

Acute Rehabilitation

KALEIDA HEALTH

Kaleida Rehabilitation Outcomes 2009

	3rd Quarter	YTD	Target
Patients served	167	502	525
Average Daily Census	33.6	33.4	33
Community D/C	68.9%	69.2%	70%
Discharge to Acute	11.4%	12.5%	13.9
Patient Satisfaction	89.1%	89.0%	90.0%
Patients that would definitely return to this rehab facility	100.0%	99%	100%
FIM Change (Functional Improvement)	25.6	25.3	24.3
Follow up status same/better	91.8%	96.0%	90%
Referral Denial %	48.6%	48.9%	25%

SUCCESS

- *100 percent of all patients surveyed would definitely return to our rehab facility!*
- *The number of patients discharged back to acute care remains in line with region and nation as rehab units are forced to take more medically complex patients.*

FOCUS AREAS

- *Patient Satisfaction will remain a priority as we continue to focus on developing the highest quality rehabilitation program in the region.*
- *Continue efforts to educate clinical staff on admission criteria for Acute Medical Rehabilitation.*

WHY CHOOSE MRU?

QUOTES FROM FORMER PATIENTS AND THEIR FAMILIES...

- *"The staff was absolutely wonderful."*
- *"I took my first shower in months today, thanks to those therapists pushing me to try harder every single day and helping me to walk again."*
- *"I tell everyone I know how great your rehab program is and how it helped me to get back home."*
- *"The nurses are just great! They are always coming in to check on you without putting on the light."*
- *"All the nurses were very kind. It was evident that the PCA liked her job and cares about the patients."*
- *"It was very good to get "me" back so that I can get back to caring for my disabled husband."*
- *"This hospital had very excellent service and the nursing was A+, rehab people are great!"*
- *"The rehab team was extremely knowledgeable about my condition and professional at all times."*

If anyone has questions about admission criteria or is interested in receiving more information regarding the Acute Medical Rehabilitation Units please contact Michelle Fry @ 716-859-3311 or 716-690-2026.

