

ANNUAL REPORT 2021



Pine Rest Ranked Third Largest Nonprofit Behavioral Health Hospital in the U.S.

In a report released by *Modern Healthcare* on March 7, 2022, Pine Rest was ranked the third largest not-for-profit behavioral health hospital in the country based on net revenue reported in the 2020 CMS Hospital Cost Report data. Pine Rest's ranking rose from fourth to third since the 2020 edition of the leading industry report.

"Our Michigan community has suffered more mental health challenges than ever before due to COVID-19, and we are honored that over 47,000 people trusted us for their care last year," said Bob Nykamp, vice president and chief operating officer at Pine Rest. "While it's not our goal to be the largest, we have grown in order to serve our Michigan friends and neighbors with the kind of quality care we would want for our own families."

Pine Rest is especially focused on improving access to care right now because that's what our community needs. Our climb in the *Modern Healthcare* ranking is solely a reflection of our focus on living out our mission.



SUPPORTING STUDENTS

Pine Rest is partnering with over 50 schools to provide counseling and therapy.

PATIENT CARE STATS



Total Patients 47,167



Urgent Care Visits
5,510



Inpatient Admissions 8,749
Days of Care 69,446



Day Programs Admissions 1,499
Days of Care 8,764



Outpatient Encounters
337,140

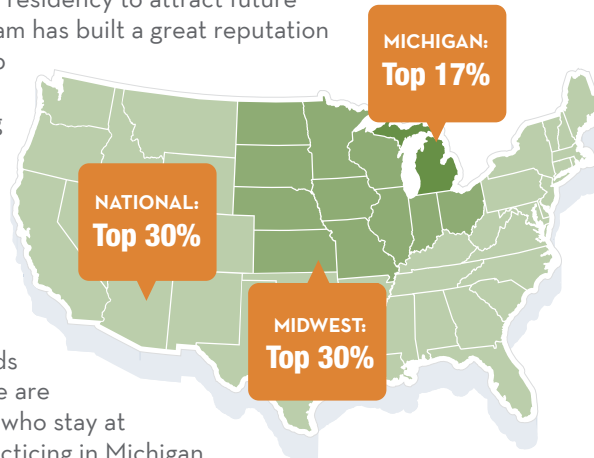


Residential Days of Care
35,286

Psychiatry Residency & Fellowship Program EXPANDING ACCESS, BUILDING REPUTATION

In 2014, Pine Rest launched the psychiatry residency to attract future psychiatrists to West Michigan. The program has built a great reputation in this short time, and now ranks in the top 19% in Michigan and the top 30% in the Midwest and U.S. for reputation according to Doximity.

As one of the largest psychiatry residency and fellowship programs in the state, the program is serving as a national pipeline for drawing psychiatry talent to West Michigan. Our current 51 residents and fellows are providing care to thousands of patients each year, plus thousands more are receiving care from the 40% of graduates who stay at Pine Rest and the nearly 60% who are practicing in Michigan.



SUPPORTING FAMILIES, CHURCHES & SCHOOLS Employee Assistance Programs

70,000 lives covered

Nearly 400 organizations served

60 churches served

6,000+ services provided in 2021

Expanding Access to Care in Our Communities

BUILDING A WORLD-CLASS BEHAVIORAL HEALTHCARE HUB

Pine Rest has become a world-class behavioral healthcare hub right in West Michigan. By acting on our mission to provide access to behavioral health care, we are continuing to envision and implement new treatment models, services and programs in the communities we serve, and we will continue until all residents can access the care they need when they need it. Some recent examples include:

RESIDENTIAL ADDICTION PROGRAMS Over the past year, residential detox services moved to a new location on campus, and the former location was renovated to focus on short-term care. The changes will allow 400 more patients per year to receive care through the programs. The renovations provide additional services and increased safety.

PSYCHOLOGICAL CONSULTATION CENTER Doubled its size with a move to a new office building in Byron Center. The new facility is the region's largest of its kind, expanding from 21 clinical offices and testing rooms to 40.

TRANSITION CLINIC Because of long wait times to access a new provider, patients discharged from higher levels of care at Pine Rest were not always receiving the ongoing care necessary for recovery during the critical weeks after discharge. The Transition Clinic steps into this gap by providing services and helping patients access supportive community services for up to 90 days.

LAKELAND CLINIC In partnership with Spectrum Health Lakeland, Pine Rest's newest clinic provides therapy and rapid access to psychiatry services in Southwest Michigan.

DIVERSITY COLLECTIVE Launched to help community members who are part of the Black, Indigenous and People of Color (BIPOC) community connect with a Pine Rest clinician of similar background. Studies show working with a clinician you feel comfortable with improves outcomes.



SUPPORTING FARM & FISHERY FAMILIES

Working with the MSU Extension, Michigan farmers and commercial fishers are connecting to therapists who have an understanding of the agricultural community and farming.



EXCEPTIONAL PROFESSIONALS AT THE HEART OF EXCEPTIONAL CARE

Nearly 1,000 dedicated care providers are bringing exceptional care, compassion and hope to our patients.

Psychiatrists & Physicians	104
Psychiatry Residents & Fellows	51
Physician Assistants	25
Nurse Practitioners	20
Psychiatric Nurses	240
Psychiatric Technicians	331
Psychologists	30
Counselors & Social Workers	373
Chaplains	13

CONTINUUM OF CARE

PSYCHIATRIC HOSPITAL & UNITS	PARTIAL HOSPITALIZATION	URGENT ACCESS & CALL CENTERS	OUTPATIENT SERVICES	COMMUNITY SERVICES	SPECIALTY RESIDENTIAL
<ul style="list-style-type: none"> Child & Adolescent Cypress: Flex Adolescent or Young Adult Older Adult Oak Hickory Elm Aspen 	<ul style="list-style-type: none"> Adult Mother Baby (Perinatal Mood Disorders) Child & Adolescent 	<ul style="list-style-type: none"> Psychiatric Urgent Care Contact Center 24/7 Outpatient Access Center 	<ul style="list-style-type: none"> 21 Clinics Employee, Church & School Assistance Programs Statewide Telepsychiatry Support 	<ul style="list-style-type: none"> Case Management StreetReach 	<ul style="list-style-type: none"> Mental Illness: <ul style="list-style-type: none"> InterActions Sequoia CenterPointe (Crisis Residential) Maple Lodge Freedom House Developmental Disability
SUBSTANCE USE DISORDER PROGRAMMING					
<ul style="list-style-type: none"> Redwood (Co-occurring Disorders) 	<ul style="list-style-type: none"> Adult 		<ul style="list-style-type: none"> Retreat Clinic Intensive Outpatient Medication Assisted Treatment 		<ul style="list-style-type: none"> Subacute Detox Residential Short-Term Residential