

Community Rehabilitation Clinic



2019 4th Quarter

Status Report

By

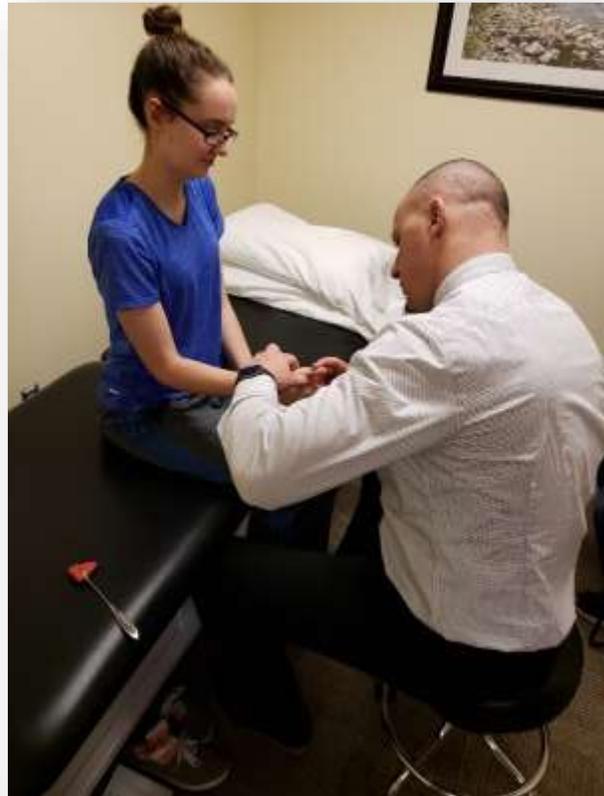


ROCKY MOUNTAIN
UNIVERSITY *of*
HEALTH PROFESSIONS

FOUNDATION

Serving the Community

The Community Rehabilitation Clinic (CRC) is a pro bono physical therapy rehabilitation treatment center located in Provo, Utah. Qualified and licensed staff treat uninsured and underserved citizens of Utah County needing physical therapy including orthopedic, neurologic, pediatric, post-surgical, acute injury, chronic pain, balance, gait, and EMG services. Additionally, volunteers from Rocky Mountain University of Health Professions faculty and pre-PT students from Rocky Mountain, Brigham Young and Utah Valley Universities assist the CRC staff.



Throughout the 2019 year, 1,258 patients received 3,703 patient treatments at the Community Rehabilitation Clinic. These treatments (*at present Medicare rates*), equal a total cost savings of \$1.2 million to the patients and their communities.

Patient Treatments

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

CRC 2019 Q4 SUMMARY REPORT - Patients Treatment Visits								
PATIENT VISITS	Total Visits		Previous Patients		New Patients		No Show/Resched.	Financial Benefit
	1stQ / 2ndQ / 3rdQ / 4thQ	1stQ / 2ndQ / 3rdQ / 4thQ	1stQ / 2ndQ / 3rdQ / 4thQ	1stQ / 2ndQ / 3rdQ / 4thQ	1stQ / 2ndQ / 3rdQ / 4thQ	1stQ / 2ndQ / 3rdQ / 4thQ		
Previous & New Patients	836 / 992 / 882 / 993	160 / 184 / 203 / 147	105 / 158 / 181 / 120		37%		\$260,511	
Capacity	Target Visits		Actual Visits		Percentage		38%	\$309,127
All Patients	1,236 / 1,312 / 1,263 / 1,168	1,110 / 1,051 / 1,136 / 993	90% / 81% / 90% / 85%		29%		\$334,132	
					34%		\$292,071	

The total number of patient visits for the 4th Quarter of 2019 increased by 111 over the 3rd Quarter. However, previous patients and new patients decreased somewhat due to departure of a staff physical therapist and remaining staff treating more follow-up patients. Holidays during the 4th Quarter resulted in no show appointment percentages increasing slightly. **The total financial benefit to patients and their communities (including the beneficial cost of Clinic efficiency) for the 4th Quarter was \$292,071. Year-to-date the cost savings is \$1,195,841 .**

Facility - Number of Follow-up Patient	Potential Staff Available	Actual Staff Available	Percentage
1st Quarter 2019	1,034	907	88%
2nd Quarter. 2019	1,139	1,051	93%
3rd Quarter 2019	1,243	1,082	87%
4th Quarter 2019	1,012	873	87%

The number of follow-up patients and treatments from Potential Staff available to Actual Staff available averaged 89% throughout the year. **Through generous grant support from private foundations and municipal organizations, additional physical therapists were added during the year to meet the demand for more therapy care at the CRC.**

New Patient Visits	Potential Staff Available	Actual Staff Available	Percentage
1st Quarter 2019	226	203	90%
2nd Quarter 2019	261	245	94%
3rd Quarter 2019	313	224	72%
4th Quarter 2019	134	120	90%

The additional physical therapists providing therapy care at the CRC enlarged the capacity of the Clinic to handle an increase of new patients. The departure of a staff physical therapist from the Clinic, Thanksgiving and Christmas holidays, and clinic closure for training on new equipment, resulted in a significant decrease in new patient evaluation during the 4th Quarter. However, the Clinic achieved 90% of capacity during the quarter.

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%
4th Quarter 2019	53	55	100%	51%

Patient Completion Rate compares the number of new patient evaluations to the number of patients discharged for completion of therapy care. **The 4th Quarter of 2019 was the best Quarter of 2019 due to discharging more patients because of completing their rehabilitation therapy treatments.**

**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%
4th Quarter 2019	51%	40%	90%

Patient Utilization measures how well the CRC utilizes its resources in the treatment of patients to discharge compared to the national average. The 4th Quarter of 2019 is consistent with the rest of the year with the CRC achieving it's highest percentile rank of the year. **CRC patients are achieving improved utilization scores in the top 10% of clinics nationally.** The CRC staff are achieving superior results utilizing the resources available to them and as seen below under Clinic Efficiency, doing it in an average of 4 less visits per patient.

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%
4th Quarter 2019	21	20	52%

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 for the 4th Quarter rose to a percentile rank of 52%, several points above the national average.**

Clinic Efficiency	CRC # of Visits	National Average
1st Quarter 2019	7	11
2nd Quarter 2019	8	11
3rd Quarter 2019	8	12
4th 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 fast CRC patients complete their rehabilitation therapy and are ready for discharge. **Patients at the CRC completed their treatments at the Clinic 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. **Patient numbers and FOTO results for 2019 indicate the best year-to-date for the CRC in fulfilling its mission as an effective physical therapy facility treating more patients with highly favorable results.** Contributors investing in the Clinic may be assured their donations are having a remarkable impact on the welfare and well-being of Utah County's underserved population.

Student Volunteers and Educational Opportunity

During the 4th Quarter of 2019, students from Rocky Mountain University of Health Professions, Utah Valley University, and Brigham Young University volunteered at the CRC. **Combined, 28 students from the three major universities in Utah County volunteered a total of 299 hours of community service at the Clinic.**

2019 4th Quarter Weekly Volunteer Hours																	
CRC Volunteers	#	TOTAL	Week of Quarter	30-Sep	7-Oct	14-Oct	21-Oct	28-Oct	4-Nov	11-Nov	18-Nov	25-Nov	2-Dec	9-Dec	16-Dec	23-Dec	30-Dec
				MONTH 10				MONTH 11				MONTH 12					
RMU Volunteer	9	104	# Hours:	15.8	10.8	14.1	14.3	9.5	13.2	6	7.5	0	7.8	0	0	0	0
BYU Volunteer	14	124	# Hours:	7	4	6	9	11	7.3	14.5	15.5	5.3	16.3	14	4	0	1
UVU Volunteer	5	57	# Hours:	4	3.3	4	5.5	6.3	10.5	2	6.5	0	5	0	2	0	0
PT Volunteer	2	11	# Hours:	1	2	2	0	0	1	1	1	0	2	1	0	0	0
IT Volunteer	1	3	# Hours:	0	0	0	0	0	0	0	1	0	0	1	1	0	0
TOT Volunteer/week	31	299		27.8	20.1	26.1	28.8	26.8	32	23.5	31.5	5.3	31.1	16	5	0	1
Physical Therapy	27	265	# Hours:	27.8	20.1	26.1	27.8	25.3	32	21.5	31.5	5.3	28	14	5	0	1
Spanish Translation	3	11	# Hours:	0	0	1	1	1.5	0	2	0	0	4	1	1	0	0
IT Help	1	3	# Hours:	0	0	0	0	0	0	0	1	0	0	1	1	0	0
TOT/Week	31	279		27.8	20.1	27.1	28.8	29.1	33.5	25.5	32.5	5.3	32	16	7	0	1

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. Krista Young – RMU Faculty/Physical Therapist

Dr. Ann Hoffman – RMU Faculty/Physical Therapist

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Rachel May
Alli Pickens
Isaac Moras
Pazlan Campbell
Joshua Thatcher
Mikayla Kimball
Maddison Timmerman
Mikayla Christiansen
Aunnika Stone
Josh Figgins

Tech

Patrick Pham
Britt Hawley

Accomplishments

Major accomplishments at the CRC during the 4th Quarter include:

- A remarkable increase of 755 patients and 1,009 patient treatments for the year compared to 2018.
- A total financial benefit to the patients and their communities in the 4th Quarter of \$292,071 with a total of \$1,195,841 for 2019.
- The Clinic operating at nearly 90% of capacity for 2019.
- Patients treated at the Clinic continue to improve faster than the national average by four visits per patient.
- CRC patients are achieving improved functional scores better than patients in clinics nationwide putting the Clinic in the 85th percentile.
- During 2019, 180 students from RMU, BYU, and UVU volunteered a total of 1,808 service and training hours at the CRC.



Goals for 2020

1. Maintain operational capacity and patient follow-up visits at 90% or better with an increase of 500 or more new patients and 4,500 patient treatments for the year.
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 85th percentile or better.
5. Sustain patient functional scores consistently above national benchmarks.
6. Maintain 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 consistently higher than 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 during 2019 was \$1.2 million.

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 a national model in its operational capacity and providing Rocky Mountain University physical therapy students and faculty, Utah Valley University, and Brigham Young University students, service and volunteer opportunities.**

Acknowledgements

The Rocky Mountain University of Health Professions Foundation wishes to thank the following individuals, foundations, corporations, and municipalities for their on-going financial support of the Community Rehabilitation Clinic:

- **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**
- **United Way of Utah County**
- **Ms. Tenaya Hone - Orem, UT**
- **Brian & Cindy Cunningham**
- **RMUoHP Faculty & Students for the MS Walk**



Thank You!

CRC PATIENTS OF THE MONTH
4TH QUARTER 2019

OCTOBER



SUNITA

“I came to the United States from India to visit my sister but then my pain in my knee started about 3 months after getting here. I got an X-ray but they suggested that physical therapy would help; they sent me to Community Rehabilitation Clinic, because I have no insurance.

Even though I am leaving back to India in November of 2019, I have been coming to the clinic until I leave and it has been excellent! Everyone is very nice, helpful, and friendly. They helped me a lot and now I can do exercises at home. They take care of me very well and due to that, I am feeling a lot better. I am very happy with all of the staff! Thank you very much!”

NOVEMBER



CARMEN

“I was at Mountainlands Family Health Clinic and they suggested I come over to the CRC. My son had been here before, and they were really good with him as well! I had been moving a table, heard a small pop in my shoulder, and had tons of pain since then. It limited my motion and, since I am a cook at work, it limited that a ton.

The CRC Physical Therapy helped me a lot! They gave me exercises, worked with tools and equipment and I found that my movement completely returned! I was able to lift my arm without pain and do everything else that I wasn't able to after I injured my shoulder, like reach something down from a shelf.”

DECEMBER



MATTHEW

“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

4TH QUARTER 2019



CLAIRE
UVU STUDENT

“I heard about the Community Rehabilitation Clinic through a friend who was a translator volunteer there. I was looking for volunteer hours for application to Physical Therapy schools and to get experience in a Physical Therapy clinic. I have been volunteering and helping patients with exercise, cleaning, changing out sheets and helping out around the clinic.”

Claire has been a wonderful and sweetheart of a volunteer! She works very well with those around her.