The Reading Hospital
and Medical Center
www.readinghospital.org

Disclosure Information 2011

The mission of The Rehabilitation Center at The Reading Hospital and Medical Center is to provide a comprehensive rehabilitation program of the highest quality in order to improve the functional independence of those we serve.

Accreditations

The Rehabilitation Center is accredited by The Rehabilitation Accreditation Commission (CARF) for our comprehensive integrated interdisciplinary rehabilitation program, and stroke, amputee, and brain injury specialty programs. Services provided include:

- Rehabilitation Medicine
- Rehabilitation Nursing
- Physical Therapy
- Occupational Therapy
- Social Work/Case Management
- Speech-Language Therapy
- Therapeutic Recreation
- Psychology
- Nutrition Services
- Orthotics/Prosthetics consultation and training
- Chaplaincy Services

Patients Served:

The Rehabilitation Center provides services for patients with functional loss due to disabling injury or illness, including but not limited to:

- Stroke (CVA)
- Amputation
- Arthritis
- Hip fractures
- Hip and knee replacements
- Degenerative, progressive neurological disorders
- Brain injury
- Spinal cord injury
- Multiple trauma
- Pulmonary
- Cardiac
- Polyneuropathy
- Parkinson's Disease

Payer Source:

Medicare: We accept Medicare and several managed Medicare plans. Medicare pays for the cost of inpatient rehabilitation provided you meet criteria at admission and during your stay. This is part of your hospital benefit under Medicare Part A. Our Medical Director will decide whether you meet these criteria. However, our decision is subject to Medicare review.

Medicaid: We accept Medicaid and several managed Medicaid plans. The liaisons for The Rehabilitation Center and the case managers will verify your insurance and obtain any necessary authorizations prior to and throughout your stay.

Private Insurance: Your benefits will be verified, and authorization obtained before your admission. Continued reviews with your insurance company will be completed throughout your stay in order to obtain continued authorization for your stay.

Private Pay: If you are paying for the rehabilitation program privately, Patient Billing Services at the Hospital will contact you to provide assistance and information.

Written information on both insurance coverage and alternative resources will be given upon request..

The Rehabilitation Center will address participation restrictions, psychological and behavioral status, and cultural diversity of every person served. In 2011, The Rehabilitation Center treated the following diagnoses:

TOTAL ADMISSIONS		1239
Orthopaedics	458	36.97%
Stroke	238	19.21%
Other Impairments	157	12.67%
Major Multiple Trauma	96	7.75%
Brain Injury	125	10.09%
Neurologic Dysfunction	53	4.28%
Cardiac	57	4.60%
Amputation	38	3.07%
Spinal Cord Injury	17	1.37%

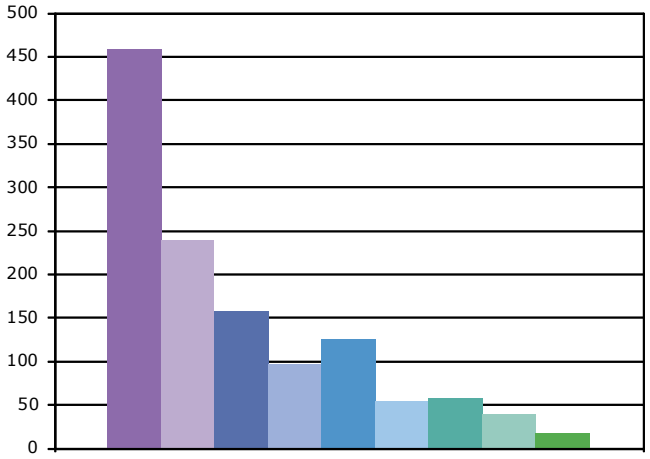
Service Scope/Intensity:

Patients admitted to The Rehabilitation Center must be able to tolerate three hours of physical therapy and occupational therapy per day for five of seven days per week. In addition to the three hours of physical therapy and occupational therapy, other services are offered that can include, as needed, speech therapy, therapeutic recreation, and psychological services. Also, educational group sessions are offered for our orthopaedic and stroke patients and their family members. Occupational therapy and physical therapy services are provided on Saturdays and Sundays, based on patient need.

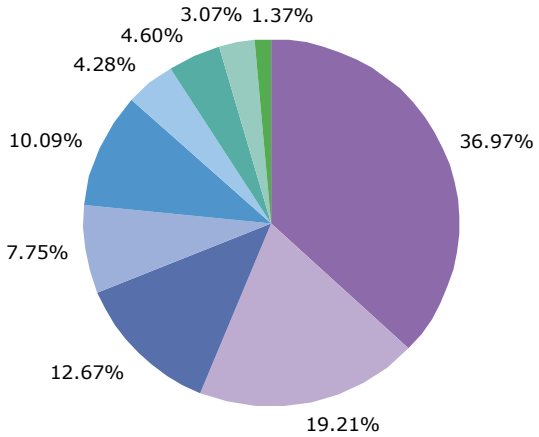
While in The Rehabilitation Center, an individualized treatment plan will be developed through an interdisciplinary team approach. The team is composed of nurses trained in rehabilitation nursing, licensed physical therapists, occupational therapists, speech and language pathologists, social workers and case managers, recreational therapists, board-certified physical medicine physicians, and, of course, the patient and family members.

Our program does not provide services to individuals who are ventilator-dependent, in a coma, a spinal cord injury with complete transection, or under the age of 15. Patients with a diagnosis of burns, traumatic brain injury, or between the ages of 15-17, will be admitted on a case-by-case basis.

If it is determined that our services are unable to meet an individual's needs, recommendations for alternative services will be made.



TOTAL PATIENTS



PERCENTAGE OF PATIENTS

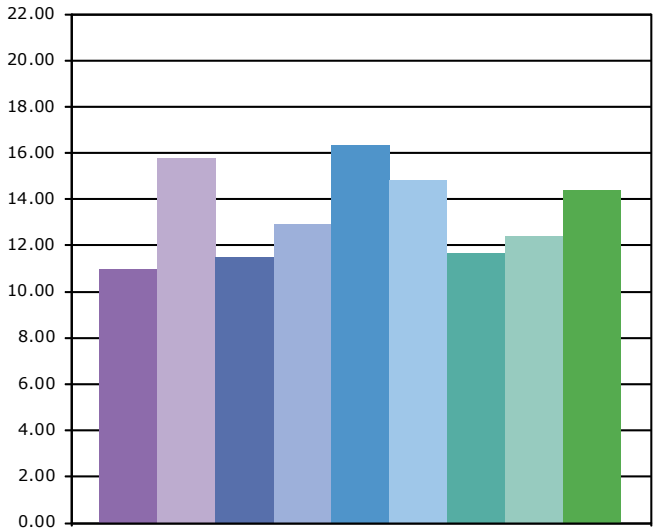
Orthopaedics	Other Impairments	Brain Injury	Cardiac	Spinal Cord Injury
Stroke	Major Multiple Trauma	Neurologic Dysfunction	Amputation	

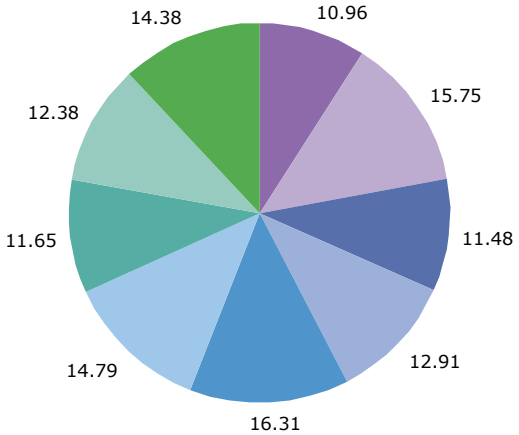
Length of Stay:

Many factors influence the length of stay, including severity of injury, previous health status, and medical complications. The rehabilitation team will determine your estimated length of stay after evaluating your condition.

For calendar year 2011, our average length of stay was 12.93 days, based on 1239 patients that we served. The following is the average length of stay for 2011 based on specific diagnoses:

ALL PATIENTS	12.93 DAYS
Orthopaedics	10.96 days
Stroke	15.75 days
Other Impairments	11.48 days
Major Multiple Trauma	12.91 days
Brain Injury	16.31 days
Neurologic Dysfunction	14.79 days
Cardiac	11.65 days
Amputation	12.38 days
Spinal Cord Injury	14.38 days





AVERAGE LENGTH OF STAY

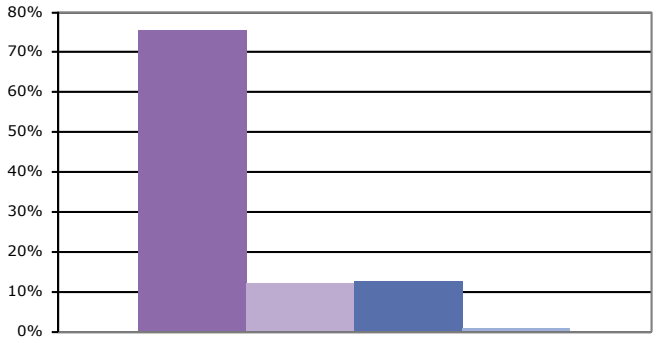
Orthopaedics	Other Impairments	Brain Injury	Cardiac	Spinal Cord Injury
Stroke	Major Multiple Trauma	Neurologic Dysfunction	Amputation	

Discharge Destination:

The rehabilitation team will work with you and your family to help determine the best discharge environment for you, based on your needs at the time of discharge. If you are unable to return home, the team will assist you and your family in making arrangements.

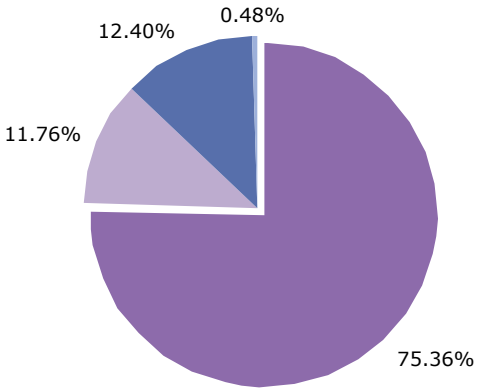
For 2011, 1239 patients completed their rehabilitation program, and 75.36% of these patients were discharged to home or assisted living. Other discharge destinations are indicated below.

ALL PATIENTS	1239
Independent Living Setting	75.36%
Acute Medical	11.76%
Skilled Nursing	12.40%
Other	0.48%



TOTAL PATIENTS

	Independent Living Setting		Skilled Nursing
	Acute Medical		Other



PERCENTAGE OF PATIENTS

	Independent Living Setting		Skilled Nursing
	Acute Medical		Other

PATIENT SATISFACTION	
Overall Satisfaction	92.3%
Likelihood of Recommending TRC to Others	94.6%
Survey Return Rate	72.3%

Our Commitment to You:

It is the policy of The Rehabilitation Center that all team members will act in a manner consistent with the mission, philosophy, and operating policies of the program.

In accordance with these principles and policies, team members will:

- Show respect for the dignity of the individual whether patient, family member, co-worker, client, or any other person.
- Provide the highest quality clinical and customer-related services.
- Demonstrate fairness and honesty in all interactions with the public.
- Adhere to professional codes and practice guidelines.
- Provide an accurate portrayal of the services and outcomes of the program.
- Be ethical in all marketing and public relations activities.