



ACCESS IMPACT REPORT



For the past several years, we at Pine Rest have been working toward our vision of solving the behavioral health access problem in the communities we serve through partnerships. This report is a glimpse into a few of the milestones on the journey to make that vision a reality.

Several times a week I hear a story about a family that is suffering because a loved one has a mental health issue, and multiple barriers exist to getting necessary care. Families come with a lot of legitimate questions: Who should we see for care? How long will I have to wait to get care? How will we pay for this? How can I get care if I don't have transportation?



Just as there are many barriers to care, there are many kinds of solutions to overcoming those barriers. This report highlights a few of those:

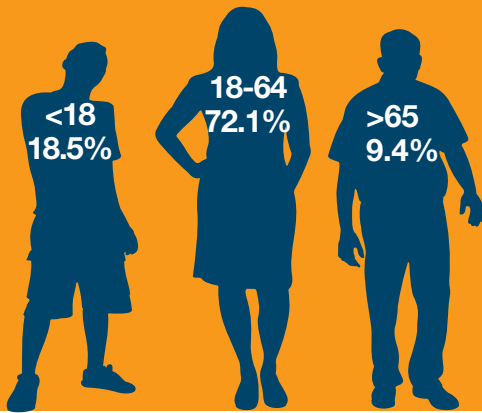
- Increase the number of providers in our region by becoming an extraordinary training center for those called to the field of behavioral health
- Launch new programs like the Psychiatric Urgent Care Center, which reduces wait times from months to minutes
- Overcome geographic barriers to care through the use of telepsychiatry and teletherapy
- Bridge the financial gap through the Patient Assistance Fund

But we can't solve the access problem alone. We are deeply committed to partnerships with other healthcare organizations, businesses, churches, payers, schools and other institutions who are ready to work together to make behavioral health services available to everyone who needs it. Our growing workforce of over 1,800 staff members is committed to this goal. And we are grateful for your support of Pine Rest over the past year.

Mark Eastburg, PhD
President & CEO
Pine Rest Christian Mental Health Services

2019 Highlights

Patient Ages



66,355 Hospital Days of Care

9,409 Hospital Admissions

285,689 Outpatient Encounters

62,570 Residential Days of Care

2nd Depression Research Summit

\$9.9M Community Benefit

“ My therapist is very understanding and really hears what I have to say, helping me figure out answers instead of telling me what to do. She has gotten me through many hard times.”
-A Patient

8 PA Trainees



\$145.8M Operating Revenue

\$144.5M Operating Expense

737 Learners

44 Residents & Fellows

131 Medical Rotations

14 Recreational/ Occupational Therapists

500 Nursing Students

3 Psychology Interns

45 Clinical Pastoral Education



9 Psychiatry Residency & Fellowship Graduates

5-Year Study

Pine Rest is participating in a National Institute on Aging study on the use of electroconvulsive therapy (ECT) to treat severe agitation and aggression in people with Alzheimer's disease.

“Pilot studies of ECT for these symptoms have been promising, and it has been a part of our clinical practice at Pine Rest to offer this when symptoms have been severe and refractory.”

-Louis Nykamp, MD



“ I love using teletherapy! It's so nice to be able to see my therapist without having to find a ride to her office.”
-A Patient

21 Professional education sessions offering continuing education credits

Psychiatric Urgent Care Center 6-Month Progress Report*

Psychiatric Urgent Care Center Opened

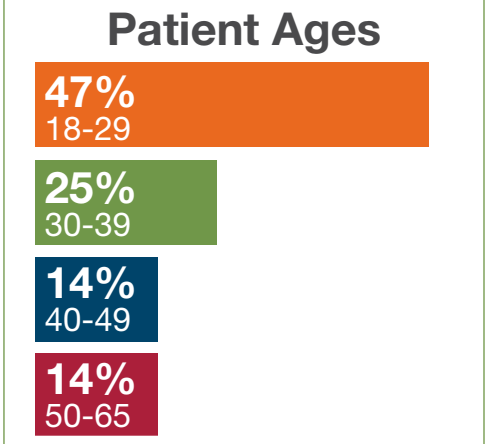
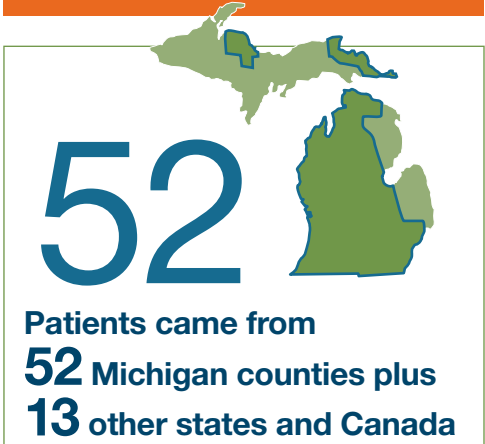
 April 15, 2019

1st Psychiatric Urgent Care Center in West Michigan

2,971
 Patient Visits



“On average, most people are able to be assessed and leave the center with an aftercare plan within two hours. Providing treatment when people need it most – and in an efficient manner – can help them avoid higher levels of care that would be more disruptive to their lives.”
 –Megan Auffrey-Zambiasi, MA, MBA



\$286 vs. \$1,731
 Average Cost
 Urgent Care Visit vs. Emergency Room Visit for Psychiatric Service

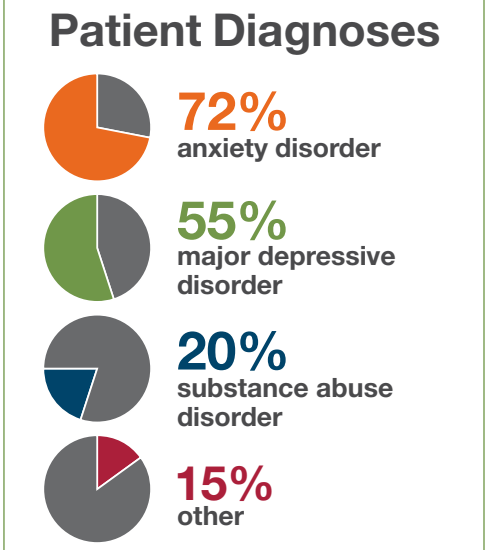
The center uses a multidisciplinary team to provide a variety of assessments, including a level of care determination, a social work assessment, a psychiatric assessment, illness education to patient and family, and an aftercare plan.



“Everyone was kind and understanding. Made me feel safe in my decision to seek out help for my mental health.”
 –A Patient

 **Open Daily**
 The Center is only closed on six major holidays.

“Pine Rest continues to be a vital partner in providing urgent care to our behavioral health patients. The new center has opened up an additional access point for patients experiencing these acute needs working to alleviate the volumes experienced by local emergency departments.”
 –Nate Baar, Director of Emergency Services, Metro Health



Percentages do not equal 100%. A number of patients received more than one diagnosis. Mental health disorders often overlap.

* Data from April 15 to October 15, 2019

Pine Rest Foundation Highlights

Wondergem
WORKS **\$577k** in Grants Distributed

Each year, the Foundation approves a financial gift from the endowment fund. This year, \$577,396 was distributed through the Casey Wondergem Grant Program. Proposals must fit into the strategic plan and have led to the advancement of a number of key projects including these three:



Effects of Successful Treatment of Perinatal Mood & Anxiety Disorders on Copper & Zinc Levels

"The focus of this current study is to determine any correlation between normalization of copper and zinc levels and resolution of depression and anxiety symptoms following treatment with medication and/or psychotherapy in patients in the antenatal and postpartum periods. We will also assess for a relationship between symptom severity and severity of aberration of copper and zinc levels."

Madhavi Latha Nagalla, MD



Emotionally Focused Couple Therapy Core Skills Training

"Emotionally Focused Couple Therapy (EFT) is one of the most well-researched and empirically supported couple therapy modalities, showing a 75% success rate with 86% of couples reporting feeling happier in their relationships. This grant will provide second-level certification in EFT to 20 Pine Rest therapists, increasing the community's access to high-quality relationship counseling."

Sherry Steenwyk, PhD



Prolonged Exposure (PE) Training for Post-Traumatic Stress Disorder (PTSD)

"A highly effective and clinically validated treatment for PTSD, PE therapy results in positive outcomes at nearly twice the rate of medication alone. The grant allowed us to provide an intensive four-day workshop for 28 Pine Rest clinicians throughout Michigan and Iowa. We are excited to be able to now offer PE to so many more clients."

Kristine Wilmoth, MSCP



1,998

The Foundation was blessed to be able to provide financial aid to over 1,998 men, women and children from the Patient Assistance Fund. This aid provides **HOPE** to those with financial **NEED** to afford mental health services. Your donations provided **HOPE** and **HEALING**.



Thank You!

Your contribution makes it possible for us to carry out our mission to provide Pine Rest Christian Mental Health Services with financial resources and community support so its ministry of love and healing in Christ's name can flourish and be enhanced. To view our 2018-2019 donor roll, please visit pinerest.org/foundation.

Our work continues! If you would like to help us bring hope and healing to more in our communities, you can call the Foundation staff at the number below or make an online donation at pinerest.org/donate.

PINE REST Christian Mental Health Services

Pine Rest Christian Mental Health Services
616.455.5000 or 800.678.5500
pinerest.org

Pine Rest Foundation
616.455.8680 or 800.248.3485
pinerest.org/foundation