

# Community Rehabilitation Clinic



First Quarter 2019

Status Report

By



ROCKY MOUNTAIN  
UNIVERSITY *of*  
HEALTH PROFESSIONS

FOUNDATION

## Serving the Community

The Community Rehabilitation Clinic (CRC) is dedicated to serving the uninsured and underserved citizens of Utah County needing physical therapy. The majority of patients treated return to levels of normalcy, secured or continued employment, carry on productive lives, and resume healthy daily activity.



The Clinic, located in Provo, Utah treats patients with a variety of physical therapy needs. The CRC's well-trained and highly skilled staff are licensed, qualified practitioners of physical therapy. Doctoral students from Rocky Mountain University of Health Professions and pre-physical therapy Brigham Young University and Utah Valley University students assist them.

## Patient Treatments

Mountainlands Family Health Center, adjacent to the CRC, continues to refer the majority of patients treated at the clinic. Patients qualify according to HUD low-income limits and receive free rehabilitation treatments including balance, neuromuscular, lumber, post-surgical, acute injury, chronic pain, neuro, pediatric, and electroneuromyography.

In the following graph, Target Visits and Actual Visits include both new patient evaluations and follow-up visit appointments for the 1<sup>st</sup> Quarter of 2018 and 2019. The total financial benefit to the patients and their communities for the 1<sup>st</sup> Quarter of 2018 and 2019 is shown as well.

CRC 2019 Q1 SUMMARY REPORT - Patients Treatment Visits					
PATIENT VISITS	Total Visits 2018 vs 2019	Previous Patients 2018 vs 2019	New Patients 2018 vs 2019	No Show/Resched. 2018	Financial Benefit 2018
Previous & New Patients	523 / 836	130 / 92	62 / 105	53%	\$181,104
Capacity	Target Visits	Actual Visits	Percentage	2019	2019
All Patients	949 / 1,236	756 / 1,110	80% / 90%	37%	\$260,511

The total number of patient visits for the 1st Quarter of 2018 compared to 2019 increased by 313 actual visits or 38%. Additional physical therapists performing new evaluations and treating follow-up patients at the CRC increased the number of Target visits by 287 resulting in

achieving 90% capacity. Due to improved follow up procedures, patients not showing up for appointments decreased by 16%.

The **total financial benefit to patients** and their communities (including the beneficial cost of Clinic efficiency) for the **1st Quarter was \$260,511, a \$79,407 improvement over the 1<sup>st</sup> Quarter of 2018.**

Facility - Number of Follow-up Patient	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2018	864	619	72%
1st Qtr. 2019	1,034	907	88%

Follow-up patient treatments increased by 288 visits from 1<sup>st</sup> Quarter 2018 to 2019 due to additional physical therapists providing therapy care at the CRC. **This resulted in an increase to 88% of projected potential visits.**

New Patient Visits	Potential Staff Available	Actual Staff Available	Percentage
1st Qtr. 2018	195	137	71%
1st Qtr. 2019	226	203	90%

The additional physical therapists providing therapy care at the CRC also **increased the number of new patient evaluations with a higher ratio percentage of available evaluation visits to actual evaluation visits of 90% compared to 71% one year ago.**

## Outcomes

FOTO\* results equated with national averages of patients with similar conditions for each Quarter of 2018 are presented in the charts below:

Patient Completion Rate	Intakes	Discharged	Rate	National Average
1st Quarter 2018	87	53	61%	50%
1st Quarter 2019	100	47	47%	50%

Patient Completion Rate compares the number of new patient evaluations to the number of patients discharged for completion of therapy care. For the 1st Quarter of 2019, the completion rate was lower due to several factors: increase in the number of new patient evaluations; new patients still in treatment or not returning after their first visit; and change over from paper patient record keeping system to on-line system and not all discharges recorded yet.

*\*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 2018	58%	36%	90%
1st Quarter 2019	51%	34%	87%

Patient Utilization measures how well the CRC utilizes its resources in the treatment of patients to discharge compared to the national average. Many of the patients in the 1<sup>st</sup> Quarter of 2019 had only completed a couple of treatment visits so utilization and patient functional scores are slightly less than 2018. Patient Utilization for 2019 is still considerably higher than the national average, however. **CRC patients are achieving improved functional scores better than 87% of patients in clinics nationally.** The CRC staff continue to be among the top physical therapists in the U.S. in using the resources they have to achieve superior results.

Clinic Effectiveness	FS Change	National Average	Percentile Rank
1st Quarter 2018	18	16	62%
1st Quarter 2019	18	19	36%

Functional score reflects how well patients are responding to physical therapy treatments. The score includes the patient's perception of pain, fear avoidance beliefs, disability, and their ability to function at home and at work. For reasons cited in the paragraph above, 2019 functional change remained the same as 2018, but the National Average went up resulting in a lesser percentile ranking. As it takes several treatments for new patients to experience the beneficial effects of rehabilitation therapy, their assessment of the effectiveness of the physical therapy increases, which will increase future scores.

Clinic Efficiency	CRC # of Visits	National Average
1st Quarter 2018	8	11
2nd Quarter 2019	7	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 continue to improve faster than the national average by 4 patient visits per patient.** The difference is a financial benefit of saved costs for the patient and their communities.

Overall patient satisfaction continues to be 97% and consistent with national averages.

**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 is exceptionally effective at treating patients and maximizing contributors' investment in the Clinic.**

## Student Volunteers and Educational Opportunity

During the 1<sup>st</sup> Quarter of 2019, **45 students from Rocky Mountain University of Health Professions, Brigham Young University, and Utah Valley University volunteered a total of 633 hours of community service at the CRC.** This is significant increase compared to 80 hours in the 1st Quarter of 2018. The CRC physical therapists and physical therapist assistants felt strongly that the student volunteers were dynamic, dedicated, and effective in their assistance in providing supervised physical therapy treatment to the underserved patients receiving healthcare in the CRC.

		2019 1st Quarter Weekly Hours																
CRC Volunteers	#	TOTAL	Week of Quarter	MONTH 1				MONTH 2				MONTH 3						
				31-Dec	7-Jan	14-Jan	21-Jan	28-Jan	4-Feb	11-Feb	18-Feb	25-Feb	25-Feb	4-Mar	11-Mar	18-Mar	25-Mar	
RMU Volunteer	11	133.2	# Hours:	0	0	3.3	8.5	12	0	12.2	11	17	20	0	15.5	12	4.8	17
BYU Volunteer	4	29.75	# Hours:	0	0	2	2	3	0	2	2	2	4.5	0	5	2	3.3	2
UVU Volunteer	30	470.1	# Hours:	0	3	26.5	46	44.3	0	48	51.5	38.5	52.8	0	42	34.3	40.3	43
PT Volunteer	5	20	# Hours:	0	2	1	0	1	0	0	0	2	6	0	2	2	2	2
IT Volunteer	2	6	# Hours:	1	0	1	1	0	0	0	0	0	1	0	0	2	0	0
TOT Volunteers/week		659.05		1	5	33.8	57.5	60.3	0	62.2	64.5	59.5	84.3	0	64.5	64.5	59.5	84.3
Physical Therapy	0	609.8	# Hours:	4	14.5	34.3	53	56.3	1	57.2	59	58	75.8	1	56.8	42.5	34.8	61.8
Spanish Translation	0	116.5	# Hours:	0	0	6.5	6.5	7	0	10.3	9.5	6.5	11.5	0	11.8	14.3	21	11.8
IT Help	0	6	# Hours:	1	0	1	1	0	0	0	0	0	1	0	0	2	0	0
TOT/Week		732.30		5	14.5	41.8	60.5	63.3	1	67.5	68.5	64.5	88.3	1	68.6	58.8	55.8	73.6

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

- Dr. Richard P. Nielsen – RMUoHP President
- Dr. Wes McWhorter – RMUoHP DPT Department Chair
- Dr. Hina Garg – RMUoHP DPT Faculty member
- Jonathan Wright – RMUoHP Faculty/Physical Therapist
- Krista Young – RMUoHP Faculty/Physical Therapist
- Paul Stoneman – RMUoHP Faculty/Physical Therapist
- Ann Hoffman – RMUoHP Faculty/Physical Therapist
- Britt and Brent Hawley – IT assistance
- RMUoHP Foundation Board of Directors
- CRC Advisory Board



**RMUoHP Students**

Morgan Borkovec  
Chandler Schumann  
Bryen Smith  
Andre Scholes  
Makenzi Mayiera  
Zach Davis  
Emma Buckley  
Talen Little  
Kyndahl Ulmer  
Kaisha Lewis  
Hayley Armstrong

**BYU Students**

Brett Higbee  
Elise Harris  
Matt Wright  
Jessie Clark

**SLCC**

Camille Campbell

**UVU Students**

Angelica Rico  
Belen Tapia  
Greg Peay  
Dakota Green  
Jilleeann Warinner  
Nahuel Aguero  
Joel Carter  
Elanor Cross  
Kayleigh Burnett  
Willy Child  
Colby Bullock  
Nate Jensen  
Lawson Forsburg  
Madison Brown  
Jenna O'Dell  
Rebecca Ellis  
Joshua Hunt  
Tanner Olsen  
Isaac Williams  
David Torres  
Landon Ross  
Emily Wright  
Kaila Lewis  
Malorie Fleischer  
Robert Kemsley  
Braydon Lavery  
Ivonne Paredes  
Bradley Eldridge  
Lily Girot



## Accomplishments

Major accomplishments during the 1st Quarter include:

- ◆ A 38% increase in patient visits at the Clinic over the 1<sup>st</sup> Quarter of 2018. A decrease in no shows for appointments by 17%.
- ◆ New patient evaluations 90% higher ratio percentage of available evaluation visits to actual evaluation visits.
- ◆ Patients at the CRC continue to improve faster than the national average by 4 patient visits per patient.
- ◆ CRC patients are achieving improved functional scores better than 87% of patients in clinics nationally.
- ◆ Total financial benefit of \$260,511 to patients and their communities for the 1st Quarter of 2019.
- ◆ Continued overall patient satisfaction rate of 97%.



## Goals for the 2nd 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 at double the national average of 34<sup>th</sup> percentile.
5. Improve patient functional scores to the 60<sup>th</sup> percentile or better.
6. Sustain clinic efficiency of patients improving faster than the national average by 4 patient visits per patient.

## Summary

The Community Rehabilitation Clinic improved in its operational capacity from the 1<sup>st</sup> Quarter of 2018 to the 1st Quarter of 2019 in patient capacity through additional follow up treatments and new patient evaluations. Patient utilization of resources was 17% higher than the national average of clinics across the country. Patients treated at the CRC completed their treatments and were discharged in four treatment visits less than the national average. The financial benefit to patients and their communities for the 1st Quarter of 2019 was \$260,511.



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
- ◆ Rocky Mountain University of Health Professions

- ◆ 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 1<sup>ST</sup> QUARTER 2019



JANUARY 2019

MARK

“I had lumbar pain off and on since 2000 and eventually had a discectomy L4-L5 6/17 and it never healed correctly. After being homeless, the pain became worse than before surgery. I was referred through Mountainlands Health Clinic. I attended physical therapy back in February of 2017 that helped me out until, in October of 2018, I had a lumbar fusion. They told me I needed to go back to physical therapy, it was a necessity for post operation.

Foremost, I am treated with respect and dignity. The staff of the Community Rehabilitation Clinic are personable, highly professional and involve me 100% in the entire process. While I was unable to avoid the second surgery, I have always seen progress in decreased pain levels, increased strength and increased stamina. I am allowed to keep pace and slow down if I feel pain. The CRC staff are great and laugh at my silly jokes.”



FEBRUARY 2019

LILIAN

“I started having intense pain in my hip and my left knee. Because of this and some added weakness, I took a few falls at work and couldn’t work anymore. It was a job that I’d been at for about 30 years and it was hard for me because I was on my feet all the time.

Mountainlands Health Clinic referred me to go over to the Community Rehabilitation Clinic next door to talk to them about doing physical therapy. I decided to go and am happy I did.

Throughout my treatments, I have found so much help! My pain went down a lot; I can now walk without pain, go up and down stairs without so much effort and get in and out of my car with less pain and effort.”



MARCH 2019

MARGARITA

“Last December, there came a few days that I began to not be able to walk. The pain became so bad that I went to Urgent Care, thinking that I had broken something. They told me it was sciatic pain and sent me to Mountainlands Health Clinic. At Mountainlands, they said that it was best if I started physical therapy at the Community Rehabilitation Clinic next door, so I went.

I began to do exercises and got dry needled and I found things getting so much better. I can walk, bend over, stand up and sit down from the floor without any problems now!

# CRC VOLUNTEER SPOTLIGHT

## 1<sup>ST</sup> QUARTER 2019



### KELSEY WEAVER - BYU GRADUATE

“I heard about the clinic by word of mouth. A classmate or fellow Anatomy TA highly recommended this MS clinic as a great volunteer opportunity and good place to get more experience in the PT profession. My primary application of the accumulating volunteer hours are for strengthening my applications to PT schools. However, after working at the clinic for almost a year, the reason I keep coming back is because of the close relationships I have formed with the MS patients. I believe also in the purpose and vision of the MS clinic and I wanted to help. My primary responsibilities have been assisting patients with exercises and stretches and general cleaning and upkeep of the clinic and equipment.

I have loved volunteering at the clinic every week. It is so much more than a box to check on my to-do list. It is a very real opportunity to quite literally ‘lift up the hands that hand down and strengthen the feeble knees.’ I treasure the relationships in this clinic that have blossomed over the months. It feels like family now. Bet and Natisha have taken me under their wings and taught me so much! Volunteering at the CRC is a unique experience because the volunteers are allowed to do a large range of hands-on therapy and stretches. I highly recommend this volunteer opportunity to anyone with interest.”