THE REHAB CENTER AT
THORNAPPLE
MANOR

# 2018 ANNUAL REHAB REPORT

THORNAPPLEMANOR.COM

# WE ARE IN THE BUSINESS OF HEALING.

# NOT JUST WITH MEDICINE, BUT WITH A WARM SMILE AND A CARING TOUCH.

WE ARE THE REHAB CENTER AT THORNAPPLE MANOR.

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## OUR VISION

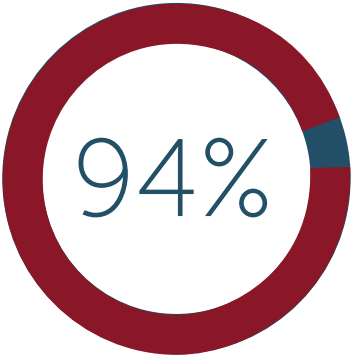
The Rehab Center at Thornapple Manor's vision is to offer a facility designed to maximize a patient's return to independence. Rehabilitation services take place in a comfortable environment where patients can safely learn to manage day-to-day activities and where compassion meets the highest standards of care.

# A YEAR IN REVIEW

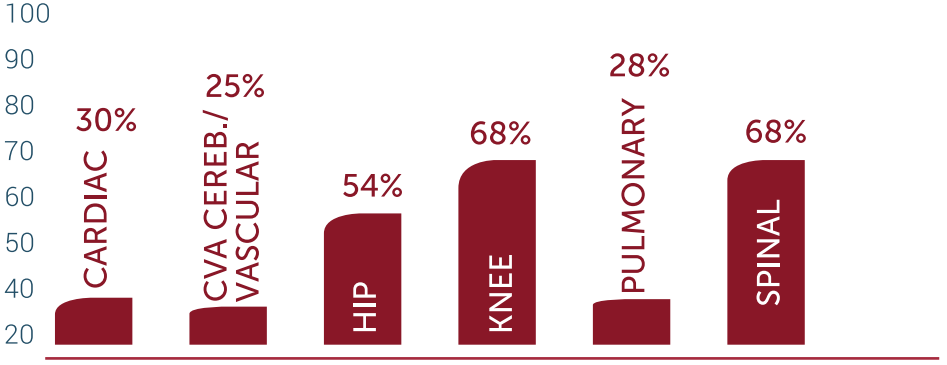
*Rehabilitation services with a culture rooted in a sense of community.*

## +99.1%

In the last year, we are proud to have our rehabilitation patients state Thornapple Manor staff are above average in courtesy, helpfulness and respect.




OVERALL PATIENT SATISFACTION SCORE




Patient FIM Change

Final outcome increase from diagnosis to discharge. (Mobility, ADL, ST = Total)

The FIM™ scale is the most widely accepted functional assessment measurement system in medical rehabilitation. In 2018, the functional improvement of our patients increased regardless of their incoming diagnosis.

# 5 STAR RATING

Thornapple Manor is proud to be a 5 star rated facility for our excellent care in above average quality measures, R.N. staffing, staffing, and overall.

# CUSTOMER SATISFACTION SCORES

**99.1%** of rehabilitation patients stated staff are above average in courtesy, helpfulness and respect.

**97.3%** of rehabilitation patients stated staff are above average when it came to encouragement.

**97.3%** of rehabilitation patients stated they would recommend us to family and friends.

**96.4%** of rehabilitation patients rated us above average in clear instructions.

**94.6%** of rehabilitation patients stated their rooms were kept above average in cleanliness and order.

**93.7%** of rehabilitation patients felt their accomplishments in rehab were above their expectation.

# REHAB EXPERTS

*A diverse team of experts, all working together.*

For more than 60 years, The Rehab Center at Thornapple Manor has been providing patients with a breadth of expertise unrivaled in the area.

Walking with you hand-in-hand, The Rehab Center at Thornapple Manor Team provides rehabilitative healing and recovery in a compassionate environment that is nurturing and welcoming to all.

Our diverse team of experts include physical therapists, physical therapist assistants, nurses, certified nursing assistants, occupational therapists, occupational therapist assistants and speech language pathologists.

In addition to our in-house team of rehabilitation experts, we work with the finest internal medicine, orthopedic surgeons and family practice doctors in West Michigan — maximizing each patient's overall functional independence and recovery.

Spacious Gym

Private Rooms

Modern Facility

# PROGRAMS & CONDITIONS

## CARDIAC REHABILITATION

Rehab for patients recovering from heart attacks, procedures and ventricular assist device placement.

## ERGONOMICS

Rehab for repetitive-use and stress injuries.

## LOW VISION REHABILITATION

Rehab for patients that suffer from low vision or surgeries.

## LVST ® BIG / PARKINSON'S THERAPY)

LVST ® BIG training for individuals with neurogenic disorders affecting movement and gait.

## NEUROLOGICAL REHABILITATION

Rehab for those recovering from traumatic brain injuries, neurological problems or Parkinson's disease.

## POST-ORTHOPEDIC

Rehab for joint replacements and amputations to orthopedic trauma, arthritis and more.

## SPINAL CARE

Back and neck programs to recover from spinal surgery.

## STROKE RECOVERY / CVA

Rehab to improve functional performance at home and in a community setting.

## THERAPEUTIC MODALITIES

Therapeutic modalities to help address pain, limitations in range, strength and swelling to promote optimum health.

## VESTIBULAR REHABILITATION

Rehab designed to reduce vertigo, gaze instability and falls.

# NEW SERVICE. SAME PROMISE.

## OUTPATIENT REHAB

We are excited to announce The Rehab Center at Thornapple Manor's service expansion of Outpatient Therapy. We look forward to this addition as another resource to serve our community.

Our comprehensive outpatient services include Physical, Occupational, and Speech Therapy, all in one convenient location. We offer a continuation of care for those who may need more therapy after returning home from a recent inpatient stay and also for individuals whose physician has referred them for therapy.

# FLEXIBILITY. MOBILITY. RECOVERY.

When you choose Thornapple Manor Outpatient Rehabilitation, you're choosing to get back to what you love! At Thornapple Manor, all outpatient treatments are provided by licensed therapists. Many of our therapists have advanced certifications in their areas of expertise to maximize recovery for each of our patients.

Are you or a loved one experiencing any of the following?

- Having difficulty with normal everyday tasks?
- Pain limiting movement?
- Neck or back pain?
- Loss of balance?
- Swallowing issues?
- Recovering from a recent surgery?
- Diagnosis with a neurological condition?
- Symptoms associated with Parkinson's Disease?
- Upper extremity disorders due to neurological, orthopedic or nerve injury?
- Difficulty completing activities of daily living?
- Increased confusion or memory issues?
- Difficulty finding words or putting sentences together?

We encourage you to talk with your physician and ask for a referral to allow us to assist you in regaining your function.

Please feel free to give us a call at 269-945-1324 or email us at OutpatientTherapy@Thornapplemanor.com we will be happy to answer any questions or assist you with getting a referral to achieve your therapy needs.

# BACK ON STAGE!

## PATIENT TESTIMONIAL

Dreams are desires of the heart. Terry has been living his dream since he was seven years old, dancing on the stage.

Not even a hip replacement in 2018 could keep him from preforming recently in a local musical.

"I highly recommend the program at Thornapple Manor.

Steve, one of the physical therapist assistants, pushed me and made me do things faster than I thought I could." He continued "I knew I needed to be here." Terry came back for outpatient advance therapy and graduated from those services sooner than expected. Terry is back on stage and making more of his dreams become reality. **You keep on dancing Terry! We will see you on stage.**

~Terry Dennison

# ABOUT US

The Rehab Center at Thornapple Manor has helped thousands of individuals overcome the complex medical, physical, cognitive and vocational challenges that their conditions or injuries present. Today, we continue to provide the very best care and treatment through an unparalleled continuum of inpatient, transitional, and outpatient rehabilitative programs and services.

Our therapies are tailored to the needs and goals of each patient, and provided in a vibrant environment that incorporates the most advanced technology and equipment with expert care.

Located in beautiful Barry County, along the Thornapple River in Hastings, our facility is a central destination for both local patients and those traveling from Grand Rapids, Kalamazoo, Battle Creek and all of West Michigan.

# STARTING THE ROAD TO RECOVERY.

## ADMISSIONS

The Rehab Center at Thornapple Manor has made the admissions process as simple as possible for our patients, their families, and referral sources, including physicians, and insurance or managed care companies.

Where a patient chooses to do their rehabilitation makes all the difference in their recovery, and we are glad that patients choose Thornapple Manor. Whether this choice encompasses inpatient or outpatient therapy, it means you will become a patient that receives compassion, respect, and honest communication.

To begin the journey, a referral for rehabilitation care can be made by a patient, a family member, physicians, a case manager or a social worker. To initiate a referral, please contact our Admissions Department.

### Rehab Admission Department Contact Information

Phone: (269) 945-2407

After admission referral paperwork, a Thornapple Manor Admissions team member will get a patient settled in quickly and comfortably. There will be a number of forms to be signed and information to be shared. Patients are also required to provide copies of insurance details so that coverages and billing can be confirmed.

## INSURANCE ACCEPTED

Thornapple Manor participates with Medicare and Medicaid and most major insurances, worker's compensation, auto and managed care plans. Currently, we contract with BCN of Michigan, Aetna, CIGNA, Meridian, United Healthcare, Priority Health and more.

## FACILITY DETAILS

Rehabilitation services take place in a comfortable environment where patients can safely learn to manage day-to-day activities.

We have a spacious gym with specialized rehabilitation equipment used to execute a patient's personalized treatment plan, available both during the day and the evening.

For patients that require an inpatient stay, we offer private rooms with a full suite of amenities. To relax, we encourage patients to visit our Café, Gift Shop and much more!

# NEVER STOP PUSHING FORWARD.

We pride ourselves on cultivating personal relationships that evoke empathy and clearly communicate the goals of therapeutic tasks to ensure patient success. We encourage patients through a specialized color-coded recovery system of red, yellow and green. Red means a patient needs full assistance, yellow, transitional assistance and green, the patient is doing great and ready for discharge!

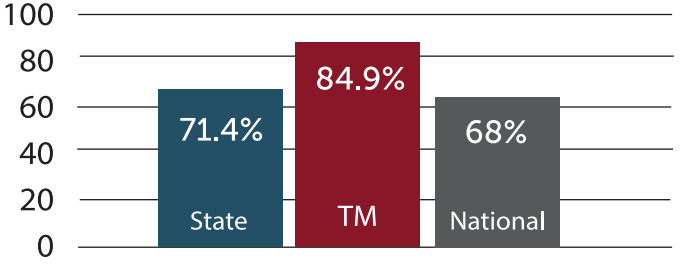
Even after discharge, our relationship doesn't stop. The Rehab Center at Thornapple Manor's interdisciplinary team conducts home evaluations to help ensure patients will be able to safely return home. The Social Services department also provides connections to community support to help ensure a smooth transition. **We ensure that when patients return home — they do so with confidence!**

# STRONG OUTCOMES

**Strong outcomes is more than just good business, its good medicine, and that is why our Thornapple Manor team works so hard to achieve it.**

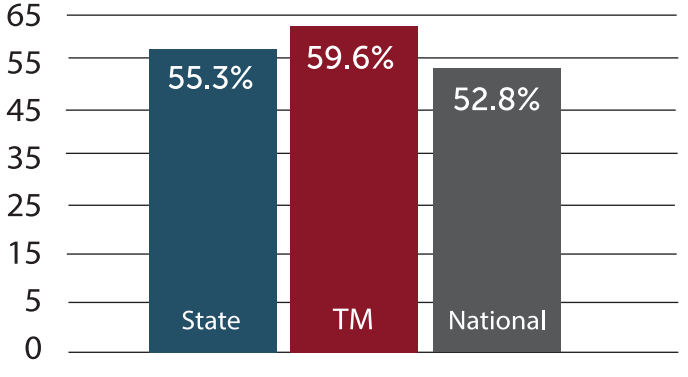
The Rehab Center at Thornapple Manor patients gained more functional improvement than the state and national average, regardless of their diagnosis on admission.

## FUNCTIONAL INDEPENDENCE MEASURE




Percentage of Thornapple Manor residents who made improvements in function and independence.

## DISCHARGE TO COMMUNITY




Percentage of Thornapple Manor patients returning to a home or community setting.

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