The Kessler patient experience: 2014 in review

restoring hope rebuilding lives
Kessler Institute has pioneered the course of medical rehabilitation since 1948. Today, as the nation’s largest single rehabilitation hospital, we continue to define this field, helping more individuals with spinal cord injury, brain injury, stroke, neurological diseases, amputation, orthopedic and musculoskeletal conditions, and cardiac events rebuild their lives.

Our interdisciplinary team of rehabilitation specialists – physicians; rehabilitation nurses; physical, occupational, respiratory and recreation therapists; speech-language pathologists; psychologists and neuropsychologists; case managers; and other clinical and support staff – provides individualized programs of care. We leverage our collective knowledge, embrace best practices, explore new avenues of treatment and adopt the most innovative technologies to support each patient’s recovery.

Kessler is one of only eight centers in the country to be designated by the National Institute on Disability and Rehabilitation Research (NIDRR) as a Model System for the treatment and research of both traumatic brain and spinal cord injuries, a distinction we share with the Kessler Foundation. That same level of expertise and experience distinguishes each of our specialized rehabilitation programs.

These are among the reasons why Kessler is the highest-ranked rehabilitation hospital in the tristate region, and number two in the nation, according to U.S. News and World Report. In fact, 2014 marked the 23rd consecutive year we have been named to the prestigious “America’s Best Hospitals” list. And why each year, thousands of individuals from throughout the region, across the country and around the world choose Kessler Institute for their rehabilitation.
In 2014, a total of 6,907 individuals and their families chose Kessler Institute for their inpatient rehabilitation. While the majority came from New Jersey and the greater New York metropolitan area, our diverse patient population included individuals from as far away as Washington, Colorado, Texas, Illinois, Georgia and Virginia, as well as Europe, Asia and South America.

Our patients ranged from 18 to 103 years old, with an average age of 69. Fifteen individuals ages 16 and 17 were also treated in our spinal cord, brain injury and neurologic programs. Of our patients, 53% were female, 47%, male.

**Meeting Patient Needs**

As an acute rehabilitation hospital, Kessler Institute is able to admit patients more quickly than the national average – typically about 12 days post-injury – which has been shown to help optimize individual recovery.

The **Case Mix Index** (CMI), a standard measure of the medical complexity of patients upon admission, is higher at Kessler than at other centers across the nation. This means that the patients we treat are more complex due to the extent of their injuries or illnesses, other medical conditions or complications, and/or age-related factors. In comparison with similar patients nationally, individuals treated at Kessler generally:

- experience greater functional outcomes
- are less likely to be discharged to a nursing home or other sub-acute facility

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**PROFILE OF INDIVIDUALS WHO RECEIVED INPATIENT REHABILITATION IN 2014**

<table>
<thead>
<tr>
<th></th>
<th>Spinal Cord Injury</th>
<th>Brain Injury</th>
<th>Stroke</th>
<th>Neuro</th>
<th>Amputee</th>
<th>Ortho</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Discharged</td>
<td>395</td>
<td>1011</td>
<td>1402</td>
<td>272</td>
<td>176</td>
<td>2874</td>
<td>777</td>
</tr>
<tr>
<td>% Total Patients</td>
<td>5.7</td>
<td>14.6</td>
<td>20.3</td>
<td>3.9</td>
<td>2.5</td>
<td>41.6</td>
<td>11.2</td>
</tr>
<tr>
<td>Case Mix Index (CMI)²</td>
<td>2.04</td>
<td>1.61</td>
<td>1.67</td>
<td>1.46</td>
<td>1.42</td>
<td>1.05</td>
<td>1.20</td>
</tr>
<tr>
<td>CMI Nationally</td>
<td>1.56</td>
<td>1.41</td>
<td>1.54</td>
<td>1.33</td>
<td>1.36</td>
<td>1.11</td>
<td>1.17</td>
</tr>
<tr>
<td>Average Age (years)</td>
<td>58</td>
<td>61</td>
<td>71</td>
<td>62</td>
<td>64</td>
<td>71</td>
<td>73</td>
</tr>
<tr>
<td>Average Onset (days)</td>
<td>22</td>
<td>24</td>
<td>10</td>
<td>17</td>
<td>38</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>Average Length of Stay (days)</td>
<td>30</td>
<td>20</td>
<td>18</td>
<td>17</td>
<td>14</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>Patient Satisfaction (%)³</td>
<td>89</td>
<td>91</td>
<td>88</td>
<td>90</td>
<td>91</td>
<td>92</td>
<td>90</td>
</tr>
<tr>
<td>Patients Who Would Recommend Kessler (%)</td>
<td>94</td>
<td>94</td>
<td>94</td>
<td>92</td>
<td>97</td>
<td>94</td>
<td>95</td>
</tr>
</tbody>
</table>

¹Includes cardiac, pulmonary and other medical conditions. ²Higher CMI reflects more medically complex patients ³Patients who rated their Kessler experience as "excellent" or "very good"
Defining Patient Care

To best address our patients’ medical needs, Kessler’s medical staff includes physiatrists, internists and urologists, as well as consulting pulmonologists, cardiologists, orthopedic surgeons and other specialists. In some cases, patients require more extensive testing or medical services than we normally provide, which resulted in fewer than 12% being transferred to an acute care hospital. Most returned to Kessler and successfully continued their rehabilitation.

All patients across all programs participate in three hours of therapy per day for a minimum of five days per week. Each patient’s treatment is tailored to individual needs and rehabilitation goals, and includes physical, occupational and/or speech therapy, as well as recreation therapy. Psychology/neuropsychology and other specialized services are also provided as indicated.

Patient satisfaction is another key indicator and Kessler patients consistently expressed a high level of satisfaction with the care they received and the extent to which they met their rehabilitation goals. More than 89% of our patients achieved their predicted outcomes, based on both FIM change and an independent patient survey that measures the extent to which our services helped them meet their goals. In addition, more than 94% indicated they would recommend Kessler to others.

Measuring Patient Outcomes

Outcomes are assessed using several indicators, including the standard Functional Independence Measure (FIM), which measures both the overall and specific improvement in activities of daily living – such as bathing, dressing, feeding, walking and mobility – from the time of admission to discharge. We are proud that our patients’ scores generally exceed national benchmarks.

Depending on their diagnosis, plan of care and progress, our patients had an average length of stay of about 16 days. The majority of our patients were discharged to home and the community, while others were successfully transitioned to the next appropriate level of care.
Kessler offers an unparalleled continuum and continuity of care for individuals with spinal cord injury, brain injury, stroke, amputation, orthopedic and musculoskeletal conditions and neurological diseases, including Multiple Sclerosis, Parkinson’s disease and Amyotrophic Lateral Sclerosis (ALS).

In 2014, a total of 6,122 people received outpatient rehabilitation at Kessler’s three hospital campuses. Our clients ranged in age from infants to individuals over 97, with the average age 58 years. Females accounted for 51% of Kessler clients; males, 49%.

The extent of therapy varies by diagnosis, as well as individual needs, goals and progress. For example, clients with spinal cord injury average 16 therapy sessions; with brain injury, 17.

Sessions generally include physical, occupational and/or speech therapy, driver rehabilitation, cognitive rehabilitation, and/or vocational guidance.

Physical therapy and other specialized outpatient services are also provided at our more than 85 Kessler Rehabilitation Center locations throughout New Jersey. These community-based centers treated a total of 32,294 individuals in 2014; 58% were female and 42%, male, with an average age of 52 years. Over 89% were treated for orthopedic, sports and work-related injuries and musculoskeletal conditions, including arthritis.

Achieving Rehabilitation Goals
Among our outpatient clients, 97% of all individuals who participated in our specialized outpatient programs expressed satisfaction with their treatment, and 96% would recommend Kessler Institute/Kessler Rehabilitation Center to others. More specifically, 96% of our spinal cord injury clients and 95% of those with brain injury would recommend Kessler programs.

1,468 patients were treated for other neurological conditions (12%); balance/vestibular issues (4%); hand therapy (4%); and other issues such as vision, lymphedema and fall prevention (>4%).

"I’m lucky to have the specialists at Kessler guiding me. They’ve helped me maintain my abilities.”
DENISE P., LABOR AND EMPLOYMENT ATTORNEY / MULTIPLE SCLEROSIS
spinal cord injury
brain injury
stroke
neurological diseases
orthopedic conditions
amputation
cancer rehabilitation
cardiac recovery

Specialized outpatient services are offered at our three hospital campuses and more than 85 rehabilitation centers.

Balance & Vestibular Rehabilitation
Cognitive Rehabilitation
Concussion Clinic
Dance Performance
Dementia Program
Driver Rehabilitation
Fall Prevention Program
Hand & Upper Extremity Therapy
Locomotor Training/Lokomat®
Lymphedema Management
MS Wellness
Neuropsychology & Psychology Services
Orthotic & Prosthetic Services
Osteoporosis Management
Pain Management
Pediatric Rehabilitation
Physical Therapy
Physician Services
Occupational Therapy
Speech Therapy
Spina Bifida Management
Spine Rehabilitation
Sports Performance & Injury Prevention
Swallowing Dysfunction
Vision Therapy
Vocational Guidance
Wheelchair Seating & Mobility Clinic
Women’s Health Services
Work Strategies

For more information, to schedule a tour or to discuss admission, please call 877.322.2580 or visit kessler-rehab.com.

For the location nearest you, call 866.33.REHAB or visit kessler-pt.com.