

Quality and Performance 2014

The Rusk Rehabilitation Outcomes Management System

Rusk Rehabilitation uses 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 2014 program outcomes are categorized as follows:

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

Stroke Program: Acute Inpatient Rehabilitation

How much experience do we have treating individuals with Stroke?

- During 2014, we served 321 adult patients with stroke in our inpatient Stroke Program.
- The average age of a stroke patient was 66. 56% were 65 years or older, 34% between 45 and 64 years, and 10% between 18 and 40 years. Most (55%) were males.
- The patients who come to our program have limitations in at least one of the following areas: communication (understanding and speaking), moving around, performing daily self care activities, engaging in activities of domestic life (doing housework, preparing meals), and participating in community activities.
- 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 Manhattan (32%), Brooklyn (28%), and Queens (20%). Many also come from other parts of New York State (11%) and from other states (3%).

How much therapy will you receive?

- Last year, our patients received an average of 3.6 hours of physical, occupational, speech-language pathology, 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, 15% of our patients with stroke were transferred to acute care hospitals. Most (95%) 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 18 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 (37%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (84%) 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 (94%) and in the community (92%).

Satisfaction with Services

- Doctor: 92%
- Nursing: 96%
- Physical Therapy: 98%
- Occupational Therapy: 97%
- Speech/Language: 93%
- Psychology: 90%
- 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 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 and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” list since the first ranking in 1989.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety ScoreSM by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“The nursing staff at all levels were absolutely brilliant as individuals and also a team.”

“I believe that the physical therapist that took care of my therapy was very instrumental in my getting better. My PT was amazing! I cannot praise her enough! She was efficient, knowledgeable, COMPASSIONATE, friendly, and professional. She motivated me to do my best each and every day.”

“I was surprised to find that Rusk had an entire apartment set up to teach me how to step into my bathtub, work in the kitchen while using a walker, etc. Helpful and illuminating!”

“All my visitors commented on the cleanliness of the center. There nurses & staff were helpful & would take care of the smallest details beautifully. We all felt comfortable in being in a home away from home. I’m very impressed with this facility. Thank you!”

“Very impressed by all-around excellence, kind & caring staff from food services and floor sweepers all the way to the top.”

“Overall NYU Langone Medical Center is the highest quality rehab center in America. Thank you very much for helping me to get back my new life.”

Brain Injury Program: Acute Inpatient Rehabilitation

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

- During 2014, we served 210 adult patients with brain injuries in our inpatient Brain Injury Program.
- The majority (71%) had non-traumatic brain injury, such as an infection of the brain, tumor, or an aneurysm. The remaining (29%) had injuries caused by trauma, such as car accident, fall, or sports collision.
- The average age of a brain injury patient in 2014 was 61. 49% were 65 years or older, 32% between 45 and 64 years, and 19% between 18 and 44 years. Most (56%) were males.
- The patients who come to our program have limitations in at least one of the following areas: communication (understanding and speaking), moving around, performing daily self care activities, engaging in activities of domestic life (doing housework, preparing meals), and participating in community activities.
- 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 patients come from Manhattan (28%), Brooklyn (24%), and Queens (14%). Many also come from other parts of New York State (12%) and from other states (11%).

How much therapy will you receive?

- Last year, our patients received an average of 3.7 hours of physical, occupational, speech-language pathology, 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, 21% 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 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 (59%) were able to return to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (20%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (83%) patients who were discharged to community settings had achieved their self-stated goals.

What do people say about their experience at Rusk?

- 91% 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 (86%) and in the community (78%).

Satisfaction with Services

- Doctor: 89%
- Nursing: 82%
- Physical Therapy: 96%
- Occupational Therapy: 94%
- Speech/Language: 95%
- Psychology: 84%
- Therapeutic Recreation: 85%

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.

Special Recognition for Rusk Rehabilitation

- Best in New York State and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” list since the first ranking in 1989.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety ScoreSM by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“The nursing staff were compassionate, caring with enough “tough” love to promote my healing.”

“The level of caring far exceeds any expectations and is an integral part of patient recovery.”

“Without the help of all the therapists I would not be walking around and doing things for myself. They were very patient.”

“[Physical] therapist was very nice and courteous. She was extremely professional and competent.”

“The psychologist seemed to appear just when I needed her. I appreciated this service.”

“I feel very fortunate to have gotten into Rusk. The care was tops & I appreciated all that was done for me.”

“Everyone demonstrated that they worked as a TEAM.”

“All staff members made my EXPERIENCE enjoyable. Their methods were highly effective in helping me improve my physical, gross, and fine motor skills. I very much appreciate the addition of the horticulture and recreation therapists as well.”

“Rusk Institute by far one of the greatest hosp. ever for rehab. My dad was extremely happy & cared for each & everyday. Thank you all the nurses therapists doctors.”

Comprehensive Integrated Inpatient Rehabilitation Program

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

- During 2014, we served 871 adult patients with various conditions in our CIIRP. (We also served an additional 658 patients in Stroke, Brain Injury, and Pediatric specialty programs, described elsewhere.)
- The average age of persons in CIIRP was 70. 72% were 65 years or older, 22% between 45 and 64 years, and 7% between 18 and 44 years. Most (56%) were females.
- The patients who come to our program have difficulties in performing at least one of the following: moving around, taking care of themselves (self-care), engaging in activities of domestic life (doing housework, preparing meals) and participating in community activities. In addition, some of our patients have difficulty communicating (understanding and speaking).
- 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 (25%), and Queens (17%). Many also come from other parts of New York State (13%) and from other states (7%).

How much therapy will you receive?

- Last year, our patients received an average of 3.4 hours of physical, occupational, speech-language pathology, 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, 10% 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 13 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 (80%) were able to return to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (9%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- Most (84%) 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 (93%) and in the community (89%).

Satisfaction with Services

- Doctor: 91%
- Nursing: 94%
- Physical Therapy: 98%
- Occupational Therapy: 98%
- Speech/Language: 92%
- Psychology: 92%
- Therapeutic Recreation: 89%

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 and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” list since the first ranking in 1989.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety ScoreSM by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“Excellent in all way; nurses competent and most pleasant.”

“Excellent experience with PT staff, responsive to me and my needs. Excellent understanding of my personality and goals and objectives.”

“All (therapists) were kind, courteous, very professional & friendly—wonderful.”

“NYU rehab is like a well-oiled machine. Everyone works to give you the best care with a smile.”

“Very pleased with exceptional & courteous care I received at my stay at your facility—thank you so much!”

Pediatric Program: Acute Inpatient Rehabilitation

How much experience do we have treating children and adolescents?

- During 2014, we served 127 pediatric patients in our Inpatient Pediatric Specialty Program.
- Our pediatric program use a child-centered, team approach to identify each child’s obstacles and capabilities and then develop a treatment plan The plan is based on developing practical goals that address the activity limitations that the child is experiencing. Examples include: having difficulty understanding conversations; having difficulty learning to speak, read, and write; being unable to move around independently; needing help to perform activities of daily living such as bathing, dressing, eating, and drinking. 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 in 2014 was 12. 71% were 10 years or older, 8% between 7 and 10 years, 9% between 5 and 7 years, 6% between 3 and 5 years, and 6% under 3 years. Most (52%) were males.

Where do our pediatric patients come from?

- Most of our pediatric patients come from Brooklyn (36%), Manhattan (17%), Queens (16%), and Bronx (11%). Many also come from other parts of New York State (11%) and from other states (8%).

How much therapy will your child receive?

- Last year, our pediatric patients received an average of 3.4 hours of physical, occupational, speech-language pathology, 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, 21% 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 91% 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?

- 100% 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.
- 100% 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: 79%
- Psychology: 93%
- Therapeutic Recreation: 86%

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 and among the top 10 in the country, in the *U.S. News & World Report* annual “Best Hospitals” list since the first ranking in 1989.
- Magnet® recognition for excellence in nursing care.
- “A” Hospital Safety ScoreSM by the Leapfrog Group for excellence in patient safety.

Patient Feedback

“Everyone was knowledgeable and gracious.”

“(Therapists) very caring and concerned about my welfare.”

“PT’s were very caring.”

“OT’s were encouraging.”

“(Doctor) Concerned, listened to my problems & very helpful.”

“Wow Dr. Is the most caring human being that you can ever meet magnificent.”

“Clean, great care and all were concerned about my comfort when I go home.”

Limb Loss Program: Acute Inpatient Rehabilitation

How much experience do we have treating individuals with Limb Loss?

- During 2014, we served 17 adult patients in our inpatient Limb Loss Program.
- The average age of a limb loss patient was 61. 65% were 65 years or older, 23% between 45 and 64 years, and 12% between 18 and 44 years. Most (65%) were males.
- In our Limb Loss program we use a team approach to identify where the patient is having difficulty and work together to develop a treatment plan. The patients who come to our program have limitations in at least one of the following areas: performing daily self-care activities, moving around, sensation (ability to feel), vision (ability to see), engaging in activities of domestic life (doing housework, preparing meals), care of residual (remaining) limb, putting on and taking off the artificial limb (prosthesis) and participating in community activities.
- Our Limb Loss 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 limb loss. Your physician is also a specialist in treating persons who have had a limb loss.

Where do people come from?

- Most people come from Queens (41%), Brooklyn (29%), and Manhattan (18%). Many also come from other parts of New York State (12%).

How much therapy will you receive?

- Last year, our patients received an average of 3.1 hours of physical, occupational, speech-language pathology, 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, 6% of our patients with limb loss 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 16 days for patients in the specialized limb loss program.

What kinds of improvements can you expect?

- While results vary, at discharge most persons were able to care for themselves and get around with some help from their family members.
- Last year, most people (71%) were able to return to a community setting, such as home or assisted living, after their inpatient rehab stay. Some (18%) obtained additional rehabilitation in a less intensive setting, such as a subacute facility.
- All (100%) 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 (93%) and in the community (89%).

Satisfaction with Services

- Doctor: 91%
- Nursing: 94%
- Physical Therapy: 98%
- Occupational Therapy: 98%
- Speech/Language: 92%
- Psychology: 92%
- Therapeutic Recreation: 89%

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



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Patient Feedback

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“Excellent experience with PT staff, responsive to me and my needs. Excellent understanding of my personality and goals and objectives.”

“All [therapists] were kind, courteous, very professional & friendly—wonderful.”

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