



Christian Health Care Center  
**ANNUAL REPORT**  
*2019*



## DEAR FRIENDS,

A significant milestone occurred in Christian Health Care Center (CHCC) history in 2019. CHCC was recognized as a 2019 *Gold – Excellence in Quality Award* recipient by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) for superior performance in the long-term and post-acute care profession. As an organization long-committed to compassionate care, and continuous quality-assurance and performance improvement, we were extremely humbled and excited to be recognized with this honor. CHCC was the only organization in Bergen County and one of only five providers nationwide to be recognized with the Gold award.

Based on the core values and criteria of the nationally recognized Baldrige Performance Excellence Program, the AHCA/NCAL National Quality Award Program challenges member providers to achieve performance excellence through three progressive levels—Bronze, Silver, and Gold. Having previously achieved both the Bronze and Silver Quality Awards, CHCC continued on the intense and arduous journey to reach the ultimate goal of Gold.

The Gold is the most renowned of the program. At this level, recipients have invested years in mastering and applying the rigorous Baldrige Criteria quality standards to achieve superior results in the areas of leadership, strategic planning, customer and workforce focus, and operations and knowledge management. Since the program's inception in 1996, AHCA/NCAL has recognized only 43 organizations with awards at the Gold level. We were deeply humbled to receive this honor. But in following our founders' philosophy and adhering to our Christian principles, we are not resting on our laurels. We continue to seek processes and procedures to improve quality, while never compromising our commitment to quality, sensitivity, respect, and most important, compassionate care.

We thank God for His continued blessings and guidance.



Douglas A. Struyk, CPA, LNA  
President and CEO



Rick DeBel  
Chair  
Christian Health Care Center  
Board of Trustees



# HIGHLIGHTS

The Vista came into view! Construction began and continued at a steady pace on North Jersey's newest premier Continuing Care Retirement Community being built on CHCC's Hawthorne/Wyckoff campus. (A)

Ramapo Ridge Psychiatric Hospital (RRPH) earned a two-year extension of its *Disease-specific Care Certification in the Management of Dementia* from The Joint Commission. RRPH is one of only three hospitals in the country with this designation.

The Health Care Association of New Jersey recognized CHCC's Junior Volunteer program as 2019 Volunteer Group of the Year and Ellen DeBel, RN-BC, C-AL, CDP, as 2019 Nurse of the Year. (B)

Heritage Manor Nursing Home and Southgate received outstanding results on an annual survey by the New Jersey Department of Health.

Hillcrest Residence completed a violation/deficiency-free survey by the New Jersey Department of Community Affairs.

Ellsworth P. Whiteman was elected Chair of the CHCC Foundation Board.

The second annual *Simply Spring* event and auction hosted by the CHCC Foundation raised a record-breaking amount - over \$96,000 - in support of the 2019 Annual Fund.

LSVT BIG, research-based physical and occupational therapy addressing symptoms of Parkinson's disease, was added to the roster of short-term outpatient rehab therapies.

The Mental Health Central Access Department was established to streamline intake and admissions processes for those seeking information and mental-health services for themselves or their loved ones.

At the 30th Annual Golf Classic, golfer Bob Milligan walked away with a new car after sinking a hole-in-one – a first in the event's history. The event was also historic for raising \$156,343 for the Annual Fund, making it the most successful Golf Classic in CHCC history. (C)

Longview received the distinction of Advanced Standing status for the eighth consecutive year from the Health Care Association of New Jersey and the New Jersey Department of Health.

Physiatrist Allen Khademi, MD, joined CHCC as Vice President of Medical Affairs.

The boards of trustees of CHCC and its Foundation, along with first responders from Hawthorne, Wayne, and Wyckoff, were honored by CHCC at its premier gala, *A Celebration of Excellence*. More than 500 guests, including over 180 first responders, attended the event, which also recognized the 20th anniversary of the Foundation. (D)

Siena Village, in conjunction with the CHCC Resident Speakers Bureau, held its first Resident Art Show.

Renovations and refurbishments at Summer Hill included upgrades to laundry rooms, elevators, air conditioners, and the fire system. Common areas were enhanced with painting and carpet cleaning.

Hillcrest and Christian Health Care Adult Day Services of Wyckoff marked their 30th anniversaries, and Longview celebrated its 20th.

Projects at Evergreen Court included four apartment refurbishments in the main building and full building window replacements in Evergreen Court Annex.

Christian Health Care Counseling Center logged a record-breaking 40,000 client visits.

Treatment at Ramapo Ridge Partial-hospitalization Program was enhanced with dialectical behavior therapy, a type of cognitive-behavioral therapy aimed at identifying and changing negative thinking patterns and encouraging positive behavior changes.



## Christian Health Care Center

Christian Health Care Center (CHCC) was founded in 1911 by a group of deacons from local churches in the Reformed tradition. Today, CHCC – a non-profit organization open to anyone regardless of race, sex, or religion – fosters 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.

### Senior Life

- Heritage Manor Nursing Home
- Southgate behavior-management unit
- The Longview Assisted Living Residence
- Christian Health Care Adult Day Services of Wayne and Wyckoff
- Hillcrest Residence supportive senior housing
- Evergreen Court in Wyckoff, and Siena Village and Summer Hill in Wayne for independent seniors

### Short-term Rehab

- Inpatient and outpatient
- 14,000-square-foot Bolger Rehab Gym & Wellness Center

### Mental Health

- Ramapo Ridge Psychiatric Hospital for adult and geriatric patients
- Christian Health Care Counseling Center for children to seniors
- Ramapo Ridge Partial-hospitalization Program, a voluntary, short-term outpatient program for adults

### The Vista

- Continuing Care Retirement Community on CHCC's Hawthorne/Wyckoff campus for active adults 62 and older
- Spacious, one-level, maintenance-free residences
- Rich array of amenities and social, cultural, and wellness opportunities

## 2019 BOARDS OF TRUSTEES

### CHRISTIAN HEALTH CARE CENTER

**Rick DeBel**  
*Chair*

**Gordon D. Meyer, Esq.**  
*Vice Chair*

**David Visbeen**  
*Secretary*

**Sandra DeYoung, RN, EdD**  
*Assistant Secretary*

**Matthew D. Kuiken**  
*Treasurer*

**Julie Holland**  
*Assistant Treasurer*

**Cynthia Bach**  
**Thomas G. Dykhouse**  
**Rev. Rod Gorter**  
**David Montgomery, MD**  
**Mark Reitsma**  
**Beth Spoelstra, MSN,**  
**RNC-OB, CPHQ**  
**Bernard Tolsma**  
**Donald Westra Jr.**

**Douglas A. Struyk,**  
**CPA, LNHA**  
*President and CEO*

### CHRISTIAN HEALTH CARE CENTER FOUNDATION

**Ellsworth P. Whiteman**  
*Chair*

**William J. Haggerty**  
*Vice Chair*

**Amy E. Shotmeyer, Esq.**  
*Secretary*

**Kevin A. Stagg, CPA**  
*Treasurer (Non-voting)*

**Andy Aran**  
**Sandra DeYoung, RN, EdD**  
**Maryanne Elsaesser**

**John Plum**  
**Carl Rizzo, Esq.**  
**David J. Ruitenbergh, Esq.**  
**Nancy Schuring**  
**Rena Tolsma**

**Douglas A. Struyk,**  
**CPA, LNHA**  
*President and CEO*

**Herman Jeffer, Esq.**  
*Chair Emeritus*



## Christian Health Care Center

MAIN CAMPUS: 301 Sicomac Avenue, Wyckoff, NJ 07481

WAYNE CAMPUSES: 1000 Siena Village, Wayne, NJ 07470

2100 Summer Hill Road, Wayne, NJ 07470

(201) 848-5200 • [ChristianHealthCare.org](http://ChristianHealthCare.org)

For more information about Christian Health Care Center, contact Karen Hockstein at (201)

848-4463 or [khockstein@chccnj.org](mailto:khockstein@chccnj.org),

or visit [ChristianHealthCare.org](http://ChristianHealthCare.org).

SENIOR LIFE

SHORT-TERM REHAB

MENTAL HEALTH

THE VISTA

# FINANCIAL REPORT

	2019	2018
Christian Health Care Center (CHCC) billed for resident, patient, client, and consumer care in our senior-life, short-term rehab, and mental-health services	\$116,100,894	\$112,191,908
and received from fund-raising activities and from public/private grant requests	1,505,266	1,338,272
and also received for other services and from other sources	1,764,357	1,590,836
for a total of	119,370,517	115,121,016
However, since Medicaid and others pay substantially less than what we charge, and some are not able to pay for their care at all, CHCC did not collect*	(35,033,607)	(31,616,876)
which provided net revenue of	84,336,910	83,504,140
We used this net revenue to provide for:		
• salaries, wages, and employee benefits costs;	(58,077,822)	(55,272,569)
• other operating expenses, such as food, utilities, and insurance;	(19,543,305)	(18,544,415)
• interest and depreciation; and	(7,977,489)	(7,691,312)
• net investment activity of	1,761,368	(777,478)
As a result, CHCC revenue exceeded expenses by	\$499,662	\$1,218,366

These remaining resources will be used to renovate and expand our facilities and make payments toward our long-term debt.

\*The founding fathers of Christian Health Care Center (CHCC) established a facility that provided compassionate mental-health services for all individuals, regardless of ability to pay. Today, CHCC continues this commitment based on an individual's circumstances.

- In 2019, \$1,201,500 of charity care was provided for patients and clients of our mental-health services and individuals in our senior-life residences.
- Additionally, CHCC absorbed \$7,980,000 due to the unpaid cost of Medicaid, public programs, and other indigent-care programs.
- For the broader community, CHCC participated in health fairs, presentations, and workshops; invited various organizations to utilize CHCC meeting space; and joined efforts to improve neighborhoods' overall environments. In 2019, these activities equated to \$72,500.
- Collectively, non-billed care and services for the community totaled \$56,300 in 2019.

# 2019 STATISTICS

## CHRISTIAN HEALTH CARE CENTER

### Employees

Full-time.....	593
Part-time.....	210
Per-diem.....	81

### Physicians

Active staff.....	11
Associate staff.....	41
Courtesy staff.....	13
Emeritus.....	9

### Volunteers

Adult volunteers.....	232
Adult volunteer hours.....	14,349
Junior volunteers.....	82
Junior volunteer hours.....	3,659
Community group volunteer hours.....	2,000

### Community Benefits

Community health-improvement services events.....	27
Financial contributions to local, state, and national organizations.....	\$76,759
Community building activities events.....	84
Uninsured patients	
Ramapo Ridge Psychiatric Hospital.....	51
Christian Health Care Counseling Center.....	1,532
Meals on Wheels prepared.....	20,969

# INDIVIDUAL RESIDENCES/PROGRAMS

## Senior Life

### Heritage Manor Nursing Home

Number of rooms.....	123
Resident capacity.....	178
Resident days of care.....	45,575
New residents welcomed.....	97
Residents moved on.....	108

### Southgate

Number of rooms.....	23
Resident capacity.....	44
Resident days of care.....	15,269
New residents welcomed.....	30
Residents moved on.....	33

### The Longview Assisted Living Residence

Number of suites.....	80
Resident capacity.....	95
Resident days of care.....	32,605
New residents welcomed.....	41
Residents moved on.....	36

### Hillcrest Residence

Number of studios.....	31
Resident capacity.....	39
Resident days.....	12,253
New residents welcomed.....	7
Residents moved on.....	12

### Evergreen Court

Number of apartments.....	40
Resident capacity.....	41
Resident days.....	14,469
New residents welcomed.....	4
Residents moved on.....	4

### Christian Health Care Adult Day Services of Wayne

Number of clients.....	112
Client visits.....	5,579
Transportation vans	
Miles traveled.....	73,337
Towns served.....	27

### Christian Health Care Adult Day Services of Wyckoff

Number of clients.....	137
Client visits.....	9,316
Transportation vans	
Miles traveled.....	92,500
Towns served.....	23

### Siena Village

Number of apartments.....	250
Resident capacity.....	272
Resident days.....	91,222
New residents welcomed.....	26
Residents moved on.....	29

### Summer Hill

Number of apartments.....	163
Resident capacity.....	180
Resident days.....	58,806
New residents welcomed.....	20
Residents moved on.....	19

## Short-term Rehab

### The David F. Bolger Post-acute Care Unit

Number of rooms.....	32
Patient capacity.....	60
Patient days of care.....	39,871
Admissions.....	1,041
Discharges.....	1,011
Outpatients.....	4,893
Outpatient visits.....	5,245

## Mental Health

### Ramapo Ridge Psychiatric Hospital

Number of rooms.....	29
Patient capacity.....	58
Patient days of care.....	17,643
Admissions.....	936
Discharges.....	931

### Ramapo Ridge Partial-hospitalization Program

New clients.....	255
Client days of care.....	3,709

### Christian Health Care Counseling Center

Active clients.....	4,411
Client visits.....	40,859

# SATISFACTION SURVEYS: HOW WE RATE AMONG THOSE WE SERVE

Fulfilling the needs of our residents, patients, clients, consumers, and their families is a top priority for Christian Health Care Center (CHCC). One invaluable tool utilized to determine those needs – and if we are meeting or exceeding them – is information collected via satisfaction surveys. CHCC reviews and analyzes survey data, and evaluates the feasibility of suggested modifications as guidance for implementing new practices and procedures.

Whenever possible, we compare ourselves against similar programs nationwide. Surveys for Heritage Manor Nursing Home, Southgate, The David F. Bolger Post-acute Care Unit, The Longview Assisted Living Residence, and Ramapo Ridge Psychiatric Hospital are all distributed and analyzed by national companies which conduct surveys in similar health-care programs. The results are computed as percentiles. Satisfaction surveys for Christian Health Care Adult Day Services of Wayne and Wyckoff, Evergreen Court, Hillcrest Residence, Siena Village, Summer Hill, Christian Health Care Counseling Center, Ramapo Ridge Partial-hospitalization Program, and inpatient short-term rehab are conducted internally by our Service Excellence/Patient-Resident Experience Department. The results are computed as a score between 0 and 100. Average scores for 2019 were as follows:

## Senior Life

- Heritage Manor Nursing Home/Southgate: 81st percentile
- The Longview Assisted Living Residence: 92nd percentile
- Hillcrest Residence: 91 points out of 100
- Evergreen Court: 91 points out of 100
- Siena Village: 90 points out of 100
- Summer Hill: 80 points out of 100
- Christian Health Care Adult Day Services of Wayne: 95 points out of 100
- Christian Health Care Adult Day Services of Wyckoff: 96 points out of 100

## Short-term Rehab

- Inpatient: 84 percentile

## Mental Health

- Ramapo Ridge Psychiatric Hospital  
Adult Unit: 96th percentile  
Geriatric Unit: 98th percentile
- Ramapo Ridge Partial-hospitalization Program: 94 points out of 100
- Christian Health Care Counseling Center:  
Developmental Disability Center of Excellence: 96 points out of 100

# ACCREDITATIONS AND RECOGNITIONS

- *Gold – Excellence in Quality Award* from the American Health Care Association/National Center for Assisted Living (Heritage Manor Nursing Home and The Longview Assisted Living Residence)
- *Best Nursing Homes in America* from *US News & World Report* (Heritage Manor and Southgate)
- 5-Star Quality Rating from the Centers for Medicare & Medicaid Services (Heritage Manor and Southgate)
- Advanced Standing Status by the New Jersey Department of Health and the Health Care Association of New Jersey (Longview)
- The Joint Commission (Ramapo Ridge Psychiatric Hospital)
- The Joint Commission *Disease-specific Care Certification for Dementia* (Ramapo Ridge)



# ACTIVE, ASSOCIATE, AND COURTESY PHYSICIANS

**Allen M. Khademi, MD**

*Vice President,  
Medical Affairs*

## MEDICAL STAFF OFFICERS

**Aijaz Nanjiani, MD**

*President*

**Adnan I. Khan, MD**

*Vice President*

**Monica Dhingra, MD**

*Secretary*

## ACTIVE STAFF

PSYCHIATRY

**Monica Dhingra, MD**

**Mohamed A. Elrafei, MD**

**Igor Gefter, MD**

**Anwar Y. Ghali, MD**

**Howard E. Gilman, MD**

**Cynthia Jalando-On, MD**

**Adnan I. Khan, MD**

**Aijaz Nanjiani, MD**

**Joseph Siragusa, MD**

INTERNAL MEDICINE

**Hany Sourial, MD**

PHYSICAL MEDICINE AND  
REHABILITATION

**Allen M. Khademi, MD**

## ASSOCIATE STAFF

CARDIOLOGY

**Robert A. Saporito, MD**

**Alan D. Simon, MD**

DENTISTRY

**Rama Gvildys, DMD**

**David G. Schoenberg, DDS**

DERMATOLOGY

**Karin H. Satra, MD**

FAMILY PRACTICE/  
GERIATRIC MEDICINE

**Gamil L. Makar, MD**

**Amabelle P. Pinzon, MD**

**Ritu Suri, MD**

**Shiraz Yussaf, MD**

INTERNAL MEDICINE

**Jenny Ayala, MD**

**Reyhan Berkel, MD**

**Robert E. Costello Jr., MD**

**Magda Eraiba, MD**

**Adil Farooqi, MD**

**Bennett P. Leifer, MD**

**Martin J. Neilan, MD**

**David J. Nitti, MD**

**Richard D. Oliver, MD**

**Nina Safa, MD**

**Domingo B. Yang Jr., MD**

INTERNAL MEDICINE/HOSPICE  
AND PALLIATIVE MEDICINE

**Puneeta Sharma, MD**

INTERNAL MEDICINE/  
INFECTIOUS DISEASE

**Richard E. Krieger, MD**

NEUROLOGY

**Syed Jafri, MD**

OPHTHALMOLOGY

**Ronald M. Glassman, MD**

ORTHOPEDIC SURGERY

**Robert A. Kayal, MD**

OTOLARYNGOLOGY

**Philip J. Aretsky, MD**

PHYSICAL MEDICINE AND  
REHABILITATION

**Yousaf L. Chowdhry, MD**

**Donna Marie DePhillips, MD**

**Ryan K. Murphy, DO, FAAPMR**

PODIATRY

**William Kelley, DPM**

**Edward R. Nieuwenhuis**

**Jr., DPM**

**Pauravi N. Raval, DPM**

**Theodore Roberto, DPM**

**Theresa G. Ronna, DPM**

**Edward F. Youngmans, DPM**

PSYCHIATRY

**Natasha Baron, MD**

**Srikanth M. Reddy, MD**

**Imtiazuddin M. Siddiqui, MD**

**Manal Sous, MD**

**Cecilia Wang, MD**

**Rafik Z. Youssef, MD**

## COURTESY

INTERNAL MEDICINE

**Kanchana Balasubramanian,  
MD**

**Edward A. Ewald, MD**

NEUROLOGY

**Nancy L. Mueller, MD**

PSYCHIATRY

**Samar Abrar, MD**

**Muhammad R. Ghani, MD**

**Marina Haghour-Vwich, MD**

**Fumitaka Hayashi, MD**

**Asghar S. Hossain, MD**

**Amer Kashoqa, MD**

**Joanne Peranio, MD**

**Syed A. Rasheed, MD**

**Nafeesa Siddiqui, MD**

**Dina Vaynberg, MD**

EMERITUS

**H. Louis Chodosh, MD**

**John J. Davey, MD**

**Gratsiana Golin, MD**

**Jerome Goodman, MD**

**John J. Hausman, MD**

**James Kearney, MD**

**Edward R. Nieuwenhuis Sr.,  
DPM**

**Arnold Scham, MD**

**Anthony Van Grouw Jr., MD**

## ADMINISTRATION

**Douglas A. Struyk, CPA, LNHA**

*President and CEO*

**Stephen J. Dumke,**

**LNHA, FACHE**

*Executive Vice President and COO*

**Kevin A. Stagg, CPA**

*Executive Vice President and CFO*

**John Browne,**

**FACHE, LNHA, CPHRM**

*Vice President, Residential Services*

**Rebecca Dauerman, BSN, MSN, APN**

*Vice President/Administrator,  
Mental Health Services and Chief Nursing  
Officer*

**Michael A. Doss**

*Senior Vice President and Chief  
Facilities Management Officer*

**Allen M. Khademi, MD**

*Vice President, Medical Affairs*

**Julie K. Lee**

*Senior Vice President and Chief  
Marketing & Development Officer*

**Peter Peterson, LNHA**

*Vice President/Administrator,  
Long-term Care and Post-acute  
Care Services*

**Edward Rizgallah, PMP**

*Vice President, Information Services and  
Chief Information Officer*

**Robert Zierold**

*Senior Vice President and Chief  
Human Resources Officer*