

“Attempting rehabilitation without measuring outcomes is like driving without eyes.”

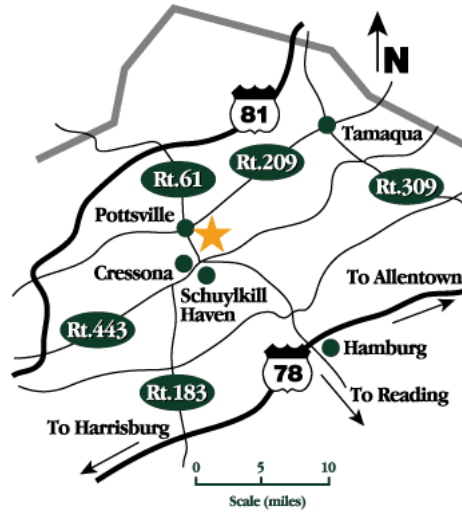
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For more information on FOTO
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**WHAT IS FOTO??
and
WHY do you ask me to
complete these SURVEYS??**

**Information
And
Outcomes
Management
System
ANNUAL DATA 2009**

One of the things that matters most to our organization is providing the best possible care to the persons we serve. Our mission includes continuously looking for ways we can improve our quality of care.

FOTO (Focus On Therapeutic Outcomes, Inc.) provides an external, standardized, comparative database reporting service. By measuring our performance against providers all over the country, we can identify our strengths and improve on areas in need. SRC (Schuylkill Rehabilitation Center) also completes other surveys when a person is discharged, 90 days after discharge, and to other stakeholders on the outcomes of our services.

What are we measuring?

- ✓ Change in the person's functional health status during the episode of care
- ✓ Number of visits per episode of care
- ✓ Change in the patient's functional health status per visit
- ✓ Number of days in an episode of care
- ✓ Durability of services after discharge
- ✓ Customer satisfaction

There are several characteristics documented on the persons we serve. The largest age category is from ages 45 to 65 at 42% and the smallest category with no persons served is from 0 to 6 year olds, followed by ages 7 to 12 at 5 %, ages 13 to 18 at 26%, and ages 65 plus at 27%. Other areas include gender at 57% female, 56% married, 47% employed and 27% retired, 50% high school educated, most have four or more co-morbid conditions, and 72% live in the southeastern part of Schuylkill County. There were two unplanned transfers to acute medical facilities. The average number of visits to SRC for orthopedic conditions was 15 and for neurological it was 19.

For the year 2009 there was a total of 1,717 persons discharged and of those 804 single/ multi-service cases were able to be used in the outcome data. The results are divided by diagnostic categories which include the disciplines of orthopedic, neurological, and cardiovascular. Effectiveness and efficiency are measured. The functional status change compared to the benchmark data was less by 4 for orthopedic, 2 for cardiovascular and 8 for neurological. SRC was higher than benchmark data for average visits by 4 in orthopedic, 9 in neurological and 11 in cardiovascular. The program was completed for 63% of the people with 29% not completing due to personal or non compliance reasons. There were 40% of the persons' served who completed over 75% of their goals.

Does treatment last after care is over...?

The person's served overall functional levels 90 days after discharge revealed that 96.77% continued to show improvements or remained unchanged and only 3.23% were below their discharged level of function.

Patient satisfaction is obtained immediately after discharge utilizing twenty questions and the average was rated at 6.77 on a scale of 1.0 (worst) and 7.0 (best).

FOTO rates satisfaction and SRC's overall score was 97.32% (just 0.69% less than benchmark data). In addition, persons served were asked 90 days after discharge if they would return for treatment or suggest our facility to friends and family. The results indicated that 99% would recommend SRC.

Our goal for 2010 is to have more persons served included in our data and therefore, *need your help to complete the FOTO survey again at discharge* (Please remember to answer the questions as it relates to your current condition being treated)! We also want to make sure you feel a part of the goal planning for your rehab program and encourage you to discuss this with your therapist.

We thank you for completing our surveys..... So we may continue providing the very best care, each and every day!