

## THE VALUE OF OPTIMAL OUTCOMES

Special Tree Rehabilitation System is an accredited health-care organization that provides comprehensive neurorehabilitation services to adults and children who have experienced traumatic brain injuries (TBI), spinal cord injuries (SCI), and multiple traumas. Family-owned and operated since 1974, Special Tree is recognized as one of the earliest independent TBI/SCI rehabilitation providers in the country.

Our whole person approach to rehabilitation encompasses one's body, mind, heart, and spirit and leverages advanced technologies and best practices to help our clients reach their fullest potential. Our caring team of specialists provide hope, encouragement, and expertise to guide clients toward improved capabilities and increased independence, always striving for the best long-term outcomes that reflect each client's unique needs and goals.

## CAPABILITIES OVERVIEW

Special Tree offers a full spectrum of rehabilitation services for individuals with active, long-term, and transitional needs at 30 Michigan locations.

Our state-of-the-art NeuroCare Center (NCC) provides subacute rehabilitation with 24/7 skilled nursing and respiratory care. Residential programs include home and supported apartment settings. Outpatient therapy is available at our five full service clinics. Our Community Rehabilitation Services include specialized programs for vocational rehabilitation, day treatment, and children's services.

In 2013 we provided neurorehabilitation services for 497 clients. Our overall discharge rate was 42% with 82% of our discharges going to less restrictive environment, including to home or to community living.

## TREATING THE WHOLE PERSON: THE BODY

A healthy body is fundamental to achieving successful rehabilitation outcomes.

For the past two years, Special Tree's in-patient overall Infection Rates have remained very low at 3.9% per 1000 patient days, compared to an overall national average of 5.2% for skilled nursing and 13.5% for long term care.

This rate is a compilation of any infection including: urinary track, respiratory, gastrointestinal, and wound and skin infections. At our subacute NeuroCare Center the rate for facility acquired pressure ulcers remains low at under 1%.

## TREATING THE WHOLE PERSON: THE MIND

Allowing the mind to be at ease and as free from extraneous worries as possible is also fundamental to achieving successful rehabilitation outcomes.

### Personal Problem Solver

Upon admission, every Special Tree client is assigned a full time Internal Case Manager and Internal Social Worker who provides support and assistance throughout the entire rehabilitation process.

### Safety and Security

Our client's safety and security is a top priority. We continuously monitor and survey our clients about their safety and security perceptions, and achieved an overall score of 96% in 2013. This result is significantly higher than the regional average of 68% reported in the National Healthcare Quality Report from the Association for Healthcare Research and Quality.

## TREATING THE WHOLE PERSON: THE HEART

For long-term clients we created a *Quality of Life* program to enhance their well-being and enjoyment of life which earned us an "Exemplary Performance Rating" in 2013 from CARF International, as follows:

"STRS provides the persons served and their families opportunities to obtain and maintain skills and supports that enhance the quality of their lives. The individual goals identified on each client's Quality of Life Survey in each residence are systematically monitored. STRS helps to realize life-participation goals of persons served to travel to various destinations, attend significant life events, or achieve a personal goal. This is an outstanding practice not



usually seen in residential programs serving individuals with brain injuries.”

Each year, we survey our residential clients and ask them to prioritize their top quality of life goals for that year. We then work very hard to help them achieve at least one or more of those goals during the year. In 2013, we achieved a 93% success rate.

We believe that food is important not only to a healthy heart, but also enhances our clients’ well-being. A National Institute of Health study found that choice and control of food were the second most important factor to subacute patients. The first factor was choice and control over bedtime and morning rising time – which we also fully provide to our clients.

In 2013, our clients rated their satisfaction with our food as excellent at 94% at our NeuroCare Center and at 88% in our residential facilities. This is compared to a national average excellent rating of 22% at inpatient facilities as reported by “My InnerView”, a management intelligence reporting company for the healthcare industry.

**TREATING THE WHOLE PERSON: THE SPIRIT**

Hardly anything can be more dispiriting to healing and recovery than pain. We regularly monitor clients to ensure that pain is well-controlled. In 2013, we earned a 98% rating in our NeuroCare Center and 96% in our Residential long term care facilities. We consistently rate higher than the overall national average of 73% as reported by the government’s Centers for Medicare and Medicaid Services.

**CLIENT SATISFACTION**

Special Tree evaluates satisfaction via an annual stakeholder survey. In 2013, for each of our stakeholder segments, which includes inpatient clients’, outpatient clients’, family members’ and support, and partners’ overall satisfaction rates increased significantly (see “Overall Satisfaction 2013” table in gray sidebar). Partners are defined as external case managers, doctors, or insurance representatives.

**CLINICAL REHABILITATION**

Special Tree uses the national Mayo-Portland Adaptability Index–4 (MPAI) to measure rehabilitation progress of adult clients. It compiles a composite score that includes measures for all items shown in the table above. In 2013 our clients achieved these successes:

- Overall improvement in Abilities scores by 34%, which is most significant. Before beginning therapy with us these clients had a baseline average score of approximately 53 MPAI points, putting them into a moderate to severely impaired capability classification. By the end of 2013, this same group of clients rated at 34 MPAI points, dropping them to a classification band for having only mild limitations.
- An overall improvement in Adjustment index scores of 30%, again dropping most clients to a classification of having only mild limitations.

Mayo-Portland Adaptability Index–4 Measures

ABILITY	ADJUSTMENT	PARTICIPATION
Mobility Use of Hands Vision Audition Motor Speech Communication Attention/Concentration Memory Fund of Information Novel Problem Solving Visual Spatial Abilities Dizziness	Anxiety Depression Irritability, Anger, Aggression Pain and Headache Fatigue Sensitivity to Mild Symptoms Inappropriate social interaction Impaired Self-Awareness Family/Significant Relationships Initiation Social Contact Leisure/Recreational Activities	Initiation Social Contact Leisure/Recreational Activities Self-care Residence Transportation Work/School Money Management

- An overall improvement in the Participation Index of 8.4%, with most clients in the mild to moderate range.

Special Tree also uses the nationally standardized Functional Independence Measure (FIM®) to compile composite improvement on 18 measures related to activities of daily living, mobility, and physical function.

- Upon discharge, our TBI clients achieved 8.9% cognitive and 9% motor skill improvement.
- SCI clients achieved an average of 3% improvement on motor skills.
- Orthodic-only clients improved an average 18.4% on their motor skills.

**CHILDREN’S SERVICES**

During 2013 we served 85 children in our Children’s Service pediatric rehabilitation programs.

- Over 90% met or improved upon their academic therapy goals
- 100% (7 Seniors) graduated from high school
- 100% of our grammar school clients were promoted to the next grade
- 95% met their home-based school educational goals as measured by their IEP

Overall for all children in our programs, we achieved:

- An average 16% increase in cognitive skills
- An average 13% increase in communication skills
- An average 19% increase in accomplishing activities of daily living
- Decrease of 70% of behavioral referrals at school

**DAY TREATMENT & VOCATIONAL SERVICES**

During 2013, 172 clients were served in our Community Rehabilitation Day Treatment programs and 60 vocational

clients were employed by our InPro Enterprises – our in-house back-to-work program.

Our facilities include an on-site therapeutic greenhouse where vocational clients grow and sell dried herbs; an Industrial Operations Center (IOC) offering training and vocation in creative painting, woodworking, ceramics, and light industrial skills. Clients sell their creative art through our on-line web store and at various community art shows.

Our vocational program is not only accredited by the Commission of Accreditation of Rehabilitation Facilities (CARF), as a Brain Injury-Outpatient and Vocational Rehabilitation Program, but is also affiliated with the Michigan Association of Rehabilitation Organizations (MARO), SourceAmerica and Ability One, and the Michigan Association for Persons in Supported Employment (MAPSE).

We measure each client’s progress in three composite categories of Competitive Work Habits, Employability Skills, Productive Work Performance, and Job Skills. These categories include progress measures for factors such as attendance, punctuality, appearance, stamina, physical endurance, work quality, quantity, completion, following directions, initiative, flexibility, judgment, and motivation.

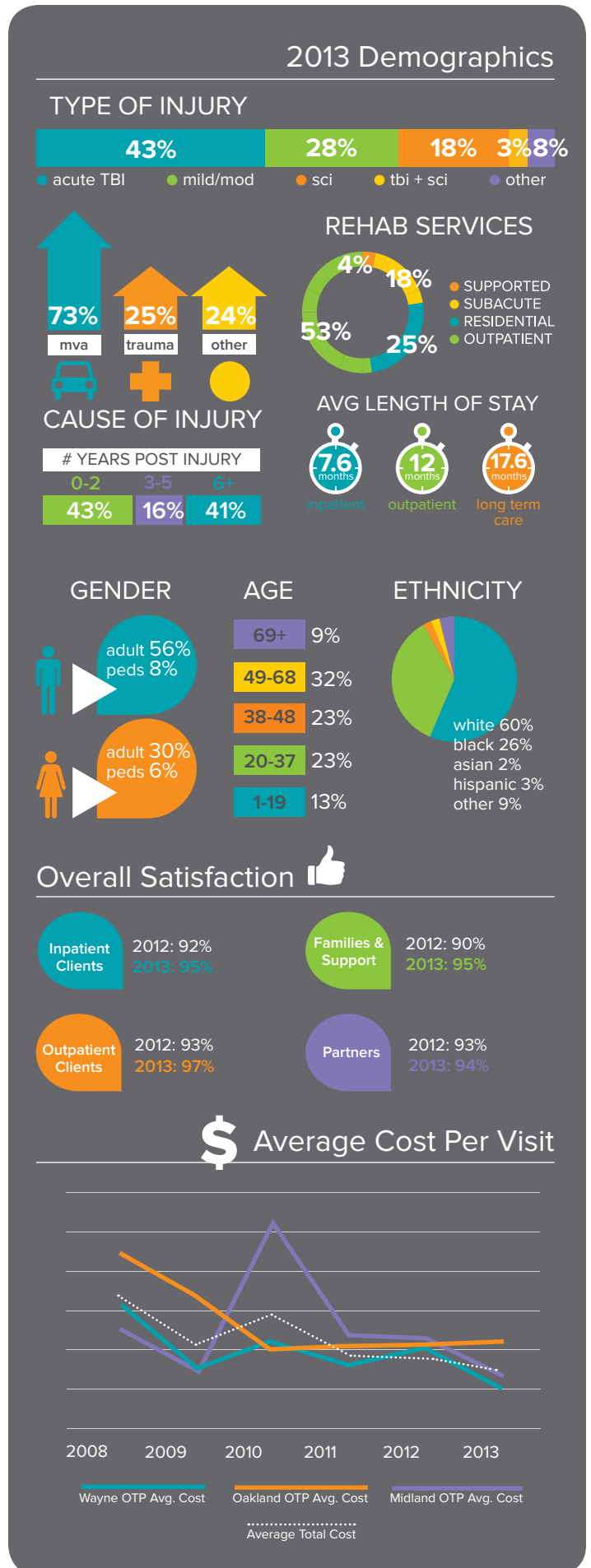
- In 2013, all vocational clients showed an overall average 8% improvement in their progress measures, with the greatest gains in Job Mastery and Job Satisfaction.
- Also In 2013, we had 100% community placement rate for all clients appropriate for this service.

**COST OF TREATMENT**

By focusing on efficiencies, we reduced the cost of treatment in 2013 while still maintaining high quality and effective therapy treatment. We achieved this cost reduction despite a necessary rate increase and an increase in the severity of injuries (see “Average Cost Per Visit 2013” table to the right).

**AWARDS & ACCREDITATIONS**

With a long list of accreditations and awards, Special Tree is strongly committed to delivering the highest quality care to our clients. Special Tree’s programs and services have earned accreditation by CARF International, and the our subacute program is accredited by the Joint Commission. In 2013, Special Tree earned its fourth consecutive recognition as one of the best places to work in Michigan by the *Detroit Free Press*. The annual Top Workplaces list recognizes the top 100 Michigan companies to work for and is based entirely on how employees feel about their workplace. Special Tree is also a recipient of the Michigan Quality Leadership Award from the Michigan Quality Council, the state’s highest recognition for performance excellence.



## NEW DEVELOPMENTS

Providing the highest quality programs and services ensures the most successful outcomes for our clients. Our focus on performance excellence, evidence-based practices, and improving our clients quality of life resulted in many important enhancements to our facilities, clinical programs, and technology in 2013.

### Facilities

Our new 1,700 square foot therapeutic greenhouse at our NeuroCare Campus opened in September 2013 to rave reviews from clients and staff. Clients garden year-round for therapy, recreation, vocational rehabilitation, and relaxation. Smaller scale facility improvements also had a big impact. An indoor clubhouse was constructed by our maintenance team at Troy Neuro Skills Center to provide therapeutic play for our younger pediatric clients.

### Programs and Services

Special Tree strives to provide outcome oriented rehabilitation services to help clients achieve goals for recovery and well-being. In 2013, clients participated in a new fitness program to improve strength and enhance social interactions. Clients also participated in Special Tree's new adaptive kayaking program facilitated by our Recreational Therapy team who completed an intensive two-day adaptive kayaking certification. More clients benefited from our Vision Therapy program in 2013 to improve visual skills and processing. Under the direction of Dr. Dana Haba, FCOVD, vision therapy continues to help clients experience quicker results in physical and occupational therapy treatments. In 2013, Community Rehabilitation Services added a unique job training opportunity to their summer vocational program for teen clients through our Discover Summer program. During the 10-week summer program, clients learned valuable work skills by refurbishing an old sailboat, which successfully "set sail" at the end of the summer. Adult clients in our creative arts vocational program continue to sell their work in the community

### Technology

In 2013, we continued our focus on technology improvements to optimize the acquisition, storage, retrieval, and use of information in care and rehabilitation. We successfully completed the second year of a three-year implementation plan for our new electronic health records system "Answers on Demand" which is scheduled to launch in October of 2014. Another significant technology improvement was providing new workstations for staff company-wide.

## ADMITTING DIAGNOSES

As a neurorehabilitation program, we serve clients with:

- Traumatic Brain Injury (TBI)
- Spinal Cord Injury (SCI)
- Neurological and orthopedic conditions

Please call us to discuss other possibilities.



## OUR TEAM OF PROFESSIONALS

Our team and services include, but is not limited to those shown here. Please call us to discuss other possibilities.

- Physician Services and Skilled Nursing, including Respiratory, Vent, Trach, and Wound Care
- All Therapies: Occupational, Physical, Speech, Recreational, Social Work, Psychology, Massage, Vision, Restorative, Transitional Education, and Dietary
- Subacute, Postacute, Long-Term Care, Inpatient, Outpatient, Residential, Supported Independent Living, Day Treatment, Vocational, Sheltered Workshop, Children's, Respite, Hospice
- Community Reintegration including social activities, shopping, sports, outings, hobby and vocational training, vacations, transportation, and use of electronic technology, Case and Program Management

## INSURANCE CONSIDERATIONS

Special Tree accepts a wide variety of insurance including Auto No Fault, Worker's Compensation, and a variety of health and accident insurances. Please contact our staff for questions about coverage or to discuss other possibilities.



**special tree**<sup>®</sup>

Brain + Spinal Cord Injury Rehabilitation

Special Tree Rehabilitation System  
10909 Hannan Rd.  
Romulus, MI 48174-1383  
800-648-6885 Tel

For referrals please contact:  
734-893-1046 | jackrichert@specialtree.com

[www.specialtree.com](http://www.specialtree.com)



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