs as Percent of Total FTEs	34%	32%	30%	30%	75.00 50.00 25.00	37% 36% 30%	41% 36% 32%

## Operations & Utilization: Quality of Care

HealthWorks 2021 - 2024

Quality of Care	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Percentage of Children Receiving Appropriate Vaccinations by Age 2	40%	44%	100%	-	75	20%	34%
	50	6%	21%		25	3%	9%
					75	37%	62%
Percentage of women 23-64 years of age who were screened for cervical cancer	29%	30%	43%	32%	50	32%	51%
	25	31%	38%		75	42%	62%
Percentage of women 51-73 years of age who had a mammogram to screen for breast cancer*	48%	52%	57%	44%	50	40%	52%
	25	25%	40%		75	58%	86%
Percentage of Patients 3-17 with BMI, Nutrition & Physical Activity Documented	39%	59%	70%	77%	50	34%	73%
	25	13%	52%		75	74%	85%
Percentage of Patients 18 and over with BMI & Follow Up Documented (If BMI outside normal)	36%	53%	53%	74%	50	62%	69%
	25	47%	49%		75	76%	82%
Percentage of Patients 21 years of age and older at high risk of cardiovascular events who were prescribed or were on statin therapy**	72%	77%	78%	75%	50	75%	78%
	25	50%	73%				

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

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

## Operations & Utilization: Quality of Care (continued)

HealthWorks 2021 - 2024

Quality of Care	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Percentage of Patients Screened for Colorectal Cancer	51%	51%	47%	40%	75	39%	51%
					50	33%	40%
					25	14%	30%
Percentage of Patients Seen Within 30 Days of First Diagnosis of HIV*	-	-	-	-	75	-	100%
					50	-	97%
					25	-	60%
Percentage of Patients Tested for HIV*	20%	23%	24%	26%	75	26%	65%
					50	19%	47%
					25	18%	26%
Percentage of Patients 12 and over Screened for Depression and Follow-up Plan Documented (If Positive)	72%	74%	62%	57%	75	76%	86%
					50	70%	75%
					25	69%	62%
Percentage of Patients 6-9 at Moderate to High Risk of Caries Receiving Sealant on First Permanent Molar	80%	-	-	-	75	-	76%
					50	-	55%
					25	-	37%
Percentage of Patients with Controlled High Blood Pressure	69%	73%	72%	71%	75	66%	72%
					50	62%	66%
					25	57%	60%
Percentage of Patients with Diabetes and Hemoglobin A1c Poor Control	23%	22%	22%	22%	75	39%	33%
					50	27%	28%
					25	22%	23%

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

## Operations & Utilization: Service Mix

HealthWorks 2021 - 2024

Service Mix	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Medical Visits as a Percentage of Total Visits	60.6%	63.0%	48.9%	56.5%	75	78.9%	78.3%
					50	77.0%	66.9%
					25	56.5%	54.0%
Dental Visits as a Percentage of Total Visits	10.5%	6.0%	8.0%	6.1%	75	4.5%	18.0%
					50	1.2%	9.8%
					25	0.3%	2.5%
Mental Health Visits as a Percentage of Total Visits	20.9%	20.9%	31.8%	28.5%	75	28.5%	17.2%
					50	13.8%	9.6%
					25	11.3%	4.7%
Substance Use Disorder Visits as a Percentage of Total Visits	2.5%	6.4%	2.4%	1.7%	75	4.6%	1.4%
					50	1.7%	-
					25	1.7%	-
Enabling Visits as a Percentage of Total Visits	5.6%	3.7%	8.9%	7.3%	75	11.9%	6.3%
					50	7.3%	1.5%
					25	5.1%	-
Total Visits per Patient	4.5	4.4	4.4	4.5	75	3.8	4.8
					50	3.4	3.9
					25	3.1	3.3

## Operations & Utilization: Service Mix (continued)

HealthWorks 2021 - 2024

Service Mix	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Total Medical Clinic Visits	7,137	7,836	5,140	7,163	75	39,631	65,104
					50	7,163	31,647
					25	1,101	13,760
Total Medical Virtual Visits	491	79	159	24	75	259	4,228
					50	24	1,042
					25	3	232
Total Dental Clinic Visits	1,318	751	861	770	75	770	14,088
					50	82	6,135
					25	17	2,134
Total Dental Virtual Visits	-	-	-	-	75	-	-
					50	-	-
					25	-	-
Total Mental Health Clinic Visits	2,193	2,456	3,023	3,415	75	4,625	8,209
					50	3,415	3,475
					25	417	1,183
Total Mental Health Virtual Visits	439	167	424	209	75	913	3,714
					50	209	1,154
					25	-	279
Total Enabling Clinic Visits	708	461	821	790	75	790	3,550
					50	314	831
					25	167	4
Total Enabling Virtual Visits	-	8	146	136	75	-	773
					50	-	-
					25	-	-

## Operations & Utilization: Utilization Growth Rates

HealthWorks 2021 - 2024

Utilization Growth Rates	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Medical Patient Growth Rate	2.4%	5.9%	-17.9%	16.1%	75	16.1%	9.2%
					50	2.5%	2.9%
					25	2.1%	-2.3%
Medical Visit Growth Rate	8.4%	3.8%	-33.1%	35.6%	75	5.1%	10.6%
					50	4.8%	3.3%
					25	2.3%	-3.6%
Dental Patient Growth Rate	-17.5%	-40.2%	4.6%	-19.8%	75	2.6%	18.4%
					50	-29.1%	5.7%
					25	-39.7%	-5.5%
Dental Visit Growth Rate	-2.3%	-43.0%	14.6%	-10.6%	75	9.6%	20.5%
					50	-22.6%	5.8%
					25	-37.6%	-5.7%
Mental Health Patient Growth Rate	21.9%	-5.2%	-1.2%	3.9%	75	3.9%	20.8%
					50	3.5%	3.6%
					25	-18.4%	-10.6%
Mental Health Visit Growth Rate	0.7%	-0.3%	31.4%	5.1%	75	5.1%	24.3%
					50	2.1%	4.9%
					25	-38.1%	-10.2%
Patient Growth Rate	0.7%	2.5%	-13.2%	13.5%	75	2.5%	8.7%
					50	0.0%	3.0%
					25	-0.9%	-1.5%
Visit Growth Rate	8.8%	-0.3%	-13.8%	17.5%	75	6.7%	11.7%
					50	-0.1%	4.4%
					25	-23.5%	-2.3%
FTE Growth Rate	2.0%	-10.1%	6.8%	9.2%	75	21.2%	9.8%
					50	9.2%	3.4%
					25	-1.6%	-2.3%

## Financial Metrics: Billing & Collections

HealthWorks 2021 - 2024

Billing & Collections	2021	2022	2023	2024	Percentile	WY FQHCs 2024	National FQHCs 2024
Self-Pay Collections as Percentage of Total Collections	7%	4%	4%	5%	75	14%	8%
					50	13%	4%
					25	5%	2%
					75	17%	19%
Bad Debt Write-Offs as Percentage of Total Self-Pay Charges	3%	4%	2%	1%	50	11%	8%
					25	6%	3%
					75	37%	77%
Medicaid Collections as Percentage of Total Collections	32%	35%	28%	23%	50	35%	59%
					25	31%	38%
					75	25%	22%
Medicare Collections as Percentage of Total Collections	15%	12%	10%	10%	50	17%	12%
					25	12%	6%
					75	0%	1%
Other Public Collections as Percentage of Total Collections	2%	1%	1%	0%	50	0%	0%
					25	0%	-
					75	43%	29%
Private Insurance Collections as Percentage of Total Collections	44%	47%	58%	63%	50	36%	16%
					25	30%	8%