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FACT SHEET

ORGANIZATIONAL OVERVIEW

Pine Rest Christian Mental Health Services is a nonprofit organization founded in 1910 in Grand Rapids, Michigan. The organization's 220 acre main campus is located at 300 68th Street in Grand Rapids. This comprehensive behavioral health center, coupled with the Pine Rest network of 18 outpatient clinics and satellite offices in Michigan and Iowa, provide individualized and group therapy for people of all ages and all levels of need. Pine Rest clinicians offer therapeutic services for behavioral health problems across the continuum of care, and within a Christian framework.

The staff includes over 45 psychiatrists and doctors, 95 psychologists, more than 169 licensed masters-level social workers, 23 physician assistants and nurse practitioners, plus 10 chaplains.

Pine Rest is a partner in a joint operating agreement with Saint Mary's Health Care (Grand Rapids) and Metro Health (Grand Rapids). Pine Rest is also a member of the Spectrum Health Regional Network.

Pine Rest's main campus and its associated residential locations, outpatient clinics and offices are tobacco-free.

MISSION

Pine Rest Christian Mental Health Services is called to express the healing ministry of Jesus Christ by providing behavioral health services with professional excellence, Christian integrity, and compassion.

EXECUTIVE LEADERSHIP

Pine Rest executive leadership is provided through an Executive Council, comprised of the following individuals:

- Mark Eastburg, PhD, President & Chief Executive Officer
- Bob Nykamp, MA, Vice President and Chief Operating Officer
- Alan Armstrong, MD, Chief Medical Officer
- Paul Karsten, MA, Vice President of Finance & Chief Financial Officer
- Doug Vance, MA, Vice President of General Services
- Daniel Schellenberg, MD, Medical Staff President
- Al Jansen, BS, Corporate Director of Residential Services
- Scott Wagner, MSW, MBA, Corporate Director of Behavioral Health Solutions
- Scott Halstead, PhD, Corporate Director of Professional Practice Group
- Carleen Crawford, MA, Vice President of Marketing & Communications
- Susan Langeland, MBA, Corporate Director of Hospital Based Services
- Randall Johnson, MA, Executive Director of Pine Rest Foundation
- Kelly Domagala, BSN, MSN, CENP, RN-BC, Chief Nurse Executive of Hospital Based Services

SERVICES

Patients can receive behavioral health care through Pine Rest's many services. Depending on the severity of the needs, Pine Rest offers Inpatient Hospitalization, Partial Hospitalization, Outpatient Counseling through our Clinic Network, Residential Services, Addiction Treatment and Recovery Services, Home Health Care, Consultation Liaison – Psychiatry and Psychology, and Behavioral Health Solutions.

INPATIENT HOSPITALIZATION AND PARTIAL HOSPITALIZATION

Inpatient and Partial Hospitalization services, in conjunction with Saint Mary's Health Care, are provided on Pine Rest's 68th Street main campus in the Mulder Therapy Center and Van Andel Center. Service provision includes:

- Child & Adolescent
- Adult
- Older Adult (no partial program)

In addition, a Psychiatric Medical Unit at Saint Mary's Health Care in Grand Rapids blends Pine Rest clinical staff into the medical integration team to provide critical behavioral health care for adults and older adults also experiencing a significant physical medical condition.

JOINT OPERATING AGREEMENT

In 1998, Pine Rest Christian Mental Health Services, Metro Health, and Saint Mary's Health Care entered into a joint operating agreement to provide Day Treatment and Inpatient Hospitalization. This allowed patients—regardless of private or public coverage—access to Pine Rest's services. The venture is licensed for 170 beds; 162 of which are active:

Pine Rest License: 56 beds

- 36 beds for children and adolescents in the Van Andel Center
- 20 beds for older adults in the campus Mulder Therapy Center

Saint Mary's License: 114 beds

- 94 on Pine Rest's campus in four separate inpatient units – these programs provide services for adults with acute psychiatric problems and for adults with severe and persistent mental illnesses
- 20 at Saint Mary's—the Psychiatric Medical Unit (PMU) for adults with psychiatric problems complicated by significant medical issues

RESIDENTIAL SERVICES

Pine Rest's Residential Services provide the best possible care within a home atmosphere. Because of the homes' proximity to Pine Rest, residents receive a full continuum of services for their psychiatric issues that may be complicated by other life pressures in a structured, residential setting, located within the community. Services include:

- Programs for persons with developmental disabilities (69 beds) – 10 of which are supported independent living apartments. These programs offer a continuum of services – from secured behavioral facilities to supported independent living facilities.
- Adolescent Programs for Boys and Girls (60 beds – secure & non-secure)
- Community and Residential Addiction Services for Men and Women (134 beds) – Jellema House, Jellema Treatment Center, InterActions Residential Treatment Center, CenterPointe Recovery, Freedom House, Hispanic Recovery Program and Recovery Residence; MPRI; Community Case Management
- Sub-Acute Detoxification Unit for Men and Women (12 beds)

SPECIALTY SERVICES

Pine Rest provides a variety of specialty services across the continuum of care and for all age groups.

These services include:

- ADD Institute
- Center for Senior Care
- Center for Psychiatric Residential Services
- Consultation Services for Older Adults
- Co-Occurring Mental Health/Substance Use Services
- DBT Program in Grand Rapids, Holland, and Traverse City
- Outpatient Addiction Treatment and Recovery Services
- Intensive Outpatient Programming for Substance Use Disorders
- Critical Incident Response Team
- EAP/CAP (Employee Assistance Program and Church Assistance Program)
- ECT Clinic
- Hospital Consultation Liaison
- Senior Care Facility Consultation
- Consultation Liaison (CL) Services (to medical surgery, ICU and other physicians)
 - The Psychiatric Medical Unit (PMU) also hosts Michigan State University students, who have rotations at the PMU and the Pine Rest campus. Also, the PMU hosts medical residents in rotations through the CL service each year.
- Psychological Consultation Center
- School-Based Services

TREATMENT

The most common problem that prompts people to access Pine Rest's services is depression. Pine Rest's clinicians provide treatment for this and other problems including anxiety, attention deficit disorders, bipolar disorder, blended families, codependency, divorce adjustment, co-occurring diagnosis, grief and loss, marital issues, oppositional defiant disorder, parent/child conflict, parenting issues, schizophrenia, self-esteem, spiritual problems, step family adjustment, substance use disorders, and trauma.

OUTPATIENT CLINICS AND SATELLITE OFFICES

Pine Rest's network of outpatient locations throughout West Michigan and central Iowa includes:

MICHIGAN

- ***ADD Institute***
300 68th Street SE
Grand Rapids, MI 49548
- ***Belknap Commons***
751 Lafayette NE
Grand Rapids, MI 49503
- ***Caledonia Clinic***
9090 South Rodgers, Suite D
Caledonia, MI 49316
- ***Campus Clinic***
300 68th Street SE
Grand Rapids, MI 49548
- ***DeMey Clinic***
620 Century Avenue SW, #220
Grand Rapids, MI 49503
- ***ECT Clinic***
300 68th Street SE
Grand Rapids, MI 49548
- ***Grand Haven Clinic***
1445 Sheldon Road, Suite 303
Grand Haven, MI 49417

- ***Hastings Office***
400 W. State Street
Hastings, MI 49058
- ***Holland Clinic***
926 South Washington, Suite 210
Holland, MI 49423
- ***Kalamazoo Clinic***
1530 Nichols Road
Kalamazoo, MI 49006
- ***Muskegon Clinic***
Mercy Health Partners
1150 E. Sherman Blvd., Suite 2800
Muskegon, MI 49444
- ***Northeast Clinic***
3225 N. Evergreen Dr. N.E., Ste. 101
Grand Rapids, MI 49525
- ***Northwest Clinic***
550 Three Mile Road NW
Walker, MI 49544
- ***Psychological Consultation Center***
300 68th Street SE
Grand Rapids, MI 49548
- ***Southwest Clinic***
4211 Parkway Place, Suite 100
Grandville, MI 49418
- ***Traverse City Clinic***
1050 Silver Drive
Traverse City, MI 49684
- ***Zeeland Clinic***
8333 Felch Street, Suite 201
Zeeland, MI 49464

IOWA

- ***Des Moines Clinic***
6200 Aurora Avenue, Suite 302 W
Urbandale, IA
- ***Pella Clinic***
2611 Washington Street
Pella, IA 50219

COMMUNITY CASE MANAGEMENT SERVICES FOR PERSONS WITH SEVERE AND PERSISTENT MENTAL ILLNESS

Our goal with community case management services is to help persons who are 18 years of age and older experiencing mental illness successfully manage their illness and recovery.

The Pine Rest case management team consists of psychiatrists, team leaders with three-to-five years experience, registered nurses specializing in psychiatric nursing, psychiatric nurse practitioners, case managers trained in motivational interviewing and who are co-occurring and culturally competent, masters level clinicians, case aides, and peer support persons.

Services include development of personalized strategies for managing the illness and moving forward with life, life skills assistance, including budgeting, time management, obtaining and maintaining secure housing, plus work skills assistance, links to appropriate services, as well as community re-entry skills. Case management team members help with benefit coordination, spiritual care, regular medication review, coordination of care with primary physician, education about proper use of medication, diagnosis, and symptom management.

Clients receive thorough assessment and continuous evaluation, 24/7 crisis intervention services, person-centered planning that emphasizes the values of choice, voice, empowerment, dignity, respect, and hope, plus referral to a qualified Pine Rest outpatient clinician for individual, family, or group therapy as appropriate. This includes a minimum of 1.5 hours of psychiatric services per year and individual and/or group work (45-60 minutes/week), lasting three-to-six months. There is a strong emphasis on setting and pursuing personal goals, and putting strategies into action in everyday life.

COMMUNITY COLLABORATIONS

Pine Rest has been actively involved with the integration of psychological and psychiatric services in the primary care setting, plus in area hospitals, churches and schools. These efforts include:

- Advantage Health (Standale/Walker)
- Barry County Community Mental Health
- D.A. Blodgett
- Davenport University
- DeVos Children's Hospital
- Family Outreach
- Grand Rapids Catholic Diocese
- Grand Traverse & Leelanau Children's System of Care
- Grand Traverse & Leelanau Suicide Prevention
- Grand Traverse Human Service Collaborative
- Great Start Early Childhood Collaborative
- HelpLink
- Leelanau County Community Collaboration
- Lutheran Social Services
- Mary Free Bed Rehabilitation Services
- Mercy Health Partners
- Metro Cancer Center
- North Ottawa Community Hospital
- Over 50 area churches
- Over 20 area schools
- Saint Mary's Hauenstein
- Saint Mary's Health Care
- Spectrum Continuing Care
- Spectrum Health's Belknap Commons
- Spectrum Health Butterworth & Blodgett
- Spectrum Health's West Michigan Heart
- Zeeland Community Hospital

HISTORY

In 1910, a group of pastors and laity decided to create an organization that treated all aspects of a person's well-being: emotional, mental, physical, and spiritual. Initially formed by and for members of the Reformed Church in America and the Christian Reformed Church in America, Pine Rest today is a faith-based organization serving a multitude of church and non-church individuals from many cultures and religions. Pine Rest offers quality services to people regardless of their race, color, creed, or national origin.

PATIENT STATISTICS

In the fiscal year 2010, there were 241,863 patient visits for outpatient care in Pine Rest's network of clinics (that includes Home Health Care and Community Case Management). There were 5,028 inpatient admissions and 50,442 inpatient patient days across Pine Rest's continuum of care. Partial hospitalization admissions were 1,070 and partial hospitalization program days were 4,085. The average length of stay was 10.0 days for inpatient and 3.8 for partial hospitalization.

In addition, our residential programs served many people. The Pine Rest Christian Homes for adults with developmental disabilities experienced patient days of 25,097. In the adolescent residential care program, there were patient days of 16,599. In the addiction residential care program, there were patient days of 32,324.

EMPLOYEES

Pine Rest has over 1,450 employees (900 full-time equivalents), including psychiatrists, psychologists, social workers, nurses, chaplains, activity therapists, mental health workers, plus support staff.

EDUCATIONAL/PSYCHO-EDUCATIONAL OPPORTUNITIES

Pine Rest is also a well-respected teaching facility. Supervised nursing, psychiatric, psychology and social work interns work on the inpatient units and in outpatient clinics. In addition, ministers and qualified laypeople take part in Pine Rest's Clinical Pastoral Education Program.

Pine Rest's medical and community psycho-educational programs are offered throughout the year. Offerings include:

- **Institute for Spiritual Care:** A vehicle for education, scholarship, and research related to the integration of Christian faith into clinical practice, leadership, culture and values, and spiritual formation. For further information, interested persons should call (616) 831-2622.
- **Classes and Support Groups for Depression, Estrangement, Family Connections, Marriage, Postpartum Depression, Substance Abuse, Men's Issues, and Women's Issues:** Pine Rest clinicians offer classes, groups, and workshops on a variety of behavioral health-related topics at our outpatient clinics. (*See our website at www.pinerest.org for information on current classes.*)
- **Speaker's Bureau:** Over 100 Pine Rest psychiatrists, psychologists, social workers, and activity therapists provide education, enrichment, and professional training each month to a variety of audiences through the Speaker's Bureau. Speaking engagements on several behavioral health topics are available. Interested persons should contact Pine Rest's Marketing department at (616) 281-6363 x2298 to obtain complete information.
- **The Family Institute:** The Pine Rest Family Institute is dedicated to improving the well-being of the children of West Michigan by supporting marriage and strengthening families through programs of prevention, education, and research. For further information, interested persons should call (616) 455-5279.

PINE REST FOUNDATION

Pine Rest Foundation was established in the early 1960s to help Pine Rest Christian Mental Health Services advance the healing ministry of Jesus Christ through its provision of behavioral health care services. Since its inception 50 years ago, the Pine Rest Foundation has distributed \$11 million in gifts through an endowment to Pine Rest for charitable care and treatment, research, program innovations, education and facility improvement. The general endowment is generated through annual membership gifts, proceeds from special events, bequests, and other outright or deferred gifts. These funds have helped pay for a critical incident response team in schools and businesses, school consultation programs at area high schools, middle schools and elementary schools, clergy consultation programs, teacher in-services on mental health topics, group therapy programs in schools and at Pine Rest's network of outpatient clinics, plus social workers in clinics at Grand Rapids urban locations. In addition, the Foundation's support is imperative each year in helping Pine Rest provide behavioral health care to persons who could not otherwise pay for these services. For further information on the Foundation and other fundraising initiatives, interested persons should contact the Pine Rest Development department at (616) 455-8680.

RUSTIC MARKET

Rustic Market Thrift Store raises funds to benefit Pine Rest Christian Mental Health Services. Its merchandise ranges from clothing for all ages to appliances, household goods, and books. Each year, net proceeds from the Rustic Market go to the Patient Assistance Fund, which helps offset the cost of treatment for people with few financial resources. In addition, the Rustic Market endowment provides funding for special projects and programs to enhance Pine Rest services. Primarily staffed by volunteers, the Rustic Market is located at 389 68th Street, Grand Rapids. For more information, please call manager Carrie VanDenBrink at (616) 455-2522.