

# Rehab Without Walls

## NeuroSolutions

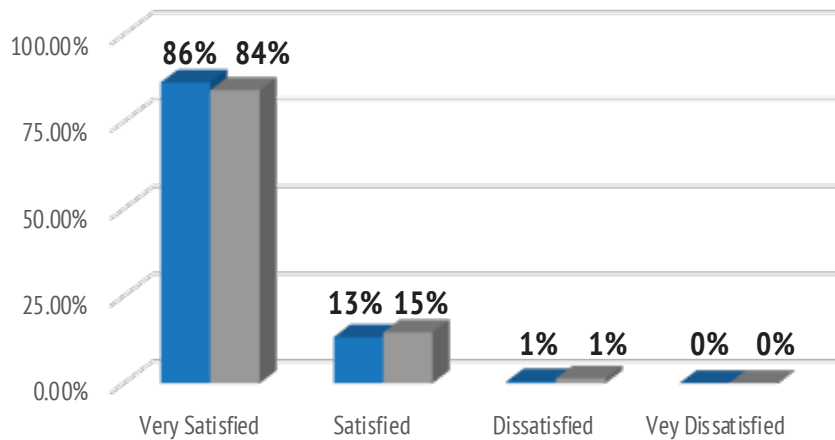
### Creative Approach – Proven Results

Rehab Without Walls® (RWW) provides specialized, interdisciplinary and outcome-based care. We have 30 years of experience helping patients recover the functional skills they need. Our skilled therapists are dedicated to healing, educating and empowering patients to take charge of their own care. This leads to rapid and lasting functional independence and patient success.

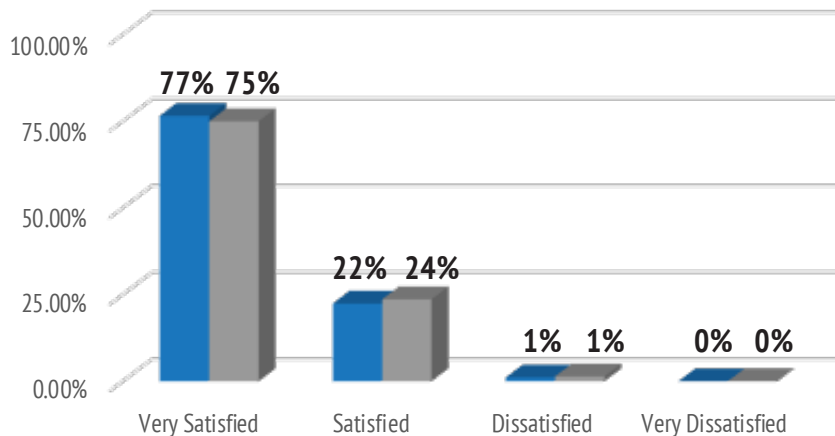
The provision of outstanding, compassionate care is a hallmark of RWW. We consistently seek feedback from our patients, their families and caregivers and value their suggestions for improvement. Satisfaction surveys are offered at the time of discharge and can be completed anonymously through a survey link. Customer satisfaction is an integral component of the RWW performance improvement program and is reviewed at the national, location and program level.

### 2017 Customer Satisfaction Survey Results Summary

Overall, how satisfied were you with Rehab Without Walls?



How satisfied were you with the progress made?



### 2017 Customer Satisfaction Survey Highlights

#### Clinical Practice/ Behaviors

87.2% of patients and 87.5% of families responded that patients' strengths and weaknesses were completely identified and understood

#### Degree of Inclusion

92.3% of patients and 92.4% of families responded that they were included in making decisions about treatment plans

#### Information Received

98.9% of patients and 98.6% of families responded that they received enough information about Rehab Without Walls

95.8% of patients and 88.2% of families responded that the information they received about Rehab Without Walls was useful



**Rehab Without Walls**  
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