

2011 Report Card

Lovelace Rehabilitation Hospital is dedicated to providing the most comprehensive, patient-focused program tailored to the unique needs of each individual. Our experienced and highly specialized physicians and staff, who make up your rehabilitation team, offer comprehensive inpatient and outpatient programs to help you achieve your rehabilitation goals and enhance your quality of life. Lovelace Rehabilitation Hospital provides patient-centered inpatient and outpatient rehabilitation services, partnering with patients, families and caregivers to assist patients in achieving optimal functional outcomes and improved quality of life and health. Lovelace Rehabilitation Hospital offers a wide range of specialized services for patients of all ages, from toddlers to older adults, offering services to patients regardless of race, culture and ethnicity.

We provide a full continuum of inpatient and outpatient rehabilitation care, including physical therapy, occupational therapy, speech and language pathology, rehabilitation nursing and case management services.

NUMBER OF EMPLOYEES:	256
LICENSED BEDS:	62 acute inpatient rehabilitation beds
NUMBER OF INPATIENTS IN 2011:	1,020
AVERAGE INPATIENT LENGTH OF STAY:	17 days
OUTPATIENT VISITS IN 2011:	31,304
NUMBER OF OUTPATIENTS IN 2011:	3,913
AVERAGE NUMBER OF OUTPATIENT VISITS:	8

In 2011, Lovelace Rehabilitation Hospital was the only hospital in New Mexico accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for three years in six programs:

1. Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP)
2. Inpatient Brain Injury Program (BI)
3. Inpatient and Outpatient Spinal Cord System of Care (SCS)
4. Inpatient Stroke Specialty Program
5. Outpatient Medical Rehabilitation Program (Adults)
6. Outpatient Medical Rehabilitation Program (Children and Adolescents)



Lovelace Rehabilitation Hospital offers specialized inpatient rehabilitation programs. To be admitted as an inpatient, a patient must:

- Be at least 12 years old and able to breathe without the use of a ventilator
- Be able to participate in at least three nonconsecutive hours of therapy daily
- Require daily physician medical management and 24-hour physician availability
- Require 24-hour nursing care



*Providing attentive, compassionate, respectful,
accountable, and responsible patient-centered care*

Lovelace
Rehabilitation Hospital

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PROGRAM SPECIFIC INFORMATION (INPATIENT)

The inpatient program at Lovelace Rehabilitation Hospital is designed for patients with a variety of rehabilitation needs. We offer general inpatient medical rehabilitation and three specialized programs: brain injury, stroke and spinal cord. For our inpatients, we provide patient ambassadors and case managers. The patient ambassadors are committed to ensuring that patients receive only the highest level of service excellence during the patients' stay. Ambassadors meet with patients within a few days of admission and prior to discharge. Ambassadors also check in periodically with their patients to see how the stay is going.

Case managers are assigned to each unit. Their duties include the development of a successful and safe discharge for each inpatient. They arrange for any care that will be needed after discharge and arrange for all DME. Your assigned case manager will meet with you within the first week of your admission. They will work with you throughout your stay to ensure your needs will be met while in Lovelace Rehabilitation Hospital and after discharge. Every seven days we have team conferences to evaluate how each patient is progressing. The following staff attend our team conferences: physician, case manager, physical therapist, speech therapist and occupational therapist. We also schedule family conferences as requested by the patient and his or her family to ensure that families are fully informed about the patient's progress and discharge.

Patients have the opportunity to tell us how we are doing. In 2011, 90 percent of our patients found the discharge information helpful and 75 percent of our patients were willing to recommend Lovelace Rehabilitation Hospital to their friends and families.

Here is what some of our inpatients are saying:

- "I was treated friendly and kindly like a patient should be treated."
- "Everything was good. They were courteous and prompt."
- "I got all the help I needed. They helped me to walk again. Everyone was awesome."
- "When I was there, everyone seemed to want to help me as much as possible. The physical and occupational therapists kept a close eye on me. The staff and even the lady that cleaned the room was great!"

“It was the nicest care, and they really seemed like they wanted to help me. They did everything they could. The care that I had was really good. The therapy was wonderful.”



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COMPREHENSIVE INTEGRATED INPATIENT REHABILITATION PROGRAM (CIIRP)

The general medical rehabilitation inpatient program is also known as the Comprehensive Integrated Inpatient Medical Rehabilitation Program for adults (CIIRP). The types of medical and post-surgical conditions treated in the general medical rehabilitation program include individuals with various diagnosis such as leg fractures, total joint replacement, or multiple traumatic injuries.

During 2011, the total number of patients discharged from the CIIRP was 683. Of the 683 patients, 41 percent were men and 59% were women. The average age of patients participating in CIIRP was 65 years old. The age ranges of patients discharged from the program is shown in Figure 1.

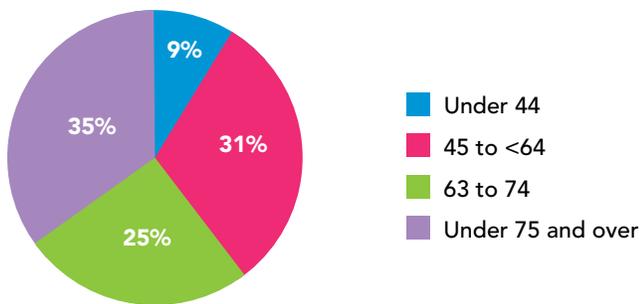


Figure 1. Percentage of patients by age discharged from CIIRP in 2011.

There were 283 men and 400 women discharged from CIIRP. The average number of days patients stayed in the hospital was 17 days, and 65 percent achieved their goals. Most of the patients went home. Some patients went back to the acute care hospital and some went to long-term care facilities. The information on where patients went at discharge is shown in Table 1.

Table 1. Discharge destinations for patients participating in CIIRP.

Where patients went after discharge	# Patients	Percent
Community (Home)	526	77%
Long-Term Care	72	11%
Acute Care (Hospital)	85	12%

The patients who participated in CIIRP had many different diagnoses and rehabilitation needs. The most common CIIRP diagnoses are listed in Table 2.

Table 2. The most common diagnoses of patients participating in CIIRP.

Diagnosis	# Patients
Leg fracture	133
Hip/knee joint replacement	114
Multiple medical trauma	51
Pain	50
Amputations	46
Other orthopedic (bone)	39
Cardiac (heart)	36
Neurological	25
Multiple medical trauma with brain or spinal cord injury	17
Pulmonary (lung)	8
Rheumatoid arthritis	5
Guillain-Barrè	3
Burns	2



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BRAIN INJURY PROGRAM (BI)

A brain injury can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient depending on the extent of their injury. Patients who enter the Brain Injury program at Lovelace Rehabilitation Hospital will receive at least 15 hours of therapy a week. These hours are broken up into three hour increments, five days a week. They can receive physical, occupational and speech therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

Lovelace Rehabilitation Hospital had 51 patients with traumatic brain injuries and 35 patients with non-traumatic brain injuries. In 2011, 71 percent of our patients with traumatic brain injuries and 79 percent of our patients with non-traumatic brain injuries returned home after completing the BI program. Of the 86 patients treated for brain injuries, 51 were men and 35 were women (see Figure 2).

Information on the ages of patients served by the Lovelace Rehabilitation Hospital BI unit is described in Table 3. The majority of our patients were adults between ages 46 and 80.

What makes the Lovelace Rehabilitation Hospital Brain Injury program special?

Patients who enter our BI program will be placed on a quiet unit designed to maximize the patient's potential to participate in rehabilitative therapies. The program utilizes a comprehensive multidisciplinary team approach, which is dynamic, patient-centered and geared to facilitating progress toward the highest possible level of independent functioning.

- Treatment plans are tailored to specific complex conditions
- Provision of cognitive retraining, including memory loss and other cognitive aides
- Provision of assistive technology for mobility including ambulation and customized wheelchair fitting
- Use of the latest technology to ensure a safe environment
- A secure unit

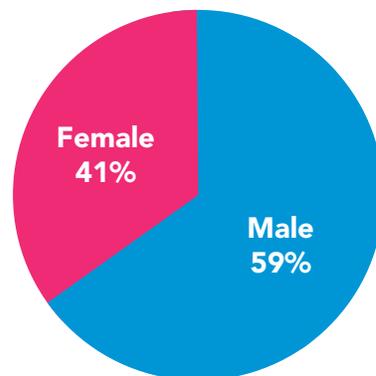


Figure 2. Gender of patients treated for brain injuries at LRH during 2011.

Age range	# Patients
22 - 45	13
46 - 65	29
66 - 80	33
81 +	11

Table 3. Age ranges of brain injury patients at Lovelace Rehabilitation Hospital in 2011.



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SPINAL CORD SYSTEM OF CARE (SCS)-INPATIENT & OUTPATIENT

A spinal cord injury can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient, depending on the extent of their injury.

Inpatients (SCS)

Patients who enter the inpatient Spinal Cord System of Care program at Lovelace Rehabilitation Hospital will receive 15 hours of therapy a week. These hours are broken up into three-hour increments, five days a week. They can receive physical, occupational and speech therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

Lovelace Rehabilitation Hospital had 50 patients with spinal cord injuries. In 2011, 62 percent of our patients with spinal cord injuries returned home after completing the SCS program. All of our patients were adults (see Table 4). Of the 50 inpatients treated in the spinal cord program, 32 were men and 18 were women.

Age range	# Patients
22 - 45	19
46 - 65	12
66 - 80	18
81 +	1

Table 4. Ages of inpatients treated for spinal cord injuries at Lovelace Rehabilitation Hospital in 2011.

Outpatients (SCS)

In 2011 Lovelace Rehabilitation Hospital had 11 outpatients with spinal cord injuries. All of our patients were adults (see Table 5).

Individuals in the outpatient Spinal Cord System of Care program averaged 11 visits and exceeded functional goals. Patients were 98 percent satisfied with the results of outpatient treatment and 97 percent would recommend the program.

More men than women participated in the outpatient spinal cord program. Of the 11 patients participating in the spinal cord program, seven were male and four were female.

Age range	# Patients
22 - 45	5
46 - 65	3
66 - 80	2
81 +	1

Table 5. Ages of outpatients treated for spinal cord injuries at Lovelace Rehabilitation Hospital in 2011.

What makes the Lovelace Rehabilitation Hospital Inpatient and Outpatient Spinal Cord program special?

- Peer mentors
- Support groups
- Educational clinics
- Access to aquatic therapy



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STROKE SPECIALTY PROGRAM (SSP)

A stroke can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient, depending on the extent of their injury.

Patients who enter the inpatient Stroke Specialty program at Lovelace Rehabilitation Hospital will receive at least 15 hours of therapy a week. These hours are broken up into three-hour increments, five days a week. They can receive physical, occupational and speech language therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

In 2011, 183 patients participated in Lovelace Rehabilitation Hospital SSP. Slightly more women (51 percent) than men participated in SSP. All of our patients were adults and 62 percent of our patients with strokes returned home after completing the SSP (see Table 6).

Age range	# Patients
22 - 45	9
46 - 65	49
66 - 80	72
81 +	53

Table 6. Ages of patients participating in the Stroke Specialty Program at Lovelace Rehabilitation Hospital in 2011.

What is special about the stroke program at Lovelace Rehabilitation Hospital:

At LRH we help each person overcome the effects of the stroke. We use a multidisciplinary team to provide services that help you regain and maintain as much independence as possible. When a stroke affects your ability to swallow, our speech language pathologists will use video swallow studies to assess swallowing issues that will help determine the consistency of food that is safe for you to eat. Occupational therapists will focus on improving functional skills in the areas of dressing, bathing, and light meal preparation. Physical therapists will focus on increasing standing and sitting balance and physical strength. Nursing staff and physicians will evaluate and manage medical risks and medical conditions.

LOVELACE REHABILITATION HOSPITAL PARTNERS WITH COMMUNITY RESOURCES

Lovelace Rehabilitation Hospital partners with Lovelace Medical Center to provide services to stroke survivors. Lovelace Medical Center has earned the Joint Commission's "Gold Seal of Approval" for certification as a Primary Stroke Center.

Lovelace Rehabilitation Hospital is accredited by the Commission on Accreditation of Rehabilitation as a Stroke Program.

Lovelace Rehabilitation Hospital also teams up with the Albuquerque Stroke Club to focus on educating our patients about community reintegration, stroke prevention and community resources.

Lovelace Rehabilitation Hospital also teams up with a Veteran Affairs representative to focus on the research completed in Albuquerque and education on strokes.

We have therapists and nurses with multiple years of experience. Some have worked with stroke survivors since LRH opened over 24 years ago.



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OUTPATIENT MEDICAL REHABILITATION PROGRAM (ADULTS)

During 2011, outpatients received therapy services at four sites: the LRH clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic in Enchanted Hills, and the Santa Fe clinic (see Table 7).

Table 7. The number of patients, the gender and the age of patients seen by location for 2011.

	DEMOGRAPHIC	LRH CLINIC	WYOMING CLINIC	RIO RANCHO CLINIC	SANTA FE CLINIC
Total # of patients per site		2,701	589	423	200
Gender	Male	40%	40%	40%	40%
	Female	60%	60%	60%	60%
Age	Under 45	32%	32%	32%	20%
	45 - 64	41%	41%	41%	41%
	65 - 74	16%	16%	16%	16%
	75+	11%	11%	11%	11%

Overall, patients needed eight outpatient visits to achieve their goals and in the Wyoming clinic; patients made greater improvements than expected. Outpatient satisfaction with the LRH therapy programs was high (see Table 8).

Table 8. Patient outcomes and satisfaction with outpatient therapy by location for 2011.

INDICATOR	LRH CLINIC	WYOMING CLINIC	RIO RANCHO CLINIC	SANTA FE CLINIC
Average # of visits	7	9	9	7
Actual functional change over predicted functional change	12/14	16/14	13/15	12/15
Willingness to recommend	97%	100%	100%	100%
Satisfaction with results of treatment	98%	98%	97%	97%



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OUTPATIENT MEDICAL REHABILITATION PROGRAM (ADULTS) CONT...

Each location offers a variety of services (see Table 9).

Table 9. Services offered by location for 2011.

Location	Therapy services offered	
LRH clinic	Neurological SCI, BI, MS, PD Orthopedic Balance/vestibular	Aquatic therapy Physical therapy Speech therapy Occupational therapy
Wyoming clinic	Orthopedic	Physical therapy
Rio Rancho clinic	Neurological SCI, BI, MS, PD Orthopedic Worker's compensation injuries	Occupational therapy Physical therapy Speech Therapy
Santa Fe clinic	Neurological SCI, BI, MS, PD Orthopedic	Worker's compensation injuries Physical therapy

Here is what our customers are saying about the outpatient therapy program:

- “Thank you for your enthusiasm, expertise and ‘hands-on’ approach that has given me the confidence that I will have a complete recovery.”
- “You have given me hope that I can get back to living on my own again.”
- I thought that this disease process was a life sentence, but you have shown me how to make the most of the life that I do have and put meaning back into it.”
- “This outpatient team has worked to help me help myself so that I can get back to work faster and stronger.”
- “When I came here, I wasn’t able to do the things that I love most. I couldn’t take care of my grand-children. Now after working with you all, I can!”
- “I was happy to find out that you all could meet all of my needs in one place.”
- “The therapy staff was wonderful! I feel 20 years younger and I have been able to resume running again!”
- “I am very pleased to be back on my feet and able to get back to a normal life.”
- “I am not only ‘better’ but I have returned to normal and have no vertigo at all! I had great therapy and a great therapist!”
- “I could not be more impressed with the integrity, competence and commitment level of all of my therapists. I gained so much from my therapies. I am grateful.”



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OUTPATIENT MEDICAL REHABILITATION PROGRAM (CHILDREN AND ADOLESCENTS)

During 2011, children and adolescents received therapy services at four sites: the LRH clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic in Enchanted Hills, and the Santa Fe clinic. The child and adolescent program is growing. In 2011, 98 outpatients between the ages of 0-17 were seen within the LRH clinics (see Table 10).

Table 10. Ages of patients participating in the Child and Adolescent Program at Lovelace Rehabilitation Hospital in 2011.

AGE	LRH CLINIC	WYOMING CLINIC	ENCHANTED HILLS CLINIC	SANTA FE CLINIC
0 - 6	2	0	1	0
7 - 12	6	3	2	0
13 - 17	46	16	19	3
Total # of patients	54	19	22	3

Special areas that are addressed by outpatient services for the pediatric population include:

- | | |
|---|---|
| IEP “consults” / attendance at IEP meetings | Use of technology – iPad apps |
| Parent and caregiver education | Co-treatments |
| Providing school in-services | Referrals to other appropriate services |

Here is what our customers are saying about the child and adolescent outpatient therapy program:

- Our child looks forward to her time in speech therapy. She loves interacting with the staff and other patients. We particularly like the suggestions for areas of improvement along with all of the creative and interactive homework assignments.
- Outpatient physical therapy has gotten my son ready to return to track after his injury.
- Outpatient occupational therapy has gotten my son ready to go back to playing football after his shoulder injury.

“ My son’s speech therapist is amazing! She has an excellent demeanor and makes therapy fun. The speech therapy has increased my son’s confidence and ability to express himself. ”



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OUTPATIENT SERVICES

Lovelace Rehabilitation Hospital outpatient services continue to expand. Currently, outpatient therapy services are offered at the following locations:

Lovelace Rehabilitation Hospital*
505 Elm St NE
Albuquerque, NM 87102

Lovelace Outpatient Rehabilitation – Santa Fe*
1692B Hospital Drive, Suite 202
Santa Fe, NM 87505

Lovelace Outpatient Rehabilitation – Wyoming*
7910 Wyoming Blvd NE, Suite C
Albuquerque, NM 87109

Lovelace Outpatient Rehabilitation – Westside**
10511 Golf Course Rd. NW, Suite 104
Albuquerque, NM 87114
(On the same campus as Lovelace Westside Hospital)

Lovelace Outpatient Rehabilitation – Rio Rancho*
7555 Enchanted Hills, Suite 103
Rio Rancho, NM 87144

**Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).
** Accredited by The Joint Commission (TJC).*

Lovelace Women's Hospital Outpatient Rehabilitation **
4600 Montgomery Blvd NE
Albuquerque, NM 87109
(Across from Lovelace Women's Hospital)

Lovelace Outpatient Rehabilitation – Jemez
129 Canal Street
Jemez Pueblo, NM 87724

Outpatient appointments can be accessed through outpatient central scheduling.

Phone: 505.727.4725

Fax: 505.727.9271

Pain Clinic: 505.727.7177

CARF accreditation demonstrates Lovelace Rehabilitation Hospital's quality, accountability and commitment to the satisfaction of the persons served. For more information on CARF, visit www.carf.org.



ADDITIONAL PROGRAM INFORMATION

Additional inpatient programs include:

- Amputation
- Hip fracture
- Major multiple trauma
- Neurological disorders
- Orthopedic program
- Swallowing program

Additional outpatient services include:

- Activity of daily living training
- Lymphedema program
- Aquatics program
- Neurological disorders
- Balance & vestibular rehabilitation
- Orthotic & prosthetic training
- Brain injury program
- Outpatient massage therapy
- Breast cancer rehabilitation
- Pelvic floor rehabilitation
- Certified pre-employment ability testing
- Runner's clinic

- Certified wheelchair evaluations
- Sports injuries
- Concussion therapy & testing program
- Sports metrics injury prevention
- Continence program
- Stroke program
- Fall prevention
- Swallowing program
- Foot & ankle rehabilitation
- Voice program
- Functional capacity evaluation
- Work injury program
- Hand & upper extremity rehabilitation
- Worksite evaluations
- Interventional pain clinic

