

Quality and Performance 2013

The Rusk Outcomes Management System

At the Rusk Institute we use a patient-centered method to measure how effective and efficient are our inpatient treatment programs. Our programs are effective when our patients learn to function more independently and are able to return to the community after discharge. We measure how efficient our programs are by looking at how long it takes to accomplish these results.

The 2013 program outcomes are categorized as follows:

- Stroke Program: Acute Inpatient Rehabilitation
- Pediatric Program: Acute Inpatient Rehabilitation
- Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP)
- Brain Injury Program: Acute Inpatient Rehabilitation

Stroke Program: Acute Inpatient Rehabilitation

How much experience do we have treating individuals with Stroke?

- During 2013, we served 223 adult patients with stroke in our inpatient Stroke Program.
- The average age of a brain injury patient was 66. 60% were 65 years or older, 33% between 41 and 64 years, and 7% between 18 and 40 years.
- Our Stroke Specialty program includes a highly skilled, interdisciplinary team of professionals with specialized training in the medical, nursing, and therapeutic care of individuals who have had a stroke. Your physician is also a specialist in treating persons who have had a stroke.

Where do people come from?

- Most people come from Brooklyn (29%), Manhattan (26%), and Queens (18%). Many also come from other parts of New York State (14%) and from other states (5%).

How much therapy will you receive?

- Last year, our patients received an average of 3.4 hours of physical, occupational, speech/language, psychology, and/or recreational therapy per day delivered by a licensed/certified therapist.
- Many also received other therapies as needed.

How often will you see a doctor?

- You will be seen regularly by your physiatrist, a doctor who specializes in rehabilitation.
- You will also be seen as needed by physicians with other medical specialties

What happens if you get sick or have a medical emergency?

- Rusk has medical staff on-site 24 hours a day, 7 days a week, with Advanced Life Support certification and the equipment and processes in place to respond to medical emergencies. If necessary, you will be transferred to an acute care hospital for specialized treatment.
- Last year, 16% of our patients with stroke were transferred to acute care hospitals. Most (90%) of these were unplanned. This may reflect the fact that we choose to treat patients with complex medical issues.

How will your family be involved?

- Family members are invited to participate in treatment planning and goal setting, family meetings, and education and training sessions.

How long will I be an inpatient at Rusk?

- Not everyone stays for the same amount of time, but last year, the average patient stay was 19 days for patients in the stroke program.

What kinds of improvements can you expect?

- While results vary, at discharge most persons with strokes were able to care for themselves and walk or get around with a wheelchair with some help from their family members.
- Many patients who are discharged from the stroke program continue to receive therapy services as an outpatient and/or in the home.
- Last year, about 50% were able to return directly to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (34%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (88%) patients who were discharged to community settings had achieved their self-stated goals.

What do people say about their experience at Rusk?

- 98% of our patients rated the Overall Care at Rusk as “Very Good” or “Good.”
- Patients were highly satisfied with our physicians, nursing, and therapy services.
- Most patients also gave high ratings for how well their inpatient rehab stay prepared them to function at home (91%) and in the community (91%).

Satisfaction with Services

- Doctor: 96%
- Nursing: 94%
- Physical Therapy: 99%
- Occupational Therapy: 99%
- Speech/Language: 94%
- Therapeutic Recreation: 93%

Does Rusk have special accreditation?

- Rusk Rehabilitation is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) as an Inpatient Stroke Rehabilitation Specialty Program. Every three years we are reviewed by CARF to ensure that all our programs meet or exceed very high standards of care for our patients. In October 2013, Rusk again received the highest accreditation possible – three years – with several commendations.

Special Recognition for Rusk Rehabilitation

- Best in New York State for 25 consecutive years and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” rankings.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety Score by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“I would like to say a big thank you to the whole nursing staff & techs. As a physician who has worked over 30 years in pediatrics I never imagined I would have a stroke. I never imagined this would happen to me. At a time when I felt I lost my dignity with my inability to move the right side of my body, the nurses and techs treated me with great RESPECT & DIGNITY.”

“Professionalism and personalized attention to patients’ needs made my experience exceptional. I felt that my progress was a direct result of the support and encouragement that was ever present in my interactions.”

“I have not been able to stop praising your facility. Everyone was just so helpful and understanding and very skillful at what they did.”

Pediatric: Acute Inpatient Rehabilitation

How much experience do we have treating children and adolescents?

- During 2013, we served 63 pediatric patients in our Inpatient Pediatric Specialty Program.
- Our pediatric program uses a child-centered, team approach to identify each child’s obstacles and capabilities and then develop a treatment plan based on specific,

practical goals designed to optimize the child's physical, cognitive and behavioral functioning. This plan may include various therapies, psychological support, education, and the use of adaptive equipment in the home, school, or community environments. The child and their family then work closely with the clinical team to achieve these treatment goals.

- Our Pediatric Specialty program includes a highly skilled, interdisciplinary team of professionals with specialized training in the medical, nursing, and therapeutic care of children and adolescents.
- The average age of our pediatric patients was 12. 65% were 10 years or older, 14% between 7 and 10 years, 10% between 5 and 7 years, 8% between 3 and 5 years, and 3% under 3 years.

Where do our pediatric patients come from?

- Most of our pediatric patients come from Brooklyn (44%), Manhattan (8%), Bronx (10%), and Queens (10%). Many also come from other parts of New York State (14%) and from other states (14%).

How much therapy will your child receive?

- Last year, our pediatric patients received an average of 3.4 hours of physical, occupational, speech/language, psychology, and/or recreational therapy per day delivered by a licensed/certified therapist.
- Many also received other therapies as needed, such as nutrition, feeding and swallowing, educational services, and vocational rehabilitation.

How often will your child see a doctor?

- Your child will be seen regularly by a physiatrist, a doctor who specializes in rehabilitation.
- Your child will also be seen as needed by physicians with other medical specialties.

What happens if your child gets sick or has a medical emergency?

- Rusk has medical staff on-site 24 hours a day, 7 days a week, with Advanced Life Support certification and the equipment and processes in place to respond to medical emergencies. If necessary, your child will be transferred to an acute care unit for specialized treatment.
- Last year, 14% of our pediatric patients were transferred to acute care units. Most (90%) of these were for planned procedures.

How will your family be involved?

- Family members are invited to participate in treatment planning and goal setting, family meetings, and education and training sessions.

How long will your child be an inpatient at Rusk?

- Not everyone stays for the same amount of time, but last year, the average patient stay was 41 days.

What kinds of improvements can you expect to see for your child?

- While results vary, at discharge most were able to care for themselves and walk or get around with a wheelchair with some help from their family members.
- Many patients who are discharged from the pediatric program continue to receive therapy services as an outpatient and/or in the home.
- Last year, about 86% were able to return directly to a community setting, such as home or assisted living, after their inpatient rehab stay.

What do people say about their experience at Rusk?

- 96% of our pediatric patients and their families rated the Overall Care at Rusk as “Excellent” or “Very Good.”
- Patients and families were also highly satisfied with our physicians, nursing, and therapy services.
- 96% were happy with the improvements they made while they were at Rusk.

Satisfaction with Services

- Doctor: 100%
- Nursing: 100%
- Physical Therapy: 100%
- Occupational Therapy: 100%
- Speech/Language: 64%
- Therapeutic Recreation: 92%

Does Rusk have special accreditation?

- Rusk Rehabilitation is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) as an Inpatient Pediatric Rehabilitation Specialty Program. Every three years we are reviewed by CARF to ensure that all our programs meet or exceed very high standards of care for our patients. In October 2013, Rusk again received the highest accreditation possible – three years – with several commendations.

Special Recognition for Rusk Rehabilitation

- Best in New York State for 25 consecutive years and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” rankings.
- Magnet® recognition for excellence in nursing care.

- “A” Hospital Safety Score by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“Rehab gave me more energy, gave me good exercises to do.”

“Everyone here was so kind & helpful. I was so lucky to be at a place like this. Thank you to everyone for helping me.”

“Staff was really nice, sweet and welcoming.”

“Everything was great. Couldn't have changed a thing. Everyone gave my daughter the right amount of care.”

Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP)

How much experience do we have treating individuals who need acute inpatient rehabilitation?

- During 2013, we served 453 adult patients with various conditions in our CIIRP. (We also served an additional 422 patients in Stroke, Brain Injury, and Pediatric specialty programs, described elsewhere.)
- The average age of persons in CIIRP was 68.
- 66% were 65 years or older, 26% between 41 and 64 years, and 8% between 18 and 40 years.
- The CIIRP unit includes nurses and therapists who have special training and expertise in treating individuals with various conditions. Your physician is also a specialist in treating various conditions requiring acute inpatient rehabilitation.

Where do people come from?

- Most people come from Manhattan (34%), Brooklyn (21%), and Queens (18%). Many also come from other parts of New York State (17%) and from other states (10%).

How much therapy will you receive?

- Last year, our patients received an average of 3.4 hours of physical, occupational, speech/language, psychology, and/or recreational therapy per day delivered by a licensed/certified therapist.
- Many also received other therapies as needed.

How often will you see a doctor?

- You will be seen regularly by your physiatrist, a doctor who specializes in rehabilitation.
- You will also be seen as needed by physicians with other medical specialties.

What happens if you get sick or have a medical emergency?

- Rusk has medical staff on-site 24 hours a day, 7 days a week, with Advanced Life Support certification and the equipment and processes in place to respond to medical emergencies. If necessary, you will be transferred to an acute care hospital for specialized treatment.
- Last year, 13% of our patients in the CIIRP were transferred to acute care hospitals. Most (90%) of these were unplanned. This may reflect the fact that we choose to treat patients with complex medical issues.

How will your family be involved?

- Family members are invited to participate in treatment planning and goal setting, family meetings, and education and training sessions.

How long will I be an inpatient at Rusk?

- The amount of time you stay varies from a few days to several weeks, based on your individual needs and the progress being made. Last year, the average patient stay was 14 days for patients in the CIIRP.

What kinds of improvements can you expect?

- While results vary, at discharge most persons were able to care for themselves and walk or get around with a wheelchair with some help from family members.
- Many patients who are discharged from the CIIRP continue to receive therapy services as an outpatient and/or in the home.
- Last year, most people (75%) were able to return to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (12%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (87%) patients who were discharged to community settings had achieved their self-stated goals.

What do people say about their experience at Rusk?

- 96% of our patients rated the Overall Care at Rusk as “Very Good” or “Good.”
- Patients were highly satisfied with our physicians, nursing, and therapy services.
- Most patients also gave high ratings for how well their inpatient rehab stay prepared them to function at home (93%) and in the community (85%).

Satisfaction with Services

- Doctor: 91%
- Nursing: 91%
- Physical Therapy: 96%
- Occupational Therapy: 97%
- Speech/Language: 86%
- Therapeutic Recreation: 95%

Does Rusk have special accreditation?

- Rusk Rehabilitation is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) as a Comprehensive Integrated Inpatient Rehabilitation Program. Every three years we are reviewed by CARF to ensure that all our programs meet or exceed very high standards of care for our patients. In October 2013, Rusk again received the highest accreditation possible – three years – with several commendations.

Special Recognition for Rusk Rehabilitation

- Best in New York State for 25 consecutive years and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” rankings.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety Score by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“The staff was Outstanding! They took excellent care of me. Excellent nursing skills and attitude. P.T. and OT they were excellent in every respect: Knowledgeable, thoughtful, supportive, pleasant, helpful, and compassionate, with very positive experience.”

“I am so very grateful to all of the staff at Rusk. I was an inpatient at NYU Langone & hoped & prayed that I would be admitted into the Rusk Program, but there were no guarantees. The facility was highly recommended & I was not disappointed with my experiences there. I almost did not want to go home because I felt so safe.”

“I was overwhelmingly pleased with the entire experience and grateful for the results. It was one of the most positive events in my life.”

Brain Injury Program: Acute Inpatient Rehabilitation

How much experience do we have treating individuals with Brain Injuries?

- During 2013, we served 136 adult patients with brain injuries in our inpatient Brain Injury Program.

- The majority (66%) had injuries caused by trauma, such as car accident, fall, or sports collision. The remaining (34%) had non-traumatic brain injury, such as an infection of the brain, tumor, or an aneurysm.
- The average age of a brain injury patient was 60.
- 50% were 65 years or older, 33% between 41 and 64 years, and 17% between 18 and 40 years.
- Our Brain Injury Specialty program includes a highly skilled, interdisciplinary team of professionals with specialized training in the medical, nursing, and therapeutic care of individuals who have had a brain injury. Your physician is also a specialist in treating persons who have had a brain injury.

Where do people come from?

- Most people come from Manhattan (28%), Brooklyn (23%), and Queens (17%). Many also come from other parts of New York State (17%) and from other states (8%).

How much therapy will you receive?

- Last year, our patients received an average of 3.3 hours of physical, occupational, speech/language, psychology, and/or recreational therapy per day delivered by a licensed/certified therapist.
- Many also received other therapies as needed.

How often will you see a doctor?

- You will be seen regularly by your physiatrist, a doctor who specializes in rehabilitation.
- You will also be seen as needed by physicians with other medical specialties.

What happens if you get sick or have a medical emergency?

- Rusk has medical staff on-site 24 hours a day, 7 days a week, with Advanced Life Support certification and the equipment and processes in place to respond to medical emergencies. If necessary, you will be transferred to an acute care hospital for specialized treatment.
- Last year, 20% of our patients with brain injury were transferred to acute care hospitals. Most (90%) of these were unplanned. This may reflect the fact that we choose to treat patients with complex medical issues.

How will your family be involved?

- Family members are be invited to participate in treatment planning and goal setting, family meetings, and education and training sessions.

How long will I be an inpatient at Rusk?

- Not everyone stays for the same amount of time, but last year, the average patient stay was 17 days for patients in the specialized brain injury program.

What kinds of improvements can you expect?

- While results vary, at discharge most persons with brain injury needed someone to supervise them when caring for themselves and walking or getting around with a wheelchair.
- Most patients who are discharged from the brain injury program continue to receive therapy services as an outpatient and/or in the home.
- Last year, most people (61%) were able to return to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (19%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (87%) patients who were discharged to community settings had achieved their self-stated goals.

Special Recognition for Rusk Rehabilitation

- Best in New York State for 25 consecutive years and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” rankings.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety Score by the Leapfrog Group for excellence in patient safety.

What do people say about their experience at Rusk?

- 97% of our patients rated the Overall Care at Rusk as “Very Good” or “Good.”
- Patients were highly satisfied with our physicians, nursing, and therapy services.
- Most patients also gave high ratings for how well their inpatient rehab stay prepared them to function at home (92%) and in the community (90%).

Satisfaction with Services

- Doctor: 95%
- Nursing: 93%
- Physical Therapy: 98%
- Occupational Therapy: 97%
- Speech/Language: 96%
- Therapeutic Recreation: 95%

Does Rusk have special accreditation?

- Rusk Rehabilitation is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) as an Inpatient Brain Injury Rehabilitation Specialty Program. Every three years we are reviewed by CARF to ensure that all our programs meet or exceed very high standards of care for our patients. In October 2013, Rusk again received the highest accreditation possible – three years – with several commendations.

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- Best in New York State for 25 consecutive years and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” rankings.
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Patient Feedback

“Rusk is an outstanding rehab program - vigorous, tight, coordinated, and caring. I would highly recommend!”

“I consider myself very fortunate to have had my rehab @ Rusk. What an unbelievable program & what an exemplary staff!”

“Rusk provided an excellent rehab experience and I would highly recommend this facility to anyone needing such help.”