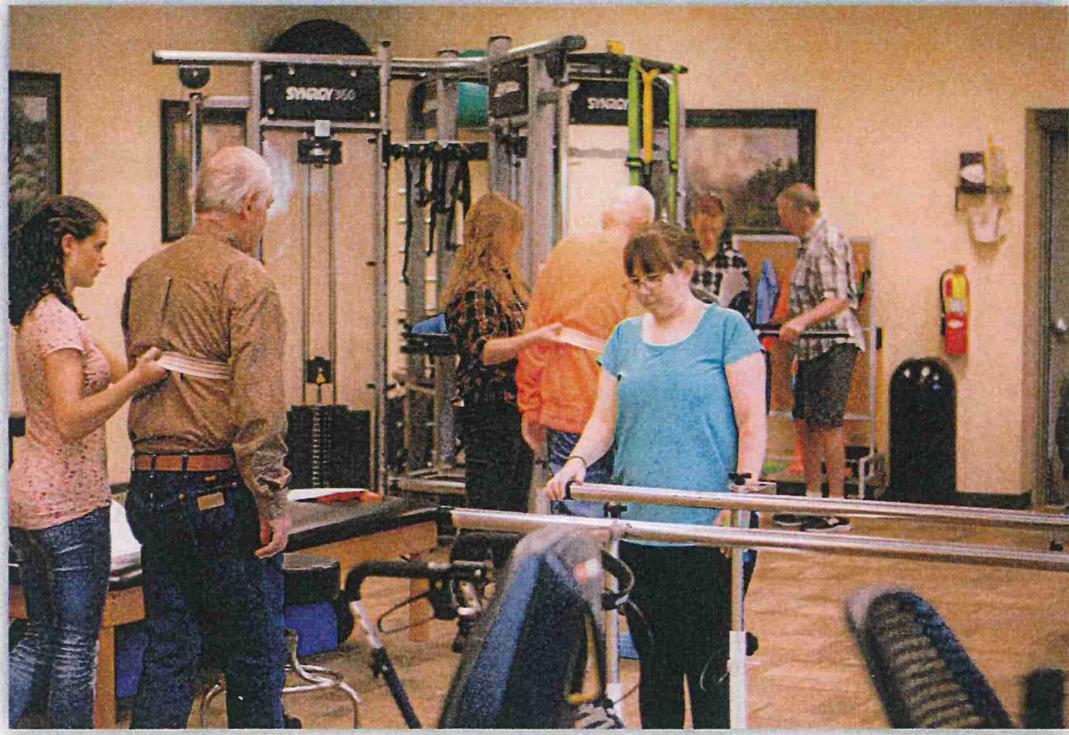


Community Rehabilitation Clinic



2018 Status Report

By

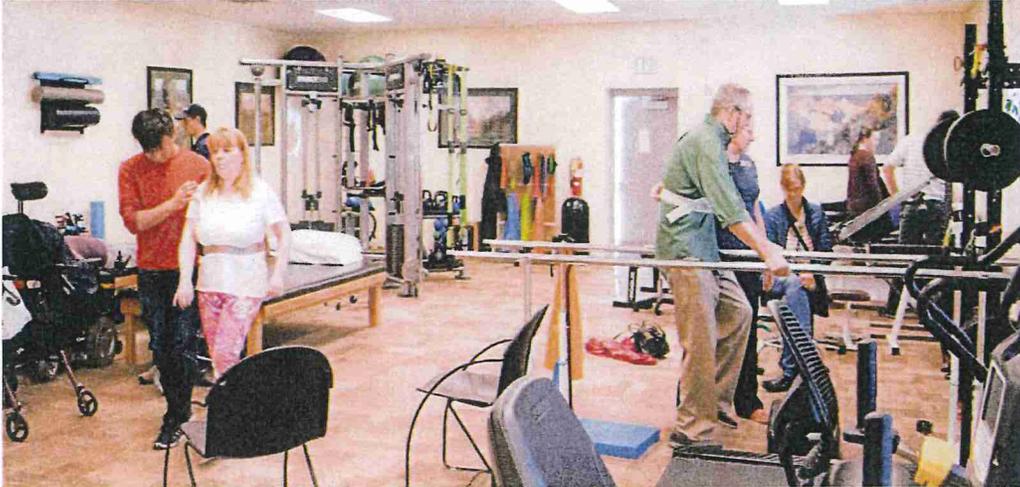


ROCKY MOUNTAIN
UNIVERSITY *of*
HEALTH PROFESSIONS

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.



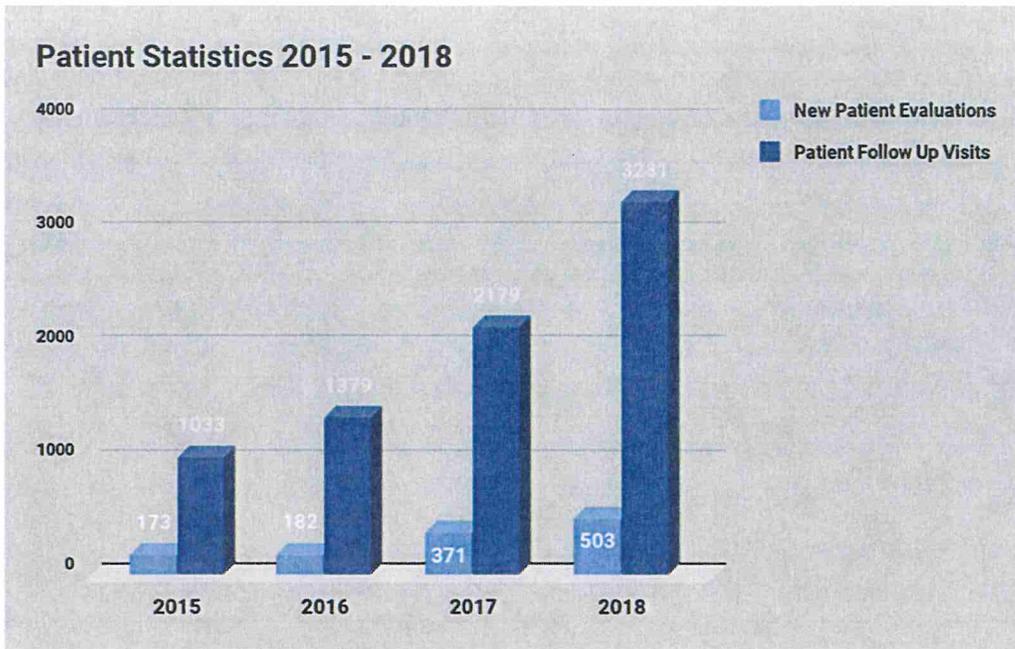
The CRC, located in Provo, Utah treats patients with a variety of physical therapy needs. The clinic's well-trained and highly skilled staff are licensed, qualified practitioners of physical therapy. Physical therapy doctoral students from Rocky Mountain University of Health Professions and pre-physical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

Meeting the Demand for Rehabilitation Therapy

In 2018, the CRC provided 503 patients with 3,281 physical therapy rehabilitation treatments. Mountainlands Family Health Center, Community Health Connect, and Utah Valley Regional Medical Center, all located in Provo, UT., referred the majority of patients treated.

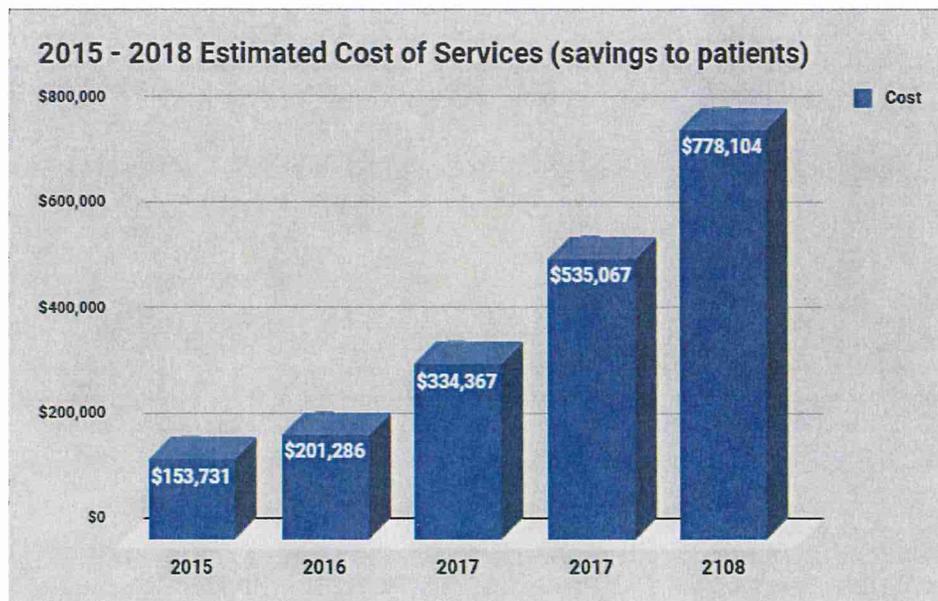
Qualified by HUD low-income limits, patients receive rehabilitation treatments including balance, neuromuscular, lumber, post-surgical, acute injury, chronic pain, neuro, pediatric, and electroneuromyography at no cost to them.

The total financial benefit to patients and their communities (including the beneficial cost of Clinic efficiency) for 2018 was \$778,104.



From 2015 to 2018, the CRC has treated over 1,200 patients, resulting in 7,872 patient visits.

The total cost savings to patients and the community from 2015 thru 2018 was \$1.47 Million based on Medicare rates.¹ The last column includes additional cost savings of \$200,700 based on value of services of 8 visits per CRC patient to discharge compared to the national average of 12 in 2018.



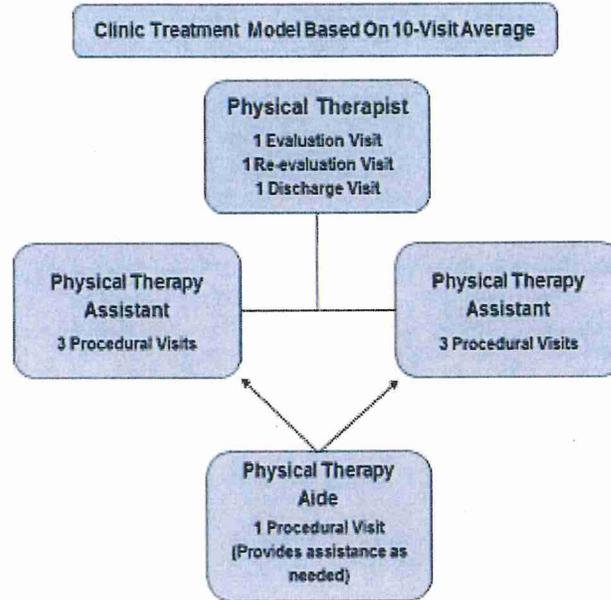
¹ Based on average of 3.3 units per patient - Medicare HCPC Code Modifiers: PT evaluation - \$80.43 per unit; PT re-evaluation - \$44.74 per unit; therapeutic exercises - \$34.51 per unit; manual therapy - \$31.82 per unit; Neuromuscular re-education - \$35.50 per unit plus an efficiency rating of 3.71 less patient visits per national average.

Clinical Model

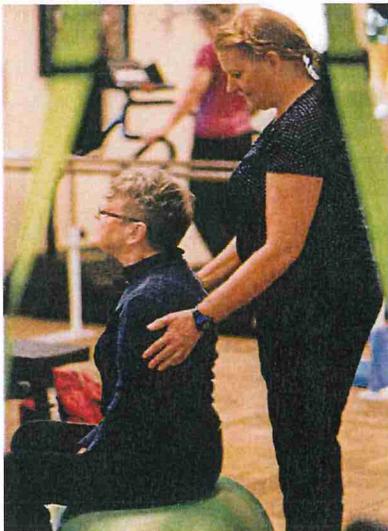
As a clinic, the goal of the CRC is to provide high quality, evidence-based care to patients. The clinic model reflects 1 Physical Therapist and 2 Physical Therapy Assistants working together as a team to provide 1 on 1 treatment to each patient while assisted by a Physical Therapy Aide.



CRC Patient Care Model



Patient Outcomes



Using an on-line nationwide program FOTO* to measure patient outcomes, patient results for 2018 were very positive. Patients treated at the CRC were asked to fill out a survey on a tablet measuring pain acuity, comorbidity, fear-avoidance, severity at intake, function, and overall treatment satisfaction. These statistics were tracked over the course of the patient's treatment episode, and the results are compared to national averages of patients with similar conditions.

*(FOTO compares the CRC to 3,400 clinics, 15,000 clinicians, and 11 million patients' nationwide).

CRC patient outcomes as compared to FOTO results for 2018 were:

Clinic Effectiveness – The CRC is in the **66th percentile** for treatment effectiveness. This score is an indicator of how well patients respond to treatment at the clinic. CRC patients improved their function above the national average (50th percentile) for patients receiving physical therapy.

Patient Utilization – measures how well the CRC utilizes its resources in the treatment of patients to discharge compared to the national average.

Patients at the CRC continue to improve faster than the national average by four (4) patient visits per patient.

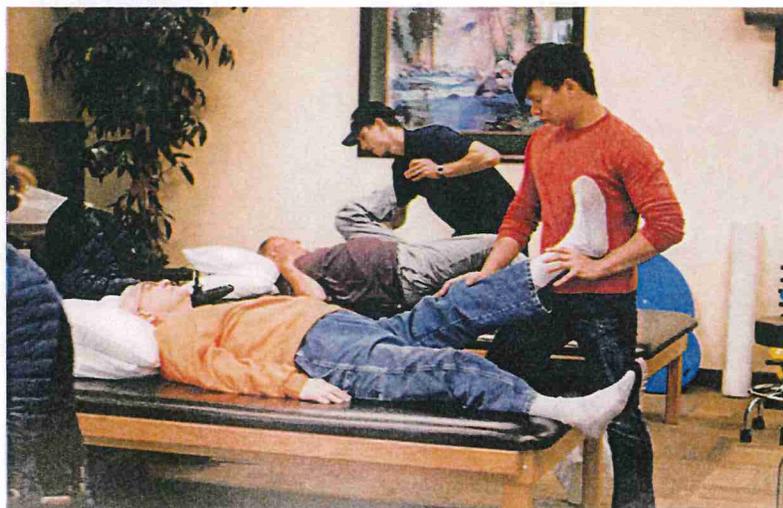
Functional Score – Functional score reflects how well patients are responding to physical therapy treatments. The score includes the patient's perception of pain, fear avoidance beliefs, disability, and their ability to function at home and at work. **The average CRC functional score change is 19 compared to the national average of 18.**



Overall patient satisfaction for 2018 was 97%. The CRC is achieving 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

Ninety-six (96) students from Rocky Mountain University, Brigham Young University, and Utah Valley University volunteered 865 hours of community service at the CRC in 2018. These students continue to receive excellent training in physical therapy and apply their knowledge and skills learned. As pro bono volunteers in the CRC, students learn the value of



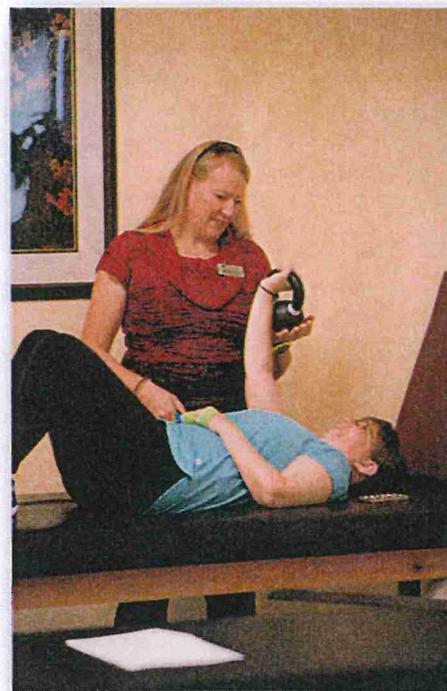
serving their community by treating and understanding the circumstances of underserved citizens from their community.

Improved Patient Volume

Through the generous donation by The Kahlert Foundation and other contributors in 2018, the CRC is open Monday through Friday operating 43 hours per week. The increased schedule affects the capacity of the CRC to enroll additional new patients for treatment appointments and better serve the underserved population.

The CRC remains committed to:

- Meeting the demand for physical therapy services from the underserved and uninsured citizens of Utah County.
- Providing high quality patient care.
- Creating a vibrant learning environment for students and faculty.



Summary

Support from the community for the Community Rehabilitation Clinic's by private foundations, municipalities, corporations and individuals continue assist the CRC to operate and improve as a major healthcare resource for the underserved and uninsured citizens of Utah County. The CRC also maintains an important 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 volunteerism or financial support of the Community Rehabilitation Clinic in 2018.

Contributors

- The Kahlert Foundation
- Ray & Tye Noorda Foundation
- Rocky Mountain University of Health Professions

- Utah County Commissioners
- Merrill Financial Associates
- Rocky Mountain Power Foundation
- IHC Community Partner Fund
- Eldred Sunset Manor Foundation
- Provo City CDBG
- Orem City CDBG
- Dynatronics Corporation
- Chris Bunker, Las Vegas, NV

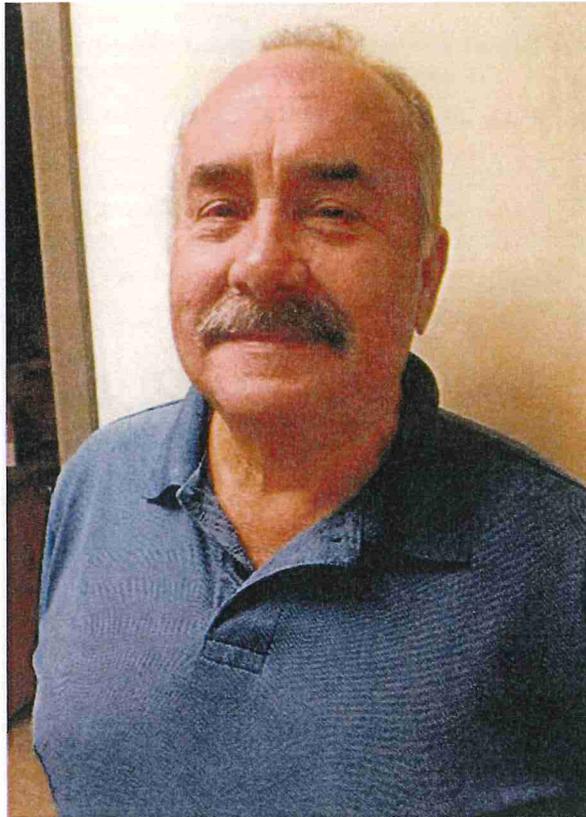
Key Volunteers

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

For additional information on the Community Rehabilitation Clinic or Rocky Mountain University of Health Professions, please contact:

Victor L. Morris, Director
Rocky Mountain University of Health Professions Foundation
122 East 1700 South, Bldg. 3
Provo, UT 84606
(801) 734-6774
vic.morris@rmu.edu

CRC PATIENTS OF THE MONTH



JANUARY 2018

LUIS

“When I was 18 years old, I was moving and carried a stove up 2 flights of stairs without the proper back protection; the task hurt my spine pretty badly. In Venezuela, on different occasions, the traumatologist down there began to treat my pain caused by that injury; he referred me to do imaging of my spine such as a tomography and many others to follow. We found out I had damaged discs. Every time I did a new study, due to the pain, they had to inject Kenakcort with localized lidocaine directly into the spine (an intra-articular injection.)

Since I arrived in the United States in May 2016, I have been getting steadily worse. I wasn't getting the regular injections that I had been in Venezuela and it started taking a toll on me. I had been receiving therapy and other localized injections but unfortunately the results had not been positive.

Because of this, I was sent to do physical therapy to see if it was possible to just get by with therapy. Between the Community Rehabilitation Clinic and Community Health Connect, I was referred to several medical specialists that determined that my spine should be operated on.

During this process of finding a surgeon, hospital, and supplies that could be donated, I regularly returned to the Community Rehabilitation Clinic to receive treatments to help alleviate my pain a little. I was able to get the surgery and am now a continuing patient for post-operation physical therapy.

Through the efforts of everyone involved, we were able to get the surgery scheduled and I will be receiving it soon. I am very grateful for all the help, time, dedication, and support I received from the staff at the Community Rehabilitation Clinic during this process.”



FEBRUARY 2018

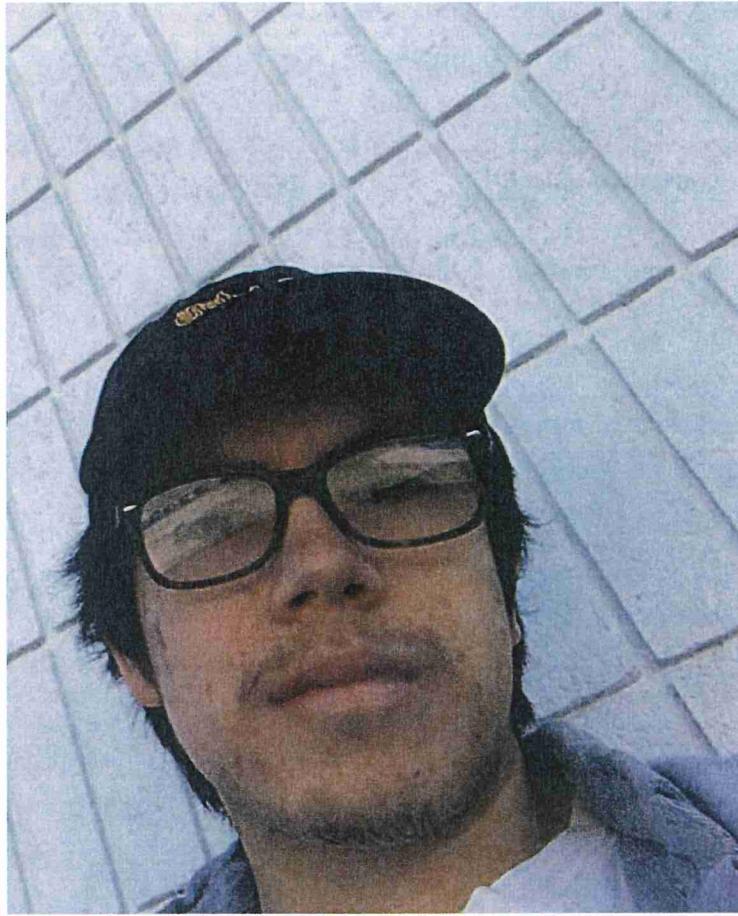
CODY

"In May of 2017, my husband went from working 50+ hour weeks at a barely new job to not being able to walk, stand, move his toes, or do anything. Cody spent a month and a half in the hospital, where they diagnosed him with an auto-immune disease called Susac Disease. It is a rare disorder characterized by three main problems: impaired brain function, partial or complete blockage of the arteries that supply blood to the retina, and inner ear disease. None of us knew what his outcome would be nor if he would ever walk again.

Our insurance gave him 20 outpatient visits and with the type of disease he had, we all knew that would not be enough for his needs. That brought about a huge worry of how fast he would decline without therapy. After his 20 visits were over and we fought the insurance for more to no avail, my husband was left with no therapy for almost a month in which he declined majorly.

After being referred to the Community Rehabilitation Clinic from a lady at Rocky Mountain University, we felt a huge relief knowing he could get the help he needs, especially because we do not have the funds to provide that to him elsewhere.

Since coming to the CRC, Cody has not only had a change physically, but also improved in his mental state. He is at a point where he can walk with a walker and is gaining core strength. If we wouldn't have had the CRC, we know our lives would be different and my husband's odds of walking would be slim to none.



MARCH 2018

OMAR

I was playing football one day and completely tore my ACL. It was bad enough that I had to go in for surgery which cost a lot, and I am currently still paying it off.

Afterwards, I needed physical therapy, but it was too expensive. My mom was a previous patient at the Community Rehabilitation Clinic, and recommended that I go there.

I've been coming here through a few stages of my therapy and have been improving a ton. I can now walk up and down stairs, do more of my daily activities, do gardening, walk my dog, and go outside more, which I couldn't do before.

This place has provided a place for me to progress, post-operation. It's free, and the people and volunteers here are amazing."



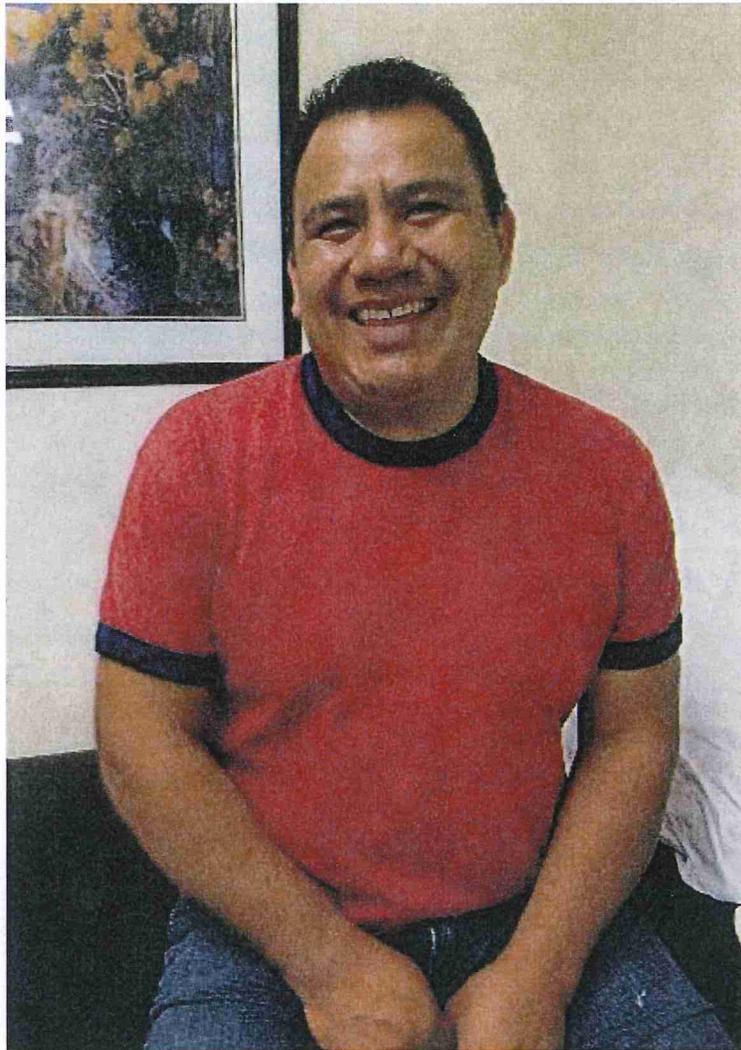
APRIL 2018

ISRAEL

“From day one, I came in with a herniated disc and was unable to walk, bend over, or stand for long periods of time. I was always dizzy, in pain, and found myself tiring easily.

Throughout therapy, I started realizing that I could stand longer, be on the stepper machine longer, and started noticing big changes and improvement.

Now I can walk, stand, bend over, and even carry weight which I could never do before!”



MAY 2018
LEONARDO

"In September 2016, I had a work accident and I fell 20 feet and broke some ribs, injured my shoulder, injured my back, and broke my left heel. I had to get surgery on my shoulder and heel, putting metal screws and plates in both.

After surgery, I needed therapy to continue getting better and getting treatment after the hospital discharged me.

My doctor in the hospital recommended me to come to the Community Rehabilitation Clinic. He knew I didn't work anymore due to the injury and was already having a hard enough time paying the medical bills. Any other clinic was a place I couldn't afford.

I am very satisfied with the way I am progressing. At the clinic, I am learning how to control my pain, and my shoulder has complete movement back (when I got here I could barely move it and could barely breathe due to shoulder/chest pain).

The people that work in the clinic are super nice and understanding of my situation. I am very grateful and content with the treatments I have been receiving here."



JUNE 2018

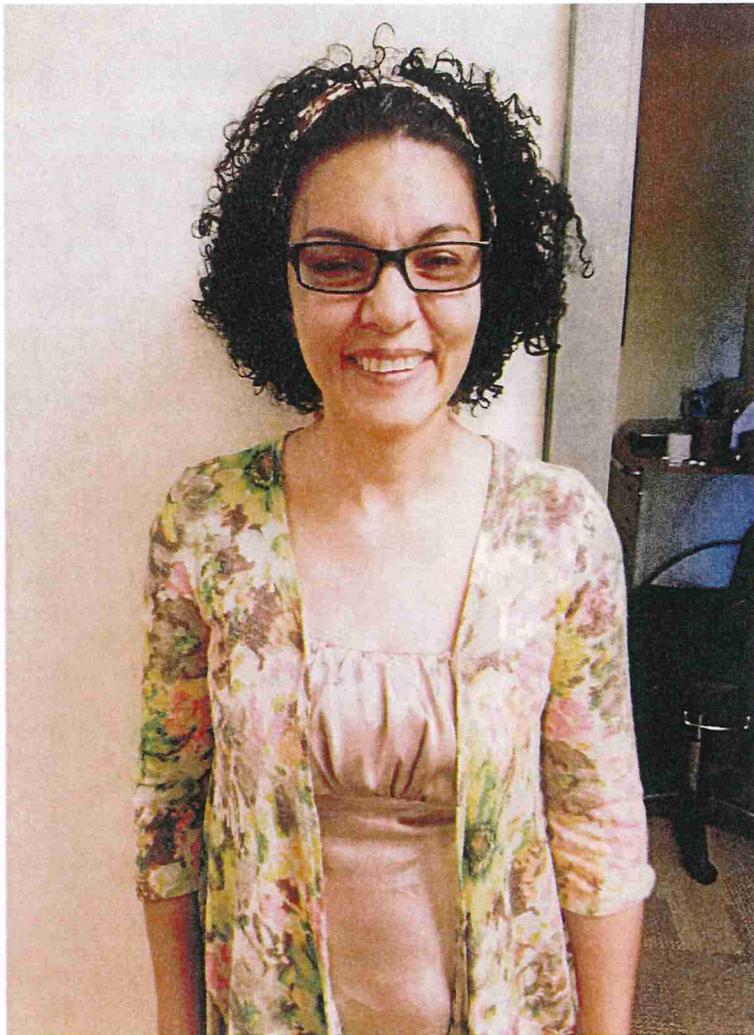
DORIS

"I had a lot of pain in my back; it was bad enough I couldn't sleep, and I woke up every night due to pain. It was also hard for me to do the things I needed to at work, and I couldn't sit for very long at all.

When I went to Mountainlands health clinic, Karmin Bell recommended that I come here because she was also aware that I financially couldn't afford to go anywhere else.

The CRC clinic has helped me manage my pain so much. Now, I am able to sleep well at nights, am able to work to my full potential, and I feel a lot more relaxed thanks to physical therapy.

The employees and volunteers at the clinic are very kind and good people; they were always willing to answer my questions and help me understand. I am very satisfied with the clinic and am grateful for everything they have done to get me back to a functioning condition!"



JULY 2018

MARTA

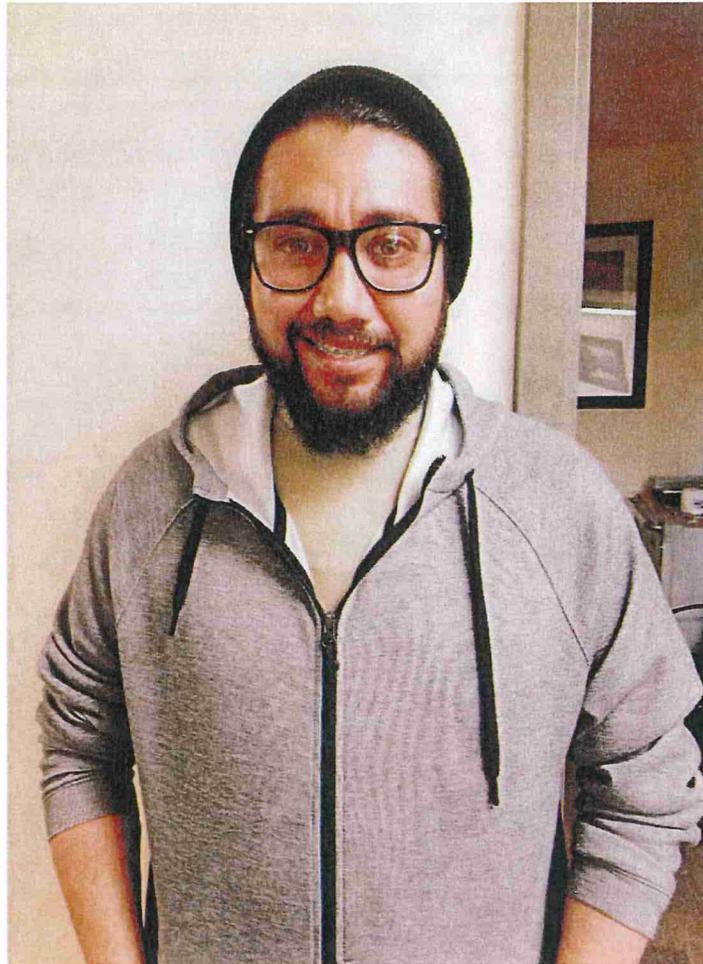
“On November 6, 2016, I was involved in a car accident and was left with multiple problems including general pain in my back and neck, damaged tendon in left arm/shoulder, and my balance was affected. They told me I’d have “chronic pain”.

My insurance said they wouldn’t cover the full cost of any therapy, so I wasn’t able to get much before I heard about this free clinic through Community Health Connect who referred me here. I came to the clinic full of doubt, out of a job, limited movement, and in a ton of pain. I had little expectations due to the fact that I had lost hope that I would fully recover nor be able to hold a job again.

I began physical therapy at the CRC, and, to my surprise, it was incredible the change I went through. My injuries had healed, but they helped me to understand that I needed to train my muscles and my mind to let the pain go and strengthen the places that had been injured.

As I understood this, I found that I could do everything better and better each day that I came here. It wasn’t a fast process by any means, but little by little the improvement was definitely there.

To this day, I am so happy with the results and am very grateful! I don’t have any more pain that I needed medication for; that “chronic pain” I was supposed to have is now gone! Now, I have a full range of motion and can do everything that I could before my car accident! Now, I am able to work again as well! I am grateful for the CRC!”



AUGUST 2018

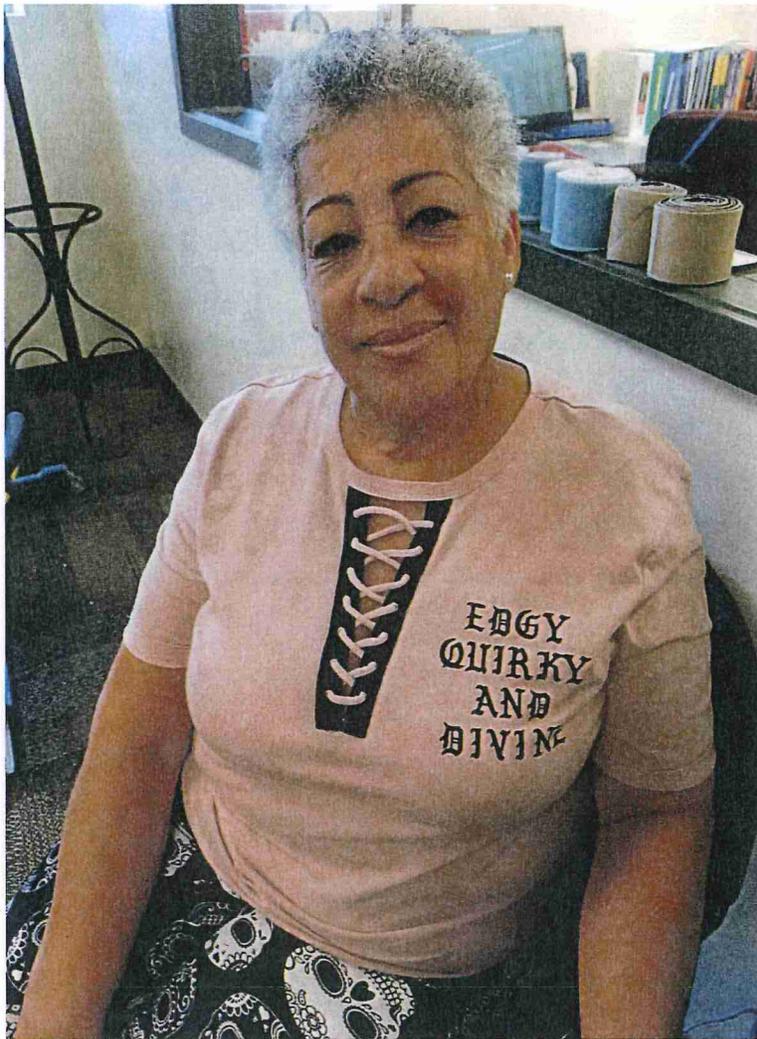
RAMON

“About 7 months ago, my low back began to hurt pretty badly. Movement became slower and more difficult; medication didn’t have any effect on the pain at all. As the pain got worse, I began to lift heavier objects incorrectly and went long periods of time without resting.

The pain became worse and started radiating down to the back of my left leg and into my foot. The pain became so bad that I had to give up things that I loved doing such as martial arts and running. I began to start walking with a limp and couldn’t stand the pain anymore.

Finally, I decided to go to the doctor and he told me that my problem could be treated with physical therapy. I came here and the physical therapist said with certain exercises, I would be able to become better, enough to return to my regular activities.

From the first appointment, I began to see improvement and the employees and volunteers have treated me well and have given me the best attention and care. The CRC clinic helped me to have the confidence to do the activities and exercises that helped me to return to my normal life. It was frustrating when I thought I couldn’t improve, but once I was no longer afraid that I would never get better, I’ve been able to do so much more. I have slowly been returning to the things I could do before the pain started like walking without difficulty, lift heavy items in the correct way, and doing things as simple as being able to bend over and tie my shoes. One of the biggest improvements was to return to running and be able to do exercise for an extended duration of time. I definitely couldn’t do that before.”



SEPTEMBER 2018

ROSA

"A while back, I was struggling with a strong pain that didn't allow me to be sitting down for long periods of time, I could barely walk, and all hours of the day I struggles with a permanent pain that hurt me no matter the position I was in. The pain was at a level that radiated in my lower back that radiated down my hip and into my left leg. It was swollen and it was causing a huge issue with doing anything in my life.

One of my friends recommended this clinic; it was close to my house and I didn't have insurance.

It helped me so much! During the therapy sessions, I found that it was incredible the transformation. I started progressing during treatments and now I can do so much more that I couldn't do before! Now I can walk to my therapy sessions, get up and down from sitting position and stairs. I can even lift up heavy things now! I feel amazing now!"



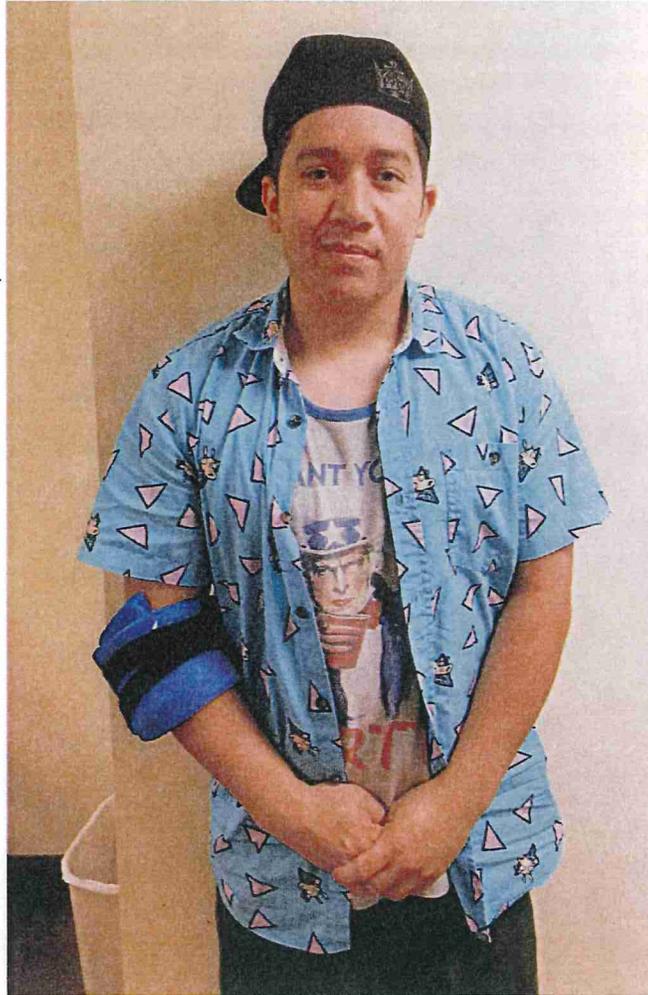
OCTOBER 2018

PRESTON

"I broke my ankle in three places and had to have surgery to fix it. I got a plate, nine screws, and two bands to fix it. I came to physical therapy because the doctor gave me orders to and I couldn't walk or run without a limp or pain.

A former roommate referred me to go to the CRC clinic; I chose it because he told me how good this clinic was and how wonderful the staff is. (True story)

The CRC has been stupendous! I have made great strides (literally) in correcting my ankle. I have been able to get it straight again when walking, started jogging and running again, and hold/stabilize myself on just my recovering ankle. Way better than I was before!"



NOVEMBER 2018

CARLOS

"I have been in pain for more than 12 years. I was always in a bad mood and disliked it when anyone would touch me due to how much it hurt. My physical condition and lack of activities affected my personal life in a huge way.

I heard about the CRC through Mountainlands Clinic, and figured I'd take a chance on it.

Before, I was very limited and couldn't have a normal life, couldn't exercise at all, missed running, and couldn't sleep at nights. It was incredible, the change I have gone through while being here.

Now I can say that I can exercise, have a good rest, good humor, feel happy, enjoy life, face problems with different perspective, and my life has been changed in a huge way.

My mom the other day gave me a hug and started crying because she could hug me. She said I wouldn't let her hug me because of the pain. Now, for the first time in 12 years, I can hug my mom."



DECEMBER 2018

VIRGINIA

"I started having a pain in my chest and upper back that caused me to be unable to move a lot. On top of that, I already had low back pain and leg pain that made it hard to walk or move without pain. Life had become quite difficult for me. I started realizing that sometimes we don't appreciate our bodies enough until you can't move anymore without pain.

I received a referral from Mountainlands Clinic where I would be able to receive physical therapy without paying money; I couldn't afford it.

I am so grateful! Because of physical therapy, my range of movement has improved and I can return to my regular life. Thanks to the work of all of those who work at the CRC clinic, especially physical therapists and assistants, I have been able to go back to living. I am a very active person and not being able to move without pain was limiting me so much.

Thank you to everyone!"