

Community Rehabilitation Clinic



2019 2nd Quarter

Status Report

By



ROCKY MOUNTAIN
UNIVERSITY *of*
HEALTH PROFESSIONS

FOUNDATION

Serving the Community

The Community Rehabilitation Clinic (CRC), located in Provo, Utah, treats uninsured and underserved citizens of Utah County suffering from a variety of ailments needing physical therapy. The CRC's well-trained and highly skilled staff and volunteers are licensed, qualified practitioners of physical therapy.

Mountainlands Family Health Center, adjacent to the CRC, refers the majority of patients treated at the clinic. Patients qualify according to HUD low-income limits and receive free rehabilitation treatments including orthopedic, neurologic, pediatric, post-surgical, acute injury, chronic pain, balance, gait, and EMG services.



A unique first-hand educational training, doctoral students from Rocky Mountain University of Health Professions and pre-physical therapy students from Brigham Young University and Utah Valley University, assist licensed professionals and RMUoHP faculty in treating patients at the CRC.

Patient Treatments

In the following graph, Target Visits and Actual Visits include both new patient evaluations and follow-up visit appointments for the 1st Quarter of 2019 compared to the 2nd Quarter of 2019. The total financial benefit to the patients and their communities for the 1st Quarter and 2nd Quarter of 2019 are shown as well.

PATIENT VISITS	Total Visits	Previous Patients	New Patients	No Show/Resched.	Financial Benefit
	1st Qtr. vs 2nd Qtr.	1st Qtr. vs 2nd Qtr.	1st Qtr. vs 2nd Qtr.	1st Qtr. 2019	1st Qtr. 2019
Previous & New Patients	836 / 992	160 / 184	105 / 158	37%	\$260,511
Capacity	Target Visits	Actual Visits	Percentage	2nd Qtr. 2019	2nd Qtr. 2019
All Patients	1,236 / 1,312	1,110 / 1,051	90% / 81%	38%	\$309,127

The total number of patient visits for the 2nd Quarter of 2019 increased by 156 actual visits or 16%. Additional physical therapists performing new evaluations and new MS patients at the CRC increased the number of Target Visits by 76. Due to an increase in discharges over the 1st Quarter, the total number of patient visits decreased resulting in a slight decrease in capacity. Due to a variety of patient circumstances, no show appoint percentages remained about the same. The total financial benefit to patients and their communities (including the beneficial cost of Clinic efficiency) for the 2nd Quarter was \$309,127.

Facility - Number of Follow-up Patient	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2019	1,034	907	88%
2nd Qtr. 2019	1,139	1,051	93%

Follow-up patient treatments increased by 105 visits from the 1st Quarter 2019. **The addition of more physical therapists providing therapy care at the CRC has increased the percentage of potential visits to actual visits up to 93%.**

New Patient Visits	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2019	226	203	90%
2nd Qtr. 2019	245	261	107%

The additional physical therapists providing therapy care at the CRC exceeded the number of new patient evaluations with a higher ratio percentage of available evaluation visits to actual evaluation visits. The result is the CRC is now able to increase the number of new patient appointments and therefore creating more follow-up patient visits. **This will increase the capacity and financial benefit of the CRC to benefit more underserved citizens of Utah County.**

Outcomes

FOTO* results equated with national averages of patients with similar conditions for each Quarter of 2019 are presented in the charts below:

Patient Completion Rate	Intakes	Discharged	Rate	National Average
1st Quarter 2019	100	47	47%	50%
2nd Quarter 2019	99	58	59%	52%

Patient Completion Rate compares the number of new patient evaluations to the number of patients discharged for completion of therapy care. The 2nd Quarter of 2019 outperformed the 1st quarter by 11 more patient discharges or a 59% rate as compared to the national average of 52%.

**Focus On Therapeutic Outcomes (FOTO) measures patient outcomes in physical therapy clinics and hospitals nationwide. Patients at the CRC are measured for pain acuity, comorbidity, fear-avoidance, severity at intake, function, and overall treatment satisfaction.*

Patient Utilization	CRC	National Average	Percentile Rank
1st Quarter 2019	51%	34%	87%
2nd Quarter 2019	52%	28%	84%

Patient Utilization measures how well the CRC utilizes its resources in the treatment of patients to discharge compared to the national average. The 2nd Quarter of 2019 are slightly higher than the 1st Quarter but again much higher than the national average. **CRC patients are achieving improved**

utilization scores better than 84% of patients in clinics nationally. The CRC staff continue to use the resources they have to achieve superior results.

Clinic Effectiveness	FS Change	National Average	Percentile Rank
1st Quarter 2019	18	19	36%
2nd Quarter 2019	18	19	37%

Functional score reflects how well patients are responding to physical therapy treatments. The score includes the patient's perception of pain and their ability to function at home and at work. The primary reason for the lower functional score this quarter than the national average is an increase in the number of patients with shoulder pain and enough treatments to see positive results. In all other areas of treatment, the functional scores met or exceeded the national averages.

Clinic Efficiency	CRC # of Visits	National Average
1st Quarter 2019	7	11
2nd Quarter 2019	8	11

Clinic efficiency is rated by how many patients visits it takes from first evaluation to completion of treatment and discharge or how well the CRC treats patients in reaching their functional scores. **Patients at the CRC achieve their functional scores an average of 3 to 4 visits faster than the national average.** The difference is a financial benefit of saved costs for the patient and their communities.

Conclusion: The CRC continues to achieve improved outcomes and doing it faster than the majority of physical therapy clinics across the country. **FOTO results show the CRC continues to be very effective at treating patients and maximizing contributors' investment in the Clinic.**

Student Volunteers and Educational Opportunity

The 2nd Quarter of 2019 experienced a significant increase in student volunteers. Utah Valley University had 27 students, Rocky Mountain University of Health Professions 19 students, and Brigham Young University 12 students volunteer at the CRC. **Combined, the students from the three major universities in Utah County plus RMUoHP faculty volunteered a total of 599 hours community service at the Clinic.**

2019 2nd Quarter Weekly Volunteer Hours																	
CRC Volunteers	#	TOTAL	Week of Quarter	1-Apr	8-Apr	15-Apr	22-Apr	29-Apr	6-May	13-May	20-May	27-May	3-Jun	10-Jun	17-Jun	24-Jun	
				MONTH 4				MONTH 5				MONTH 6					
RMU Volunteer	19	121	# Hours:	18	10	0	0	0	0	0	1	15	20	17.3	20.3	18.2	18.5
BYU Volunteer	12	104	# Hours:	0	2.5	3	0	0	14.8	12.3	17.5	8.5	19.3	15.5	16	10.3	3.3
UVU Volunteer	27	340	# Hours:	40.3	31.3	38.8	28.3	32.8	18.3	14	24.8	23.8	52.8	29.3	22.2	16.5	19.8
PT Volunteer	8	32	# Hours:	3	2	5	8.5	2	1	1	0	0	6	2	2	2	3
IT Volunteer	2	2	# Hours:	0	0	0	0	0	0	0	0	0	1	0	0	0	2
TOT Volunteer/week		599		61.3	45.8	46.8	36.8	34.8	34.1	27.3	43.3	47.3		64.1	60.5	47	46.6
Physical Therapy	48	504	# Hours:	61.3	45.8	40.3	30.3	27.8	34.1	17	33.8	40.8	75.8	64.1	48.7	32.7	23.6
Spanish Translation	6	93	# Hours:	0	0	6.5	6.5	7	0	10.3	9.5	6.5	11.5	0	11.8	14.3	21
IT Help	2	2	# Hours:	0	0	0	0	0	0	0	0	0	1	0	0	0	2
TOT/Week	56	599		61.3	45.8	46.8	36.8	34.8	34.1	27.3	43.3	47.3	88.3	64.1	60.5	47	46.6

As pro bono volunteers in the CRC, students learn the value of serving their community by treating and understanding the circumstances of underserved citizens from their community.

Volunteers

Rocky Mountain University of Health Professions

Dr. Rick Nielsen, RMUoHP President & CEO

Dr. Coleby Clawson, Director of the CRC

Dr. Hina Garg, Director of MS Physical Therapy and Wellness Center

Dr. Jonathan Wright – RMU Faculty/Physical Therapist

Dr. Krista Young – RMU Faculty/Physical Therapist

Dr. Paul Stoneman – RMU Faculty/Physical Therapist

Dr. Ann Hoffman – RMU Faculty/Physical Therapist

Dr. Misty Timpson – RMU Faculty/Physical Therapist

RMUoHP Foundation Board of Directors

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- John Nemelka, Vice Chair
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- Dr. Richard Nielsen, President & CEO, RMUoHP
- Dr. Timothy Ross, MD
- Debra Wing, MSN Ed, RN, CNE
- Dr. Michael Skurja, Jr., Chair of Board of Trustees for Wasatch Education, Inc.



CRC Advisory Board – Dr. Mark Horacek, Chair

- Trevor Dorius, DPT, Intermountain Physical Therapy
- Ulrike Mitchell, PhD, PT, Brigham Young University
- Matt Bushnell, DPT, Orem Sports Medicine Center
- Rachel Lovejoy, Exec. Dir., Community Health Connect
- Joel Tenbrink, PT, PhD, Asst. Program Dir., RMUoHP
- Christina Larsen, Office Mgr., Mountainlands Family Health Center

RMUoHP Students

Morgan Borkovec
Chandler Schumann
Bryen Smith

BYU Students

Brett Higbee
Elise Harris
Matt Wright

UVU Students

Angelica Rico
Belen Tapia
Greg Peay

RMUoHP Students

Makenzi Mayiera
Danielle Kern
Zach Davis
Emma Buckley
Talen Little
Kyndahl Ulmer
Kaisha Lewis
Emilio Zamudio
Taylan Erro
Cody Davis
Eli Rogers
Nicholas Flessner
Tristan Keller
Cassie McFadden
Kelsey Peck
Josiah Mitchum

BYU Students

Brett Higbee
Victor Velasco
Katie Smith
Jonathan Egbert
Brad Johnson
Jackson Matthews
Daniel Smedley
Scott Beatie
Elise Harris

UVU Students

Angelico Rico
Jilleeann Warinner
Nahuel Aguero
Joel Carter
Lawson Forsburg
Kayleigh Burnett
Willy Child
Colby Bullock
Nate Jensen
Jenna O'Dell
Joshua Hunt
Tanner Olsen
Landon Ross
Kaila Lewis
Malorie Fleischer
Braydon Lavery
vonne Paredes
Bradley Eldridge
Camille Campbell
Tiani Orr
Lily Girot
Scott Van Matre
Cristina Orozco
Braxton Murdock



Accomplishments

Major accomplishments during the 2nd Quarter include:

- ◆ A 17% increase in patient visits at the Clinic over the 1st Quarter of 2019 resulting in an additional total financial benefit to the patients and their communities of \$309,127.
- ◆ New patient evaluations 107% higher ratio percentage of available evaluation visits to actual evaluation visits.
- ◆ Patients at the CRC continue to improve faster than the national average by 3 patient visits per patient.
- ◆ CRC patients are achieving improved functional scores better than 84% of patients in clinics nationally.
- ◆ An increase in the number of follow-up patient appointments to 93% of available scheduled visits.
- ◆ Sixty-five students from RMU, BYU, and UVU volunteered a total of 688 hours at the CRC.
- ◆ Initiated the MS Physical Therapy & Wellness Center at the CRC (photo is Annual MS Walk fundraising event in SLC).



Goals for the 3rd Quarter 2019

1. Maintain operational capacity and patient follow-up visits at 80% or better.
2. Sustain new patient evaluations at 80% of capacity or better.
3. Maintain patient completion of treatment rates at 60% or 10% better than the national average.
4. Maintain FOTO utilization scores in the 84th percentile.
5. Improve patient functional scores on shoulders to the 50th percentile or better.
6. Sustain clinic efficiency of patients improving faster than the national average by 3 to 4 patient visits per patient.

Summary

The Community Rehabilitation Clinic continues to improve in its operational capacity from the through additional follow up treatments and new patient evaluations. Patient utilization of resources also exceeds the national average of clinics across the country. Patients treated at the CRC complete their treatments and are discharged in less treatment visits than the national average.

The financial benefit to patients and their communities for the first half of 2019 is \$569,638.



The foundations, municipalities, corporations and individuals supporting the CRC are a significant part of the success of the Clinic. Their support continues to allow the CRC to operate as a major healthcare resource for the underserved and uninsured citizens of Utah County. The CRC continues to play an essential role in providing university students and Rocky Mountain University faculty and administrators with volunteer and service opportunities.

Acknowledgements

The Rocky Mountain University of Health Professions Foundation wishes to thank the following individuals, foundations, corporations, and municipalities for their on-going financial support of the Community Rehabilitation Clinic:

- ◆ The Kahlert Foundation

- ◆ Ray & Tye Noorda Foundation
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- ◆ Utah County Commissioners
- ◆ Cadwell Laboratories, Inc.
- ◆ Merrill Financial Associates
- ◆ Rocky Mountain Power Foundation
- ◆ IHC Community Partner Fund
- ◆ Eldred Sunset Manor Foundation
- ◆ Provo City CDBG
- ◆ Orem City CDBG
- ◆ Brian & Cindy Cunningham
- ◆ RMUoHP Students
- ◆ Chipotle Mexican Grill, Provo, UT

CRC PATIENTS OF THE MONTH 2ND QUARTER 2019

APRIL



LINDSEY

"I had an accident in 2013 and had surgery. Over the years, even though I had physical therapy, my right arm had deteriorated to a state where I barely could use my right arm to write. I couldn't play with my kids and do things around the house. With every year, my shoulder and back got stiffer as well.

We have little money and my insurance wouldn't let me go back to physical therapy due to the fact the pain and stiffness was due to a previous accident. My primary doctor is in the same building as the Community Rehabilitation Clinic so I got the reference online and through friends.

The CRC clinic has helped me more than I can say. I can use my shoulder again and my back is a lot stronger. I can play with my children, pick them up, and do chores to help my husband. I am so much stronger. It has kind of saved my family! Now I am working on my health, so the future is saved.

MAY



JOHN

“I served a religious mission in which I had to carry scriptures around in 2 different languages in a shoulder bag. After a year and a half of doing so without switching my carrying shoulder, as I should have, a large knot formed under my right scapular, which hindered my ability to use my shoulder. After a year of the onset of the pain, I really wanted to find a way to fix my shoulder.

I found out about the Community Rehabilitation Clinic through talking with the PTA, Bet Hawley. I chose the CRC because I didn't have the money to go to a physical therapist and so this was an answer to prayers for a solution to my shoulder pain.

After doing therapy, my shoulder is so much better! It hasn't spasmed in a long time and rarely aches as it used to. I am now able to work out again without the hindrance of my shoulder.

JUNE



CRYSTAL

“I had very limited movement in my left shoulder and anytime I tried to lift my arm, it was very painful. It was hard to put on clothes, do everyday activities, and even do simple things like put on my seatbelt.

I used to help the Community Rehabilitation Clinic out when I worked for Provo City, but I remembered it when Mountainlands Family Health Center mentioned that physical therapy would be the best thing for me. I decided on the CRC because I don't have insurance and it was free and close to my house.

After therapy, I feel incredible! My shoulder has improved and because of that, so has my quality of life! I can now work out which helps my health a ton as well. I can even put on my seatbelt now without pain! Everyday tasks are now possible!

CRC VOLUNTEER SPOTLIGHT

2ND QUARTER 2019



JILLEANN
UVU STUDENT

“I heard about the CRC Physical Therapy from my academic advisor at UVU for Exercise Science. I needed volunteer hours for PT school in the future, but also was looking to volunteer somewhere in town!

I have been helping the staff with daily duties in the office and throughout the clinic while also helping the PT’s and their patients. I’ve loved being here! It’s been super cool to work with some of the patients as our schedules are the same, and to see them improve physically which has ultimately made them happier, which is what it’s all about!”

Jilleann has been a wonderful addition to the clinic volunteers. She is sweet and open with all of the patients, making them feel comfortable and works with them well!



VICTOR
BYU STUDENT

“I was looking for volunteer opportunities at Mountainlands Family Health Center next to the CRC, but they had none. They told me to go next door to the PT Clinic. I was looking for volunteer hours for my Medical School application and had been looking into different medical fields trying to decide which career path to take. At the CRC, I’ve been cleaning, working with MS patients, translating Spanish, and helping patients exercise. It’s been excellent! All of the staff are helpful and friendly and the therapists answer my questions and facilitate my learning. I feel welcomed and learn every time I walk into the clinic. I look forward to my time in the CRC every day.”

Victor has been an awesome volunteer! He has been very teachable and willing to work around schedules to help with patients and translate whenever we need! He works well with the patients and is always positive and great!