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### THIS IS Christian Health

#### COMMUNITIES

#### **Independent Living**

**Evergreen Court** 

Hillcrest

Independent Living Plus

Siena Village of Wayne

Summer Hill of Wayne

The Vista

Continuing Care Retirement Community

#### Residential Health Care

Windmere

#### **Assisted Living**

Longview

Premier Assisted Living

**Courtvard** at Longview Memory Care Assisted Living

#### **Skilled Nursing Care**

Heritage Manor

Mountain View at Windmere

**Southgate** Special Care

#### **SERVICES**

#### Rehabilitation

Physical, Occupational. and Speech Therapy

**Bolger** Short-Term Rehabilitation

**Outpatient Rehabilitation** 

#### **Home Health Services**

**Home Care** Options

#### Counseling, Housing, and Education

**NewBridge Services** 

#### **Mental Health**

**LiveWell** Counseling

#### Gracepoint

Partial-Hospitalization and Intensive Outpatient Program

#### HOSPITAL

#### Mental Health

Ramapo Ridge Behavioral Health

Haven at Ramapo Ridge Trauma-Informed Care for Women

## Care Summary

#### **EMPLOYEES**

full-time

part-time

per diem

Evergreen

Court

Hillcrest

seasonal

#### **PHYSICIANS**

active staff

courtesy staff

associate staff emeritus

#### COMMUNITIES, SERVICES, AND HOSPITAL

**40** apartments 13,384 resident days

43 residents

**39** resident capacity 13,061 resident days

**39** residents

**250** apartments Siena Village of Wayne

91,322 resident days **275** residents

**163** apartments

**Summer Hill** of Wayne **56,844** resident days 174 residents

**161** apartments The Vista

**161** occupied apartments (EOY)

**221** residents

118 resident capacity 22,295 resident days

60 residents

**95** resident capacity Longview

> **32,636** resident days of care 110 residents

**134** resident capacity Heritage Manor

**47,427** resident days of care

**170** residents

Mountain View at

Windmere

**57** resident capacity 16,307 resident days

Windmere **64** residents Southqate **Special Care**  **50** resident capacity

15,928 resident days of care

79 residents

Bolger **Short-Term** 

120 patient capacity 39,379 patient days of care

Rehabilitation 1,093 patients

**733** patients Outpatient Rehabilitation 31,798 visits

**Home Care Options** 

**99.684** hours of care 537 clients

LiveWell 6,502 active clients Counseling 49,457 client visits

**224** discharges Gracepoint

**636** active clients 3.522 full days of care 1,380 half days of care

Ramapo Ridge **Behavioral** Health

46 patient capacity 13,933 patient days of care

**609** admissions **641** patients

Haven at Ramapo Ridge

12 patient capacity 2,081 patient days of care

234 admissions **197** patients

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\* 2024 New Board Member † Deceased



#### DEAR FRIENDS,

In 2024, rooted in our faith, Christian Health continued to branch out as the hands of Christ. We expanded our services throughout the community, extending the reach of our compassion and ministry and putting our faith into action by helping others in as many ways as we are able.

The year began with the opening of Haven at Ramapo Ridge, a groundbreaking program providing inpatient trauma-informed care in a safe and secure wing exclusively for women. This is the first of its kind in Bergen County and the only inpatient women's program in New Jersey, meeting the critical need for specialized, compassionate care in a healing, therapeutic environment.

The year also saw us branching out to connect with other like-minded organizations. Holland Christian Home, a faith-driven organization and our neighbor for over 100 years, officially joined the Christian Health senior living continuum and is now rebranded as Windmere. With our shared values and history, we look forward to enhancing services for Windmere's current residents and welcoming many more into our warm and welcoming community. Additionally, NewBridge Services, a nonprofit provider of counseling services, housing, and educational programs, became part of the Christian Health family, allowing us to extend our healing services to even more individuals in need.

In 2024, we celebrated the 25th year of the Christian Health Foundation. Through its advocacy, the Foundation has been instrumental in branching out and spreading awareness of our services. It has also played a critical role in raising the funds that make our work possible. For the past 25 years, we have been blessed by its innovation and incredible accomplishments, including raising \$25 million in support of our charitable mission.

As Christian Health continues to grow, we are deeply grateful to every team member, volunteer, sponsor, and supporter who has helped us flourish. Each intricate branch of our organization serves to bear the fruits of our vision to be the hands of Christ by delivering quality services and care, meeting community needs innovatively, and transforming, inspiring, and nurturing those we serve.



Douglas A. Struyk, CPA, LNHA Chief Executive Officer



Stephen J. Dumke, LNHA, FACHE President and Chief **Operating Officer** 



Thomas G. Dykhouse Chair, Board of Trustees

### Milestones

Haven at Ramapo Ridge opened to provide inpatient trauma-informed care in a safe and secure wing for women only. The program is the first of its kind in Bergen County and the only inpatient women's program in New Jersey.

Christian Health held its first Mental Health Awareness Walk.



Holland Christian Home officially joined the Christian Health continuum of senior living, rebranded as Windmere.



NewBridge Services gained approval from the state of New Jersey to become a wholly owned subsidiary of Christian Health.



The grand reopening of Summer Hill of Wayne marked the completion of a full renovation.

The Vista reached full occupancy.

Virtual reality technology was introduced into resident programming as part of the Great American Elderverse grant through Mynd Immersive.



The Christian Health Foundation celebrated its 25th anniversary.

#### LEADERSHIP UPDATES

Amy E. Shotmeyer Porter, Esq. was appointed as Christian Health's in-house legal counsel.

Patricia Mercurio was appointed vice president of Human Resources.

Stephen J. Dumke, LNHA, FACHE was appointed president and CEO, starting January 1, 2025.

#### **AWARDS**



Anne Alonzo, BSN, RN, QCP, Director of Nursing at Heritage Manor and Southgate Special Care, was named Nurse of the Year by the Health Care Association of New Jersey (HCANJ).

Adam Meister, Contract Processor – Transportation Supervisor, Materials Management, received the Excellence in Professional Advancement Award from LeadingAge New Jersey and Delaware.

Haven at Ramapo Ridge received the Clinical Excellence in Behavioral Health Award from the New Jersey Hospital Association's 2024 Best at The Beach.



On December 31, 2024, Douglas A. Struyk, CPA, LNHA retired as CEO and stepped into the role of CEO Emeritus.



Christian Health was named one of the best nursing homes nationwide on U.S. News & World Report's 2024 Best Nursing Homes list.

Christian Health was recognized on Newsweek's 2024 Best Nursing Homes in America list.



Laura Koblitz, Resident Director, Siena Village of Wayne and Summer Hill of Wayne, received the Excellence in Community Service Award from LeadingAge New Jersey and Delaware.



Christian Health was honored by NJBIZ as a 2024 Healthcare Hero for its innovative work with Haven at Ramapo Ridge.

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### Volunteers

At the core of our mission is the spirit of volunteerism, which supports and uplifts the residents and patients we serve. The tireless efforts and dedication of our volunteers embody our vision to be the hands of Christ.

Every day, our volunteers make a profound difference. Whether they're lending a hand with daily activities, providing companionship, or helping with community events, their contributions go beyond just service – they create lasting connections and offer invaluable support to our residents.

Our volunteers are often seen as more than just helpers: they are mentors, friends, and ambassadors. Their unwavering commitment not only enhances the lives of those we serve but also strengthens our community as a whole. With each hour they dedicate, they bring comfort, joy, and a sense of belonging to our residents, making a positive and lasting impact.

The importance of volunteering is immeasurable. From assisting with meals to offering companionship during walks, volunteers play an integral role in the day-to-day experiences of our residents. Volunteers help to bridge gaps, bring smiles, and spread kindness, ensuring that our residents feel seen, heard, and respected.

144
new volunteers
98 Teens | 46 Adult

72
volunteer groups
virtually and at Wyckoff
and Wayne campuses

330 total volunteers 144 Junior | 186 Adult

2,100 volunteer group hours served

16,250 volunteer hours served



#### JOIN US IN MAKING A DIFFERENCE

If you're interested in making a difference in the lives of others, we invite you to consider joining our volunteer program. Your time, energy, and heart can have a lasting impact on our residents, just as our current volunteers have shown us. Together, we can continue to make strides toward a more compassionate, supportive, and connected community.

#### Contact Caroline Silva, Volunteer Coordinator

CSilva@ChristianHealthNJ.org (201) 848-5797

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Special Section

## Years of Philanthropy

2024 Impact Report



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### Where it all began

Christian Health has been the beneficiary of philanthropy throughout its history. In 1911, fourteen deacons from local churches in the Reformed tradition gathered support to establish New Jersey's first private psychiatric hospital. They raised funds through weekly church offerings, and community members donated their time and skills to convert a small farmhouse into a 17-bed psychiatric hospital.

In the years that followed, many individuals, businesses, trusts, foundations, and churches supported our organization in various ways as we grew and flourished.

Then, in 1999, a number of dedicated individuals established the Christian Health Foundation to ensure good stewardship of gifts and a legacy of support for our mission and vision for generations to come, significantly helping Christian Health become the pillar of the community that we are today.

It's humbling to see how deep our roots extend in this community, how we can flourish by God's grace, and how the generosity of our friends and donors enables Christian Health to continue to serve as the hands of Christ for our neighbors in need.

Through the generosity of our donors and partners, the Christian Health Foundation has achieved the following:

### \$50 Million

to benefit those we serve

### 5,500 Volunteers

selflessly give their time and talents

Received support from 17K+ Donors

### Partnered with Supporters

and friends to lift our community up in prayer



# Supported the Mission to Expand

Christian Health across several campuses in Bergen and Passaic Counties and beyond

No branch can bear fruit by itself; it must remain in the vine. Neither can you bear fruit unless you remain in me. I am the vine; you are the branches. If a man remains in me and I in him, he will bear much fruit; apart from me you can do nothing.

JOHN 15:4B-5 NIV

### Where we are today

### In 2024, the Christian Health Foundation proudly celebrated 25 years of philanthropy.

In celebration of Christian Health Foundation's 25th anniversary, we received a \$100,000 lead challenge-grant gift from an anonymous donor to launch a campaign to reimagine and redesign Heritage Manor East. This donor promised to provide a matching \$100,000 gift if the Foundation raised \$100,000 or more by the end of 2024. We are so grateful for the outpouring of generosity from our donors who enabled us to meet and exceed this \$100,000 challenge grant opportunity, which will enable us to begin renovation plans in the fall of 2025.

The Christian Health Foundation's Annual Fund supports several capital campaigns, which have enabled us to renovate and expand a variety of our programs to better serve our community's needs. These include:

- Longview Assisted Living and Courtyard at Longview
- Heritage Manor East and West
- Bolger Short-Term Rehab
- Southgate Special Care
- Ramapo Ridge Behavioral Health

Philanthropy has and continues to support our Good Samaritan Fund at LiveWell Counseling, as well. This ensures that we never have to turn someone away from receiving the mental health care they need because of an inability to pay. In addition, the Foundation has raised funds to support innovative technology and enhanced programming, such as Parkinson's therapy, nursing scholarships, dementia care, and music programming.

We are so humbled by the philanthropy that has always been at the core of our history and an integral part of our future growth and sustainability. We proudly celebrate these past 25 years with you, our donors, who have contributed toward our growth and expansion, which is an extraordinary blessing. You are part of this legacy as we move forward to the future of Christian Health. The work our Foundation does is all made possible by our neighbors and supporters – by you.



# Looking toward the future

Christian Health is committed to our strategic vision to continue to meet the community's needs. As we look back on our journey, we are proud of the many achievements we have accomplished together. From funding state-of-the-art capital projects and developing residential communities to providing healing mental health care and rehabilitation, we have significantly affected the lives of so many. With your help, we can continue to optimize our services, expand our reach, and create innovative programs to serve, heal, and help our community.

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### MAKE A DONATION TO THE FOUNDATION

Your support will bear fruit for generations to come. When you give to the Christian Health Foundation, you are planting a seed that will make a tangible difference in the lives of people you know and love.

#### Contact Sue Kelly

(201) 848-5799 SKelly@ChristianHealthNJ.org Or Visit ChristianHealthNJ.org/Donate



"You will be enriched in every way so that you can be generous on every occasion, and through us your generosity will result in thanksgiving to God."

2 CORINTHIANS 9:11

### Report on Giving

The Christian Health Foundation thankfully acknowledges the following individuals, churches, corporations, small businesses, community-based organizations, foundations, estates and bequests, and matching-gift organizations for their support of Christian Health from January 1 to December 31, 2024.

### Make a Donation to the Foundation

CONTACT SUE KELLY (201) 848-5799 SKelly@ChristianHealthNJ.org

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Jean G. Zuidema

Tracy Zur

#### **DONORS - ORGANIZATION**

#### Corporations, Small Businesses, and Community-Based Organizations HCANJ

Home Hardware

Indian Trail Club

Kessler PR Group

Lakeland Bank

Lamb Weston

W.B. Mason

MassMutual

Merrill Lvnch

MatrixCare, Inc

LAN Associates, Inc.

Hope Christian Services

Jeffer, Hopkinson & Vogel

Kuiken Brothers Co., Inc.

Imperial Bag & Paper Co., LLC

Meals on Wheels of Wyckoff Inc.

New Jersey Respiratory Associates Inc.

NJ Department of Homeland Security

Plattduetshe Volksfest Vereen of NY/NJ

Post & Kelly Electric Company Inc.

Ebenezer Neth Ref Sunday School,

Peguannock Reformed Church, Wayne

The Hamstra Charitable Foundation

Gertrude L. Hirsch Charitable Trust

Pompton Plains Reformed Bible

Morris Weber Advertising

Munn & Associates –

Ameriprise Financial

and Preparedness

PharmScript, LLC

Pharma-Care

Franklin Lakes

NJM Insurance Group

Plaza Gift & Jewelry LLC

PQ Energy Systems, Inc.

Church, Pompton Plains

Inserra Family Foundation

Robert A. Mills Foundation

Jewels of Charity, Inc.

1792 Wealth Advisors

American Sons Locksmith, Inc.

Aramark Healthcare

Atlantic, Tomorrow's Office

Blue Chip Medical Products

CampusWorks Inc.

Carpet et cetera, Inc.

CBRE

Cedar Hill Nursery, Inc.

Chilton Medical Center (Atlantic Health System)

Coca Cola

Cole Schotz P.C.

Columbia Bank

Conner Strong & Buckelew

Cornell Surgical Supply

de Snoep Winkel Gift Shop

and Tea Room

**Del-Sano Contracting Corporation** 

Douglas B. Hoogerhyde, CPA LLC

The DSM Group

Essity/TENA

Fair Lawn Memorial Cemetery

FAMS Peer Leadership Corps

Franklin Lakes Lions Club

Fullerton Grounds Maintenance

Greek Orthodox Ladies' Philoptochos

Society of St. Nicholas

#### Churches

Abundant Life Reformed Church. Wyckoff

Advent Lutheran Church, Wyckoff

Clinton Avenue Reformed Church,

Bergenfield

#### **Foundations**

Stephen & Mary Birch Foundation, Inc. Carolyn Jane Scott Charitable Trust Columbia Bank Foundation

The Copper Beech Foundation, Inc.

The Jose M. Garcia Foundation. Inc.

#### **Matching Gift Organizations**

Bank of America Matching Gifts BD

Benjamin Moore Coca Cola UHG

Premier Energy Group, LLC

**Provident Bank** 

Pulse Medical Transportation

Regency Wealth Management LLC

Reno's Appliance

Select Rehabilitation

Shotmeyer Bros. Fuel Corp.

St. Joseph's Health

Tanis Hardware

The Market Basket

TNTMAX, LLC

Town Title Agency, LLC

Township of Wyckoff Affordable

Housing Development Troost Fire Protection LLC

V & S Floor Covering

Valley Health System

Valley National Bank

Veolia

Waldwick Lions Club

Waldwick Paint and Wallpaper

Wayne Behavioral Service LLC Wayne Tile Imports Inc.

Wells Fargo

William H. Connolly & Co., LLC

Windels, Marx, Lane & Mittendorf, LLP

Wyckoff Family YMCA

Wyckoff PBA Local 261

Ziegler Capital Markets Group

Preakness Reformed Church, Wayne Rockpoint Community Church, North

St. Elizabeth R.C. Church, Wyckoff

United Reformed Church, Clifton

Narula Foundation. Inc.

The O'Shea Family Foundation The George A. Ohl, Jr. Trust

Lillian P. Schenck Foundation The Edward W. & Stella C. Van Houten

#### **Estates and Bequests**

Memorial Fund

Estate of Jon G Sinkway Estate of Phyllis Sweetman

AIG Matching Grants Program

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# Events \$130,000<sup>+</sup><sub>raised</sub>

#### CHRISTIAN HEALTH'S SIMPLY SPRING

Christian Health's Surfin' Simply Spring event was held on Thursday, April 18, 2024, at Indian Trail Club. The event was a record-breaking success, raising over \$130,000 in support of the 2024 Annual Fund. Over 300 guests enthusiastically donned their favorite casual beachthemed attire for a fun evening of fellowship.

\$124,000+ raised

#### CHRISTIAN HEALTH'S ANNUAL GOLF CLASSIC

Christian Health's 35th Annual Golf Classic, held on Monday, June 10, 2024, at Knoll Country Club, was a great success, raising over \$124,000 to benefit Christian Health's 2024 Annual Fund. We hosted 123 golfers, over 40 sponsors, and 20 volunteers, who joined us for a day of great weather and fun on the greens.

\$252,000+raised

#### FALL GALA – A CELEBRATION OF 25 YEARS OF PHILANTHROPY

Christian Health hosted its fall gala on October 17, 2024, celebrating 25 years of philanthropy. The event was a tremendous success, raising over \$252,000 to benefit our 2024 Annual Fund. Over 300 guests joined us for a memorable evening, as we commemorated the 25th anniversary of Christian Health Foundation and reflected on the Foundation's milestone of raising more than \$50 million to support the mission of Christian Health. Highlights included a spectacular performance by Synergy Twins and a special tribute video.







### Giving Opportunities

Thank you again for your generosity and support of our 113-year mission to foster health, healing, and wellness for people of all ages.

Support of our 2024 Annual Fund enabled Christian Health to continue to:

Meet the increased demand for mental health services and provide greater access to care

Increase support for our
Good Samaritan Fund, which
enables us to never turn
anyone away because of an
inability to pay for mental
health counseling

Advance and upgrade
our technology to build
efficiencies and optimize
care delivery

Enhance our facility with capital improvements and renovations

#### WAYS TO GIVE

**Give direct annual gifts or recurring gifts** by check or credit card allocated to the Annual Fund or a specific program.

Double or triple your gift with your **employers' Matching Gift Program**.

**Express your appreciation for the care you received** at Christian Health with a gift toward our Grateful Patient Program.

**Support Christian Health's Employee Fund** to recognize our staff.

Host your own fundraiser on behalf of Christian Health.

**Support, sponsor, or attend** a Christian Health Foundation–produced fundraising event.

**Become a Member or Friend** through Christian Health's Membership Program.

**Make a tribute gift** in memory or in honor of a special person or occasion.

**Grants, gifts of stock, or Legacy/Planned Gifts** through bequests, gift annuities, or charitable trusts are also accepted.

For more information about Planned Giving to benefit Christian Health, visit our website at **ChristianHealthNJ.PlannedGiving.org**.

### TO MAKE A TAX-DEDUCTIBLE GIFT OR PLEDGE TO CHRISTIAN HEALTH'S ANNUAL FUND:

CONTACT SUE KELLY

(201) 848-5799 SKelly@ChristianHealthNJ.org VISIT OUR WEBSITE
ChristianHealthNJ.org/Foundation

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## Financial Report

2024 2023 \$120,771,000 \$109,414,000 \$77,895,000 \$69,596,000 \$24,104,000 \$24,632,000 Other Operating Expenses, Such As Food, Utilities, and Insurance \$16,337,000 \$15,829,000

\$118,864,000

\$1,907,000

Christian Health was established in 1911 to provide compassionate mental health services for everyone, regardless of their ability to pay.

Today, we continue this commitment and review client's unique circumstances to ensure they receive the care they need. Collectively in 2024, we provided the following services to our community.

Christian Health absorbed \$7,854,000 due to the unpaid cost of Medicaid, public programs, and other indigent-care programs.

**Excess/(Deficiency) of Revenue Over Expenses** 

**Net Revenues** 

Interest and Depreciation

**Total Expenses:** 

Salaries, Wages, and Employee Benefits

**Expenses** 

\$1,684,000 of charity care was provided for residents, patients, and clients.

For the broader community, Christian Health participated in health fairs, presentations, and workshops; invited various organizations to utilize Christian Health meeting space; and joined efforts to improve neighborhoods' overall environments. These activities equated to \$80,000.

\$9,618,000

\$109,529,000

(\$115,000)

**TOTAL NON-BILLED CARE** AND SERVICES FOR THE **COMMUNITY COLLECTIVELY** 

This financial report includes the operations of Christian Health, The Vista, Siena Village, and Home Care Options.

### Physicians & Administration

#### 2024 ACTIVE, ASSOCIATE, AND COURTESY PHYSICIANS

Allen M. Khademi, MD Vice President, Medical Affairs

#### **Medical Staff Officers**

Aijaz Nanjiani, MD President Monica Dhingra, MD Vice President Mohamed A. Elrafei, MD Secretary

#### **Active Staff**

#### Psychiatry

Monica Dhingra, MD Mohamed A. Elrafei, MD Cynthia Jalando-On, MD Aijaz Nanjiani, MD Adriana M. Phan, MD Chun M. Tong, MD Physical Medicine and Rehabilitation

Allen M. Khademi, MD

Dmitry D. Gorelik, MD

Internal Medicine/Hospice

Sarika Sharma, MD

**Family Medicine**Erik Svensson, MD

#### **Associate Staff**

#### **Dentistry**

Paula Carvalho, DDS Rama Gvildys, DMD

#### Dermatology

Karin H. Satra, MD

#### **Family Medicine**

Daniel S. DeFeo, DO Amabelle P. Pinzon, MD Asim Siddiqi, MD

#### Family Medicine/Geriatric Medicine/Palliative Medicine

Gamil L. Makar, MD Ritu Suri, MD

Shiraz Yussaf, MD

#### **Internal Medicine**

Kulsuma Ahmed, MD Suhel H. Ahmed, MD Razia S. Awan, MD
Jenny Ayala, MD
Robert E. Costello, Jr., MD
Magda Eraiba, MD
Adil Farooqi, MD
Stacy A. Galgocy, MD
Bennett P. Leifer, MD
Susan J. Meller, DO
David J. Nitti, MD
Richard D. Oliver, MD
Erica M. Rosenbaum, MD
Ahmed Shokry, MD
Hany Sourial, MD
Domingo B. Yang, Jr., MD

Internal Medicine/

David Fridman, MD

Anwar Y. Ghali. MD

Cardiovascular Disease

Muhammad R. Ghani, MD

Fumitaka Hayashi, MD

Nafeesa Siddiqui, MD

Marina Haghour-Vwich, MD

a, MD
MD
gocy, MD
eifer, MD
ler, DO
, MD
and Palliative Medicine
Puneeta Sharma, MD
Internal Medicine/Infectious
Disease
Richard E. Krieger, MD
Podiatry
Dhara Doshi, DPM

Dhara Doshi, DPM Edward R. Nieuwenhuis, Jr., DPM Theresa G. Ronna, DPM Garry Shtofmakher, DPM Monica Spencer, DPM Michelle Suh, DPM

#### Psychiatry

Lara E. Addesso, MD
Meredith M. Brandon, MD
Tanya Dutta, MD
Daniel G. Finch, MD, PMH-C
Kalliopi S. Nissirios, MD
Srikanth M. Reddy, MD
Diana L. Riccioli, MD
Christopher Richards, MD
Alessandra Santamaria, MD
Shahan Sibtain, MD
Imtiazuddin M. Siddiqui, MD
Manal Sous, MD
Cecilia Wang, MD
Rafik Z. Youssef, MD

#### Courtesy

#### **Internal Medicine** Nina Safa, MD

Neurology

Nancy L. Mueller, MD

Psychiatry

Samar Abrar, MD

#### **Emeritus**

H. Louis Chodosh, MD John J. Davey, MD Gratsiana Golin, MD Jerome Goodman, MD John J. Hausman, MD James Kearney, MD Arnold Scham, MD Anthony Van Grouw, Jr., MD†

† Deceased in 2024.

#### 2024 ADMINISTRATION

Douglas A. Struyk, CPA, LNHA

\*Retired December 31, 2024

Stephen J. Dumke, LNHA, FACHE

President and COO

\*Assumed role of president and CEO January 1, 2025

Kevin Stagg, CPA Executive Vice President and CFO Michelle Borden, MSW, LCSW CEO of NewBridge Services

Allen Khademi MD Vice President, Medical Affairs

Antoinette Loyas Vice President, Operations for Senior Living Services

Jamie Pesci Vice President, Revenue Cycle and Privacy Officer Edward Rizgallah, PMP Vice President, Information Services and Chief Information Officer

Amy E. Shotmeyer Porter, Esq. In-House Counsel

Alexis Totaro, MSN, RN, WHNP-C, CARN-AP Vice President/Administrator of Mental Health Services – Chief Nurse Executive Andy Van Orden, PT, DPT, MBA, LNHA Vice President/Administrator -Windmere and Vice President Special Projects, Christian Health

Robert Zierold Senior Vice President and Chief Human Resources Officer \*Retired September 2024

Patricia Mercurio
Vice President, Human
Resources
\*Assumed role September 2024

### Satisfaction Surveys

#### How We Rate Among Those We Serve

A top priority for Christian Health is fulfilling the needs of our residents, patients, clients, and their families. Information collected through satisfaction surveys is an invaluable tool utilized to determine those needs – and if we are meeting or exceeding them. Survey data are reviewed and analyzed, and the feasibility of suggested modifications as guidance for implementing new practices and procedures is evaluated.

Surveys for Heritage Manor, Southgate Special Care, Longview, Ramapo Ridge Behavioral Health, and The Vista were distributed and analyzed by national companies that conduct surveys in similar health care organizations. Satisfaction surveys for Evergreen Court, Hillcrest, Siena Village of Wayne, Summer Hill of Wayne, Windmere, Home Care Options, LiveWell Counseling, Gracepoint, and Haven at Ramapo Ridge are conducted internally and computed as a score between 0 and 100.





#### **SATISFACTION SURVEY OUTCOMES 2024**

#### Senior Living

Heritage Manor / Southgate Special Care	73rd percentile
Longview	98th percentile
Windmere	Score of 97
Hillcrest	Score of 95.8
Evergreen Court	Score of 91.2
Siena Village of Wayne	Score of 92.2
Summer Hill of Wayne	Score of 91.4
The Vista	85th percentile
Home Care Options	Score of 91

#### Mental Health

Mentalification	
Ramapo Ridge Behavioral Health	82nd percentile
Haven at Ramapo Ridge	Score of 98
Gracepoint	Average score of 97
LiveWell Counseling	Average score of 94

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### Mission

The mission of Christian Health is to foster health, healing, and wellness for people of all ages in a compassionate and loving environment consistent with the Christian principles on which we were founded.

### Vision

The vision of Christian Health is to be the hands of Christ through expressions of mercy and love.

#### We Aspire

to live out our ministry of healing and caring to fulfill the need for quality services offered in a Christian environment.

#### We Seek

to provide an ever-widening and enriched continuum of high-quality services.

#### We Commit

ourselves to the Christian principles on which we were founded, thereby enabling us to carry out God's work with integrity and compassion.



Mental Health | Senior Living | Rehabilitation