Thank You to all the donors who supported us during 2021. Because of your continued generosity, we are able to build on the quality programs and services MJHS offers to members of our community. As you read through this newsletter, you will see how your generosity impacts the lives of our patients and their families as well as supported the enormous progress we have made despite the challenging year.

1. MJHS Hospice and Palliative Care Earns Accreditation from The Joint Commission
2. Campaign Launches to Support Families in Need of Hospice Care
3. MJHS Provides Uninterrupted Care and Expands Patient Support Programs During the Pandemic
4. MJHS Brings Together Expertise from Across the Health System to Provide Our Patients with An Added Level of Support
5. HomeFirst—Caring for Adults of All Ages
6. MJHS Institute Co-Directs A New Palliative Care Model for Cystic Fibrosis
7. Meet the New President and CEO of MJHS Health System, David Wagner
8. Meet the MJHS Leadership Team
9. Thank You 2021 Donors
10. National Institutes of Health Funds Noninvasive Neurostimulation Research
11. Upcoming Events
MJHS Hospice and Palliative Care

Earns Accreditation from The Joint Commission

Continued from cover

We are very pleased to share that MJHS Hospice and Palliative Care has earned the Gold Seal of Approval in the home hospice accreditation category from The Joint Commission, the nation’s leading health care accreditation and standards-setting organization. The Gold Seal is a symbol of quality that reflects a health care organization’s commitment to providing safe and quality patient care.

“I’m pleased that MJHS Hospice and Palliative Care has been awarded full accreditation by The Joint Commission,” said Terese Acampora, COO of MJHS Hospice and Home Care.

**MJHS Hospice**

Launches Charitable Care Fund

Jamie’s parents could not accept their daughter’s terminal diagnosis. At just 16 years old, Jamie should have had an entire life ahead of her — high school graduation, college, a wedding, maybe even kids of her own one day. They sought out every possible curative treatment. Her mother even quit her job to become Jamie’s full-time caregiver, advocate, and rare disease researcher. They exhausted every option stateside, so when a trial for an experimental treatment became available overseas, they took the chance and moved to Europe for what they thought would be two months. Jamie’s father took a leave of absence from his job so the three of them could support each other through the process. But when Jamie had a seizure that left her bed-bound in a foreign hospital, her parents quickly blew through their life savings paying for unexpected hospital bills and housing costs.

Sadly, the experimental treatment was a failure. Despondent, distraught, and broke, Jamie and her parents traveled back to the U.S. to seek compassionate care to support them through the rest of Jamie’s end-of-life journey.

Unable to afford any more medical bills, a doctor referred Jamie and her family to MJHS Hospice. As a mission-driven organization that maintains the belief that every person has the right to an end-of-life journey filled with compassion, dignity, and respect — regardless of their ability to pay – MJHS agreed to accept Jamie as a patient, waiving all co-pays and out-of-pocket expenses for the family. The quality time they were able to spend together was more than Jamie and her parents could have dreamed of.

*Name, photo and identifying information have been changed to protect member privacy.*
The accreditation process is arduous, and I couldn’t be prouder of the entire MJHS Hospice team for their commitment to quality, as well as the patients, families and health care partners who entrust us with providing care,” Acampora added.

The accreditation, awarded for a three-year period, involved an in-depth onsite review that included patient care documentation, infection control, procedures and policies, as well as patient visits. The Joint Commission’s standards are developed in consultation with health care experts and providers, measurement experts and patients. They are informed by scientific literature and expert consensus to help health care organizations measure, assess and improve performance.

John Shapiro, an MJHS supporter and hospice advocate, knows all too well the difference the right hospice care team can make. After choosing hospice care for both his parents and wife, he experienced firsthand the difference this special program made in their lives. That’s why John decided to help ensure quality hospice care is available for everyone in need. He started by giving a lead gift to support the charity care efforts of MJHS Hospice and then, further moved by the impact of the program, committed to making it an annual contribution. “Having been through the hospice experience three times, I know how difficult it is for the family. Without MJHS Hospice by our side, navigating my wife’s illness would have been an even more overwhelming process during an unimaginably painful time. I want to help ensure that all families in need have access to this extraordinary level of care.”

With John’s generosity and the annual support of the Wasily Family Foundation, MJHS Foundation launched the first campaign to support our Charitable Care Fund. This campaign will raise funds to cover the costs associated with caring for patients and families with limited financial resources; families like Jamie’s and countless others who do not have insurance and cannot afford care. David Wagner, the new President and CEO of MJHS Health System, shared: “MJHS has always taken on patients in need of financial assistance to access care, but with the support of donors like John, we can provide these services to more families in crisis. I am exceedingly grateful for his generosity and the generosity of all our donors. I am also very proud to launch this campaign – a shining example of our mission – as one of my first initiatives as CEO.”

To learn more about our Charitable Care Fund, visit mjhsfoundation.org.
MJHS Provides

Uninterrupted Care and Expands Patient Support Programs During the Pandemic

While the country – and specifically the health care arena – faced unprecedented challenges during the past two years, MJHS distinguished itself by providing uninterrupted care across all our lines of business.

But it didn’t stop there. As our clinicians continued to provide quality care amidst skyrocketing cases of COVID, we also developed and launched new programs and services to help improve quality of life for our patients, residents, members and their families.

During 2021, MJHS cared for 50,000 at-risk members of the community and raised $3 million to support our innovative programs and initiatives, including:

Launching of a Patient and Caregiver Resource on Our Website

Today, more than 1 in 5 Americans act as full- or part-time caregiver for their loved one. This translates to an estimated 53 million adults in the U.S. At MJHS, we understand how important family caregivers are and value the critical role they play in their loved one’s care and wellbeing. With this in mind, and supported by funding from the MJHS Foundation, MJHS developed an online resource to help support caregivers of patients, residents, and members as they face new roles, challenges and tasks.

Adding Virtual Reality Intervention to Roster of Supportive Services for MJHS Hospice Veteran Patients at the End-of-Life

Supported by a generous two-year grant to the MJHS Foundation from TD Bank, we have partnered with MyndVR to incorporate virtual reality (VR) to enhance quality of life for hospice patients, particularly Veterans. With VR equipment, Veterans can tour the national war memorials in Washington, D.C. and experience
other Veteran-centric content. Calming content is also available such as nature walks, botanical tours and guided meditation. MJHS is deploying the VR intervention with patients receiving home hospice as well as those residing at our Isabella Center for Rehabilitation and Nursing Care in Washington Heights.

“This innovative pilot offers a non-pharmacological way to ease anxiety, unlock doors to long held memories and lead to dialogue, reconciliation and peace,” said Toby Weiss, AVP of Cultural Diversity at MJHS Hospice and Palliative Care.

The grant will also support MJHS hosted Vet-to-Vet cafes and broaden community and national partnerships.

**Piloting the addition of Home-Based Acupuncture to Supplementary Therapies Offered to MJHS Hospice Patients**

MJHS Hospice provides seriously ill patients and their families with a comprehensive plan of care intended to help minimize suffering, reduce the burden caused by difficult symptoms, and maintain the best possible quality of life through the final stages of illness. The hospice interdisciplinary team uses many approaches including some that are considered part of integrative medicine or complementary therapies. For many years, MJHS Hospice has offered programs such as Music and Art Therapy to support our patients. Soon we will be adding home-based acupuncture to these high-valued therapies.

“Acupuncture is a widely accepted complementary therapy with many potential uses. There is evidence that it can be effective in the treatment of nausea and pain, and it also has been used to reduce anxiety, the adverse effects of stress, and other symptoms,” said Russell Portenoy, MD Executive Director of MJHS Institute for Innovation in Palliative Care.

The addition of **home-based acupuncture** to the services offered by MJHS Hospice and Palliative Care, with support from MJHS Foundation, will begin with a pilot program in Manhattan. If the pilot validates prior evidence and proves successful at helping our seriously ill patients achieve symptom relief, the program will be expanded and become a therapeutic intervention available, as appropriate to all MJHS Hospice patients.

**Training a New Generation of Palliative Care Specialists**

We are happy to report that the MJHS Institute for Innovation in Palliative Care successfully matched all four of the requested positions for the 2022-2023 Fellowship year. Generally, fewer than two-thirds of training programs nationally achieve this outcome.

(Continued on page 6)
MJHS Provides Uninterrupted Care and Expands Patient Support Programs Amidst the Pandemic

Continued from page 5

For the first time, the Institute recruited a Pediatric Critical Care Physician, Dr. Ariel Daube. We are confident that his presence, starting in July of 2022, will support the growth and quality goals of our Pediatric Hospice Program. The other three incoming Fellows are Dr. Sang-Min Chang - an Internist; Dr. Luke Donnelly — an Emergency Physician; and Dr. Angels Nguyen — a Family Physician.

Educating Social Workers in Palliative Care and End of Life (ESPEC)

In 2021, The MJHS Institute also launched Educating Social Workers in Palliative and End of Life Care (ESPEC) training program. Developed in partnership with the National Association of Social Workers (NASW) and the Social Work Hospice & Palliative Care Network (SWHPN), this innovative training program promotes integrating primary palliative care skills into clinical practice. The four-part curriculum provides 14.5 Continuing Education (C.E.) hours.

Using Creative Arts Therapy to Combat Isolation

The isolation caused by the pandemic was particularly challenging for residents of our nursing homes. The abrupt cessation of in-person visits from family and friends, and the need to shift away from group dining and our dynamic therapeutic and spiritual group activities, caused a sense of loss and isolation for many. That’s why Menorah and Isabella offered virtual visits and provided a range of one-on-one activities to help fill the gaps. Understandably, many residents continued to miss these important connections and regular opportunities to socialize.

With funding from Jewish Federations of North America and the Sephardic Foundation for the Aged, MJHS developed a program geared to battling social isolation within our resident population at Menorah Center. The generous grant allows us to expand resident access to Creative Arts Therapy through virtual and in-person sessions. The program also aims to reconnect residents with their families by creating art together. “Providing the option for families to participate allows loved ones from all over the country and even around the world to join in,” says Kendra Ray, PhD, MT-BC, Dementia Program Director, Menorah Center for Rehabilitation and Nursing Care.

Another critical component of the program incorporates weekly visits from students at neighboring Kingsborough Community College, to help residents with art projects and participate in music therapy. We also plan to expand the program by including music therapy as a bridge for our residents who find communication difficult, particularly residents with advanced Alzheimer’s disease or related dementias, those who are self-isolating, or those who receive few visits from relatives or friends. We hope this new initiative that focuses on singing, humming, and listening to music will continue to provide an added layer of interaction, as well as offer an excellent outlet for communication and expression between residents and their families long after the pandemic is over.

The ongoing support and commitment we receive from grateful families and donors make our mission of caring possible. Thank you for your support and for helping MJHS make these important initiatives a reality for our patients and residents. They truly benefit from your generosity.
MJHS Brings Together Expertise from Across the Health System to Provide Our Patients with An Added Level of Support

It’s the MJHS Advantage

It’s easy to feel out of control when managing a complex medical condition like Congestive Heart Failure (CHF). Now, patients and their families can count on the new MJHS Advantage Program to give them access to the people, tools and support that can help...and it’s covered under the Medicare benefit at no additional cost.

The MJHS Advantage Program brings together expert medical services from across MJHS Health System to offer our patients an added level of support, so they can focus on what is important — feeling better. Our patients will have access to nurse practitioners and doctors who will work directly with their regular doctors. And participating patients will have direct access to an expert and caring nurse who can help them, advocate for their health needs, and coordinate their care. As part of the program:

- **Patients being discharged home from the hospital** may be eligible to receive visits from an MJHS Home Care nurse to:
  - Reduce the stress of transitioning home from their hospital stay
  - Promote medication adherence; facilitate adjustments and education
  - Provide tools to help manage their symptoms, such as the Patient and Caregiver Handbook, specifically created for people living with advanced cardiac disease

- **Patients who have a chronic disease like advanced CHF** may be eligible to receive support from an MJHS Palliative Care specialist for three months or longer to:
  - Improve symptom management
  - Encourage goals discussion about advance care planning
  - Provide family support
  - Offer hospice eligibility review

- **Patients who are eligible for hospice care** may receive specialized care and support from the MJHS Hospice team with:
  - Assistance with a smooth return home after a hospital stay
  - Comprehensive home-based services for end-of-life-care
  - Expert symptom management and family support

Given the positive impact experienced by patients participating in the MJHS Advantage Program and the existing disease-specific expertise offered by MJHS, expanding the program to address other chronic disorders is already under development.

If you or a loved one would like to experience the MJHS Advantage, learn more by visiting mjhs.org.
While many people think that Managed Long-Term Care Plans (MLTCP) are only for members who are 65 and over, that’s not the case. Like many other MLTCPs, HomeFirst cares for adults of all ages who have chronic disabilities, making it possible for them to remain at home and improve their quality of life.

Like Sara. At the age of 21, Sara was a regular college student when she was hit by a car while riding her bike. She suffered a traumatic brain injury that deprived her brain of oxygen for too long. She was left paralyzed from the neck down, suffered from severe cognitive impairment and experienced frequent seizures. A parent’s worst nightmare. She was discharged from the hospital to a nursing home on a ventilator. Over the next couple of years, with the proper medication, several procedures and hospitalizations, her seizures became more controlled, and she was weaned off the ventilator. Her parents could not bear seeing her live the rest of her life in an institution, so when she was 23, Sara’s family decided to bring her home.

That’s when they began exploring plan options that would help Sara be cared for at home, and selected HomeFirst as their MLTCP.

Making the safe transition home with help from HomeFirst

Before returning home, our HomeFirst Care Management team assessed Sara’s needs and created a care plan to support her safe transition from the nursing facility back home. It included skilled care from a Licensed Practical Nurse (LPN) and support from a Personal Care Worker (PCW) and her family, along with medical equipment and supplies.

For nearly two years, our HomeFirst Care Management team has done more than care for Sara and ensure she has the services and support...
she needs. We coordinated speech therapy and made it possible for Sara to receive a passy valve, so she can now say a few words. We also provided her mother and sister with extensive education about how to care for Sara, along with psycho-social support. She continues to receive skilled care from the LPN. But, having been offered the option to continue with the PCW or have her sister provide the assistance she needs with activities of daily living — instead of a stranger — Sara’s mom decided that they would provide her care through the CDPAS program. (CDPAS makes it possible for a family member or friend to be paid for providing care to a loved one.)

HomeFirst — like MJHS — has a long-standing, mission-driven commitment to keeping members and patients in the least restrictive environment possible. As a 25-year-old who is alert, able to speak a few words and answer questions by moving her head, Sara is aware of her surroundings. She is grateful to her family and the HomeFirst team for making it possible to remain safely at home. And we are exceedingly proud that Sara’s family has entrusted us with her care and that we can continue making a difference for Sara, her mother and her sister every day.

*Name, photo and identifying information have been changed to protect member privacy.

Each year the New York State Department of Health rates and rewards MAP and MLTC plans based on their performance on quality measures related to patient safety, preventive screenings, quality of life, satisfaction, stability of member’s chronic conditions and overall health status. We’re proud to report that Elderplan MAP and HomeFirst MLTC achieved the highest Quality tier rating for the third year in a row. Results from the last published Consumer Guide also show that HomeFirst MLTC has earned 5 out of 5 stars on overall health plan performance for 3 consecutive years and that Elderplan MAP is the only 5-Star plan in New York State.*

*Most recent results published in the DOH Consumer Guide September 2020 based on 2019 data.
Have you ever heard the phrase, “it’s all in your head”? Research tells us that the brain plays a significant role in processing and remembering pain. Dr. Helena Knotkova, Director of Clinical Research and Analytics at the MJHS Institute for Innovation in Palliative Care, has been awarded a National Institutes of Health (NIH) grant to conduct a randomized trial to see if brain neurostimulation alleviates the physical pain associated with end-stage renal disease. She hopes that the non-invasive approach will lead to pain relief for patients undergoing dialysis due to kidney disease. Internationally renowned in the field of neuromodulation, Dr. Knotkova’s groundbreaking work is being done in collaboration with the geriatrics pain group at Weill Cornell Medicine, the Rogosin clinics, and a CUNY-created company called Soterix, Inc. In March 2022, they started enrolling adults into the study. The goal is to have 100 participants.

No stranger to NIH grants, Dr. Knotkova is also a co-primary investigator on research that focuses on the same neuromodulation technique (non-invasive transcranial direct current stimulation of the brain) to determine if this method can improve the memory of those with the early stages of Alzheimer’s. Since the study began in 2020, the neuromodulation method has been a promising tool in symptom management.

The MJHS Institute Neurostimulation Team

Dr. Helena Knotkova, Director of Clinical Research and Analytics (Co-Principal Investigator)

Dr. Russell K. Portenoy, Executive Director of the MJHS Institute (Co-Investigator)

Phoenixia Rene, Study Coordinator

Jordan van Zyl, Back-up Coordinator

Lela Seekwar, Research Assistant

Bohdan Klotska, Research Assistant

Christine Kim, Research Assistant
MJHS Institute Co-Directs
A New Palliative Care Model for Cystic Fibrosis

People Living with Cystic Fibrosis Need Palliative Care

More than 30,000 children, adolescents, and adults of every racial and ethnic group live with cystic fibrosis (CF). This progressive genetic disease can be debilitating and cause chronic and severe respiratory and gastrointestinal symptoms. CF can undermine the quality of life and reduce life expectancy despite new treatments. Patients with CF need expert palliative care, an approach to chronic illness that aims to prevent and manage sources of distress.

The Palliative Care Intervention Study

The Cystic Fibrosis Foundation is funding a 3.5 year, $3.0 million project to create and implement a new model of palliative care for CF Centers. Co-led by Dr. Lara Dhingra of the MJHS Institute for Innovation in Palliative Care and Dr. Anna Georgiopoulous of Massachusetts General Hospital (MGH), the project has already completed model development and is now implementing unique palliative care practices at CF Centers located at MGH, Mount Sinai Beth Israel, Northwell Health, Stony Brook Health, and Emory University.

The two-year implementation trial of primary palliative care is called “Improving Life with CF.” It will provide education and resources to the CF Centers, as well as evaluate the feasibility and outcomes associated with routine screening and management of the distressing symptoms and problems that affect children, teenagers and adults with CF, in addition to their families.

The goals of the trial are to increase the ability of CF care teams to “manage problems identified through routine palliative care needs, and to improve clinical skills through educational programming.”

Improving Life with CF Study Co-Principal Investigators

Anna Georgiopoulous, MD
Massachusetts General Hospital
Consulting Psychiatrist,
Cystic Fibrosis Center

Lara Dhingra, PhD
MJHS Institute for Innovation in Palliative Care
Director, Health Disparities and Outcomes Research

To learn more about this important project that will create and test a new approach for primary palliative care, visit https://www.improvinglifewithcf.org/

* Each leader is responsible for project oversight, facilitating communication among team members at each site, and working with Site Leads and Site Educators on implementation.
MEET THE NEW PRESIDENT AND CEO OF MJHS HEALTH SYSTEM

David Wagner

“I am exceedingly proud of my senior leadership team. I’m confident that together we will take MJHS Health System to even greater heights.”

Wagner has been with MJHS since 1999 and brings extensive experience on both the provider and payor sides of the system. His promotion followed the planned retirement of Alexander S. Balko at the end of 2021.

“The Board underwent a thorough succession planning process. It was clear before, and increasingly clear during the pandemic, that David Wagner was the right person to lead the organization following Alex’s decision to retire,” said Danielle Rollmann, Board Chair, MJHS Health System. “David is a strategic health care executive who shares a strong commitment to our mission, knows both the provider and payor sides of the organization, and has an impressive track record of driving substantial growth and quality improvements that include achieving Five Star ratings for our MAP and MLTCP plans,” she added.

Wagner joined MJHS Health System as Director of Budget and Reimbursement in 1999. During the following fifteen years, he worked exclusively on the provider side of MJHS. In 2014, he moved over to Elderplan as Chief Financial Officer. A year later, he was promoted and added COO of Elderplan to his title and responsibilities.

In February 2019, Wagner was named President of MJHS Health Plans, which includes Elderplan, for Medicare and Dual Eligible beneficiaries, and our managed long-term care plan, HomeFirst. In September 2020, his responsibilities expanded to include serving as Chief Operating Officer of MJHS Health System. Prior to joining MJHS Health System, Wagner was a health care consultant. He was also a Supervisor-Auditor with Loeb & Troper.

“From one year to the next, the not-for-profit health care sector has been impacted by extraordinary changes,” said David. He added, “It’s an honor that the MJHS Board of Directors trusts me to further build on our rich heritage as a mission-driven organization, seek innovative opportunities for growth, identify strategic solutions to the challenges the industry continues to face, and lead our staff. It’s been a distinct pleasure working alongside Alex. I can't thank him enough for his continuous support during my years at MJHS and during the transition into my new role.”

David continued, “I am exceedingly proud of my senior leadership team. I’m confident that together we will take MJHS Health System to even greater heights.”
MEET THE MJHS Senior Leadership Team

TERESE ACAMPORA
Chief Operating Officer
MJHS Hospice and Home Care

LOYOLA PRINCIVIL-BARNETT
Chief Operating Officer
MJHS Centers for Rehabilitation and Nursing Care

DAVID KOSCHITZKI
Chief Financial Officer
MJHS Health System

CHRISTINA VAN VORT
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ENI BAKALLBASHI
Chief Strategy and Innovation Officer
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DIANA GELFAND
Chief Clinical Officer
MJHS Health Plans

FELICIA DYER JOHNSON
Chief Experience Officer
MJHS Health System

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Chief Development Officer
MJHS Foundation

RUSSELL PORTENOY, MD
Executive Director
MJHS Institute for Innovation in Palliative Care

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The 1907 Founders Society joins together our most dedicated philanthropic partners to help further the mission of MJHS. With a minimum annual contribution of $1,000,* members receive invitations to special events and programs with access to meet MJHS Executives, recognition on the Foundation website and in the MJHS in Focus Newsletter and more. For information on how to join, please email Allison M. Wesalo, awesalo@mjhs.org.

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The Sustainers Society recognizes and honors all individuals who have committed to providing support for MJHS through a planned gift. By joining others who have taken this step, you can take satisfaction from knowing that you are part of an important legacy. For information on how to join, please email Allison M. Wesalo, awesalo@mjhs.org.

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A special thanks to donors who have supported our mission for ten years in a row!

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VIRTUAL BROADWAY CABARET
2021 brought with it our first ever Virtual Broadway Cabaret, featuring a star-studded event hosted by Marilu Henner. It provided everyone a front seat to a magical night of entertainment featuring Tony Award-Winning Cast; Laura Benanti, Broadway Boys, Jennifer Holliday, Brian Stokes Mitchell and Kelli O’Hara!

With the help of our generous sponsors, the event raised $214,295 towards the programs and services of MJHS Hospice.

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2021 ANNUAL GOLF CLASSIC
In 2021, we finally returned to the greens and knocked it out of the park! It was an exciting day and evening as we honored Al Balko for 22 years at MJHS, the final 7 years as President and CEO.

We also raised $793,025 to support the extraordinary health care services MJHS provides, such as music and creative art therapy, pastoral care, bereavement support, specialized dementia care, and more.

Thank You To Our Sponsors—You Are Our Hole in One.

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2022 Events Calendar

Each year, MJHS Foundation hosts events to support the mission of MJHS Health System. Not only do these events help us raise funds towards our mission, but they provide an opportunity to get together, thank our supporters and show them first-hand the difference they make—and have a little fun.

Below are some of the events we have planned this year:

**MJHS Golf Classic**  May 23, 2022, at Golf Meadow Country Club

The MJHS Golf Classic is dedicated to raising funds for the underfunded programs and services of MJHS Health System.

**Hospice Goes to Broadway**  November 2022

Hospice Goes to Broadway is dedicated to raising awareness and funds for the end-of-life programs MJHS Hospice provides to those in need.

**Wine Tasting**  October 2022

Our Wine Tasting event is dedicated to raising funds to support the Golden Family STAR program, which provides additional home health aide hours to families in need.

If you are interested in being part of one of our events, contact the Foundation at (212) 356-5300 or email us at events@mjhsfoundation.org or visit mjhsfoundation.org/mjhs-events.