

2018 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.

NUMBER OF EMPLOYEES:	239
LICENSED BEDS:	62 acute inpatient rehabilitation beds
INPATIENT ADMISSIONS IN 2018:	1,285
OUTPATIENT VISITS IN 2018:	31,295
AVERAGE INPATIENT LENGTH OF STAY:	12 DAYS

In 2018 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

2018 Report Card

Program Specific Information (Inpatient)

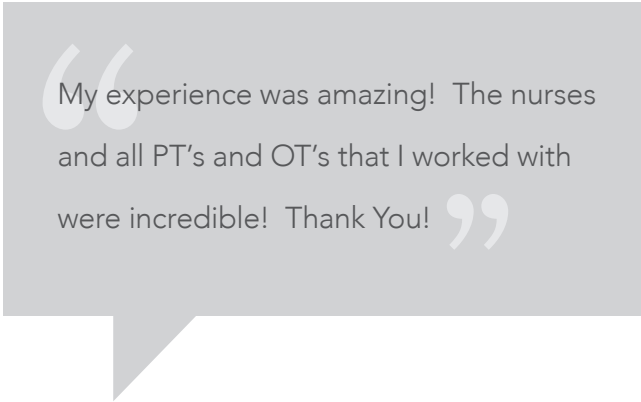
The inpatient program at Lovelace UNM Rehabilitation Hospital is designed for patients with a variety of rehabilitation needs. We offer general inpatient medical rehabilitation and three specialized programs: brain injury, stroke and spinal cord.

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.

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!”

2018 Report Card

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 2018, the total number of patients discharged from the CIIRP program was 704. Of the 704 patients, 53 % were men and 47% were women. The average age of patients participating in CIIRP was 63.6 years old.

The average number of days patients stayed in the hospital was 11.9 days.. 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 2015 and 2018 is shown in Figure 1.

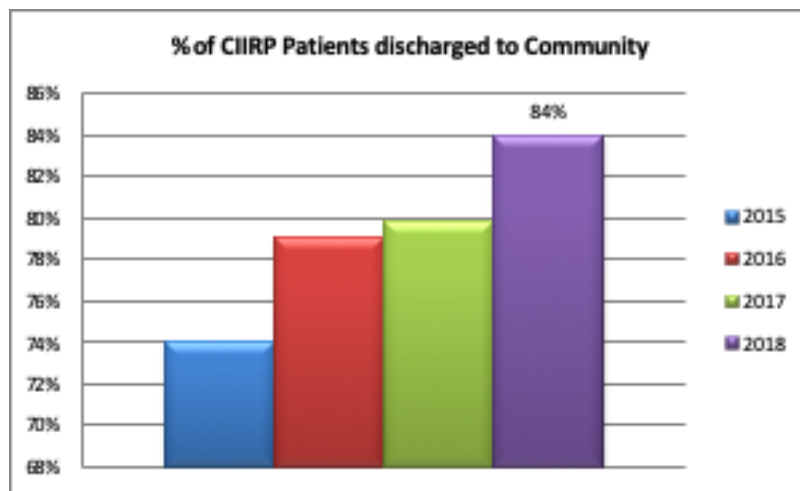


Figure 1. The percentage of patients discharged to the community in 2015- 2018.

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	104
Hip/knee joint replacement	35
Multiple medical trauma	99
Other Ortho	61
Pain	22
Amputations	43
Cardiac (heart)	53
Neurological	65
Multiple medical trauma with brain or spinal cord injury	39
Rheumatoid arthritis	6
Guillain-Barre	14
Burns	5

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

2018 Report Card

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 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 therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

Lovelace UNM Rehabilitation Hospital had 75 patients with traumatic brain injuries and 144 patients with non-traumatic brain injuries. Of the total 219 patients in the BI program, 62 percent were men and 38 percent were women. In 2018, 83 percent of our patients returned home after completing the BI program. The percentage of patients discharged to the community between the years of 2015 and 2018 is shown in Figure 2.

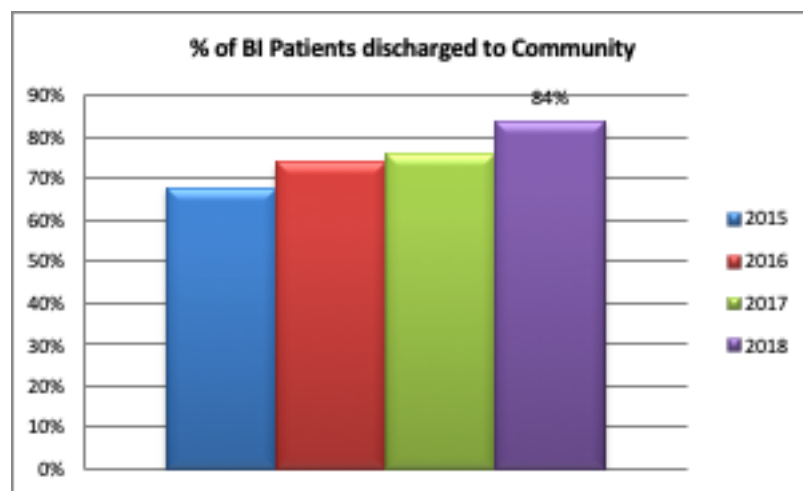


Figure 2. The percentage of patients discharged to the community in 2015 through 2018.

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

2018 Report Card

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 67 patients with spinal cord injuries, 16 with traumatic spinal cord injuries and 51 with non-traumatic. The majority of our patients were between the ages 45 and 79 (see Table 2). Of the 67 inpatients treated in the spinal cord program, 72 percent were men and 28 percent were women.

Age Range	Total#
0-17	0
18-29	6
30-44	7
45-64	27
65-79	21
80 and above	6

Table 2. Ages of inpatients treated for spinal cord injuries at Lovelace UNM Rehabilitation Hospital in 2018.

The average number of days patients stayed in the hospital was 15.3 days. 73 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 2015, through 2018 is shown in Figure 3.

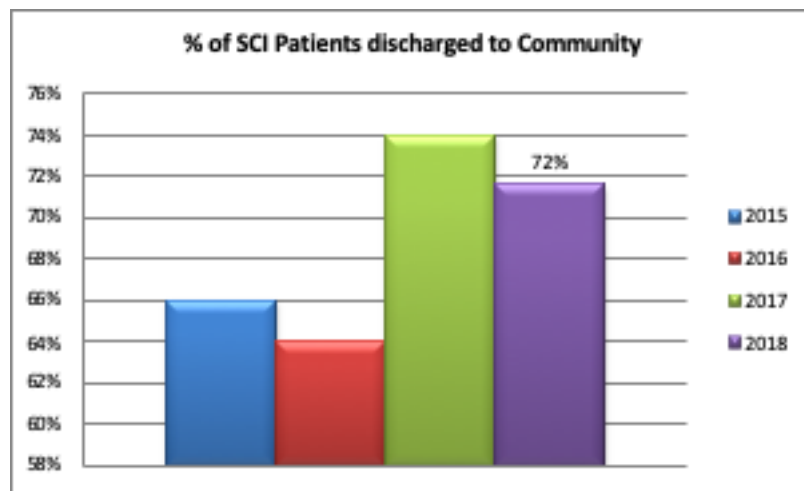


Figure 3. The percentage of patients discharged to the community from 2015 through 2018..

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

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

2018 Report Card

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 2018, 295 patients participated in Lovelace UNM Rehabilitation Hospital SSP. Slightly more men (57 percent) than women (43 percent) participated in SSP. The average age of patients in the program was 68 years old and 78 percent of our patients with strokes returned home after completing the SSP. Figure 4 shows the percentage of patients discharged to the community.

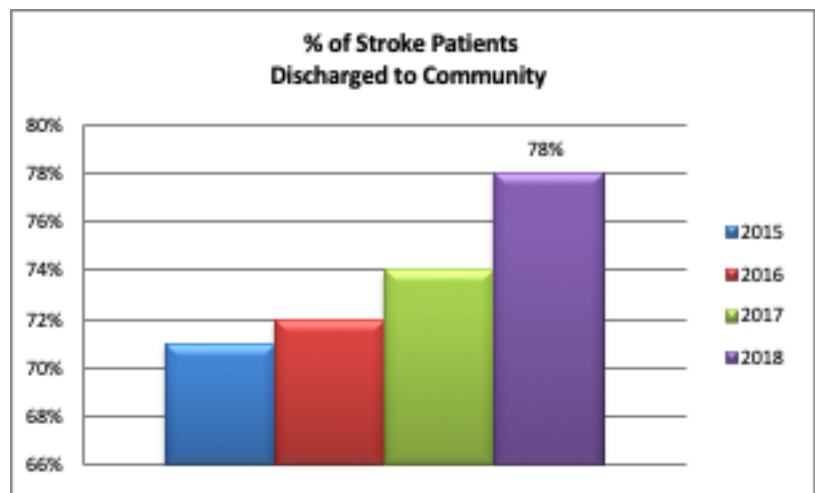


Figure 4. Percentage of patients discharged to the community 2015 through 2018.

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

We use a multidisciplinary team to provide services that help regain and maintain as much independence as possible.

- When a stroke affects the 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 focus on improving functional skills in the areas of dressing, bathing, and light meal preparation.
- Physical therapists focus on increasing standing and sitting balance and physical strength.
- Nursing staff and physicians evaluate and manage medical risks and medical conditions.

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

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.

We have therapists and nurses with multiple years of experience. Some have worked with stroke survivors since LURH opened over 25 years ago.

2018 Report Card

Outpatient Medical Rehabilitation Program (Adults)

During 2018, outpatients received therapy services at six sites: the Lovelace UNM Rehabilitation Hospital (LUNMRH) clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic, the Santa Fe clinic, the Jemez clinic, and the South Coors Clinic. (see Table 7).

	Demographic	LUNMRH	Wyoming	Rio Rancho	Santa Fe	Jemez	South Coors
Total # of patients		22,341	3,316	1,343	1,757	1,614	924
Gender	Male	37%	41%	34%	23%	31%	31%
	Female	63%	59%	63%	77%	69%	69%
Age	Under 45	32%	14%	218%	11%	11%	27%
	45 - 64	25%	36%	44%	23%	59%	62%
	65 - 74	22%	27%	23%	42%	18%	4%
	75+	22%	24%	15%	24%	11%	8%

Table 7. The number of patients, the gender and the age of patients seen by location for 2018.

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

Indicator	LUNMRH	Wyoming	Rio Rancho	Santa Fe	Jemez	South Coors
Average # of visits	12.6	7.6	9.7	10.8	12.12	10.7
Actual functional change over predicted functional change	10.5 vs 12.3	17.8 vs 12.6	14.1 vs 13.2	11.4 vs 13.1	14.80 vs 13.04	17.5 vs 15.4
Willingness to recommend	98.40%	99.41%	99.60%	98.89%	99.42%	97.73%
Satisfaction with results of treatment	94.69%	97.25%	96.80%	93.95%	100.00%	95.45%
Overall Satisfaction	97.39%	99.07%	98.90%	98.47%	99.93%	98.30%

Table 8. Patient outcomes and satisfaction with outpatient therapy by location for 2018.

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.”

2018 Report Card

Outpatient Medical Rehabilitation Program (Pediatric and Adolescents) – outpatient

During 2018, children and adolescents received therapy services at six sites: the LUNMRH clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic, Santa Fe clinic, Jemez clinic and South Coors clinic.

The pediatric and adolescent program is growing. We treat children with a variety of diagnoses including developmental delay, speech disorders and orthopedic injuries. In 2018, 92 outpatients between the ages of 0-17 were seen within the LUNMRH clinics (see Table 10).

Table 10. The number of pediatric and adolescent outpatients per location for 2018.

Age	LUNMRH	WY	RR	SF	Jemez	SC
0-6	6	0	0	1	1	0
7-12	13	1	0	0	0	4
13-17	40	7	6	1	5	7
Total # of patients	59	8	6	2	6	11

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 LUNMRH:

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.”

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

2018 Report Card

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 UNM 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 – Rio Rancho

111 Rio Rancho Blvd SE
Rio Rancho, NM 87124

Lovelace UNM Outpatient Rehabilitation – South Coors

4250 Coors Blvd. SW, Unit C
Albuquerque, NM 87121

Lovelace UNM Outpatient Rehabilitation – Jemez

Pueblo of Jemez Senior Center
129 Canal Street
Jemez Pueblo, NM 87024

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.



2018 Report Card

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

Additional Program Information

Additional inpatient programs include:	Additional outpatient services include:
<ul style="list-style-type: none"> • Amputation • Hip fracture • Major multiple trauma • Neurological disorders • Orthopedic program • Swallowing program 	<ul style="list-style-type: none"> • Activity of daily living training • Aquatics program • Amputation rehabilitation • Arthritis • Back pain • Balance & vestibular rehabilitation • Brain injury rehabilitation • Certified pre-employment ability testing • Certified wheelchair evaluations • Continence program • Fall prevention • Foot & ankle rehabilitation • Functional capacity evaluation • Hand & upper extremity rehabilitation • Interventional pain clinic • LOUD Crowd • Lymphedema program • Neurological disorders • Orthotic & prosthetic training • Pelvic floor rehabilitation • Parkinson's Program • Spinal Cord Injury rehabilitation • Sports injuries • Stroke rehabilitation • Swallowing program • Voice program • Work injury program • Worksite evaluations • Zero G Gait and Balance System