

REHABILITATION SERVICES

FY 2010 Outcomes



OVERVIEW

Hope Network Rehabilitation Services provides a specialized continuum of care that supports recovery from brain injury, spinal cord injury, and other conditions affecting the nervous system. Through intensive therapies, inpatient care, and in some cases, short and long-term housing options, participants of Hope Network Rehabilitation Services are able to relearn and practice activities of daily living, re-establish relationships through social and recreational opportunities, develop compensations for disabilities, re-enter school or the workforce, and regain personal independence.

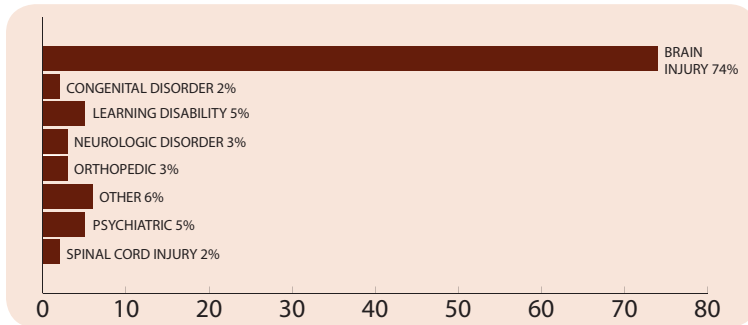
Number of People Served

Total Number of People Served.....	1,269
Total Number of Inpatient/Residential Served.....	181
Total Number of New Inpatient/Residential Admissions.....	67
Total Number of New Outpatient Admissions.....	387

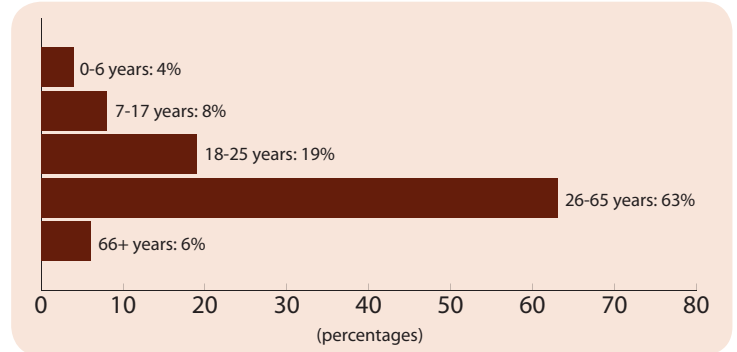
Gender

Total Number of Men Served.....	753
Total Number of Women Served.....	516

Diagnosis Served – Adults (18 years +)

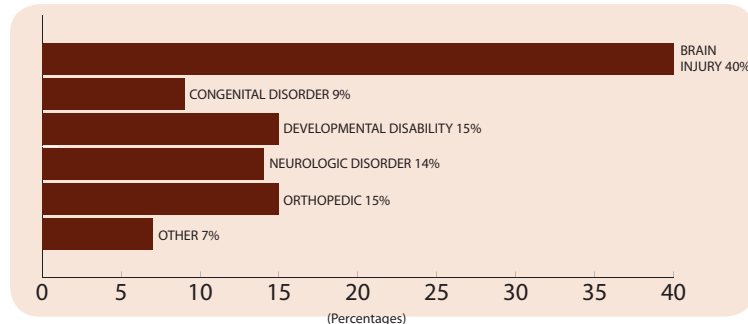


Ages (n=1,269)

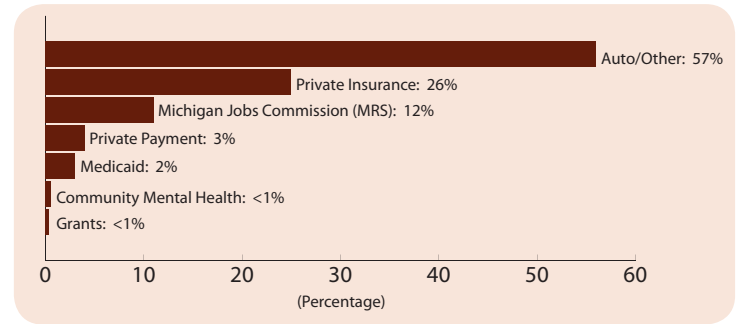


Total Number of Adults Served Last Year.....1,126

Diagnosis Served – Children (17 years & younger)



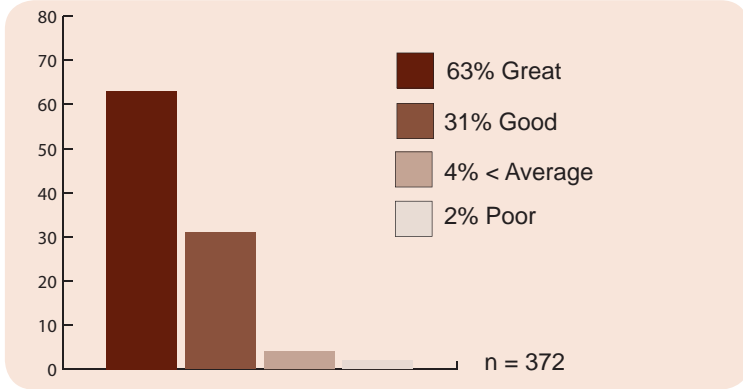
Funding Sources (n=1,269)



Total Number of Children Served Last Year.....143

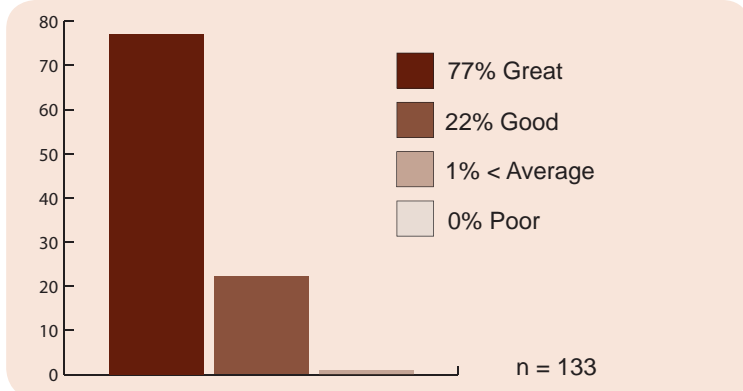
Consumer Satisfaction

Consumer satisfaction surveys were distributed to 1,296 individuals. Twenty-Nine percent of these recipients completed the survey. Satisfaction results are based on a four point scale.



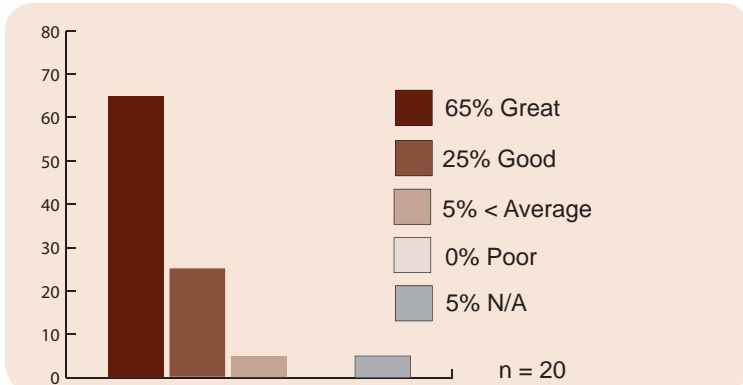
Guardian Satisfaction

Guardian satisfaction surveys were distributed to over 524 individuals. Twenty-Six percent of these recipients completed the survey. Satisfaction results are based on a four point scale.



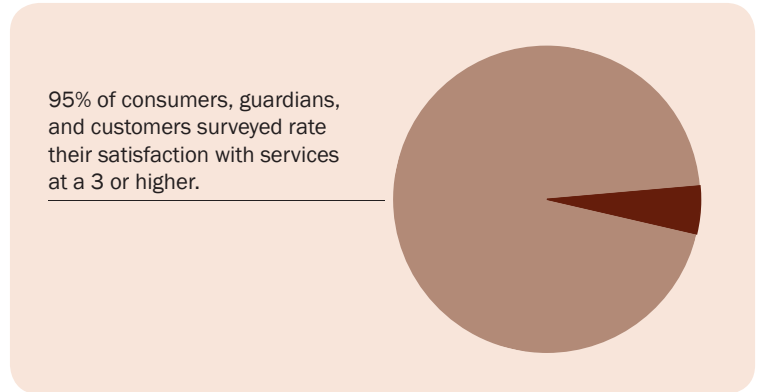
Customer Satisfaction

The term "Customer" pertains to the professionals who refer patients to Hope Network Rehabilitation Services (ie: insurance adjusters, physicians, etc). Satisfaction results are based on a four point scale.

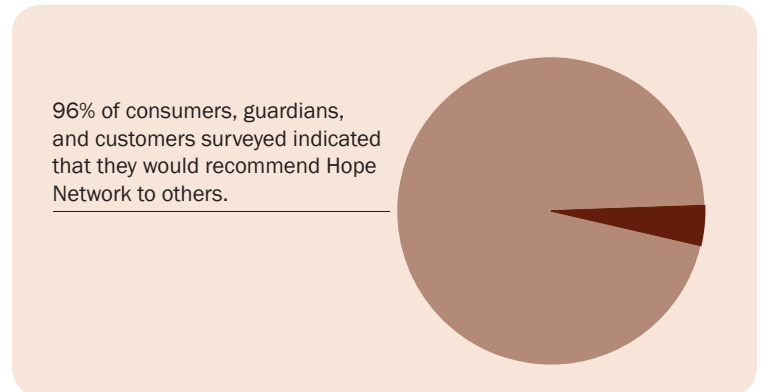


Overall Satisfaction

Overall percentage of satisfaction for consumers, guardians, and customers based on a rating of 3 or higher on a 4-point scale.....95% (n=525)



Percent of survey respondents that indicated they would recommend Hope Network to others.....96% (n=455)



Transitional Inpatient Rehabilitation

Transitional Inpatient Rehabilitation is designed to advance a person's recovery through intensive therapies while the participant lives temporarily on campus. Often, Transitional Rehabilitation is the next step of treatment once an individual leaves the hospital setting to prepare them to resume living at home, with family, or in more severe cases, supported care. This service is offered in Grand Rapids and East Lansing.

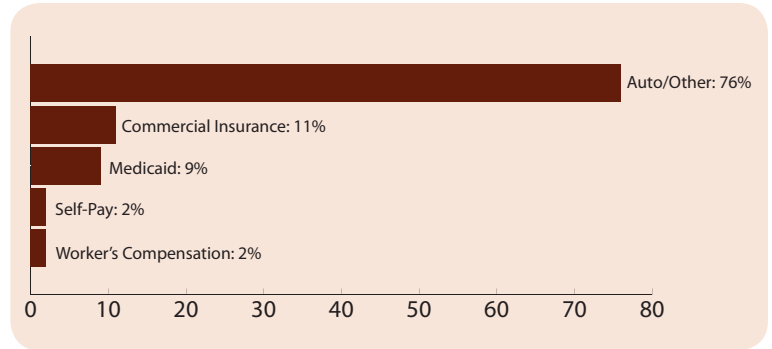
Transitional Consumer Information

Total number of consumers served.....55
 Total number of men served.....41
 Total number of women served.....14
 Age range served.....19 - 83 years

Length of Stay

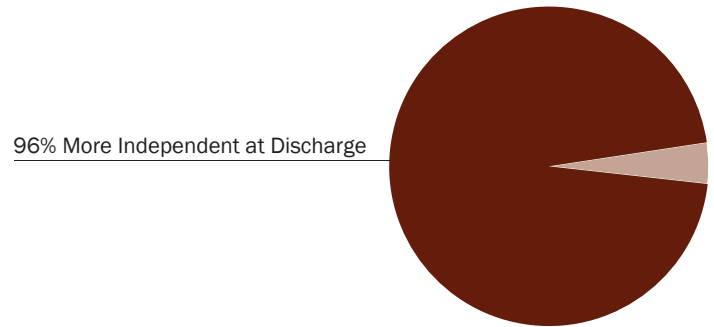
Length of stay range.....14 - 228 days
 Median length of stay.....60 days
 Average length of stay.....72 days

Funding Sources for Transitional Living Services

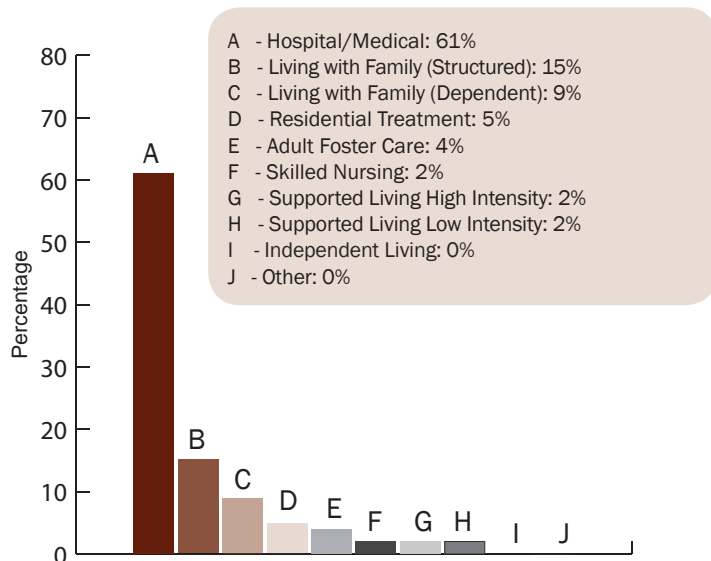


Independence at Discharge

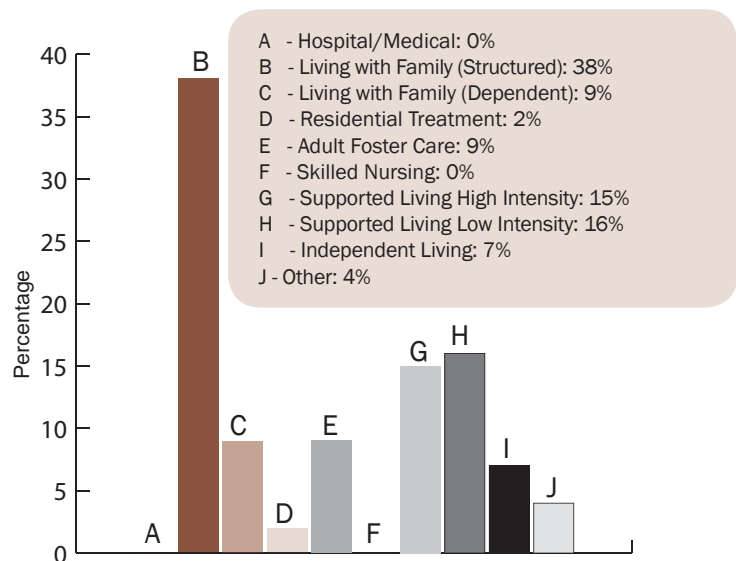
Percent of participants who achieved a more independent or stable living status compared to their pre-admission status last year.....96% (n=55)



Transitional Consumers Pre-Admission Sites (n=55)



Transitional Consumers Discharge Sites (n=55)



Maplewood Inpatient Program

The Neurobehavioral Inpatient Program is similar to Transitional Inpatient Rehabilitation, but has an additional element of care for persons with a behavioral component to their injury (ie: agitation, aggression, etc). While living on campus, participants receive intensive therapies as well as behavioral support and treatment. This service is offered in Grand Rapids.

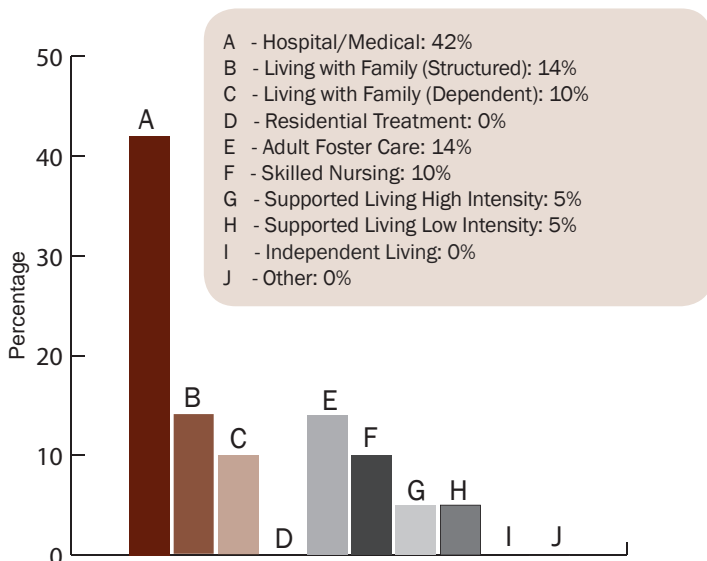
Neurobehavioral Consumer Information

Total number of consumers served.....	21
Total number of men served.....	16
Total number of women served.....	5
Age range served.....	16 - 73 years

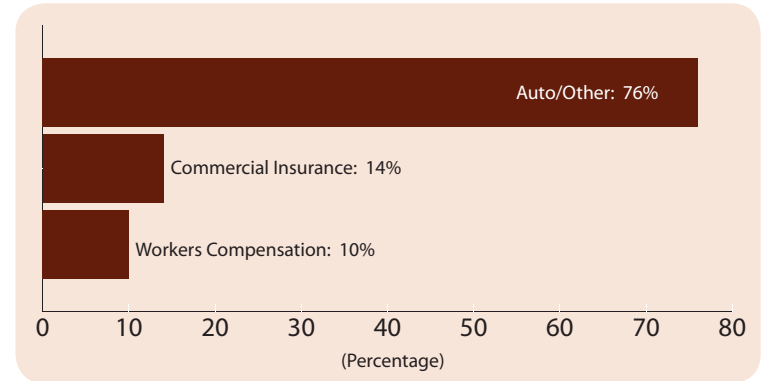
Length of Stay

Length of stay range.....	8-452 days
Median length of stay.....	47 days
Average length of stay.....	81 days

Maplewood Consumers Pre-Admission Sites (n=55)



Funding Sources for Maplewood (n=21)



Independence at Discharge

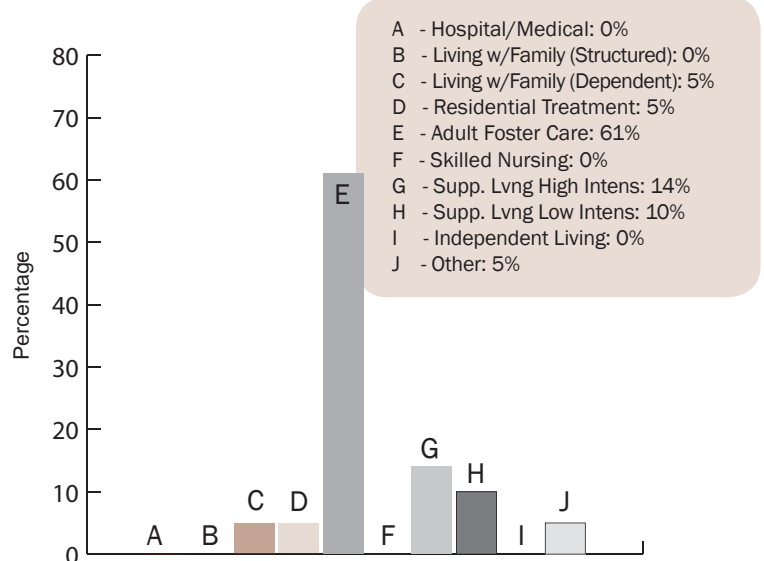
Percent of participants who achieved a more independent or stable living status compared to their pre-admission status last year.....95% (n=21)

Agitated Behavior Scale (ABS)

The Agitated Behavior Scale (ABS) tests a participant's level of aggression and agitation. The ABS is administered by staff upon an individual's admission to Maplewood. This test is given twice per day for the first seven days and then once per month thereafter. During the week prior to an individual's discharge, they are again tested on the scale twice per day. The results are measured against the data obtained upon their admission to determine level of improvement.

Percent of Neurobehavioral participants who discharged with decreased agitation according to the ABS.....57% (n=21)

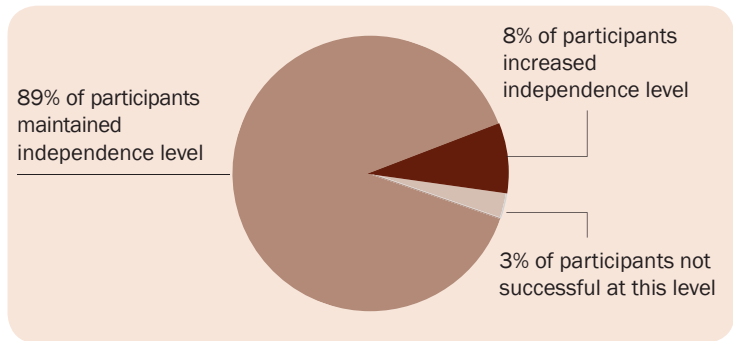
Neurobehavioral Consumers Discharge Sites (n=55)



Community Living Program

In this program, specialized staff provide daily contact to ensure that individuals are successfully and safely maintaining independent living in their home or apartment. Staff are available for on-call support as needed and provide assistance with life's more complex tasks such as budgeting, medication management, or maintaining a healthy lifestyle. This service is offered at all six of our locations in Michigan.

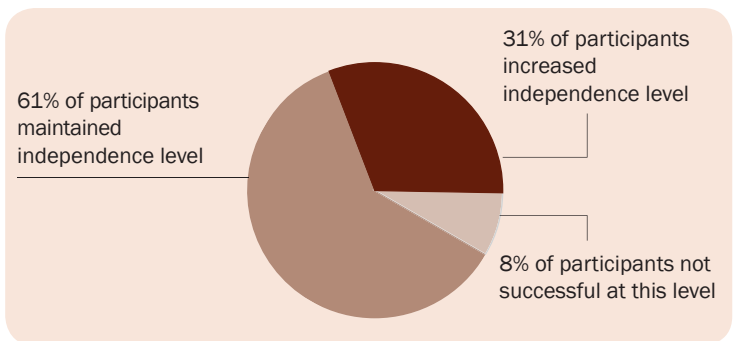
Total number of consumers participating in the Community Living Program last year.....	66
Total number discharged from this service.....	9
Total number who discharged with increased independence.....	5



Supported Independent Living

Hope Network Rehabilitation Services offers various levels of support in their Residential Programs. Supported Independent Living provides residents a range of support from daily periodic checks up to 16 hours of supervision per day. The level of support is determined by individual need, with a goal of maintaining or increasing independence. This service is offered in Grand Rapids and East Lansing.

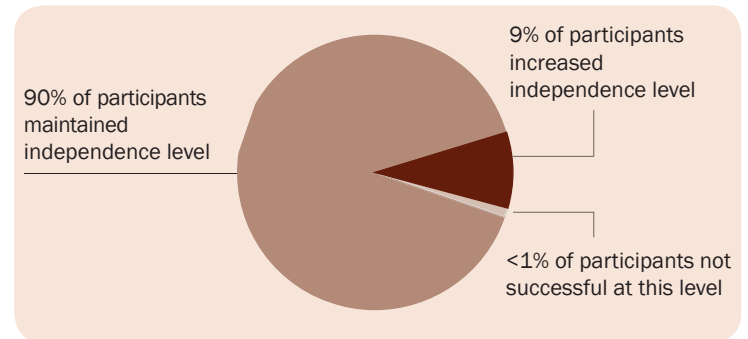
Total number of consumers receiving supported independent living services last year.....	36
Total number discharged from this service.....	14
Total number who discharged with increased independence.....	11



Long-Term Residential Services

Due to the nature of their physical and/or cognitive limitations, participants in our Long-Term Residential Program need 24-hour supervision.

Total number of consumers receiving long-term residential services last year.....	68
Total number of residents who maintained or increased independence.....	67



Mental Health Services

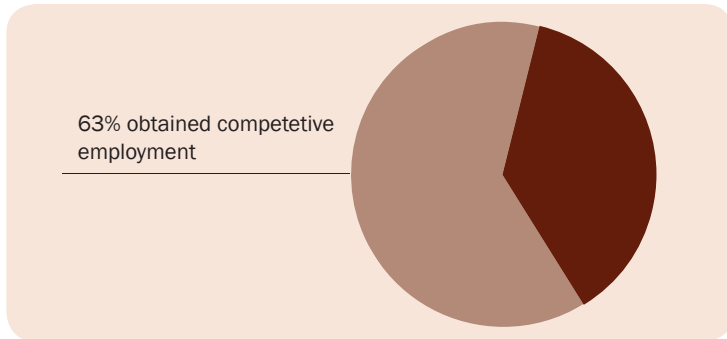
Each quarter, the psychiatric clinics at Hope Network Rehabilitation Services randomly selects 20% of active patient records to determine the levels of stabilization or improvement that have occurred as a result of treatment. Because several individuals seek treatment over the course of more than one quarter, a patient's record may be evaluated more than once for this purpose. The following information reflects the information gleaned from these evaluations.

Percent of selected charts that showed stabilization or improvement.....	74% (n=313)
Percent of consumers receiving outpatient psychology services who showed stabilization or improvement.....	84% (n=611)

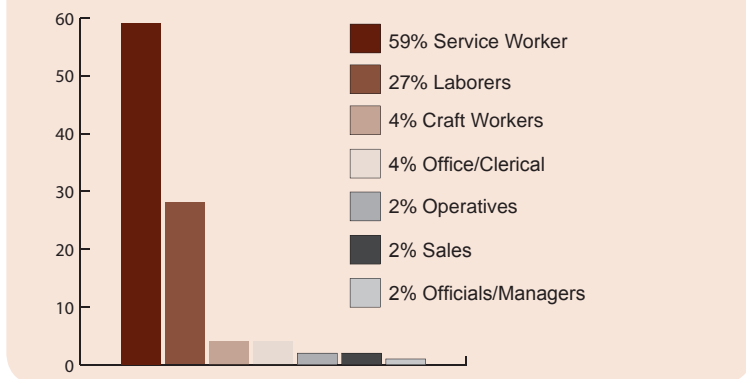
Workforce Development

Hope Network Rehabilitation Services provides various services that encourage an individual's return to work after injury. This can include vocational assessment, skills and interests identification and training, job placement, job coaching, and more. After determining an individual's potential and ability to work, Hope Network Rehabilitation Services then provides job placement in either a competitive (job in the community) or non-competitive (on a Hope Network campus or other supported facility) setting.

Total number of consumers seeking competitive employment last year.....90
 Total number of those that successfully obtained competitive employment.....57



Classifications of Employment Obtained (n=57)



Average length of time to find employment.....16 weeks
 Wage range.....\$7.40 - \$32.21
 Average wage.....\$8.92
 Percent of consumers who retained their positions after 90 days of employment.....75% (n=56)
 Percent of consumers who retained their positions after 180 days of employment.....78% (n=46)

Sheltered/Supported Employment

75% (n=34) of consumers working at the Steelcase Enclave achieved production rates of 50% or higher of the current prevailing wage.

100% (n=85) of consumers who participated in the Enrichment/Work Program indicated they are satisfied with their experience by rating a 3 or higher on a 4-point satisfaction survey.