

# 2017 Report Card

Lovelace UNM Rehabilitation Hospital is dedicated helping each patient overcome the effects of illness and injury through our comprehensive inpatient and outpatient programs. Our highly specialized physicians and staff, who make up your rehabilitation team, are dedicated to helping you achieve your rehabilitation goals and enhance your quality of life. 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.

We offer 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.

<b>NUMBER OF EMPLOYEES:</b>	237
<b>LICENSED BEDS:</b>	62 acute inpatient rehabilitation beds
<b>INPATIENT ADMISSIONS IN 2015:</b>	1,120
<b>OUTPATIENT VISITS IN 2015:</b>	28,950
<b>AVERAGE INPATIENT LENGTH OF STAY:</b>	13 DAYS

**In 2017 Lovelace UNM 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 UNM 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

## Program Specific Information (Inpatient)

The inpatient program at Lovelace UNM 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.

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 durable medical equipment (DME). The case manager will meet with the patient within the first week of their admission. They work with each patient throughout their stay to ensure their needs will be met while in Lovelace UNM Rehabilitation Hospital and after discharge.

Every seven days we have team conferences to evaluate how each patient is progressing. Physicians, nurses, case managers, physical therapists, speech therapists and occupational therapists attend the team conferences. 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 2017, 84.2% of our patients found the discharge information helpful and 95% of our patients were willing to recommend Lovelace UNM Rehabilitation Hospital to their friends and families.

### **Here is what some of our inpatients are saying:**

- “Your staff is exceptional. Your physical and occupational therapists were outstanding not only in their job but as people.”
- “Your Staff & Structure are outstanding. I would rate you one of the Best in AMERICA.”

“My experience was amazing! The nurses and all PT's and OT's that I worked with were incredible! Thank You!”

## 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 diagnoses such as leg fractures, total joint replacement, or multiple traumatic injuries.

During 2017, the total number of patients discharged from the CIIRP program was 624. Of the 624 patients, 53 % were men and 47% were women. The average age of patients participating in CIIRP was 63 years old.

The average number of days patients stayed in the hospital was 12.4 days, and 60 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 percentage of patients discharged to the community between the years of 2010 and 2017 is shown in Figure 1.

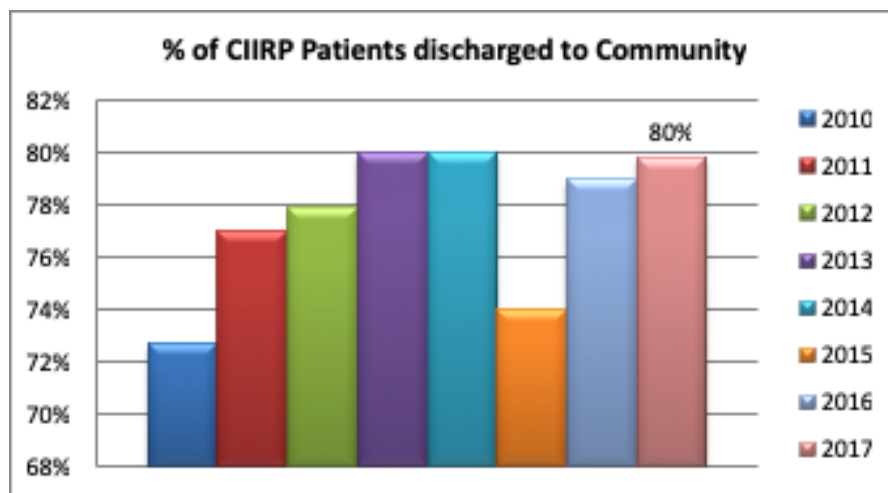


Figure 1. The percentage of patients discharged to the community in 2010- 2017.

The patients who participated in CIIRP had many different diagnoses and rehabilitation needs. The most common CIIRP diagnoses are listed in Table 1.

Diagnosis	# Patients
Leg fracture	82
Hip/knee joint replacement	35
Multiple medical trauma	61
Pain	17
Amputations	32
Cardiac (heart)	55
Neurological	47
Multiple medical trauma with brain or spinal cord injury	42
Pulmonary (lung)	3
Rheumatoid arthritis	3
Guillain-Barre	5
Burns	2

Table 1. The most common diagnosis of patients participating in CIIRP.

## Brain Injury (BI) Program

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 UNM Rehabilitation Hospital had 68 patients with traumatic brain injuries and 86 patients with non-traumatic brain injuries. Of the total 154 patients in the BI program, 65 percent were men and 35 percent were women. In 2017, 76 percent of our patients returned home after completing the BI program. The percentage of patients discharged to the community between the years of 2010 and 2017 is shown in Figure 2.

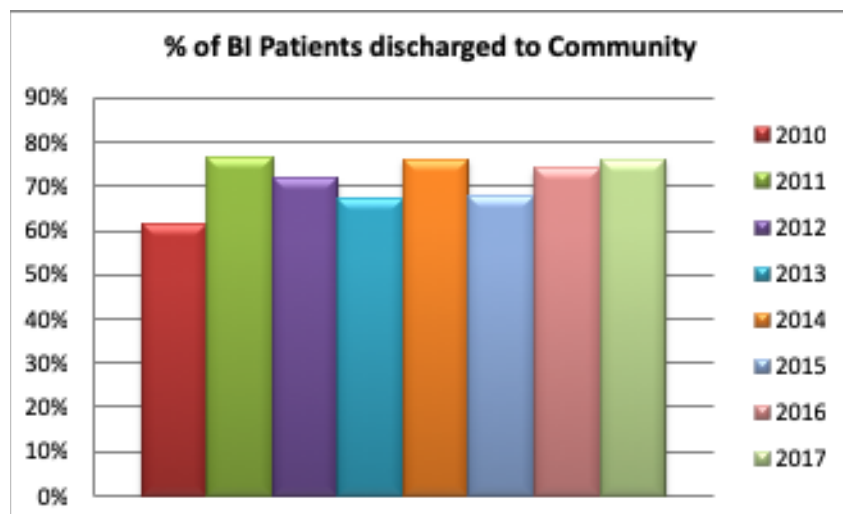


Figure 2. The percentage of patients discharged to the community in 2010 through 2017.

### What makes the Lovelace UNM 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

## Spinal Cord System of Care (SCS)

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 UNM 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 UNM Rehabilitation Hospital had 92 patients with spinal cord injuries, 16 with traumatic spinal cord injuries and 76 with non-traumatic. The majority of our patients were between the ages 45 and 79 (see Table 2). Of the 60 inpatients treated in the spinal cord program, 83 percent were men and 17 percent were women.

Age Range	Total#
0-17	0
18-29	6
30-44	7
45-64	44
65-79	33
80 and above	2

Table 2. Ages of inpatients treated for spinal cord injuries at Lovelace UNM Rehabilitation Hospital in 2017.

The average number of days patients stayed in the hospital was 17 days. 74 percent of patients were discharged to the community, while others went back to the acute care hospital and some went to long-term care facilities. The percentage of patients discharged to the community in 2010, through 2017 is shown in Figure 3.

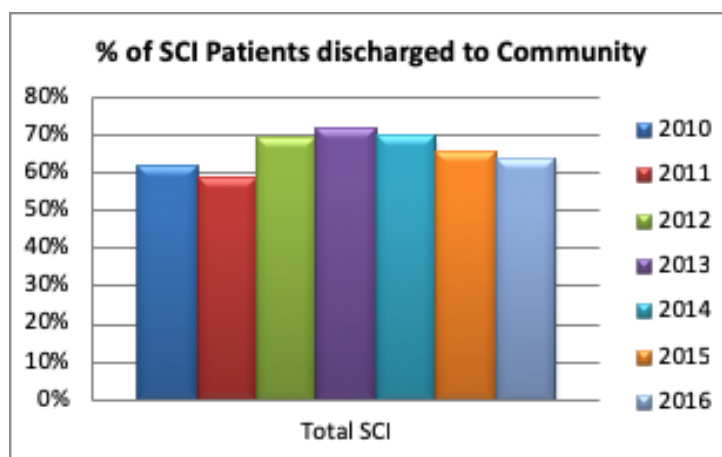


Figure 3. The percentage of patients discharged to the community from 2010 through 2017.

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

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

## 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 UNM 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 2017, 245 patients participated in Lovelace UNM Rehabilitation Hospital SSP. Slightly more men (66 percent) than women (34 percent) participated in SSP. The average age of patients in the program was 67 years old and 74 percent of our patients with strokes returned home after completing the SSP. Figure 4 shows the percentage of patients discharged to the community.

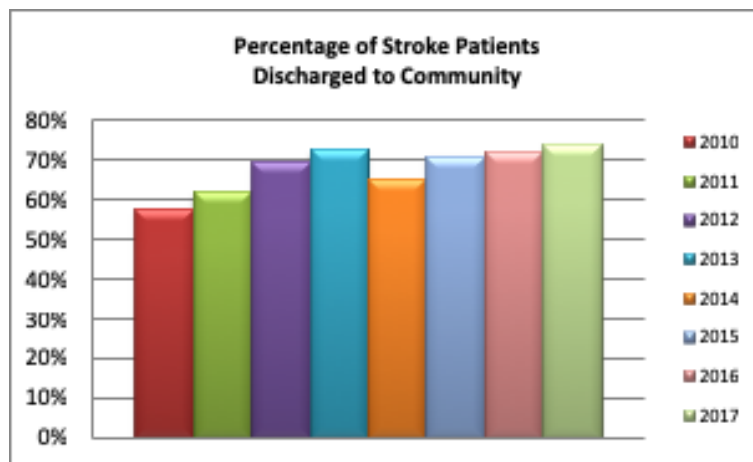


Figure 4. Percentage of patients discharged to the community 2010 through 2017.

### What is special about the stroke program at Lovelace UNM Rehabilitation Hospital?

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 UNM Rehabilitation Hospital partners with Lovelace Medical Center to provide services to stroke survivors. Lovelace Medical Center is DNV-GL accredited as a Primary Stroke Center.	Lovelace UNM Rehabilitation Hospital also teams up with the Albuquerque Stroke Club to focus on educating our patients about community reintegration, stroke prevention and community	Lovelace UNM Rehabilitation Hospital also teams up with a Veteran Affairs representative to focus on the research completed in Albuquerque and education on strokes.
Lovelace UNM Rehabilitation Hospital is accredited by the Commission on Accreditation of Rehabilitation as a Stroke Program.		We have therapists and nurses with multiple years of experience. Some have worked with stroke survivors since LRH opened over 25 years ago.

## Outpatient Medical Rehabilitation Program (Adults)

During 2017, outpatients received therapy services at five sites: the Lovelace UNM Rehabilitation Hospital (LUNMRH) clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic in Enchanted Hills, the Santa Fe clinic, and the Jemez clinic (see Table 7).

	Demographic	LRH Clinic	Wyoming Clinic	Rio Rancho Clinic	Santa Fe & Jemez Clinic
<b>Total # of patients</b>		20,075	2,964	1,576	3,122
<b>Gender</b>	<b>Male</b>	39%	35%	37%	27%
	<b>Female</b>	61%	65%	63%	73%
<b>Age</b>	<b>Under 45</b>	24%	18%	22%	13%
	<b>45 - 64</b>	44%	35%	40%	28%
	<b>65 - 74</b>	20%	31%	26%	33%
	<b>75+</b>	12%	17%	12%	26%

Table 7. The number of patients, the gender and the age of patients seen by location for 2017.

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

Indicator	LRH Clinic	Wyoming Clinic	Rio Rancho Clinic	Santa Fe & Jemez Clinic
<b>Average # of visits</b>	<b>11</b>	8	10	11
<b>Actual functional change over predicted functional change</b>	11/12	<b>16/14</b>	17/16	12/13
<b>Willingness to recommend</b>	98.3%	<b>99.1%</b>	99.5%	99.3%
<b>Satisfaction with results of treatment</b>	93.4%	<b>95.8%</b>	96.2%	93.6%

Table 8. Patient outcomes and satisfaction with outpatient therapy by location for 2017.

### What our patients are saying

- “I am now able to do everything I have done before the therapy, WOW I am happy!”
- “They were great. Very focused on their work. Very friendly and supportive. Great motivators.”

“Excellent care by staff. Clear explanations and thorough answers to my questions.”

## Outpatient Medical Rehabilitation Program (Pediatric and Adolescents) – outpatient

During 2017, children and adolescents received therapy services at four sites: the LUNMRH 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 pediatric and adolescent program is growing. We treat children with a variety of diagnosis's including developmental delay, speech disorders and orthopedic injuries. In 2016, 81 outpatients between the ages of 0-17 were seen within the LRH clinics (see Table 10).

*Table 10. The number of pediatric and adolescent outpatients per location for 2017.*

Age	LRH	WY	EH	SF/Jemez
0-6	6	0	0	0
7-12	20	4	0	1
13-17	26	5	8	7
Total # of patients	52	9	8	8

Special areas that are addressed by out-patient 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 are some examples of comments from families about the outpatient pediatric and adolescent program at LRH:

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.

*“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.”*

*“Out-patient PT has gotten my son ready to return to track after his injury.”*

*“Out-patient OT has gotten my son ready to go back to playing football after his shoulder injury.”*



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## Outpatient Services

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

**Lovelace UNM 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

**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

*\*Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).*

*\*\* Accredited by DNV-GL.*

Outpatient appointments can be made 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](http://www.carf.org).



## Additional Program Information

Additional inpatient programs include:	Additional outpatient services include:
<ul style="list-style-type: none"> <li>• Amputation</li> <li>• Hip fracture</li> <li>• Major multiple trauma</li> <li>• Neurological disorders</li> <li>• Orthopedic program</li> <li>• Swallowing program</li> </ul>	<ul style="list-style-type: none"> <li>• Activity of daily living training</li> <li>• Lymphedema program</li> <li>• Aquatics program</li> <li>• Neurological disorders</li> <li>• Balance &amp; vestibular rehabilitation</li> <li>• Orthotic &amp; prosthetic training</li> <li>• Brain injury program</li> <li>• Outpatient massage therapy</li> <li>• Breast cancer rehabilitation</li> <li>• Pelvic floor rehabilitation</li> <li>• Certified pre-employment ability testing</li> <li>• Runner's clinic</li> <li>• Certified wheelchair evaluations</li> <li>• Sports injuries</li> <li>• Concussion therapy &amp; testing program</li> <li>• Sportsmetrics injury prevention</li> <li>• Continence program</li> <li>• Stroke program</li> <li>• Fall prevention</li> <li>• Swallowing program</li> <li>• Foot &amp; ankle rehabilitation</li> <li>• Voice program</li> <li>• Functional capacity evaluation</li> <li>• Work injury program</li> <li>• Hand &amp; upper extremity rehabilitation</li> <li>• Worksite evaluations</li> <li>• Interventional pain clinic</li> </ul>