



**Rehab Without Walls®**  
Neuro Rehabilitation



# 2023

## IMPACT REPORT



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## 2023 HIGHLIGHTS

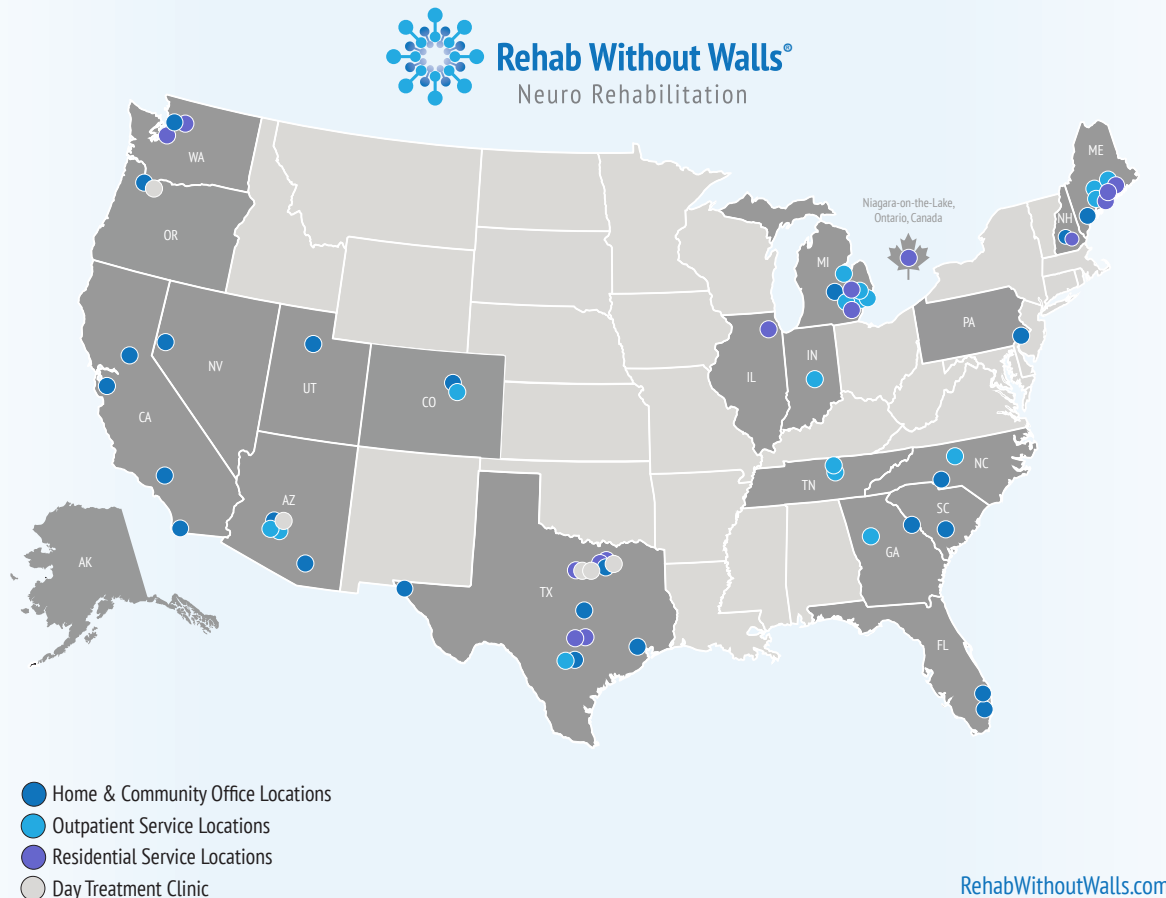
Rehab Without Walls (RWW), the Neuro Rehab Division of BrightSpring Health Services, stands as the premier provider of complementary pharmacy, home, and community-based health services for complex populations requiring specialized and/or chronic care.

With 40 years of experience in connecting individuals and homes to enhance outcomes for patients, clients, and families, BrightSpring Health Services through its affiliates, is committed to ensuring every individual served receives the right care, at the right time, in the safest environment possible.

Aligned with our passion for helping those with complex care needs lead their best lives, Rehab Without Walls epitomizes innovation in neuro rehabilitation and transcends conventional approaches to assist individuals recovering from brain and spinal cord injuries, strokes, and treatment of progressive neurological conditions. By integrating scientifically validated rehabilitation protocols and specialty programs with real-life activities, we have developed intensive rehabilitation programs along a continuum of care, promoting innovative and lasting results for patients throughout their recovery journey and beyond.

Our mission at Rehab Without Walls is to establish and implement a seamlessly coordinated continuum of care, ensuring individuals recovering from acquired brain injuries, along with their families, have access to the highest quality care and rehabilitation services. Our ultimate goal is to empower them to lead productive, fulfilling lives with the utmost independence.

Expanding across 19 states and Canada, our recent expansions in 2023 cover various regions, including Davidson, North Carolina; El Paso, Texas; San Diego, California; Broward County, Florida; and Bangor, Maine. Our Home and Community services extend therapy within a considerable radius around each city, ensuring broader access to our services for individuals in need.



## OUR WHY

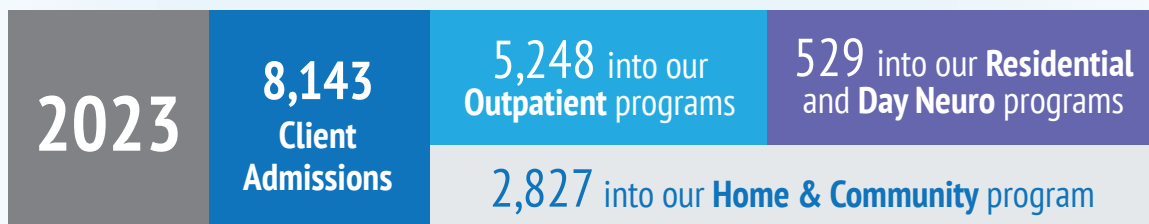
**Find out what motivates our team every day.**

Each one of our employees is fueled by compassion, empathy, and unwavering commitment to enhancing the health and well-being of our patients and communities.

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## OUTCOMES

### Patients Admitted:



In 2023, Rehab Without Walls completed a total of 8,143 client admissions into care and services: 5,248 into our Outpatient programs, 2,827 into our Home & Community program and 529 into our Residential and Day Neuro programs.

Committed to delivering the highest quality of care, RWW's Home & Community, Residential and Day Neuro programs are accredited by CARF and ACHC in Florida. RWW developed standardized specialty life-changing programs including Return to Work, Return to Driving, and Assistive Technology/Home Automation.

Leveraging technology, we implemented solutions such as QuickMAR and PowerBI to enhance medication management, documentation processes, and real-time data analytics for our programs.

Our commitment to excellence extends beyond clinical care, as showcased through community service initiatives, awards, and educational endeavors throughout 2023.

In summary, Rehab Without Walls remains dedicated to our mission of providing innovative, high-quality care and support to individuals with neurological injuries, empowering them to reclaim their lives and thrive.





## Patient Outcomes:

RWW's Home & Community programs leverage The Supervision Rating Scale (SRS) to assess the level of supervision patients receive from family or caregivers upon admission and discharge.

For patients admitted to RWW services, we strive to promote their independence and reduce the supervision required for everyday activities. Upon admission into our program, on average 18% of our patients could not be left alone for 8 hours or longer and **by the time of discharge have increased to 52% of patients who were able to be left alone for 8 hours or longer**, thus maximizing their functional independence and quality of life.

Depending on patient need, RWW's Home and Community and Outpatient Clinics utilize the Patient Specific Functional Scale (PSFS) and the Mayo Portland Adaptability Inventory (MPAI) to evaluate patient impairment across abilities, adjustment and participation related to impairments. These standardized assessments are administered at time of admission, discharge, 3 months post-discharge and 1-year post-discharge. **Results in 2023 demonstrated an average 9-point improvement from admission to discharge surpassing the national benchmark of a 5-point improvement.**

## Patient Satisfaction:

Patient and family feedback fosters our culture of continuous improvement, where we can refine their services to better meet patient needs and expectations. We benchmark our performance against industry standards, identify best practices and improve overall quality of care.

In 2023, we standardized our collection percentage of Outpatient and Residential patient and family satisfaction surveys and added a new stakeholder satisfaction survey.

### Results:

- **Outpatient** Overall Satisfaction **98%**
- **Home and Community** Overall Satisfaction **96%**
- **Transitional Residential** residents **93%**
- **Residential Annual** residents **86%**
- **Day Neuro** clients **91%**



## CARF/ACHC Accreditation:

Rehab Without Walls is committed to ensuring we deliver the highest level of care within all our neuro rehab programs nationwide, evidenced by our investments in CARF and ACHC accreditations. CARF, an independent, non-profit accreditor of health and human services, with its purpose to support providers' ability to provide quality services by meeting internationally recognized organizational and program standards. Many of our RWW programs are CARF or ACHC accredited with varying re-accreditation dates.

- RWW Home and Community Florida program is ACHC accredited in Miami and Broward County, FL
- RWW Milan, Dixie Lodge, and Downers Grove each achieved their 3-year re-accreditation



## OPERATIONS EXCELLENCE

### Specialty Program:

In 2023 we standardized our specialty programs nationwide. Our goal was to ensure the consistency, efficiency, and quality of these programs.

- **Return to Work** - We now offer a focused rehab treatment approach for those individuals with complex neurological injuries who want to return to work.
- **Return to Driving** - Our team includes Driver Rehabilitation Specialists that are certified by the Association for Driver Rehabilitation Services (ADED). Our program does not feature simulators, rather offering on-the-road training, as it is believed to better prepare participants for real road conditions.
- **Assistive Technology/Home Automation** – Our team can trial home automated devices to increase independence within the home setting. Assistive technology can strip away barriers for those with mobility, cognitive, or expressive deficits.

### Leveraging Technology:

#### QuickMAR

Rehab Without Walls has continued our focus on technology investments throughout 2023. We initiated QuickMAR in our residential neuro programs. QuickMAR assists our employees by providing a streamlined medication and documentation process reducing the risk for medication errors and improving the overall efficiency of our medication administration processes across our residential programs.

#### PowerBI

With the support of our data analytics and engineering team, PowerBI has continued to expand its resources to RWW supporting enhanced visibility to our program metrics, outcomes, and accounts receivable functions. The improved real-time visualization for both our operational, revenue cycle and quality metrics serves our ability to make faster and more efficient adjustments to our strategy.

As we progress through 2024, our next investment focuses on streamlining the business onto one EMR Wellsky Rehab and billing software serving outpatient, residential and home and community programs.

### Community Education:

Throughout 2023, we showcased our dedication to education, training, and continuous learning within our communities through immense clinical content focused on neuro recovery. Special recognition goes to our talented and highly knowledgeable trainers:

Dr. David Salisbury | Amber Richardson | Jacques Lauder | Jenna McDaniel | Mark Christiansen | Lisa Connelly | Brenda Davis | Nelson Gonzales | Dr. Meredith

Their significant contributions to ongoing community education are invaluable.





## Courses:

- 01 Behavior Following Brain Injury
- 02 Dignity of Risk Following Brain Injury
- 03 Driver Rehabilitation
- 04 Health Literacy
- 05 How Vision, Perception, and Memory are Affected by ABI
- 06 Lee Silverman Voice Treatment (LSVT) BIG: Introduction
- 07 Navigating the Return-to-Work Process
- 08 Participant Characteristics, Outcomes, and Dose-Response in Five Specific Program Types of Post Acute Brain Injury Rehabilitation
- 09 Simplifying Dizziness
- 10 Stroke Rehabilitation
- 11 The Brain, Brain Injury, and Recovery



## MaineCare

### Location News - Maine:

Maine Home and Community received a MaineCare grant (state Medicaid program) for children and adults who have sustained an acquired or traumatic brain injury. Services include clinical coordination, occupational therapy, physical therapy, speech therapy, social work and neuropsychology services for 8-16 hours a week up to 12 weeks.

### Encompass Health:

**Encompass Health awarded Rehab Without Walls the Community Partner Award.**

Congratulations to Janet Keith, Christine Martin, Lindsey Pieper and the entire Maine Home and Community team for their Community Partner Award presented by Encompass Health who recognizes individuals and organizations who support their hospital by helping connect with their local community in a meaningful way.

### San Marcos - Community Service Challenge:

Congratulations to the entire team in San Marcos, TX Residential program for their Community Service Award for Most Hours Donated, Most Money Raised, Most Volunteers and Most Veteran Events!

### Best of Hays Award:

The Rehab Without Walls Residential location in San Marcos, TX, and its employees received multiple honors in the San Marcos Daily Record "Best of Hays 2023." The location was voted Best Assisted Living Facility in Hays County, and Lauren Barnett was voted the Best Occupational Therapist. Two additional employees, Mike Berish, PT, and Katie Tipples, CCC-SLP, were listed as top three finalists in their respective categories. Congratulations!





## New Pate Rehab Facility:

We also celebrated our Pate Rehabilitation program moving into their state-of-the-art administration and day neuro rehab center utilizing expanded space, cutting edge therapy equipment and specialty programs in Irving, Texas in October 2023. Pate was founded in 1988 and provides transitional, supported living, and day neuro programming including comprehensive neuro specialized therapies, vocational, and driver's rehab.



## OUR PEOPLE

### New Team Members:

Our success at Rehab Without Walls is driven by the dedication, compassion, and expertise of our team. Each member plays an invaluable role in delivering high-quality care and support to our patients and their families, embodying our core LEGACY values. In 2023, we hired over 1,082 new team members including directors, caregivers, CNAs, nurses, rehab technicians, transporters, social workers, counselors, neuropsychologists, and more to serve our expanding patient referrals to our programs nationwide.

### Promotions:

**Julia Mazick**, M.S. CCC-SLP, CBIS began her career with RWW as a speech therapist before being promoted to executive director of our Home and Community Texas programs. Julia attended Baylor University where she earned her undergraduate degree in communication sciences and disorders and her master's degree in speech language pathology. Julia has experience with a variety of patient populations to include language delay, post-concussion, traumatic brain injury, autism, developmental delay, stroke, Parkinson's, head and neck cancer, Multiple Sclerosis and other neurological impairments.

**Christina Mariathasan**, PTA started her career with RWW as our community relations manager and treating physical therapist assistant before her promotion to executive director for our PRA program in Oregon. Christina states that she joined RWW because of our neuro-specialized patient-centered approach.

**Alana Cullen** is an executive director supporting Robin Hill Farms Residential programs. Alana was promoted to executive director in 2023 and comes with over 20 years' experience in leadership. With a degree in human resource management, she is a people focused leader with a passion to improve processes that supports the evolution of our company at our Robin Hills, NH Residential centers.

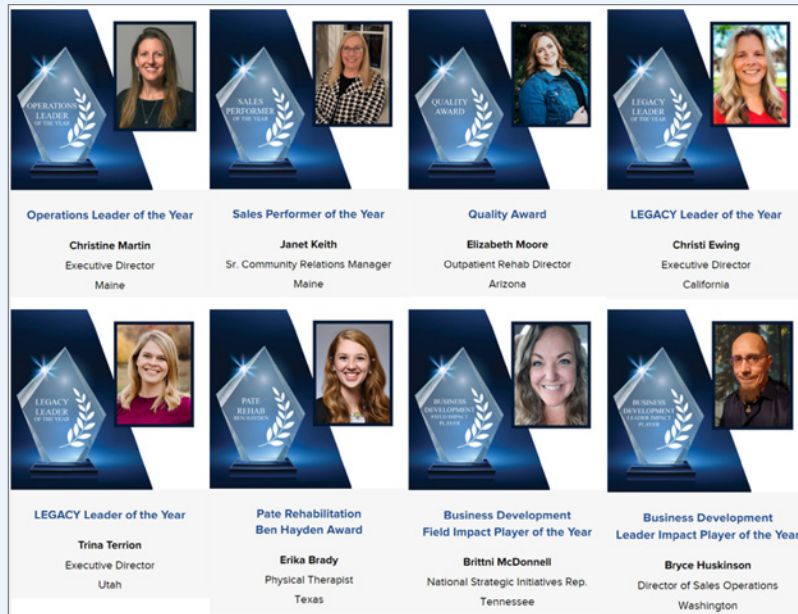
**Elizabeth Whitehead**, BCaBA, LABA is director of clinical management at our Lynwood, WA Home and Community program. Beth has extensive experience working with children with intellectual disabilities and joined RWW in 2012 as a behavior technician and later a board-certified assistant behavior analyst. Beth was part of a small team that opened three Early Intervention Autism Centers and moved into a program manager position for several years.

**Melissa Heller** OTR/L is our executive director for Home and Community in Georgia/South Carolina. Mel has been with RWW since early 2022 as a treating occupational therapist followed by a promotion to serve as the outpatient director of rehabilitation in Lawrenceville, GA. She received her master's in 2009 from Kean University and has held a distinguished career working in neurorehabilitation across various settings. Mel enjoys working at RWW with the neuro population because each client that she sees is unique and they teach her something new every day.



## Leader Recognition:

Rehab Without Walls recognized the following leaders in 2023. These leaders exhibit our **LEGACY** Core Behaviors – **Leadership, Environment, Get Going** (knowing your business), **Attitude, Communication** and **You** (for being an example).



## Employee Engagement:

We actively solicit feedback from both new and existing employees through various channels and at different intervals. One method we use is our 30/60/90-day satisfaction surveys with new hires. This early feedback helps us refine our training, orientation processes and address individual learning needs, which in turn supports our strategic initiative of enhancing employee retention. Our 30/60/90 top strengths identified included: feeling welcome, understanding how the work done contributes to achieving company goals, and training provided to do their job well. Additionally, we gather feedback from platforms such as Indeed and Glassdoor, where our employee satisfaction ratings were 3.7/5 and 3.8/5 respectively in 2023. These platforms highlight strengths such as our people and teams, office environment, communication practices, recognition, and maintaining a healthy work life balance. We will be conducting an all-employee engagement survey in 2024 for additional feedback.





## PATIENT SUCCESS STORIES

### “RWW Improved My Perspective on Living”

This touching patient story highlights our neuro care continuum of both our Home and Community and Outpatient services. *“In August 2021, I was bitten by a mosquito that carried the West Nile Virus. Within days, I was paralyzed from the neck down and unable to breathe on my own. I spent three months in an ICU and two months at a neurorehabilitation hospital. When I was discharged, I was able to walk on my own but was still very weak. I couldn’t move my right arm at all and was only able to move the left hand. What all my therapists had in common was the dedication they put into my rehab, making sure I was getting back to doing what I loved. They did whatever they could to support my interests and to cheer me on as I improved. They cared just as much about me as a human being, as they did about attending to my rehab. Although their job was to fix a broken body, they also fixed a broken heart. I wasn’t sure I would live the life I had before the mosquito bite, but my therapists saw to it that I climbed mountains, literally! I am forever grateful for Rehab Without Walls and its impact on my recovery. They improved my mobility, and they improved my perspective on living this new life after having West Nile Virus.”* – Amy, RWW Patient

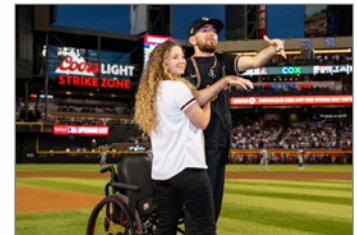
[Read Amy’s full recovery journey here.](#)



### Officer Tyler Moldovan Defeats the Odds

Officer Tyler Moldovan Phoenix Police Officer Tyler Moldovan, who was tragically shot multiple times in the line of duty, courageously threw out the ceremonial first pitch at the Arizona Diamondbacks April 6 home game, after a miraculous recovery and months of intense rehab. Our therapists, Kristin Zevely, Gus Ayala, and others are in several shots towards the middle of the video. RWW therapists worked with Tyler, practicing his pitch in advance of the game, which went right over the plate!

[Read Tyler’s full recovery journey here.](#)



### “I Returned to Work Three Months Early!”

Tara, an RWW patient who suffered a stroke, shares her story, *“On July 14, I went into Maine Medical Center for a routine gall bladder removal surgery, a Cholecystectomy, and while in recovery I had a stroke. I lost movement on my left side; my left leg and left arm were completely immovable. I was unable to walk and to use the bathroom independently. I spent some time in ICU and then was sent to rehab at Brighton Medical Center. I made some gains at Brighton and was able to navigate with a walker. I was told about Rehab Without Walls and loved the idea of therapists coming to me and to be able to go out in my community. Since I was unable to drive, I was feeling trapped in my house as simple things like grocery shopping were a new challenge. However, my therapists brought me to the store and helped with the logistics and practicality of navigating the grocery store. There are so many things you don’t think about when you are able bodied, but with deficits, can become huge challenges. My therapists were amazing! They came with positive energy and from the first 10 minutes I felt very comfortable with them. They listened to what my goals were, and we worked toward things that were relevant and important to me. They truly made therapy fun, and it was personalized to what motivated me.”*

[Read Tara’s full recovery journey here.](#)



For more patient stories about the outcomes and impact of Rehab Without Walls, visit  
[RehabWithoutWalls.com/News](https://RehabWithoutWalls.com/News)