

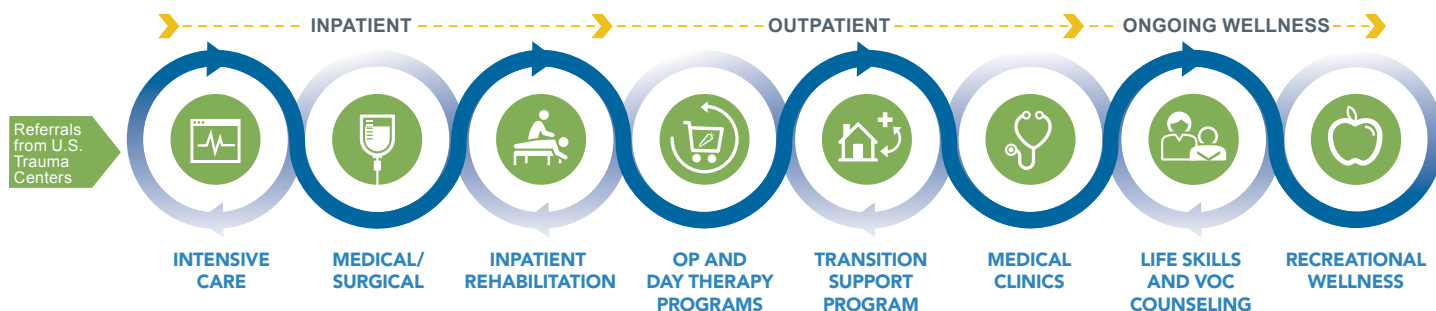


all about us

COMPREHENSIVE CONTINUUM OF CARE

Patients at Shepherd Center get more than comprehensive medical and rehabilitation care: They get an experience that brings healing and hope through our specialized, comprehensive services. Uninterrupted and customized care across the continuum optimizes patient outcomes after discharge.

One Stop Care: Multiple Levels and Unique Services



BOARD-CERTIFIED PHYSICIANS

Shepherd Center's team of 20 highly specialized, experienced physicians are dedicated to helping patients rebuild their lives. Access to a higher level of expertise results in better care outcomes for those we serve.

PRIMARY Board Certifications

PM&R.....	70%
Neurology.....	20%
Internal Medicine.....	10%

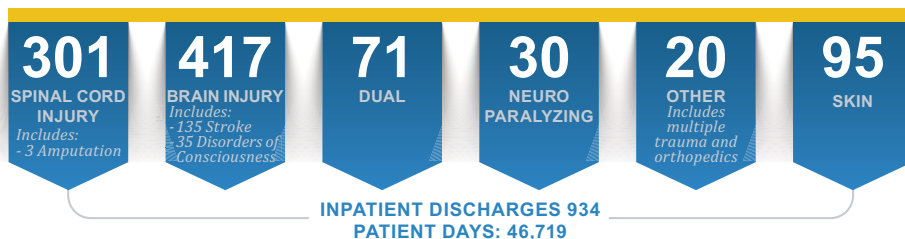
80%*

SECONDARY Specialties

Brain Injury.....	6	Internal Medicine.....	1
Spinal Cord Injury.....	4	Neurology.....	1
Pain Medicine.....	2	Neuroimaging.....	1
Pulmonology.....	2	Neurotology.....	1

INPATIENTS SERVED [CY 2018]

Shepherd Center has grown to a world-renowned, 152-bed hospital that treats more than 900 inpatients each year. Patients travel from across the nation and world to Shepherd Center for its innovative brand of neurorehabilitation.



OUTPATIENT PROGRAMS & SERVICES

More than 7,900 individual patients benefited from Shepherd Center's outpatient programs and services in CY 2018.

Transition Support Services

High-risk patients stay healthy at home and lower their risk of readmission to the hospital through the support of our professional team of nurses, case managers, life skills coaches and vocational counselors.

Outpatient Rehabilitation and Day Program Specialty Services

Progressive therapy programs enable patients to continue their recovery and advance functional gains to perform the skills necessary for community reintegration.

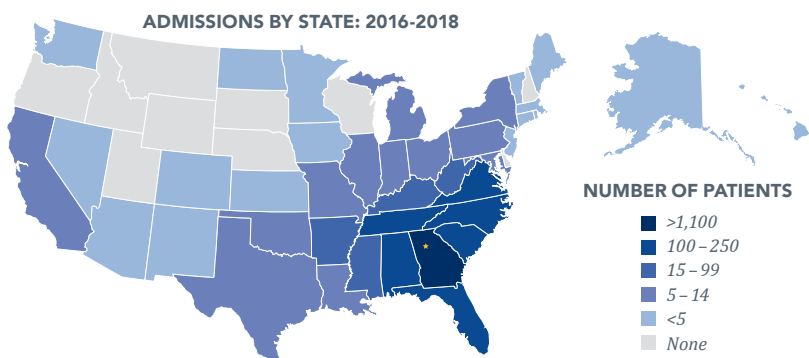
Medical Clinics

Comprehensive care programs at Shepherd Center treat the array of secondary conditions of patients who have experienced spinal cord injury, brain injury, multiple sclerosis and other neurological conditions.

ICU Services: Patients who are hemodynamically unstable and/or require advanced medical management of their ventilators are admitted to our 10-bed Intensive Care Unit. Once their condition is stabilized, they move into their specific rehabilitation program, avoiding costly and unsettling transfers to an acute care facility.

SERVING PATIENTS ACROSS THE NATION

Shepherd Center has treated more than 15,000 inpatients from all 50 U.S. states and more than 50 foreign countries and territories (since 1996).



outcomes for all acuities of traumatic rehabilitation patients



Shepherd Center
A NATIONAL PROVIDER

Patient Outcomes for Traumatic Spinal Cord Injury, Traumatic Brain Injury, and Stroke

● **Shepherd** ● **UDS Nation of IRFs**

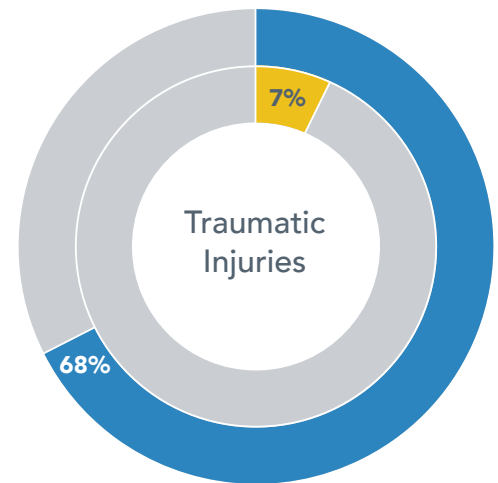
Applies to All Graphics

TRAUMATIC VOLUME

Volume matters. Expertise in caring for people with catastrophic injuries leads to superior patient outcomes.

At Shepherd Center, 68 percent of patients treated have traumatic injuries, compared to only 7 percent of rehabilitation patients treated across the nation.*

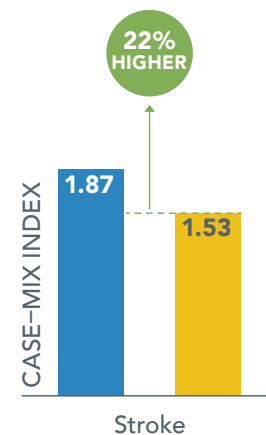
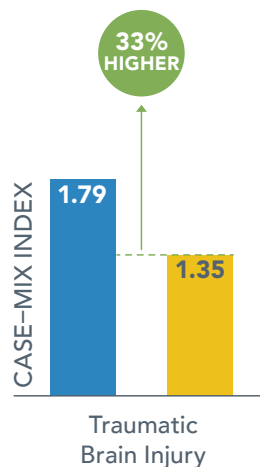
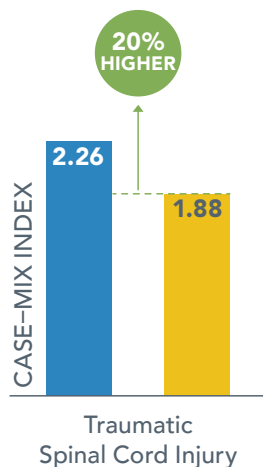
	RIC 04 Traumatic Spinal Cord Injury	RIC 02 Traumatic Brain Injury	RIC 18 Major Multiple Trauma with Brain/ Spinal Cord Injury	All Other Non-Traumatic RICs
Shepherd	31%	29%	08%	32%
UDS Nation of IRFs	01%	04%	02%	93%



*Shepherd reflects all rehabilitation patients submitted to UDS in CY 2018.
Nation reflects all patients in UDS MR for CY 2018.

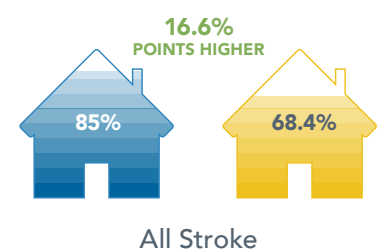
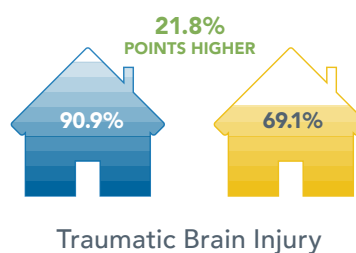
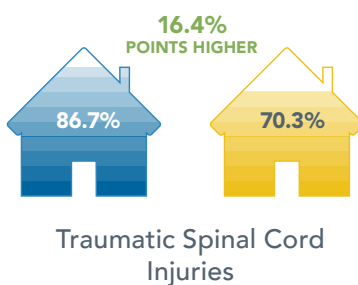
SEVERITY

The traumatic injury and stroke patient population at Shepherd Center is more severe than the national average, with 20 to 33 percent higher case-mix indices.**



DISCHARGE

More patients return home after undergoing rehabilitation at Shepherd Center for traumatic injuries and stroke.**



**Source: UDS MR for CY 2018. Shepherd includes patients with traumatic SCI, traumatic ABI, and stroke. Nation is the UDS MR "nation adjusted" for patients with traumatic SCI, traumatic ABI, and stroke.

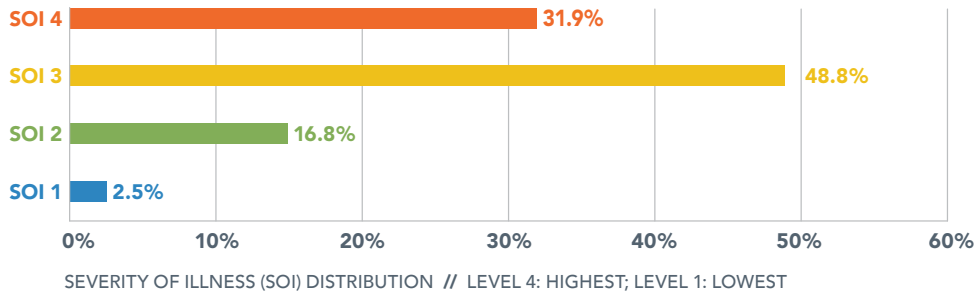


outcomes for all patients

Shepherd Center's comprehensive healthcare expertise enables the hospital to treat medically complex situations and deliver the highest quality of patient outcomes. Favorable outcomes ensure a level of health and rehabilitation readiness to optimize each patient's results.

COMPLEXITY

Patients with catastrophic injury have a higher severity of illness, requiring complex medical management at Shepherd Center.*



As medical complexity evolves during the course of rehabilitation, Shepherd Center ensures access to specialized medical care.

*Severity of Illness (SOI) from 3M APR-DRG grouper. Shepherd includes all patients for CY 2018.

SAFETY

Shepherd Center is "better than the nation" in four quality-of-care measures.*



C. DIFF



CLABSI



MRSA
BACTEREMIA



VAP

*Based on CMS LTCH Quality Reporting Program, published 2019.

READMISSION

A customized "Transition Support Program" successfully reduces 30-day hospital readmission rates at Shepherd Center.*

**6.2%
AVG**

**30-DAY
Readmission Rate**



*Patient self-reported readmissions per 30-day follow-up phone calls for all patients discharged home from Shepherd Center, CY 2018.

DISCHARGE DESTINATION

More than 89 percent of patients discharged from Shepherd Center return to the home. Only 3 percent require return to acute services, and 8 percent continue post-acute care.*



**89%
Home**



**3%
Acute Care**



**8%
Other Post-Acute**

*Based on Soarian Discharge Disposition for CY 2018.

VENTILATOR WEANING

Shepherd Center achieves highly favorable ventilator-weaning rates across all injury types.*

Brain Injury



Stroke



Spinal Cord Injuries

C1-C2: 77%

C3: 82%

C4: 72%

C5-7: 100%

T1-T12: 100%



BY THE NUMBERS Weaning Volume

Level of Injury	Total Vent Patients	Patients Weaned
Brain Injury	31	28
Stroke	8	7
C1-2	22	17
C3	11	9
C4	18	13
C5-C7	8	8
T1-12	9	9

*Based on internal data from CY 2018.

outcomes for most severe traumatic rehabilitation patients



Shepherd Center
A NATIONAL PROVIDER

Patient Outcomes for Most Severe Traumatic Spinal Cord Injury and Traumatic Brain Injury

● **Shepherd** ● **UDS Nation of IRFs**

Applies to All Graphics

FOCUSED LOOK AT SHEPHERD CENTER PATIENTS WITH THE MOST SEVERE TRAUMATIC INJURIES

Severity of rehabilitation patients is categorized by CMS into case-mix groups [CMGs].

TRAUMATIC SPINAL CORD INJURY

5 CMGs = 0401 0402 0403 0404 0405

Thirty-six percent of Shepherd Center's patients with traumatic spinal cord injury are in the most severe group, CMG 0405.

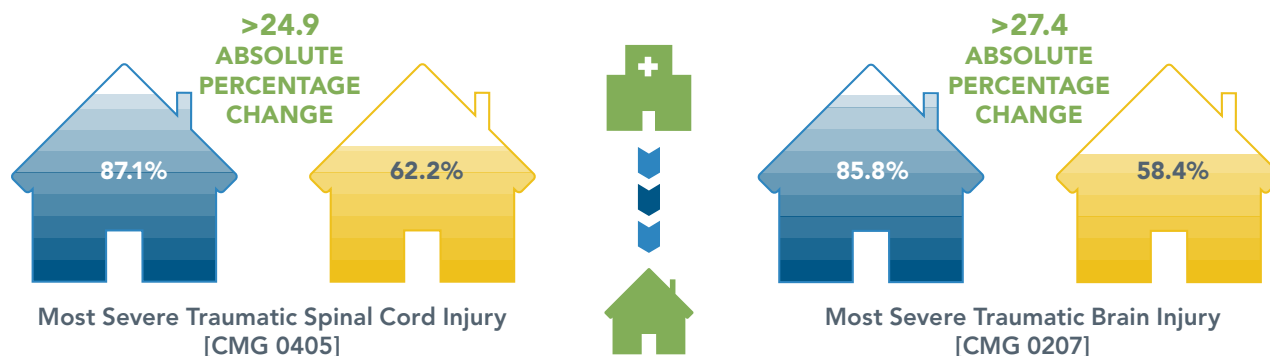
TRAUMATIC BRAIN INJURY

7 CMGs = 0201 0202 0203 0204 0205 0206 0207

Fifty-eight percent of Shepherd Center's patients with traumatic brain injury are in the most severe group, CMG 0207.

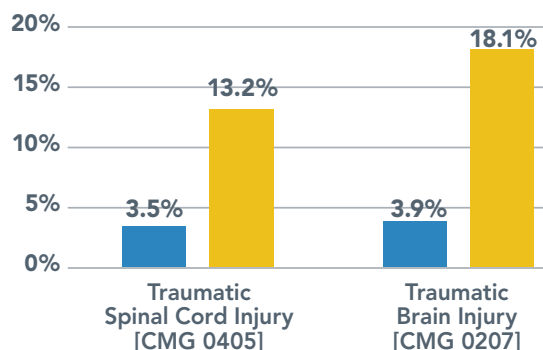
DISCHARGE

Significantly more patients with the highest severity discharge to home after rehabilitation at Shepherd Center.*†



TRANSFER TO ACUTE CARE

Shepherd Center is prepared when patients require intensive medical management. Our team of experts – including physiatrists, internal medicine/pulmonology intensivists and specialized clinicians – collaboratively manage the most medically complex, traumatic patient care needs. Daily, they work to minimize conditions that result in setbacks and/or loss of function. This effort results in fewer patients who require transfer to an acute level of care.*†



*Nation: Reflects all UDS MR rehabilitation facilities for CY 2018. All Shepherd and nation data from UDS MR reporting for CY 2018. †Data reflects outcomes for these most severe patient groups.