Spinal Cord Injury
Brain Injury
Stroke
Neurologic Diseases
Orthopedic Conditions
Amputation
Cancer
Cardiac Recovery

The patient experience: 2015 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 rebuild their lives following an injury or illness.

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 Kessler Foundation. That same level of expertise and experience distinguishes each of our specialized rehabilitation programs for stroke, neurologic diseases, cancer, orthopedic and musculoskeletal conditions, amputation and cardiac recovery.

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 – is committed to providing patients and their families with an exceptional experience. We leverage our collective knowledge, embrace best practices, explore new avenues of treatment and adopt innovative technologies to support each patient’s recovery. Our goal is to optimize the independence and quality of life for every individual.

These are among the many reasons why Kessler has been top-ranked by U.S. News & World Report for 23 years. 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 2015, a total of 6,857 individuals and their families chose Kessler Institute for their inpatient rehabilitation. While the majority came from New Jersey and the greater New York metropolitan region, our hospital attracted patients from across the country – Hawaii, California, Texas, Minnesota, Illinois and Maine to name a few – and around the world.

Our patients ranged from 18 to 103 years old, with an average age of 68. Six individuals ages 16 and 17 were also treated in our spinal cord and brain injury programs. Overall, 50% of our patients were female and 50%, male.

**Meeting Patient Needs**

As an acute rehabilitation hospital, Kessler Institute is able to admit patients more quickly than other post-acute care providers – typically about 13 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 hospitals 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. However, 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 INPATIENTS TREATED AT KESSLER INSTITUTE IN 2015**

<table>
<thead>
<tr>
<th>Patients Discharged</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>% Total Patients</td>
<td>408</td>
<td>958</td>
<td>1563</td>
<td>268</td>
<td>180</td>
<td>2868</td>
<td>792</td>
</tr>
<tr>
<td>Case Mix Index (CMI)</td>
<td>2.01</td>
<td>1.57</td>
<td>1.73</td>
<td>1.51</td>
<td>1.44</td>
<td>1.13</td>
<td>1.24</td>
</tr>
<tr>
<td>CMI Nationally</td>
<td>1.57</td>
<td>1.40</td>
<td>1.55</td>
<td>1.33</td>
<td>1.36</td>
<td>1.13</td>
<td>1.18</td>
</tr>
<tr>
<td>Average Age (Years)</td>
<td>57</td>
<td>60</td>
<td>70</td>
<td>62</td>
<td>64</td>
<td>71</td>
<td>73</td>
</tr>
<tr>
<td>Average Onset (Days)</td>
<td>29</td>
<td>24</td>
<td>11</td>
<td>14</td>
<td>37</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Average Length of Stay (Days)</td>
<td>31</td>
<td>19</td>
<td>17</td>
<td>18</td>
<td>14</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Extent Goals Met (%)</td>
<td>88</td>
<td>87</td>
<td>86</td>
<td>87</td>
<td>91</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Patient Satisfaction (%)</td>
<td>87</td>
<td>86</td>
<td>87</td>
<td>89</td>
<td>91</td>
<td>89</td>
<td>90</td>
</tr>
<tr>
<td>Patients Who Would Recommend Kessler (%)</td>
<td>94</td>
<td>92</td>
<td>94</td>
<td>95</td>
<td>97</td>
<td>94</td>
<td>95</td>
</tr>
</tbody>
</table>

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1Includes amputation. 2Includes cardiac, pulmonary and other medical conditions. 3Higher CMI reflects more medically complex patients. 4Patient satisfaction survey/self-reported data. 5Patients who rated their Kessler experience as “excellent” or “very good.” 6Based on a numeric scale: 100 = “most likely” and 0 = “not likely at all.”
Defining Patient Care

To best address our patients’ complex medical, physical and functional needs, Kessler’s medical staff – including physiatrists, internists and urologists, as well as consulting pulmonologists, cardiologists, orthopedic surgeons and other specialists – provide 24/7 oversight. In some cases, patients required more extensive testing or medical services than we normally provide, which resulted in about 12% being transferred to an acute care hospital. Most returned to Kessler and successfully continued their rehabilitation.

Patients across all programs participate in an average of three hours of therapy per day at least five days per week. 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 provided as needed.

“\'I came to Kessler not knowing if I would make it. But in rehab, like sports or anything else, you have to practice every day and set goals. When you achieve one, move on to the next. Don't give up on yourself.\’”
RON K., STROKE

Depending on their diagnosis, plan of care and progress, patients had an average length of stay of about 15 days and were discharged successfully to home and the community, or transitioned to the next appropriate level of care.

Measuring Patient Outcomes

Outcomes are assessed using several indicators, including the standard Functional Independence Measure (FIM), which measures 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 exceed national benchmarks.

Patient satisfaction is another key indicator and Kessler patients consistently expressed a high level of satisfaction with the care they received and the degree to which they met their rehabilitation goals. In fact, 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. More than 94% also indicated they would recommend Kessler to others.

Exceeding Patient Expectations

We understand that patients and their families choose Kessler for many reasons: the quality of our care; the expertise and experience of our staff; the integration of advanced treatment, technologies and research; and the functional outcomes our patients achieve. This translates to Kessler’s ability to provide an exceptional rehabilitation experience, one that enables our patients to restore their strength, regain their skills and rebuild their lives.

We are proud of our patients’ accomplishments and, as always, respectful of the trust that they and their families have placed in us.
Kessler offers an unparalleled continuum and continuity of care for individuals with spinal cord injury, brain injury, stroke, amputation, orthopedic and musculoskeletal conditions and neurologic diseases, including Multiple Sclerosis, Parkinson’s disease and Amyotrophic Lateral Sclerosis (ALS).

In 2015, a total of 7,990 people received outpatient rehabilitation at Kessler’s three hospital campuses. Our clients (52% of whom were male; 48%, female) ranged in age from infants to adults over 97, with the average 58 years.

The nature and extent of therapy received varied by diagnosis, and by individual needs, goals and progress. Sessions generally included physical, occupational and/or speech therapy, driver rehabilitation, cognitive rehabilitation and/or vocational guidance.

Delivering Care in Local Communities

Physical therapy and other outpatient services are also provided at our more than 85 Kessler Rehabilitation Center locations throughout New Jersey.

In 2015, these community-based centers treated 38,079 individuals, 57% of whom were female and 43%, male. Their average age was 54 years. More than 89% of our clients were treated for orthopedic and musculoskeletal conditions, including sports and work-related injuries. In addition, our clients benefitted from hand therapy (6%) and treatment for stroke and other neurologic injuries/conditions, balance and vestibular disorders, cancer, vision deficits, lymphedema and a variety of other conditions.

Achieving Rehabilitation Goals

Among our outpatient clients, 97% 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.

PROFILE OF OUTPATIENTS TREATED AT KESSLER INSTITUTE IN 2015

<table>
<thead>
<tr>
<th></th>
<th>Spinal Cord Injury</th>
<th>Brain Injury</th>
<th>Stroke</th>
<th>Multiple Sclerosis</th>
<th>Amputee</th>
<th>Ortho</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Treated(1)</td>
<td>669</td>
<td>772</td>
<td>1587</td>
<td>208</td>
<td>119</td>
<td>2539</td>
</tr>
<tr>
<td>% of Total Patients</td>
<td>6</td>
<td>9</td>
<td>20</td>
<td>3</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>Average Age (Years)</td>
<td>46</td>
<td>50</td>
<td>63</td>
<td>54</td>
<td>60</td>
<td>52</td>
</tr>
<tr>
<td>Average Visits by Service:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career Guidance</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Cognitive Rehabilitation</td>
<td>0</td>
<td>26</td>
<td>20</td>
<td>8</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Driver Rehabilitation</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Occupational Rehabilitation</td>
<td>17</td>
<td>19</td>
<td>17</td>
<td>14</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>18</td>
<td>18</td>
<td>17</td>
<td>14</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Speech Therapy</td>
<td>6</td>
<td>30</td>
<td>18</td>
<td>5</td>
<td>0</td>
<td>18</td>
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<tr>
<td>Locomotor Training</td>
<td>70</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Wheelchair Clinic</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Patients Who Would Recommend Kessler (Net Promoter %)</td>
<td>97</td>
<td>80</td>
<td>80</td>
<td>92</td>
<td>97</td>
<td>90</td>
</tr>
</tbody>
</table>

\(1\)In addition, 2,146 clients with a variety of other diagnoses were treated through Kessler Institute’s outpatient programs, including those with Parkinson’s and other neurologic diseases (12%); balance/vestibular issues (4%); hand therapy (4%); and cancer, lymphedema and vision deficits.

“My Kessler team was with me every step of the way. I can never express my gratitude...”

JOE C., ORTHOPEDIC TRAUMA
SPECIALIZED OUTPATIENT SERVICES
offered at Kessler Institute’s three hospital campuses and more than 85 Kessler Rehabilitation Center locations include:

- Balance & Vestibular Rehabilitation
- Cognitive Rehabilitation
- Concussion Clinic
- Dance Performance
- Dementia Program
- Driver Rehabilitation
- Fall Prevention Program
- Hand & Upper Extremity Therapy
- Locomotor Training
- 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.