



2020 in Review

Thank you for your contributions and commitment to Pine Rest Christian Mental Health Services. Your generosity has allowed us to serve over 45,000 individuals during this challenging year.

During the pandemic, we have seen an unprecedented increase in need for mental health services. We were expecting the increase based on research reviewed and compiled in April by our staff, which predicted increases in anxiety, depression and suicide due to many factors driven by the pandemic.

We immediately put in place new safety protocols in our inpatient units, partial hospitalization programs and residential programs. Securing personal protective equipment, hand sanitizer and other needed items became full time jobs for several of our staff.

Because of groundwork already in place for Telehealth services, we were able to pivot in three days from a majority of outpatient therapy and psychiatry appointments being conducted in a clinic to all outpatient appointments conducted via Telehealth.

As it became clear the pandemic was going to last much longer than first anticipated, we began work on how we could serve more people, safely and effectively. Many of our group therapy sessions, Intensive Outpatient, Psychiatric Urgent Care and Partial Hospitalization Programs were made available via Telehealth as well.

In partnership with the State of Michigan, we opened one of the first psychiatric unit for individuals with COVID and no or minor symptoms, and plan to increase this capacity in early 2021.

Our staff and volunteers at every level of the organization deserve praise and appreciation for their ingenuity in creating new care models in record time, dedication to excellence, and compassion in serving all who came through our doors in real life and virtually as well as each other.



Outpatient Visits



Inpatient Admissions



Telehealth Visits

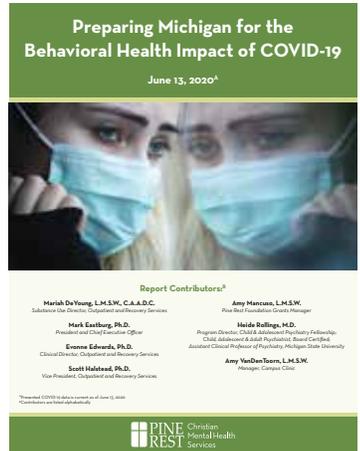


Mental Health Effects of the Pandemic

In April 2020, we released the report, *Preparing Michigan for the Behavioral Health Impact of COVID-19*, that showed Michigan would experience a mental health crisis as a result of the aftershocks of COVID-19. It specifically predicted a 15 to 32% increase in statewide suicide rates unless our state, communities, organizations and individuals acted swiftly to address the increased risk factors.

The research literature indicates that the impact of economic downturn, isolation/quarantine, increased substance use, insomnia, and lack of community gatekeepers, among other factors, could all lead to increased deaths by suicide—unless we act. Certain groups of Michiganders are especially at risk for a behavioral health crisis due to COVID-19’s impact, including healthcare providers, children and adolescents, older adults, the LGBTQ community, and those with autism spectrum disorder.

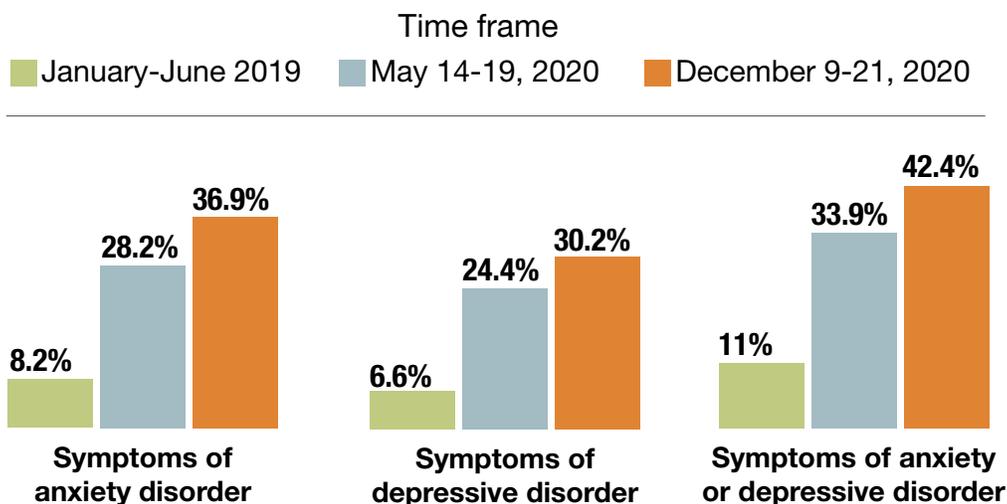
The paper concluded with a sampling of immediate action steps we in Michigan could take to minimize the fallout of COVID-19 on mental health in our communities, including: improving access to care through awareness, affordability, and technology; workforce development; and fixing gaps in critical behavioral health infrastructure. Some of these actions were taken in 2020 and some are in various stages of implementation and development.



Full report available at pinterest.org/covid-report.

Pandemic Causes Spike in Anxiety & Depression

% of U.S. adults showing symptoms of anxiety and/or depressive disorder*



* Based on self-reported frequency of anxiety and depression symptoms. They are derived from responses to the first two questions of the eight-item Patient Health Questionnaire (PHQ-2) and the seven-item Generalized Anxiety Disorder (GAD-2) scale.

Sources: CDC, NCHS, U.S. Census Bureau, compiled by Statista

Risk Factors in Michigan for Increased Suicide

- Economic distress
- Isolation
- Increased substance use
- Insomnia
- Lack of community gatekeepers
- Physical illness
- Increased access to guns

Special Care Unit Meets Statewide Need for COVID-Positive Individuals

In order to address an urgent statewide need, we partnered with the State of Michigan to open a Special Care Unit for individuals with behavioral health concerns who also have COVID-19.

Hospitals throughout the State of Michigan have experienced a dramatic rise in demand for services amid surging cases of COVID-19 infection in recent months. The MDHHS stated in December 2020, that the state is experiencing tremendously high numbers of cases, hospitalizations, and deaths, which threaten hospital and public health capacity. Contributing to the strain is the significant challenge of finding placement for individuals in need of psychiatric care who have also tested positive for COVID-19, as very few behavioral health providers within the state are equipped to serve this population.

Pine Rest's Special Care Unit utilizes a unique design and negative air pressure to create a space well-suited to psychiatric care for individuals who are asymptomatic or experiencing mild symptoms of COVID-19 illness. The new unit consists of four independent, self-contained pods and will serve up to 24 general psychiatric patients and 10 Adult Foster Care patients when all the pods are open. The first eight-bed psychiatric pod opened on December 21, 2020.



Outpatient Visits Quickly Pivoted to Telehealth Visits



When the stay-at-home order came through in March, we turned to telehealth to make sure people's mental health didn't get left behind. We already had the Telehealth infrastructure in place with nearly 150 clinicians trained on the technology.

Our staff really stepped up and within three days an additional 150 clinicians were trained. Because of the increased ability to do virtual visits, our providers were able to help even more people than they could previously.

Before March 2020, Pine Rest clinicians were conducting approximately 100 Telehealth appointments per week. By May, they were performing nearly 6,000 appointments per week.

Same-Day Psychiatric Assessments - In-Person and Virtually

On April 15, 2020, the Psychiatric Urgent Care Center quietly celebrated its one-year anniversary, serving 6,600 individuals in the first year. The Center stayed open throughout the pandemic with the staff working diligently to acquire PPE, update safety protocols and communicate these efforts to the community.

In addition, the Psychiatric Urgent Care Center began opening daily for Telehealth Urgent Care visits. We plan to continue providing Telehealth Urgent Care so we can provide immediate assessments for as many Michiganders as possible.



Chaplains Provide Support to Staff

Pine Rest chaplains usually listen, care and address the spiritual and emotional needs of our patients and residents. During the pandemic, they have also been providing one-on-one care as well as resiliency training to our frontline staff through a grant called "Pine Rest Prevails: Fostering Spiritual Resiliency in Frontline Staff." This grant program is provided by the Chaplaincy Innovation Lab at Brandeis University with funding from the Henry Luce Foundation.



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▶ Protecting Patients and Staff

Last year, Pine Rest used an unprecedented amount of Personal Protective Equipment (PPE) during the pandemic. Our deepest gratitude to the individuals and organizations who contributed PPE, sanitizer and other needed items. Our staff's dedication to proper use of PPE, consistent screening processes, ongoing patient testing, increased cleaning and more help us to continue to keep patients and staff safe.

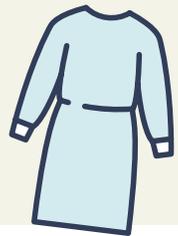
In December, we were able to secure vaccinations for all staff who wished to be vaccinated. By the end of February 2021, over 70% of our staff was fully vaccinated.



In March 2020 when hand sanitizer was hard to find, Amway donated over 60 cases of hand sanitizer to Pine Rest. We're forever grateful!

PPE Used March - December 2020

- 140 gallons of hand sanitizer (both liquid and gel)
- 379,000 pairs of gloves
- 89,600 procedure masks
- 1,390 canisters of sanitizing wipes
- 5,085 gowns
- 4,088 face shields
- 480 goggles
- 2,080 N-95 masks



We need your continued support!

The need for expert mental healthcare and addiction services continue to be extremely high, and many in our communities are facing financial crisis. Your gift to the Patient Assistance Fund will help someone without the ability to pay receive much needed treatment for themselves or a loved one.

Visit pinerest.org/give or call 616.455.8680.

