

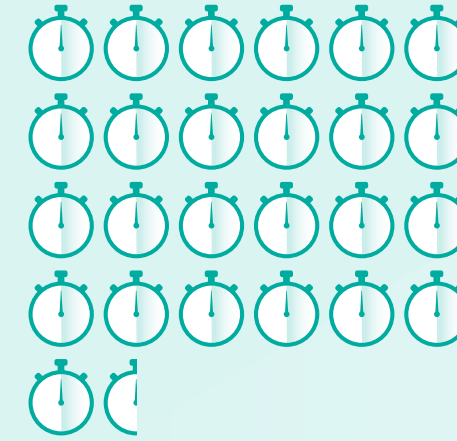
4.8 Customer Service Satisfaction



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(956) 362-3550 | dhrhealth.com

*FIM-Functional Independence Measure - a measure of a patient's functional level consisting of 13 motor and 5 cognitive measures. FIM is scored on a 0-7 scale with 7 being total independent, 1 being dependent, and 0 being unable to test. Days from onset of condition to rehab admission: Facility 10 days, Nation 11 days. Average age: Facility-70, Nation-69. Data gathered from UDS-PRO Reports for 1/01/2018 - 12/31/2018. FIM is a Registered Trademark of Uniform Data Systems for Medical Rehabilitation. All Rights Reserved.

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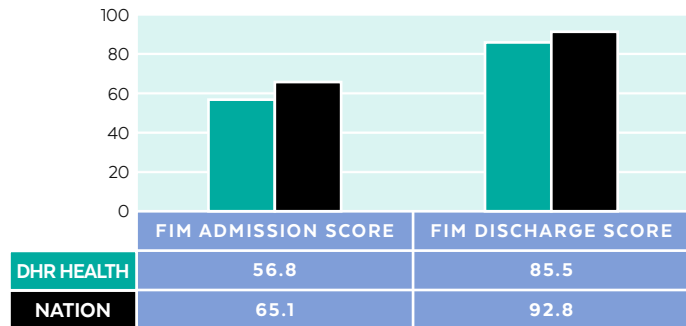
During 2018, we provided over **25,500** total hours of rehabilitation services provided to our community

On average our patients received 3 hours of therapy 5 days a week and 1.5 hours per day on weekends.

The rehabilitation team is composed of professionals from physical medicine and rehabilitation physicians, physical therapy, occupational therapy, speech therapy, rehabilitation nurses, social services and/or case managers, psychologists, respiratory therapists, and allied professionals.

Our team strives to deliver quality rehabilitation care by setting standards exceeding national figures. Our quality indicators for gain in function, discharges to the community, predicted goal attainment and length of stay, aspire our team to strive for excellence.

What improvement in function do patients see?



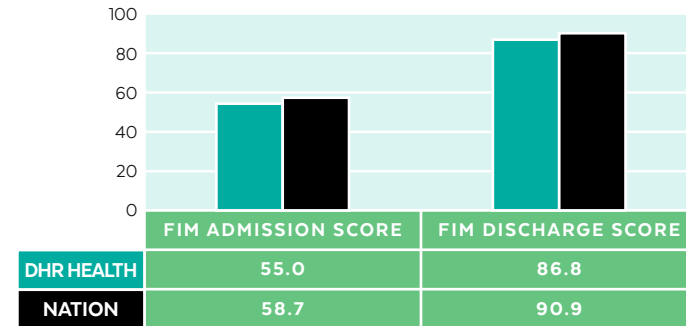
Amputee Patients



Patients saw an FIM score increase of **28.7**

62 PERSONS SERVED

What improvement in function do patients see?



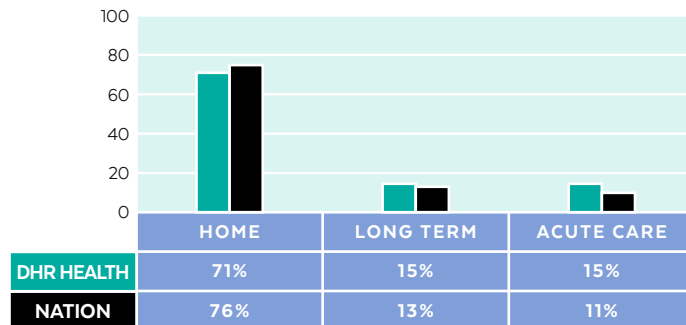
General Population



8 pediatric and adolescent patients served

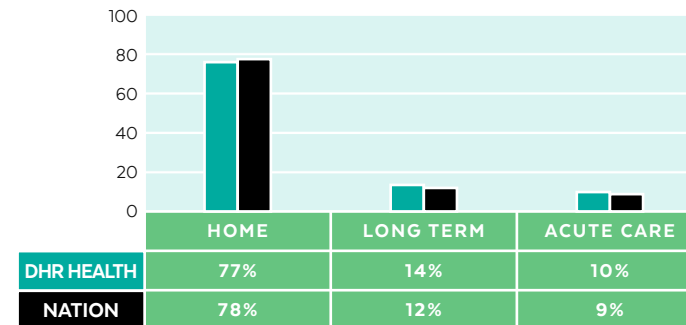
933 PERSONS SERVED

Where have our patients been discharged?



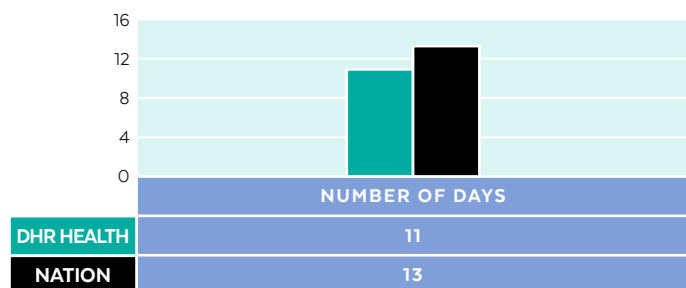
71% of patients were discharged to their home upon completion of rehabilitation

Where have our patients been discharged?



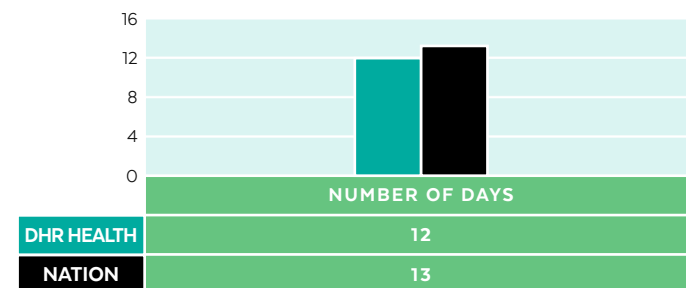
77% of patients were discharged to their home upon completion of rehabilitation

On average, how long do patients stay at DHR Rehab?

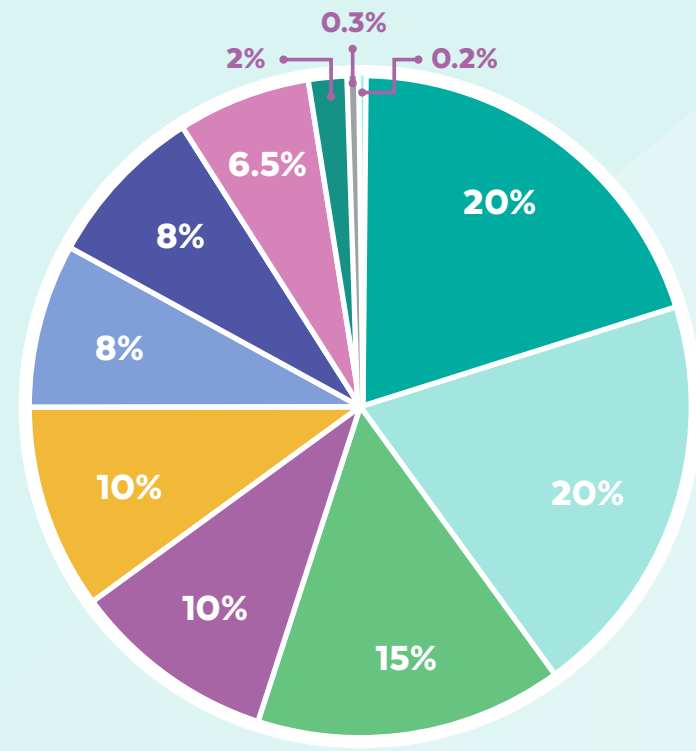


Patients' average length of stay is **11 days**

On average, how long do patients stay at DHR Rehab?



Patients' average length of stay is **12 days**



Types of patients served by our facility:

- Stroke (187)
- Orthopedic (184)
- Neurological (139)
- Brain Injury (95)
- Cardiac/Pulmonary (90)
- Spinal Cord (78)
- Debility (74)
- Amputation (62)
- Medically Complex (19)
- Other (3)
- Arthritis (2)

“My care was excellent. All were exceptional and went above and beyond. Thank you all for your time and patience with me.”

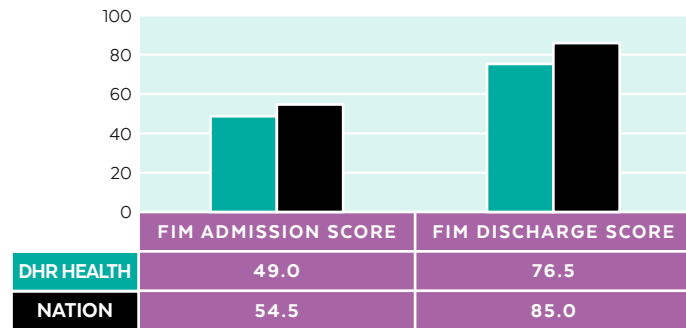
“The therapists are a powerful team and it is due to them that I am walking out of here today! They went beyond what is expected of therapists. They pushed me and motivated me to recover and heal. They gave me confidence touched my spirit and changed my life.”



To assist you and your family in making an informed decision, this is what our patients and/or family members are saying about us (see left).

If you ever have any questions about how our program compares to other rehabilitation programs in our region or on the nation, or if you would like to know how your progress compares to others with your condition, please just ask any member of our staff and they will be happy to get that information to you.

What improvement in function do patients see?

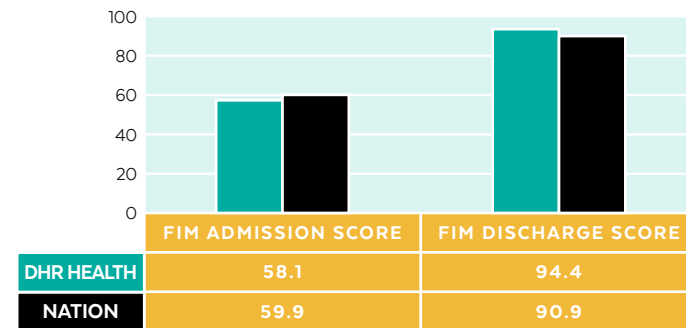


Stroke Patients

Patients saw an FIM score increase of 27.5

187 PERSONS SERVED

What improvement in function do patients see?

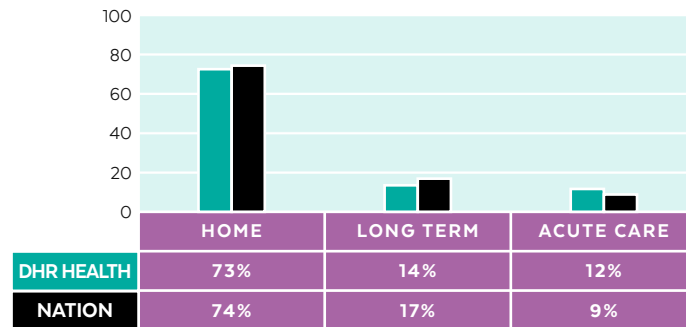


Spinal Cord Patients

Patients saw an FIM score increase of 36.3

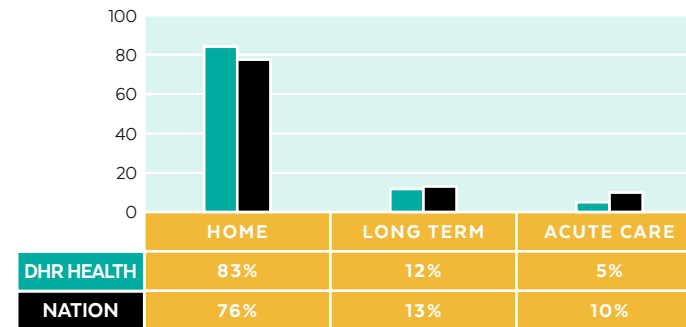
78 PERSONS SERVED

Where have our patients been discharged?



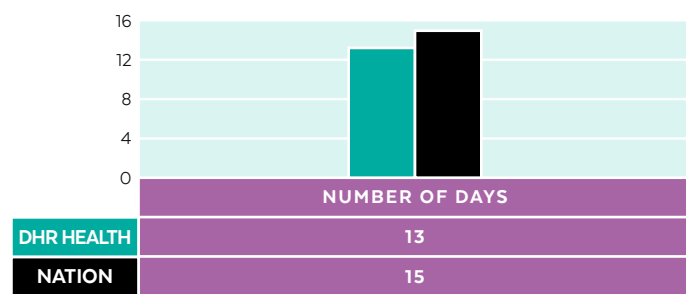
73% of patients were discharged to their home upon completion of rehabilitation

Where have our patients been discharged?



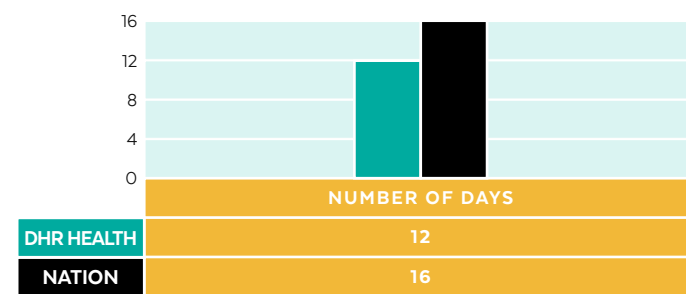
83% of patients were discharged to their home upon completion of rehabilitation

On average, how long do patients stay at DHR Rehab?



2018 Patients' average length of stay is **13 days**

On average, how long do patients stay at DHR Rehab?



2018 Patients' average length of stay is **12 days**