Rehabilitation Institute

Outcomes | 2007
Patients First
Quality counts when referring patients to hospitals and physicians, so Cleveland Clinic has created a series of Outcomes books similar to this one for many of its institutes. Designed for a healthcare provider audience, the Outcomes books contain a summary of our surgical and medical trends and approaches, data on patient volume and outcomes, and a review of new technologies and innovations.

Although we are unable to report all outcomes for all treatments provided at Cleveland Clinic — omission of outcomes for a particular treatment does not mean we necessarily do not offer that treatment — our goal is to increase outcomes reporting each year. When outcomes for a specific treatment are unavailable, we often report process measures that have documented relationships with improved outcomes. When process measures are unavailable, we report volume measures; a volume/outcome relationship has been demonstrated for many treatments, particularly those involving surgical technique.

Cleveland Clinic also supports transparent public reporting of healthcare quality data and participates in the following public reporting initiatives:

- Joint Commission Performance Measurement Initiative (www.qualitycheck.org)
- Centers for Medicare and Medicaid (CMS) Nursing Home Compare (www.Medicare.gov/NhCompare)

Our commitment to providing accurate, timely information about patient care is designed to help patients and referring physicians make informed healthcare decisions. We hope you find these data valuable. To view all our Outcomes books, visit Cleveland Clinic’s Quality and Patient Safety website at clevelandclinic.org/quality/outcomes.
Dear Colleague:

I am proud to present the 2007 Cleveland Clinic Outcomes books. These books provide information on results, volumes and innovations related to Cleveland Clinic care. The books are designed to help you and your patients make informed decisions about treatments and referrals.

Over the past year, we enhanced our ability to measure outcomes by reorganizing our clinical services into patient-centered institutes. Each institute combines all the specialties and support services associated with a specific disease or organ system under a single leadership at a single site. Institutes promote collaboration, encourage innovation and improve patient experience. They make it easier to benchmark and collect outcomes, as well as implement data-driven changes.

Measuring and reporting outcomes reinforces our commitment to enhancing care and achieving excellence for our patients and referring physicians. With the institutes model in place, we anticipate greater transparency and more comprehensive outcomes reporting.

Thank you for your interest in Cleveland Clinic's Outcomes books. I hope you will continue to find them useful.

Sincerely,

Delos M. Cosgrove, MD
CEO and President
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Chairman’s Letter

The Cleveland Clinic Rehabilitation Institute is a unified organizational model that is unique in the United States. The Institute redefines “rehabilitation” in that it comprises the full spectrum of case management, home care, skilled nursing, rehabilitation and hospice care, in addition to home infusion pharmacy and home respiratory services. The Institute seeks to provide a seamless patient care experience when rehabilitation services are needed in the hospital and after discharge from the hospital to the community. We are pleased to present our third report highlighting our breadth of services, excellent satisfaction and superior patient clinical outcomes.

A primary focus in 2007 was to establish an Information Technology infrastructure in the Rehabilitation Institute to enhance connectivity with Cleveland Clinic Hospitals, physicians and others for timely exchange of patient and other relevant information. In addition, the enhancements in the IT infrastructure have had a positive impact on operational efficiencies and processes throughout the Rehabilitation Institute. The intent in the coming year is to leverage these tools fully and to seek new opportunities to improve patient and physician experience and clinical outcomes through the use of innovative technology.

All departments within the Rehabilitation Institute performed well in regulatory surveys this year and many received high accolades. In 2007, our Home Care agency was awarded Elite Status by Outcome Concept System based on excellence in the areas of quality and clinical patient outcomes. The Center for Rehabilitation received a perfect rating (zero findings) from The Joint Commission and the Ohio Department of Health (Medicare) in their respective surveys. The Department of Orthotics and Prosthetics got high scores from The Joint Commission on their first survey ever by this regulatory body. The Home Care Services Companies were fully accredited and received favorable feedback from Joint Commission surveyors in December 2007.

Our Physical Medicine and Rehabilitation (PM&R) Department continues to be nationally recognized as one of the top rehabilitation departments in the country. Our highly skilled physicians are internationally recognized for their expertise and research. The PM&R Department moved up in the U.S. News & World Report rankings in 2007 to number 20 nationally, the number 2 ranking in Ohio.

Timely, high-quality, integrated rehabilitation and post-acute services are essential in smoothing the transition of patients from the hospital back into the community. Our Institute will continue to strive to develop and expand Centers of Excellence and programs and services to improve outcomes for all our patients, now and in the future.

Declan Walsh, MD
Chairman, Rehabilitation Institute
Institute Overview

Rehabilitation Institute

In the Cleveland Clinic Rehabilitation Institute, our goals are a seamless care experience, independence in daily function and the highest quality of life for patients disabled by illness or injury in any organ system.

Our departments, programs and services are organized to streamline care, from the point of entry in the hospital through discharge home or to the next venue of care in the community. This unique, integrated model is central to our patient-focused approach.

Rehabilitation Institute physicians, physical and occupational therapists, speech/language pathologists, pharmacists, respiratory therapists, social workers, vocational rehabilitation counselors, art and music therapists, nurses, case managers, prosthetists, orthotists and other providers combine their specialized skills to assess and treat adult and pediatric patients across the continuum of care.

Our rehabilitation professionals leverage their knowledge and expertise continuously to measure quality outcomes; identify and adopt best practices; achieve clinical excellence; research and develop innovations; and educate patients, caregivers and health professionals.

Case Management Department. Our RN Case Managers facilitate patient discharge to home or to the most appropriate post-acute venue. They collaborate with patients, families, the multidisciplinary care team, post-acute providers and insurance companies to ensure patient safety and well-being.

Center for Rehabilitation. This 59-bed, skilled nursing facility on Cleveland Clinic's main campus offers comprehensive interdisciplinary sub-acute care in a restraint-free setting. Staff members specialize in postoperative care after open heart surgery, joint and spinal reconstruction, organ transplantation, limb amputation or esophagectomy. They also provide complex wound and ostomy care. The Center offers rehabilitation with close medical supervision for patients suffering strokes or who have renal and heart failure, chronic pulmonary diseases, serious infections, and digestive diseases requiring total parenteral nutrition. They care for cancer patients receiving anti-tumor treatments. Many patients are frail and elderly, and rehabilitation improves their functional status sufficiently to allow them to live independently.

Department of Physical Medicine and Rehabilitation. Cleveland Clinic has a long history of excellence and innovation in rehabilitation following an illness or injury. Our physicians are medical directors for more than 56 acute inpatient rehabilitation beds throughout Greater Cleveland, and provide consulting services in the inpatient, outpatient and sub-acute settings at all Cleveland Clinic hospitals.

Physical and Occupational Therapy. Comprehensive therapy in the inpatient, outpatient and sub-acute settings at our main campus include specialized areas such as Back and Neck Rehabilitation, Musculoskeletal Rehabilitation, Balance and Vestibular Rehabilitation, Return-to-Driving Therapy, Return-to-Work Services, Wheelchair and Seating Clinic, Aquatic Therapy, Pelvic Floor Rehabilitation, Pediatric Rehabilitation and Neurological Rehabilitation, and a Hand and Upper Extremity Clinic.
Orthotics and Prosthetics Services. Cleveland Clinic’s 6,000-square-foot Orthotics and Prosthetics Center has in-house facilities for prosthetic design, thermoforming and lamination, and cast modification. Our nationally certified, state-licensed clinicians are integral to our rehabilitation program and share adjacent space with specialists in rehabilitative engineering, prototype design and testing, and gait analysis, as well as physical and occupational therapists.

Vocational Rehabilitation Services. Licensed vocational counselors provide key support for patients in Cleveland Clinic’s Return to Work Services, Occupational Rehabilitation Program, Chronic Pain Management Program, and Alcohol and Drug Recovery Center, and collaborate with specialists throughout Cleveland Clinic.

Research. Our commitment to research and to advancing mobility, support and transportation for disabled individuals complements our clinical and educational programs. Rehabilitation Technology Section and Laboratory of Neuromuscular Physiology staff produce original research and work with clinical areas to design and fabricate assistive devices. These devices enhance function, improve work performance and increase comfort for patients across the Cleveland Clinic Hospitals.

Cleveland Clinic Home Care. An array of skilled specialists educates and assists patients in 14 Northeast Ohio counties: Ashtabula, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit and Trumbull. They perform assessments and collaborate with physicians on education and treatment plans that help patients maintain independent lifestyles through safe, high-quality care delivered in the comfort of home.

Our highly skilled Home Care team includes registered nurses, medical social workers, home health aides, dietitians, and physical, occupational and speech therapists. Their services include:

- management of cardiac conditions, education by certified diabetes educators, infusion therapy, care by certified wound and ostomy nurses, and medical nutritional therapy
- care for pregnancy-related conditions managed at home, and postpartum home visits for mothers and newborns
- pediatric care by registered nurses in the form of assessments, infusions, wound care and medication instruction for newborns through 18-year-olds
- therapy services, including our innovative post-orthopaedic surgery program, and treatment plans developed by certified geriatric rehabilitation specialists
- behavioral health care by registered nurses who specialize in psychiatric nursing

1,582,015
Number of miles driven in 2007 by Home Care staff
Hospice of Cleveland Clinic. Here, expert, comprehensive care is coupled with emotional, psychosocial and spiritual support for patients with life-threatening diseases and their families. The goal is optimal end-of-life care that emphasizes comfort rather than cure; the family, and not just the patient; and quality, rather than duration, of life.

More than 90 dedicated support professionals, including the primary physician, palliative care physicians, hospice registered nurses, medical social workers, chaplains, home health aides and volunteers, collaborate with each other and with patients and families to develop the best plan of care.

Patients who cannot remain at home will find a comfortable, serene, homelike atmosphere in our residential hospice facilities. Hospice of Cleveland Clinic at the Renaissance, in Olmsted Township, opened in 2002, and our South Pointe Hospital facility opened in 2007. They offer:

- residential care, where the facility becomes the patient’s home
- respite care to provide a break for caregivers
- general inpatient care when symptoms cannot be managed at home

As part of the healing process after a loved one passes away, bereavement specialists offer emotional support in a caring environment with others who share a similar experience. Bereavement support meetings, a six-week bereavement education series, and bereavement volunteers provide understanding and encouragement for families. Our semi-annual Remembrance Service at the Cleveland Botanical Gardens allows families and friends to celebrate loved ones.

Home Infusion Pharmacy. Serving patients in seven states – Florida, Kentucky, Michigan, New York, Ohio, Pennsylvania and West Virginia – our state-of-the-art clean room and pharmacy in Independence, Ohio, compounds and dispenses parenteral medications, specialty medications and customized nutrition solutions. The goal is to ensure safe home infusion of medicines for digestive diseases, infections, cancer, multiple sclerosis, chronic pain syndromes and other conditions through clinical monitoring, education and structured follow-up. Centralized processing ensures maximum integrity, quality control and coordinated delivery.

Home Respiratory Therapy. Our staff are licensed in Ohio to provide home oxygen therapy, BiPAP and CPAP, nebulizer machines, medications and other services/products for patients with pulmonary disease, sleep apnea and restrictive airway disease. We combine the appropriate technology with patient education and structured follow-up. All patients on oxygen and all sleep apnea patients have scheduled visits or phone follow-up with a licensed respiratory therapist.
Key Rehabilitation Institute Statistics

Case Management

Where We Discharged Patients

56,811
Number of post-acute placements by the Case Management Department in the state of Ohio

39
Number of states to which patient discharges were arranged by Case Managers
Center for Rehabilitation

Number of referrals to Center for Rehabilitation = 2,143  
Source: Extended Care Information Network (ECIN)

Total Patient Days = 18,268  
Source: TSI

Post-Acute Care referrals (including transports and DME) = 24,401  
Source: ECIN

Discharge Disposition

70% Home
8% Skilled Nursing Facility
9% Acute Hospital
1% Acute Rehab
9% Emergency Department
2% Other
0% Expired
Department of Physical Medicine and Rehabilitation

Physician Outpatient Visits = 5,045
Physical Therapy Outpatient Visits = 24,927
Occupational Therapy Outpatient Visits = 9,455
  (includes Hand and Upper Extremity Center at Main Campus only)
Orthotics and Prosthetics Outpatient Visits = 7,546
Return to Work Services Outpatient Visits = 1,539

Cleveland Clinic Home Care

Total Starts of Care = 16,336
Total Medicare Starts of Care = 7,053

Hospice of Cleveland Clinic

Total Starts of Care = 915
Average Daily Census: Home Program = 143
Average Daily Census: Renaissance = 9.4
Average Daily Census: South Pointe = 5.8

Cleveland Clinic Home Infusion Pharmacy

Starts of Care = 5,759
Number of Total Parenteral Nutrition (TPN) bags dispensed = 22,757
Doses of Community Parenteral Antibiotic Therapy (CoPAT) dispensed = 62,797

Cleveland Clinic Home Respiratory Therapy

Total Starts of Care (all therapies) = 1,920
Sleep Apnea Starts of Care = 452
Oxygen Starts of Care = 993
Average Patient Census (all therapies) = 2,058
Interventions

A continuous program of staff and patient education, policy enactment and procedural updates sustain the Center for Rehabilitation as a restraint-free facility.

New beds have patient alarms to alert staff to prevent patient falls.
Physical Medicine and Rehabilitation

Return to Work Services: Work Hardening

Back to Work indicates the percentage of patients who returned to work after completing the Work Hardening program.

Work Ready indicates the percentage of patients who, after completing the Work Hardening program, either returned to work, are undergoing a job search, are involved in education/training or are currently unemployed but capable of working.

Return to Work Services: Work Conditioning

Back to Work indicates the percentage of patients who returned to work after completing the Work Conditioning program.

Work Ready indicates the percentage of patients who, after completing the Work Conditioning program, either returned to work, are undergoing a job search, are involved in education/training or are currently unemployed but capable of working.

IMATCH - Outcome Study

The Interdisciplinary Method for the Assessment and Treatment of Chronic Headache (IMATCH) program was designed to address a long-standing need within the Headache & Pain Center and with headache generally. This program, in collaboration with the Neurological Institute, provides comprehensive multidisciplinary treatment for patients with headaches occurring more than four times per week who also experience significant functional impairment as a consequence of their illnesses.

HDI = Headache Disability Index
DHI = Dizziness Handicap Index
NDI = Neck Disability Index

Outcome Instruments n=47
Cleveland Clinic Home Care

Improvement in Management of Oral Medications

Percent

Cleveland Clinic
National Average
Home Health Compare*

Improvement in Dyspnea

Percent

Cleveland Clinic
National Average
Home Health Compare*

Improvement in Ambulation

Percent

Cleveland Clinic
National Average
Home Health Compare*

*Medicare.gov/HHCompare
Cleveland Clinic Home Care

Percentage of Readmission to Hospital

<table>
<thead>
<tr>
<th>Year</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
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<tr>
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<td>0</td>
<td>0</td>
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</tbody>
</table>

- Cleveland Clinic
- National Average
- Home Health Compare*

Improvement in Transferring 2007

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
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<th>Jul</th>
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- Cleveland Clinic
- National Average
- Home Health Compare*

“Transferring: Ability to move from bed to chair, on and off toilet or commode, into and out of tub or shower, and ability to turn and position self in bed if patient is bedfast.”

OASIS Implementation Manual 1/2008
The Outcome and Assessment Information Set (OASIS)
http://www.cms.hhs.gov/OASIS/01_Overview.asp

*Medicare.gov/HHCompare
Hospice of Cleveland Clinic

Falls/1,000 Patient Days

Pain Reduction Below Four or at an Acceptable Level Within 48 Hours
Home Infusion Pharmacy

Pump Failures/1,000 Pump Days

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<thead>
<tr>
<th>Number</th>
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<tbody>
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2005 2006 2007

Home Respiratory Therapy

Oxygen Concentrators: Equipment Failure Rates

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<tr>
<th>Percent</th>
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<tbody>
<tr>
<td>2.0</td>
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<tr>
<td>1.5</td>
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<tr>
<td>0.5</td>
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2006 2007
N=2,748 N=4,164
We ask our patients about their experiences and satisfaction with the services provided by our staff. Although our patients are already indicating we provide excellent care, we are committed to continuous improvement.

**Center for Rehabilitation**

**Overall Rating of Care 2007**

**Would Recommend 2007**
Physical Medicine and Rehabilitation

PT/OT and Orthotics/Prosthetics
Overall Rating of Care 2007

PT/OT and Orthotics/Prosthetics
Would Recommend Department 2007

PT/OT and Orthotics/Prosthetics
Would Return to Department 2007
Physical Medicine and Rehabilitation
Ambulatory Care
Overall Rating of Care 2007

Overall Rating of Provider Care 2007

Would Recommend Provider 2007
Cleveland Clinic Home Care

Overall Satisfaction 2007

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<thead>
<tr>
<th>Percent</th>
<th>Cleveland Clinic</th>
<th>National Benchmark</th>
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Hospice of Cleveland Clinic

Overall Family Satisfaction 2007

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<tr>
<th>Percent</th>
<th>Cleveland Clinic</th>
<th>National Benchmark</th>
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National Hospice and Palliative Care Organization (NHPCO)
Hospice of Cleveland Clinic

Right Amount of Medicine Received for Patient’s Pain 2007

One Nurse Identified in Charge of Patient Care Percent “Yes” 2007
Patient Received Unwanted Tests After Admission Percent “No” 2007

Death Occurred in Setting of Choice Percent “Yes” 2007
Cleveland Clinic Home Infusion Pharmacy

Patient Satisfaction: Would Use Again 2007

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Cleveland Clinic Home Respiratory Therapy

Patient Satisfaction: Would Use Again 2007
Rehabilitation Institute – Testimonials 2007

Notes from Our Patients

Center for Rehabilitation
“I want to thank everyone at the Rehab area. When I arrived, I could hardly walk. The physical and occupational therapist worked very hard with me, and they are to be credited for my fast recovery. I am walking a mile per day right now, and they are completely responsible for my quick recovery.”

Cleveland Clinic Home Care
“Having Lil in my life even for such a short time has been one of the best things I’ve ever had …. She helped me understand more about my handicap and showed me how to live life as normal as anyone else. She was like a mother to me. Thank you.”

“Quality of care was superb: A+. Kudos and thanks to my care providers: Rose and Betsy. Both are true pros as well as being compassionate. Congratulations to Cleveland Clinic Home Care for such high quality performance.”

Hospice of Cleveland Clinic
“Even with the help of my family, it was hard to manage everything when my father needed more care. I started feeling guilty because I work full-time and have a family of my own. The Cleveland Clinic hospice care team really helped. They ordered his prescriptions and made sure he was comfortable. They treated my father with dignity and respect. He passed away peacefully.”

Cleveland Clinic Home Respiratory Therapy
“Thank you for your excellent service. Your technicians, therapist and answering service were, first of all, so kind, plus very knowledgeable and very concerned that we understand exactly what each piece of equipment was for and how to use it properly.”

“At one point, they insisted we keep two large tanks, just in case. I personally thought it unnecessary. Then the ice storm hit and we were out of electricity for two days. Thanks to you all, I knew exactly how to connect the tanks.”
Innovations

**Center for Rehabilitation**
- Installation of a documentation system to track functional outcomes.
- Roll-out of computerized physician order entry and electronic medical record.
- Installation of an automated medication dispensing system on the nursing units to improve medication availability to patients.
- Implementation of new supplemental wound management therapies to improve wound healing time.
- Implementation of electronic method for Hand-Off Communication to patients transferred to the Emergency Department.

**Cleveland Clinic Home Care**

**Completion of Heart Failure Telehealth Pilot from May 15, 2007 - November 15, 2007**
- Fifty-two patients were monitored remotely in their home to measure weight, oxygenation, blood pressure and heart rate on a daily basis.
- Compliance with medication, diet, sodium and fluid intake, exercise, mobility, ability to do activities of daily living and the patient’s lifestyle were discussed.
- Changes which required clinical interventions were discussed with the case manager and the physician; skilled nursing visits were scheduled per usual protocol.
- For heart failure patients without Telehealth monitoring, the 30-day re-admission rate was 39%; the 30-day re-admission rate in the pilot group that received remote monitoring was less than 1%.

**Home Infusion Pharmacy**
- In the home environment, many patients and families are educated to perform a substantial amount of self-care or family care.
- Equipment used in this environment must be especially easy to learn, reliable and trouble-free.
- A new ambulatory infusion pump was chosen in 2007 to replace an aging fleet of ambulatory pumps.
- Our expectation was that pump-related incidents would decline over time as more new devices were issued to patients. The graph below indicates a significant reduction in the number of pump incidents per 1000 patient use days.

**Pump Failure Incident Density**

<table>
<thead>
<tr>
<th>Month</th>
<th>Pump Failure per 1000 HME rental days</th>
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<tr>
<td>1</td>
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<tr>
<td>11</td>
<td>0.4</td>
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<td>12</td>
<td>0.6</td>
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[Graph showing pump failure incident density from month 1 to month 12, indicating a significant reduction over time.]
Home Respiratory Therapy

- Implementation of full-access laptop computers for the clinical field-based staff
- Field clinicians document directly into the electronic chart with clinical updates, changes in status and transition notes.

Home Respiratory Therapy / Home Infusion Pharmacy

- Technology in delivery service for home infusion pharmacy and home respiratory therapy patients was expanded to maximize efficiency and responsiveness to patient and caregiver requests.
- All delivery technicians are linked to our dispatching center via a walkie-talkie phone and a GPS device.
- All vehicles can be tracked from computerized mapping software in the dispatch center. Delivery technicians are also provided with directional software which helps them locate patient homes.

Hospice of Cleveland Clinic

- Implemented concurrent and retrospective interdisciplinary case conferences as a learning/teaching methodology.
- Re-organized point-of-care staff orientation to modular experienced-based format to align with new documentation system.
- Developed new reporting format to increase patient safety for inpatient settings.

Information Technology

High-Speed Wireless Cards

- Home Health and Hospice clinicians were provided high-speed wireless cards for their point-of-care devices.
- Information regarding the patient’s recent hospital stay is readily available.
- Clinicians are able to access and update the patient’s record from the point of care.
- This capability has improved the transition of patient care from the acute to post-acute setting.

Physical Medicine and Rehabilitation

- Collaborated with the Medicine and Nursing Institutes to develop a best-practice method of screening and treating community-dwelling elderly who are at risk for falls and injuries. This project optimizes use of the electronic medical record to match patients with an appropriate level of intervention.
Journal Articles


Baker P. Driver rehabilitation assessing the older driver. *OT Practice.* 2007 May;12(9):10-16.


**Book Chapters**


Staff Listing

**Chairman**
Declan Walsh, MD, MSc, FACP, FRCP (Edin)

**Institute Administrator**
Darlene B. Zakrajsek, PT, MS

**Physical Medicine and Rehabilitation**
Frederick S. Frost, MD, Vice-Chairman, Quality Review Officer, Rehabilitation Institute
Deborah A. Venesy, MD, Vice Chairman
Juliet Hou, MD
Anantha Reddy, MD
Steven Reger, PhD
Kalyani Shah, MD
Wlodzimierz Siemionow, PhD
Guang Yue, PhD
Christopher Piel, CO, Director of Rehabilitation Services
Sung Choe, RN, BSN, CRRN, MBA, Administrator

**Center for Rehabilitation**
Michael E. Felver, MD, Medical Director
Kristin Carlin, DO
Raghavendar Allareddy, MD
Daniel H. Blechschmid, LNHA, MHA, Administrator

**Cleveland Clinic Home Care**
Cynthia Vunovich, RN, BSN, Administrator

**Hospice of the Cleveland Clinic**
Erin Newton, MD, Medical Director
K. Mitchell Russell MD, Associate Medical Director
Barbara Volk, RN, MBA, Administrator

**Home Infusion Therapy**
Thomas F. Keys, MD, Medical Director
Donald Carroll, RPh, Administrator

**Home Respiratory Therapy**
Donald Carroll, RPh, Administrator

**Finance and Business Development**
Jessica Korman, MNO, Director

**Information Technology**
Musood Pirzada, BS, MS, Director

**Case Management**
Cheryl Adams, RN, BA, ACM, CPHQ, Director

**Quality, Accreditation and Compliance**
Dorothy Reagan, RN, BSN, CCM, Assistant Director
Contact Information

General Patient Referral
24/7 hospital transfers or physician consults
800.553.5056

Center for Rehabilitation

Center for Rehabilitation Appointments/Referrals
216.445.3976 or 800.223.2273, ext. 53976
Fax: 216.444.0707

Physical Medicine and Rehabilitation

Rehabilitation Physiatrist Appointments/Referrals
216.445.7342 or 800.223.2273, ext. 57342

Physical/Occupational Therapy Appointments/Referrals
Adults: 216.445.8000 or 800.223.2273, ext. 58000
Pediatrics: 216.444.6572 or 800.223.2273, ext. 46572

Return to Work Services Appointments/Referrals
216.444.WORK or 800.223.2273, ext. 49675

Orthotics and Prosthetics Appointments/Referrals
216.445.9000 or 800.223.2273, ext. 59000

On the Web at clevelandclinic.org/rehab

Cleveland Clinic Home Care Services

Cleveland Clinic Home Care
Ohio Counties Served: Ashtabula, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit and Trumbull counties
216.444.HOME (4663) or 800.263.0403
Fax: 216.447.8609

Hospice of Cleveland Clinic
Ohio Counties Served: Cuyahoga, Lorain, Lake, Medina and northern Summit counties
216.444.9819 or 800.263.0403
Fax: 216.520.1973

Cleveland Clinic Home Infusion Pharmacy
States Served: Florida, Kentucky, New York, Ohio, Pennsylvania and West Virginia
216.636.8700, 216.444.HOME (4663) or 800.263.0403
Fax: 216.636.8875

Cleveland Clinic Home Respiratory Therapy
Ohio Counties Served: Cuyahoga, Geauga, Lake, Lorain, Medina, Portage and Summit counties
216.444.HOME (4663) or 800.263.0403
Fax: 216.636.8296

On the Web at clevelandclinic.org/homecare

On the Web at clevelandclinic.org/rehab
Contact Information

General Information
216.444.2200

Hospital Patient Information
216.444.2000

Patient Appointments
216.444.2273 or 800.223.2273

Special Assistance for Out-of-State Patients
Complimentary assistance for out-of-state patients and families
800.223.2273, ext. 55580, or email medicalconcierge@ccf.org

International Center
Complimentary assistance for international patients and families
800.884.9551 or 001.631.439.1578 or visit clevelandclinic.org/ic

Cleveland Clinic in Florida
866.293.7866

For address corrections or changes, please call 800.890.2467

Institute Locations

Main Campus
9500 Euclid Ave.
Cleveland, OH 44195

Cleveland Clinic Home Care Services
Headquarters
6801 Brecksville Road, Suite 10
Independence, OH 44131-5058
Cleveland Clinic Overview

Cleveland Clinic, founded in 1921, is a nonprofit multispecialty academic medical center that integrates clinical and hospital care with research and education. Today, 1,800 Cleveland Clinic physicians and scientists practice in 120 medical specialties and subspecialties, annually recording more than 3 million patient visits and more than 70,000 surgeries.

In 2007, Cleveland Clinic restructured its practice, bundling all clinical specialties into integrated practice units called institutes. An institute combines all the specialties surrounding a specific organ or disease system under a single roof. Each institute has a single leader and focuses the energies of multiple professionals onto the patient. From access and communication to point-of-care service, institutes will improve the patient experience at Cleveland Clinic.

Cleveland Clinic’s main campus, with 37 buildings on 140 acres in Cleveland, Ohio, includes a 1,000-bed hospital, outpatient clinic, specialty institutes and supporting labs and facilities. Cleveland Clinic also operates 14 family health centers; eight community hospitals; two affiliate hospitals; a 150-bed hospital and clinic in Weston, Fla.; and health and wellness centers in Palm Beach, Fla., and Toronto, Canada. Cleveland Clinic Abu Dhabi (United Arab Emirates), a multispecialty care hospital and clinic, is scheduled to open in 2011.

At the Cleveland Clinic Lerner Research Institute, hundreds of principal investigators, project scientists, research associates and postdoctoral fellows are involved in laboratory-based research. Total annual research expenditures exceed $150 million from federal agencies, non-federal societies and associations, and endowment funds. In an effort to bring research from bench to bedside, Cleveland Clinic physicians are involved in more than 2,400 clinical studies at any given time.

In September 2004, Cleveland Clinic Lerner College of Medicine of Case Western Reserve University opened and will graduate its first 32 students as physician-scientists in 2009.

Cleveland Clinic is consistently ranked among the top hospitals in America by U.S. News & World Report, and our heart and heart surgery program has been ranked No. 1 since 1995.

For more information about Cleveland Clinic, visit clevelandclinic.org.

Online Services

eCleveland Clinic

eCleveland Clinic uses state-of-the-art digital information systems to offer several services, including remote second medical opinions to patients around the world; personalized medical record access for patients; patient treatment progress for referring physicians (see below); and imaging interpretations by our subspecialty trained radiologists. For more information, please visit eClevelandClinic.org.

DrConnect

Online Access to Your Patient’s Treatment Progress

Whether you are referring from near or far, DrConnect can streamline communication from Cleveland Clinic physicians to your office. This online tool offers you secure access to your patient’s treatment progress at Cleveland Clinic. With one-click convenience, you can track your patient’s care using the secure DrConnect website. To establish a DrConnect account, visit eClevelandClinic.org or email drconnect@ccf.org.

MyConsult

MyConsult Remote Second Medical Opinion is a secure online service providing specialist consultations and remote second opinions for more than 600 life-threatening and life-altering diagnoses. The MyConsult service is particularly valuable for people who wish to avoid the time and expense of travel. For more information, visit eClevelandClinic.org/myconsult, email eClevelandClinic@ccf.org or call 800.223.2273, ext 43223.
Cleveland Clinic

9500 Euclid Avenue, Cleveland, OH, 44195

Cleveland Clinic is a nonprofit multispecialty academic medical center. Founded in 1921, it is dedicated to providing quality specialized care and includes an outpatient clinic, a hospital with more than 1,000 staffed beds, an education institute and a research institute.

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