

2020 Report Card

Lovelace UNM Rehabilitation Hospital is dedicated to helping each patient overcome the effects of illness and injury through our comprehensive inpatient and outpatient programs. Our highly specialized physicians and staff, who make up your rehabilitation team, are dedicated to helping you achieve your rehabilitation goals and enhance your quality of life. We provide a full continuum of inpatient and outpatient rehabilitation care, including physical therapy, occupational therapy, speech and language pathology, rehabilitation nursing and case management services.

We offer a wide range of specialized services for patients of all ages, from toddlers to older adults, offering services to patients regardless of race, culture and ethnicity.

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|--|--|
| NUMBER OF EMPLOYEES: | 257 |
| LICENSED BEDS: | 62 acute inpatient rehabilitation beds |
| INPATIENT ADMISSIONS IN 2020: | 1,363 |
| TOTAL OUTPATIENT VISITS IN 2020: | 24,837 |
| PAIN CLINIC VISITS: | 9,269 |
| AVERAGE INPATIENT LENGTH OF STAY: | 13 Days |

In 2020 Lovelace UNM Rehabilitation Hospital was the only hospital in New Mexico accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for three years in six programs:

1. Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP)
2. Inpatient Brain Injury Program (BI)
3. Inpatient and Outpatient Spinal Cord System of Care (SCS)
4. Inpatient Stroke Specialty Program
5. Outpatient Medical Rehabilitation Program (Adults)
6. Outpatient Medical Rehabilitation Program (Children and Adolescents)



Lovelace UNM Rehabilitation Hospital offers specialized inpatient rehabilitation programs. To be admitted as an inpatient, a patient must:

- Be at least 12 years old and able to breathe without the use of a ventilator
- Be able to participate in at least three nonconsecutive hours of therapy daily
- Require daily physician medical management and 24-hour physician availability
- Require 24-hour nursing care

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Program Specific Information (Inpatient)

The inpatient program at Lovelace UNM Rehabilitation Hospital is designed for patients with a variety of rehabilitation needs. We offer general inpatient medical rehabilitation and three specialized programs: brain injury, stroke and spinal cord system of care.

Case managers are assigned to each unit. Their duties include the development of a successful and safe discharge for each inpatient. They arrange for any care that will be needed after discharge and arrange for all durable medical equipment (DME). The case manager will meet with the patient within the first week of their admission. They work with each patient throughout their stay to ensure their needs will be met while in Lovelace UNM Rehabilitation Hospital and after discharge.

Every seven days we have team conferences to evaluate how each patient is progressing. Physicians, nurses, case managers, physical therapists, speech therapists and occupational therapists attend the team conferences. We also schedule family conferences as requested by the patient and his or her family to ensure that families are fully informed about the patient's progress and discharge.

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Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP)

The general medical rehabilitation inpatient program is also known as the Comprehensive Integrated Inpatient Medical Rehabilitation Program for adults (CIIRP). The types of medical and post-surgical conditions treated in the general medical rehabilitation program include individuals with various diagnoses such as leg fractures, total joint replacement, or multiple traumatic injuries.

During 2020, the total number of patients discharged from the CIIRP program was 750. Of the 750 patients, 50.8 percent were men and 49.2 percent were women. The average age of patients participating in CIIRP was 64.6 years old.

The average number of days patients stayed in the hospital was 12.3 days. Most of the patients went home. Some patients went back to the acute care hospital and some went to long-term care facilities. The percentage of patients discharged to the community between the years of 2015 and 2020 is shown in Figure 1.

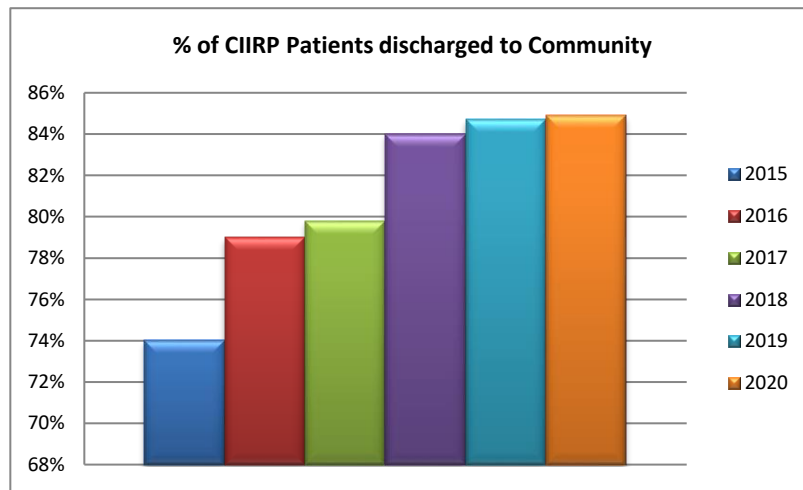


Figure 1. The percentage of patients discharged to the community in 2015- 2020.

The patients who participated in CIIRP had many different diagnoses and rehabilitation needs. The most common CIIRP diagnoses are listed in Table 1.

| Diagnosis | # Patients |
|--|------------|
| Leg fracture | 136 |
| Multiple medical trauma | 103 |
| Other Ortho | 54 |
| Pain | 23 |
| Amputations | 56 |
| Cardiac (heart) | 63 |
| Neurological | 46 |
| Multiple medical trauma with brain or spinal cord injury | 48 |
| Rheumatoid arthritis | 1 |
| Guillain-Barre | 13 |
| Burns | 3 |
| | |

Table 1. The most common diagnosis of patients participating in CIIRP.

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Brain Injury (BI) Program

A brain injury can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient depending on the extent of their injury. Patients who enter the Brain Injury program at Lovelace UNM Rehabilitation Hospital will receive at least 15 hours of therapy a week. These hours are broken up into three hour increments, five days a week. They can receive physical, occupational and speech therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

Lovelace UNM Rehabilitation Hospital had 52 patients with traumatic brain injuries and 108 patients with non-traumatic brain injuries. Of the total 160 patients in the BI program, 60.9 percent were men and 39.1 percent were women. In 2020, 81.4 percent of our patients returned home after completing the BI program. The percentage of patients discharged to the community between the years of 2015 and 2019 is shown in Figure 2.

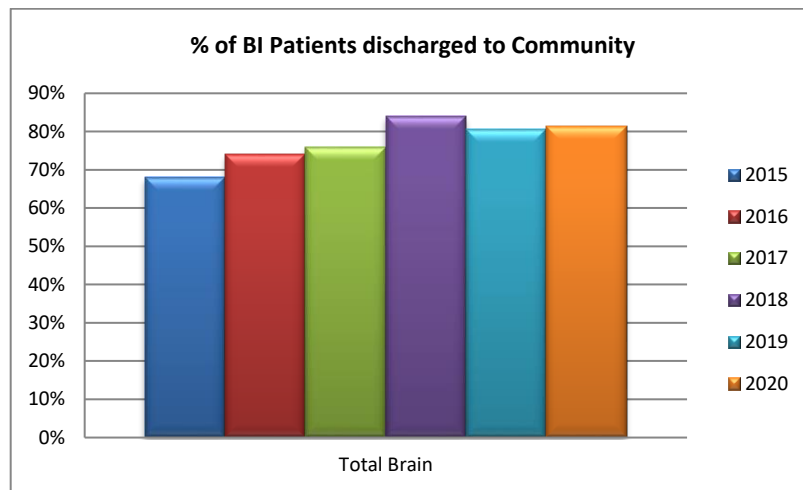


Figure 2. The percentage of patients discharged to the community in 2015 through 2020.

What makes the Lovelace UNM Rehabilitation Hospital Brain Injury program special?

Patients who enter our BI program will be placed on a quiet unit designed to maximize the patient's potential to participate in rehabilitative therapies. The program utilizes a comprehensive multidisciplinary team approach, which is dynamic, patient-centered and geared to facilitating progress toward the highest possible level of independent functioning.

- Treatment plans are tailored to specific complex conditions
- Provision of cognitive retraining, including memory loss and other cognitive aides
- Provision of assistive technology for mobility including ambulation and customized wheelchair fitting
- Use of the latest technology to ensure a safe environment
- A secure unit

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Spinal Cord System of Care (SCS)

A spinal cord injury can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient, depending on the extent of their injury.

Inpatients (SCS)

Patients who enter the inpatient Spinal Cord System of Care program at Lovelace UNM Rehabilitation Hospital will receive 15 hours of therapy a week. These hours are broken up into three-hour increments, five days a week. They can receive physical, occupational and speech therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation. Lovelace UNM Rehabilitation Hospital had 93 patients with spinal cord injuries, 25 with traumatic spinal cord injuries and 68 with non-traumatic. The majority of our patients were between the ages 45 and 74 (see Table 2). Of the 93 inpatients treated in the spinal cord program, 67 percent were men and 26 percent were women.

| Age Range | Total # |
|-----------|---------|
| 0-44 | 17 |
| 45-64 | 23 |
| 65-74 | 34 |
| 75-140 | 19 |

Table 2. Ages of inpatients treated for spinal cord injuries at Lovelace UNM Rehabilitation Hospital in 2020.

The average number of days patients stayed in the hospital was 14.8 days. 76.7 percent of patients were discharged to the community, while others went back to the acute care hospital and some went to long-term care facilities. The percentage of patients discharged to the community in 2015 through 2020 is shown in Figure 3.

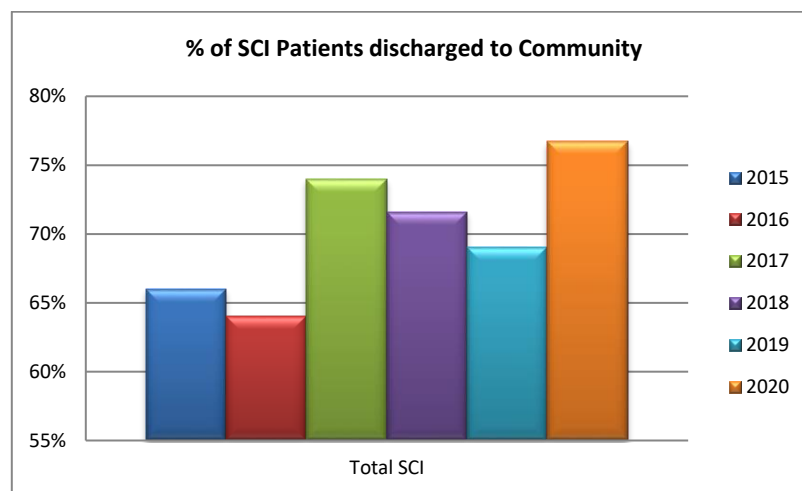


Figure 3. The percentage of patients discharged to the community from 2015 through 2020.

What makes the Lovelace UNM Rehabilitation Hospital Inpatient and Outpatient Spinal Cord program special?

- Peer mentors
- Support groups
- Educational clinics
- Access to aquatic therapy

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Stroke Specialty Program (SSP)

A stroke can cause impairments that may be temporary or permanent. Entering a rehabilitation hospital gives patients the chance to reach their full potential for recovery. Recovery is different for each patient, depending on the extent of their injury.

Patients who enter the inpatient Stroke Specialty Program at Lovelace UNM Rehabilitation Hospital will receive at least 15 hours of therapy a week. These hours are broken up into three-hour increments, five days a week. They can receive physical, occupational and speech language therapy. Patients will be seen by a physician specializing in physical medicine and rehabilitation.

In 2020, 360 patients participated in Lovelace UNM Rehabilitation Hospital SSP. Slightly more men (58.1 percent) than women (41.9 percent) participated in SSP. The average age of patients in the program was 67.5 years old and 73 percent of our patients with strokes returned home after completing the SSP. Figure 4 shows the percentage of patients discharged to the community.

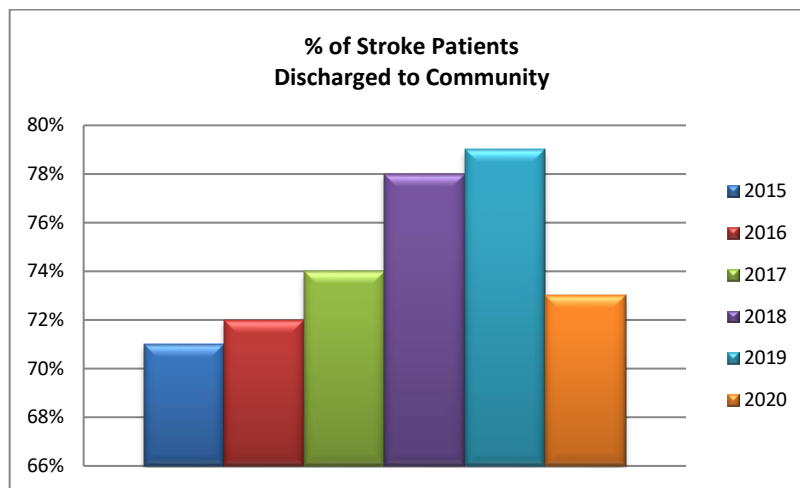


Figure 4. Percentage of patients discharged to the community 2015 through 2020.

What is special about the stroke program at Lovelace UNM Rehabilitation Hospital?

We use a multidisciplinary team to provide services that help regain and maintain as much independence as possible.

- When a stroke affects the ability to swallow, our speech language pathologists will use video swallow studies to assess swallowing issues that will help determine the consistency of food that is safe for you to eat.
- Occupational therapists focus on improving functional skills in the areas of dressing, bathing, and light meal preparation.
- Physical therapists focus on increasing standing and sitting balance and physical strength.
- Nursing staff and physicians evaluate and manage medical risks and medical conditions.

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Lovelace UNM Rehabilitation Hospital Partners with community resources

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| Lovelace UNM Rehabilitation Hospital collaborates with Lovelace Medical Center to provide services to stroke survivors. Lovelace Medical Center is DNV-GL accredited as a Primary Stroke Center. | Lovelace UNM Rehabilitation Hospital also has an association with the Albuquerque Stroke Club to focus on educating our patients about community reintegration, stroke prevention and community resources. | Lovelace UNM Rehabilitation Hospital also works with our local Fire Department to share their program called Home Engagement Alternative Response Team (HEART). HEART makes non-emergency home visits to provide individual personalized follow up to stroke survivors for a year. |
| Lovelace UNM Rehabilitation Hospital is accredited by the Commission on Accreditation of Rehabilitation Facilities as a Stroke Program. | | We have therapists and nurses with multiple years of experience. Some have worked with stroke survivors since LUNMRH opened over 25 years ago. |

Outpatient Medical Rehabilitation Program (Adults)

Lovelace Rehabilitation Hospital (LRH) Outpatient Medical Program provides rehabilitative services to persons with impairments and functional activity limitations, which restrict full participation in life activities. These impairments may be attributed to pain, neurological conditions, vestibular issues, gait disturbances, traumatic brain injury, spinal cord injury and amputation, as well as other conditions. The outpatient medical team places an emphasis on creating individualized treatment programs to meet the individual needs of each person served. This goal is achieved by close interaction between staff and patients as well as their family members to facilitate progress in achieving the highest possible level of independence with functional performance.

During 2020, outpatients received therapy services at six sites: the Lovelace UNM Rehabilitation Hospital (LUNMRH) clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic, the Santa Fe clinic, the Jemez clinic, and the South Coors Clinic. (See Table 3).

| | LUNMRH | Wyoming | RR | Santa Fe / Jemez | South Coors |
|-------------------|--------|---------|-------|------------------|-------------|
| Total # of visits | 13,626 | 4,626 | 2,865 | 1,341 | 2,379 |

Table 3. The number of patients, the gender and the age of patients seen by location for 2020.

Overall, patients needed ten outpatient visits to achieve their goals and in the Jemez, South Coors, Rio Rancho and Wyoming clinic; patients made greater improvements than expected. Outpatient satisfaction with all therapy programs was high (see Table 4).

| Indicator | LUNMRH | Wyoming | RR | Santa Fe / Jemez | South Coors |
|---|----------------|----------------|----------------|------------------|----------------|
| Average # of visits | 10.95 | 10.29 | 9.17 | 10.36 | 10.25 |
| Actual functional change over predicted functional change | 10.64 vs 13.46 | 16.79 vs 12.64 | 13.93 vs 13.44 | 12.32 vs 13.64 | 15.81 vs 15.24 |
| Willingness to recommend | 97.62% | 99.02% | 98.62% | 100% | 97.59% |
| Satisfaction with results of treatment | 97.47% | 99.31% | 98.62% | 100% | 92.1% |
| Overall Satisfaction | 93.62% | 96.66% | 96.10% | 97.18% | 95.43% |
| REACT Codes | 7 | 0 | 0 | 0 | 0 |

Table 4. Patient outcomes and satisfaction with outpatient therapy by location for 2020.

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The patients who participated in Outpatient Therapy had many different diagnoses and rehabilitation needs. The most common diagnoses are listed in Figure 5.

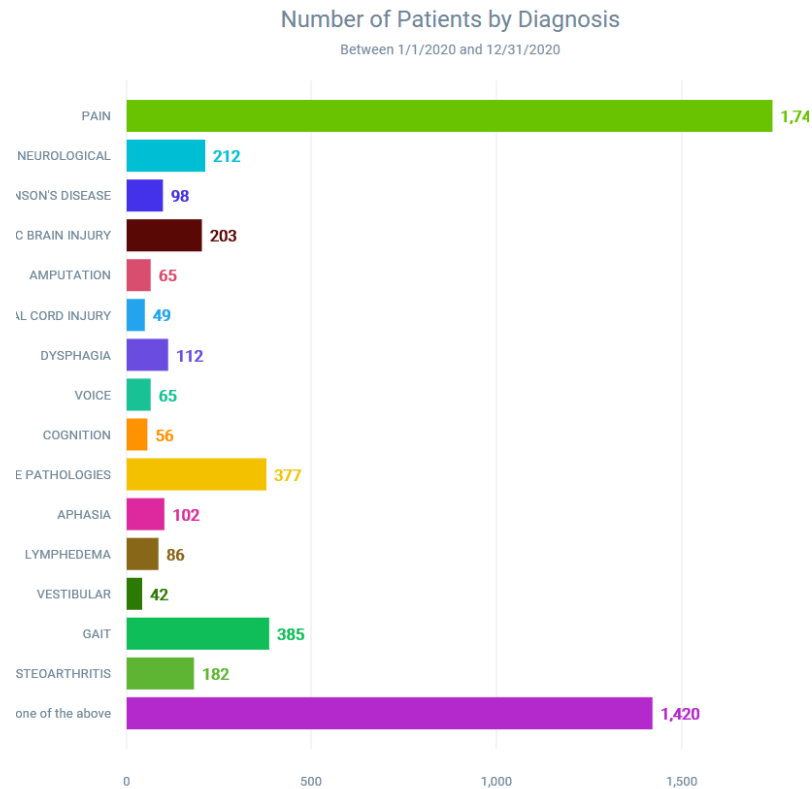


Figure 5. Outpatient Therapy by Diagnosis 2020.

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Outpatient Medical Rehabilitation Program (Pediatric and Adolescents) – outpatient

During 2020, children and adolescents received therapy services at six sites: the LUNMRH clinic located on the upper level of the hospital, the Wyoming clinic, the Rio Rancho clinic, Santa Fe clinic, Jemez clinic and South Coors clinic.

The pediatric and adolescent program is growing. We treat children with a variety of diagnoses including developmental delay, speech disorders and orthopedic injuries.

Table 1. The number of pediatric and adolescent outpatient’s monthly-arrived visits per location for 2020.

| Age | LUNMRH | WY | RR | SF | Jemez | SC |
|-----------------------------------|--------|----|----|----|-------|----|
| 2-6 | 26 | 0 | 0 | 0 | 0 | 0 |
| 7-12 | 1 | 0 | 0 | 0 | 0 | 0 |
| 13-17 | 3 | 2 | 2 | 0 | 0 | 0 |
| Total # of monthly arrived visits | 17 | 11 | 11 | 0 | 0 | 0 |

**Pediatric patient enrollment was significantly impacted by COVID-19.*

Special areas that are addressed by out-patient services for the pediatric population include:

- | | |
|---|---|
| IEP “consults” / attendance at IEP meetings | Use of technology – iPad apps |
| Parent and caregiver education | Co-treatments |
| Providing school in-services | Referrals to other appropriate services |

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Outpatient Services

Lovelace UNM Rehabilitation Hospital

505 Elm St NE
Albuquerque, NM
87102

Lovelace UNM Outpatient Rehabilitation – Santa Fe

1692B Hospital Drive, Suite 202
Santa Fe, NM 87505

Lovelace UNM Outpatient Rehabilitation – Wyoming

7910 Wyoming Blvd NE, Suite
C Albuquerque, NM 87109

Lovelace UNM Outpatient Rehabilitation – Rio Rancho

111 Rio Rancho Blvd SE
Rio Rancho, NM 87124

Lovelace UNM Outpatient Rehabilitation – South Coors

4250 Coors Blvd SW, Unit C
Albuquerque, NM 87121

Lovelace UNM Outpatient Rehabilitation – Jemez

Pueblo of Jemez Senior Center
129 Canal Street
Jemez Pueblo, NM 87024

Outpatient appointments can be made through outpatient central scheduling.

- Phone: 505.727.4725
- Fax: 505.727.9271
- Pain Clinic: 505.727.7177

CARF accreditation demonstrates Lovelace UNM Rehabilitation Hospital's quality, accountability and commitment to the satisfaction of the persons served.

For more information on CARF, visit www.carf.org.



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Lovelace UNM Rehabilitation Hospital outpatient services continue to expand. Currently, outpatient therapy services are offered at the following locations:

Additional Program Information

| Additional inpatient programs include: | Additional outpatient services include: |
|--|--|
| <ul style="list-style-type: none">• Amputation• Hip fracture• Major multiple trauma• Neurological disorders• Orthopedic program• Swallowing program | <ul style="list-style-type: none">• Activity of daily living training• Lymphedema program• Aquatics program• Neurological disorders• Balance & vestibular rehabilitation• Orthotic & prosthetic training• Brain injury program• Pelvic floor rehabilitation• Certified pre-employment ability testing• Certified wheelchair evaluations• Sports injuries• Continence program• Stroke program• Fall prevention• Swallowing program• Foot & ankle rehabilitation• Voice program• Functional capacity evaluation• Work injury program• Hand & upper extremity rehabilitation• Worksite evaluations• Interventional pain clinic• Zero G Gait and Balance System• LOUD Crowd |