

Community Rehabilitation Clinic



2019 3rd Quarter

Status Report

By



ROCKY MOUNTAIN
UNIVERSITY *of*
HEALTH PROFESSIONS

FOUNDATION

Serving the Community

The Community Rehabilitation Clinic (CRC), located in Provo, Utah, treats uninsured and underserved citizens of Utah County suffering from a variety of ailments needing physical therapy including orthopedic, neurologic, pediatric, post-surgical, acute injury, chronic pain, balance, gait, and EMG services. The CRC's well-trained and highly skilled staff and volunteers are licensed, qualified practitioners of physical therapy.



The CRC offers a unique first-hand educational training to Doctor of Physical Therapy students at Rocky Mountain University of Health Professions. The Clinic also offers pre-physical therapy students from Brigham Young University and Utah Valley University the opportunity to assist licensed professionals and RMUoHP faculty in treating patients at the CRC.

For the first three quarters of 2019, nearly 1,000 patients have received over 2,700 patient treatments at the Community Rehabilitation Clinic.

Patient Treatments

In the following graph, Target Visits and Actual Visits include both new patient evaluations and follow-up visit appointments for the first three Quarters of 2019.

CRC 2019 Q3 SUMMARY REPORT - Patients Treatment Visits					
PATIENT VISITS	Total Visits 1stQ / 2ndQ / 3rdQ	Previous Patients 1stQ / 2ndQ / 3rdQ	New Patients 1stQ / 2ndQ / 3rdQ	No Show/Resched. 1stQ / 2ndQ / 3rdQ	Financial Benefit 1stQ / 2ndQ / 3rdQ
Previous & New Patients	836 / 992 / 882	160 / 184 / 203	105 / 158 / 181	37%	\$260,511
Capacity	Target Visits	Actual Visits	Percentage	38%	\$309,127
All Patients	1,236 / 1,312 / 1,263	1,110 / 1,051 / 1,136	90% / 81% / 90%	29%	\$334,132

The total number of patient visits for the 3rd Quarter of 2019 decreased by 110 actual visits, however, the number of previous patients and new patients increased by a fair amount. This is consistent with patients treated at the CRC requiring **less** visits (7 or 8) prior to discharge than the national average (11). Due to improved and consistent follow up with patients, no show appointment percentages declined by 9%. **The total financial benefit to patients and their communities (including the beneficial cost of Clinic efficiency) for the 3rd Quarter was \$334,132. Year-to-date the cost savings is \$903,770 .**

Facility - Number of Follow-up Patient	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2019	1,034	907	88%
2nd Qtr. 2019	1,139	1,051	93%
3rd Qtr. 2019	1,243	1,082	87%

The number of follow-up patients and treatments increased each Quarter in 2019. Through generous grant support from private foundations and municipal organizations, additional physical therapists were added to meet the demand for more therapy care at the CRC. Therefore, **the percentage of potential visits to actual visits has averaged 90% for the first three quarters of 2019.**

New Patient Visits	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2019	226	203	90%
2nd Qtr. 2019	261	245	94%
3rd Qtr. 2019	313	224	72%

The additional physical therapists providing therapy care at the CRC enlarged the capacity of the Clinic to handle more new patient evaluations. The Clinic averaged 86% of capacity resulting in improving the number of follow-up patient visits. **This result increased the capacity and financial benefit of the CRC to more underserved citizens of Utah County.**

Outcomes

FOTO* results equated with national averages of patients with similar conditions for each Quarter of 2019 are presented in the charts below:

Patient Completion Rate	Intakes	Discharged	Rate	National Average
1st Quarter 2019	100	47	47%	50%
2nd Quarter 2019	99	58	59%	52%
3rd Quarter 2019	99	46	47%	50%

Patient Completion Rate compares the number of new patient evaluations to the number of patients discharged for completion of therapy care. The 3rd Quarter of 2019 mirrored the 1st Quarter of 2019 due to inconsistency of patient visits during the summer months for a variety of reasons including illness, work schedules, and personal family matters. Therefore, fewer patients completed their therapy to discharge.

**Focus On Therapeutic Outcomes (FOTO) measures patient outcomes in physical therapy clinics and hospitals nationwide. Patients at the CRC are measured for pain acuity, comorbidity, fear-avoidance, severity at intake, function, and overall treatment satisfaction.*

Patient Utilization	CRC	National Average	Percentile Rank
1st Quarter 2019	51%	34%	87%
2nd Quarter 2019	52%	28%	84%
3rd Quarter 2019	52%	35%	77%

Patient Utilization measures how well the CRC utilizes its resources in the treatment of patients to discharge compared to the national average. The 3rd Quarter of 2019 are consistent so far through the year and are more than double the the national average. **CRC patients are achieving improved utilization scores better than 83% of patients in clinics nationally.** The CRC staff are achieving superior results utilizing the resources available to them.

Clinic Effectiveness	FS Change	National Average	Percentile Rank
1st Quarter 2019	18	19	36%
2nd Quarter 2019	18	19	37%
3rd Quarter 2019	19	21	30%

Functional score reflects how well patients are responding to physical therapy treatments. The score includes the patient’s perception of pain and their ability to function at home and at work. CRC functional scores remain close to national averages with some areas of treatment such as elbows and knees exceeding national averages.

Clinic Efficiency	CRC # of Visits	National Average
1st Quarter 2019	7	11
2nd Quarter 2019	8	11
3rd Quarter 2019	8	12

Clinic efficiency is rated by how many patients visits it takes from first evaluation to completion of treatment and discharge or how well the CRC treats patients in reaching their functional scores. **Patients at the CRC achieve their functional scores an average of 4 visits faster than the national average.** The difference is a financial benefit of saved costs for the patient and their communities.

Conclusion: The CRC continues to achieve improved patient outcomes and doing it faster than the majority of physical therapy clinics across the country. **FOTO results show the CRC is a very effective physical therapy facility at treating patients to maximize outcomes and contributors’ investment in the Clinic.**

Student Volunteers and Educational Opportunity

During the 3rd Quarter of 2019, students from Rocky Mountain University of Health Professions, Utah Valley University, and Brigham Young University volunteered at the CRC. **Combined, 49 students from the three major universities in Utah County volunteered a total of 277 hours of community service at the Clinic.**

2019 3rd Quarter Weekly Volunteer Hours																
CRC Volunteers	#	TOTAL	Week of Quarter	1-Jul	8-Jul	15-Jul	22-Jul	29-Jul	5-Aug	12-Aug	19-Aug	26-Aug	2-Sep	9-Sep	16-Sep	23-Sep
				MONTH 7					MONTH 8				MONTH 9			
RMU Volunteer	11	47	# Hours:	2	18	6.3	1.3	5.3	9.4	0	0	1.3	0	0	0	3.3
BYU Volunteer	12	105	# Hours:	9.3	9.3	9.3	9.8	9.3	16.8	16	6	4	3.3	3.8	1	7.5
UVU Volunteer	2	112	# Hours:	16	15.3	7.3	5.8	12.5	6.3	8.5	10.3	6.8	4	8.3	4	6.5
PT Volunteer	22	10	# Hours:	1	1	2	1	2	1	1	1	0	0	0	0	0
IT Volunteer	2	3	# Hours:	0	0	0	0	0	0	1	0	0	0	0	0	0
TOT Volunteer/week	49	277		28.3	43.6	24.9	17.9	29.1	33.5	26.5	17.3	12.1	7.3	12.1	5	17.3
Physical Therapy	41	257	# Hours:	22.3	42.6	24.9	16.4	29.1	33.5	26.5	17.3	12.1	5.3	10.1	4	12.3
Spanish Translation	6	16.5	# Hours:	6	1	0	1.5	0	0	0	0	0	2	2	1	3
IT Help	2	3	# Hours:	0	0	0	0	0	0	1	0	0	0	0	0	2
TOT/Week	49	277		28.3	43.6	24.9	17.9	29.1	33.5	25.5	17.3	12.1	7.3	12.1	5	17.3

As pro bono volunteers in the CRC, students learn the value of serving their community by treating and understanding the circumstances of underserved citizens from their community.



Volunteers

Rocky Mountain University of Health Professions

Dr. Rick Nielsen, RMUoHP President & CEO

Dr. Jonathan Wright – RMU Faculty/Physical Therapist

Dr. Krista Young – RMU Faculty/Physical Therapist

Dr. Paul Stoneman – RMU Faculty/Physical Therapist

Dr. Ann Hoffman – RMU Faculty/Physical Therapist

Dr. Misty Timpson – RMU Faculty/Physical Therapist

Dr. Tamara Gravano – RMU Faculty/Director of Survey
Research

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- Joel Tenbrink, PT, PhD, Asst. Program Dir., RMUoHP
- Christina Larsen, Office Mgr., Mountainlands Family Health Center



RMUoHP Students

Morgan Borkovec
Chandler Schumann
Makenzi Mayiera
Danielle Kern
Zach Davis
Emma Buckley
Talen Little
Kyndahl Ulmer
Kaisha Lewis
Emilio Zamudio
Taylan Erro
Cody Davis
Eli Rogers
Nicholas Flessner
Tristan Keller
Cassie McFadden
Kelsey Peck
Josiah Mitchum
Daniel Kern
Bryen Smith

BYU Students

Brett Higbee
Elise Harris
Brett Higbee
Victor Velasco
Katie Smith
Jonathan Egbert
Brad Johnson
Jackson Matthews
Daniel Smedley
Scott Beatie
Elise Harris

UVU Students

Angelica Rico
Belen Tapia
Angelico Rico
Jilleeann Warinner
Nahuel Agüero
Joel Carter
Lawson Forsburg
Kayleigh Burnett
Willy Child
Colby Bullock
Nate Jensen
Jenna O'Dell
Joshua Hunt
Tanner Olsen
Landon Ross
Kaila Lewis
Malorie Fleischer
Braydon Lavery
Greg Peay
Yvonne Paredes
Bradley Eldridge
Camille Campbell
Tiani Orr
Lily Girot
Scott Van Matre
Cristina Orozco
Braxton Murdock
Belen Tapia



Accomplishments

Major accomplishments at the CRC during the 3rd Quarter include:

- ◆ A 27% increase in previous patient treatments and 73% increase in new patient evaluations at the Clinic over the 1st Quarter of 2019.
- ◆ A total financial benefit to the patients and their communities of \$334,132 and \$903,770 from January through September 2019.
- ◆ The percentage of potential visits to actual visits is averaging 90% for the first three quarters of 2019.
- ◆ The Clinic averaged 86% of capacity for new patient evaluations over the first three quarters of 2019 resulting in increasing the number of follow-up patient visits for the year-to-date.
- ◆ Patients at the CRC continue to improve faster than the national average by four patient visits per patient.



- ◆ CRC patients are achieving improved functional scores better than 83% of patients in clinics nationally.

- ◆ Forty-nine students from RMU, BYU, and UVU volunteered a total of 277 hours at the CRC.

Goals for the 4th Quarter 2019

1. Maintain operational capacity and patient follow-up visits at 80% or better.
2. Sustain new patient evaluations at 90% of capacity or better.
3. Improve patient completion of treatment rates at 50% or better than the national average.
4. Maintain FOTO utilization scores in the 80th percentile or better.
5. Improve patient functional scores on shoulders, wrists & hands, and foot and ankle to predicted effectiveness levels.
6. Sustain clinic efficiency of patients improving faster than the national average by 4 patient visits per patient.



Summary

The Community Rehabilitation Clinic continues to improve in its operational capacity through additional follow up treatments and new patient evaluations. Patient utilization of resources is more than double the national average of clinics across the country. Patients treated at the CRC complete their treatments and are discharged in less treatment visits than the national average by an average of four visits. **The financial benefit to patients and their communities for the first three quarters of 2019 is \$903,770.**

The foundations, municipalities, corporations and individuals supporting the CRC are a significant part of the success of the Clinic. Their support continues to allow the CRC to operate as a major healthcare resource for the underserved and uninsured citizens of Utah County. **The Community Rehabilitation Clinic is indispensable in providing both Utah Valley University and Brigham Young University students, as well as Rocky Mountain University physical therapy students and faculty, volunteer and service opportunities.**

Acknowledgements

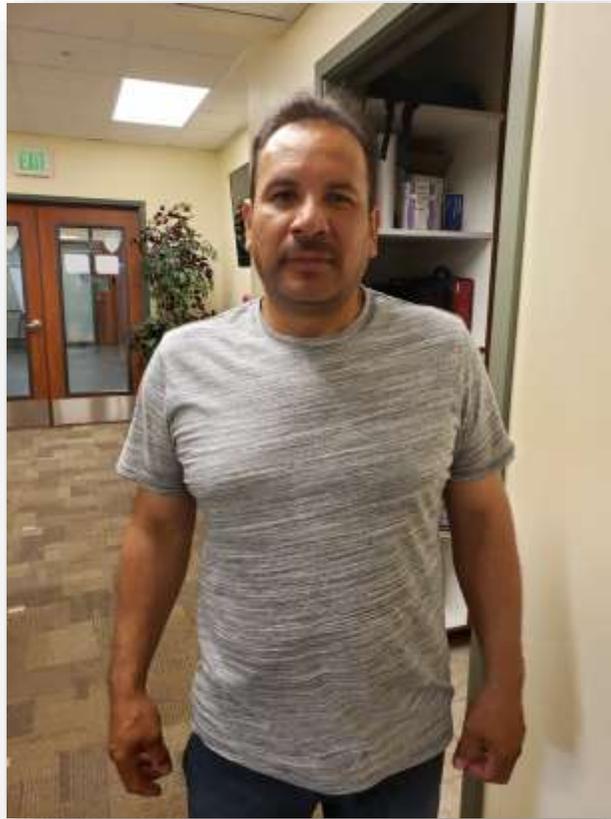
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- ◆ The Kahlert Foundation
- ◆ Ray & Tye Noorda Foundation
- ◆ Rocky Mountain University of Health Professions
- ◆ Utah County Commissioners
- ◆ Merrill Financial Associates
- ◆ Rocky Mountain Power Foundation
- ◆ IHC Community Partner Fund
- ◆ Eldred Sunset Manor Foundation
- ◆ Provo City CDBG
- ◆ Ms. Tenaya Hone - Orem, UT
- ◆ Brian & Cindy Cunningham
- ◆ RMUoHP Faculty & Students for the MS Walk



CRC PATIENTS OF THE MONTH 3RD QUARTER 2019

JULY



IGNACIO

“I had a ton of pain in my back and neck which caused me not to be able to sleep at nights. My wife had been coming to physical therapy, and said she had a fantastic experience at the Community Rehabilitation Clinic, saying it was really good.

I decided to come, and after receiving therapy, I am very grateful I decided to come! My wife was right, the employees are excellent! They helped me a lot and I am not suffering in pain anymore! I can rest at nights without pain! Thank you so much!”

AUGUST



SHIRLEY

“I had back and leg problems which were causing me a lot of pain. One of my legs is shorter than the other and this caused a lot of problems. One of my coworkers noticed all the pain I was in and that I was barely able to walk. She quickly suggested I come to the Community Rehabilitation Clinic because she had been here before and they had helped her.

Even after the first appointment, I started seeing results right away. The employees were wonderful and went right to work fixing my problem and giving me things to do to alleviate the pain. I have been so happy with the results of physical therapy! I am so relieved and super happy to finally be feeling better! Beforehand I felt so much pain it was hard for me to go to work every day and sit for 8 hours. They helped me a lot and I have been very surprised and how much easier everything is to do! Thank you!”

SEPTEMBER



RODOLFO

“I was referred to the Community Rehabilitation Clinic from Mountainlands Family Health Clinic. In a previous job, I hit my left knee and because of that, I was unable to work and lost my job. The prognosis of a surgery terrified me since I couldn’t walk a block or stand for more than 20 minutes. Sitting and standing was very painful.

I am now feeling great and have learned things I can do when my knee starts to hurt. I am more confident in my ability to maintain my knee health. The knowledge and experience that Bet (CRC PTA) and everyone who helped my recovery process has been a great blessing. The words are missing to express my gratitude.”

CRC VOLUNTEER SPOTLIGHT

3RD QUARTER 2019



JENNA
UVU STUDENT

“I heard about the volunteer opportunity at this clinic from a UVU Pre-PT newsletter. It let me know that the Community Rehabilitation Clinic was in need of volunteers. I am a pre-Physical Therapy student and I was looking for both volunteer hours and experiences in different kinds of clinics, so it seemed like the perfect experience for me. I started coming in and assisting Physical Therapists with their exercises. I also helped with keeping the clinic running smoothly by cleaning beds, changing pillowcases, doing laundry, etc. Honestly, I have worked in a few different clinics and this one, by far, is the best atmosphere! There isn't a cookie-cutter approach to treating patients and the PTs and PTAs take the time to teach the volunteers about the purpose behind each exercise and treatment.”

Jenna has been a fantastic volunteer! She is not afraid to put her own personality into the treatments that she helps with. The patients enjoy her enthusiasm, humor, and the positivity that she brings to the clinic! She is eager to learn and is quick to build better relationships with patients, employees and volunteers around her.