

REHABILITATION SERVICE LINE SURVEY

Conducted by HFMA

Sponsored by Kindred Hospital Rehabilitation Services

September 2021

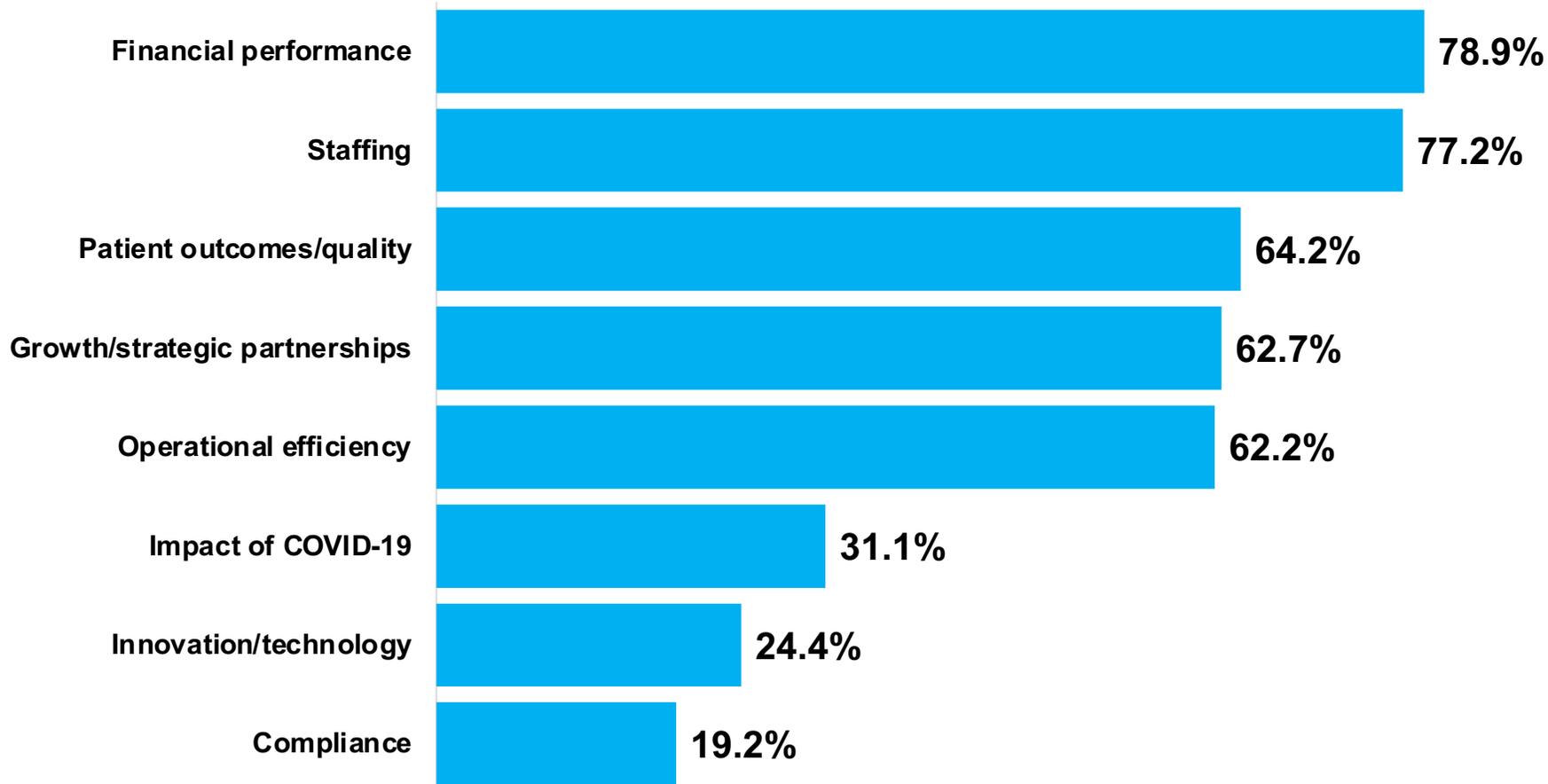


Overview

An online survey exploring planning, quality measurement, and challenges around rehabilitation service lines

- Open July 7, 2021- July 26, 2021
- 193 respondents

Q: What are the biggest areas of priority for your hospital?



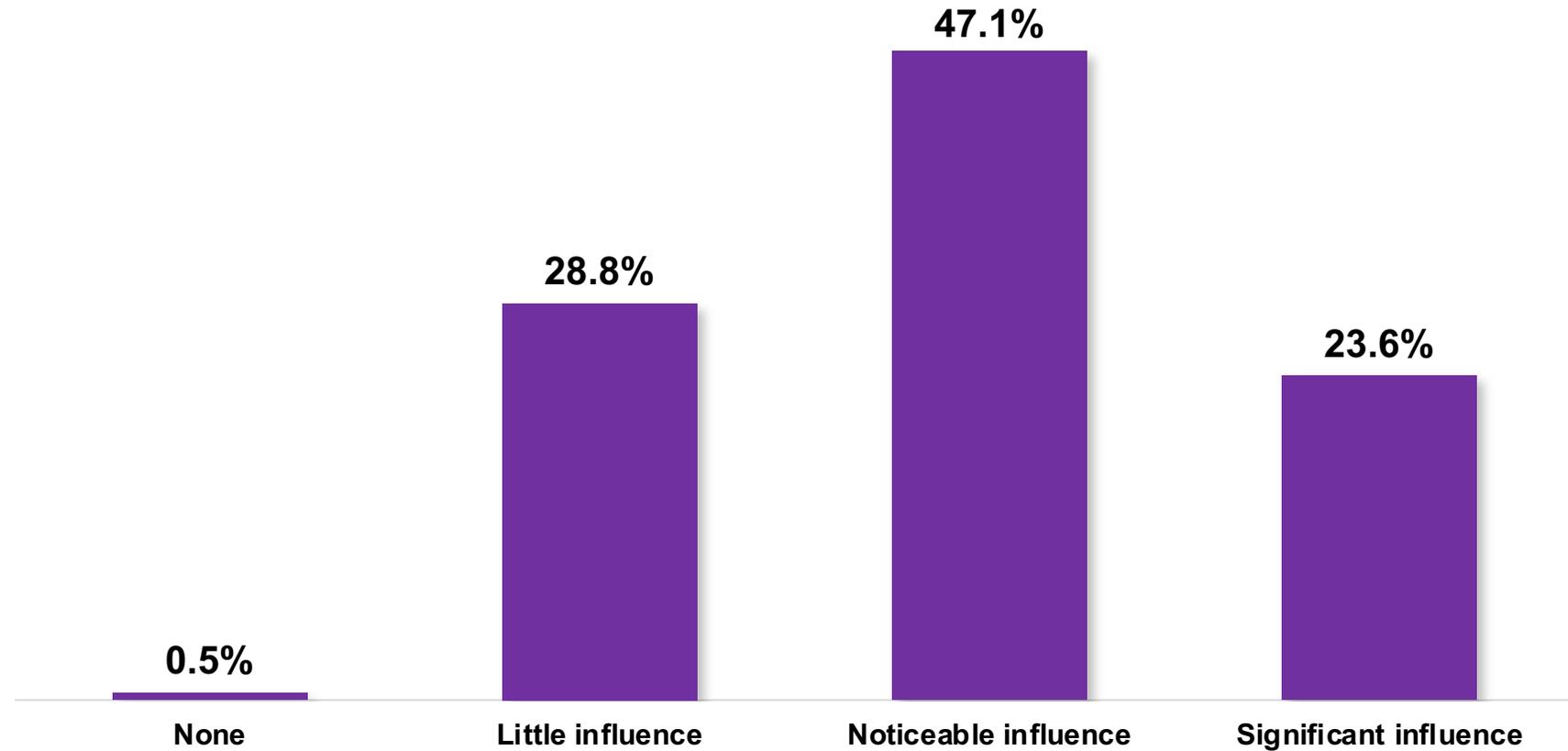
The top three priorities for hospitals:

1. Financial performance
2. Staffing
3. Patient outcomes

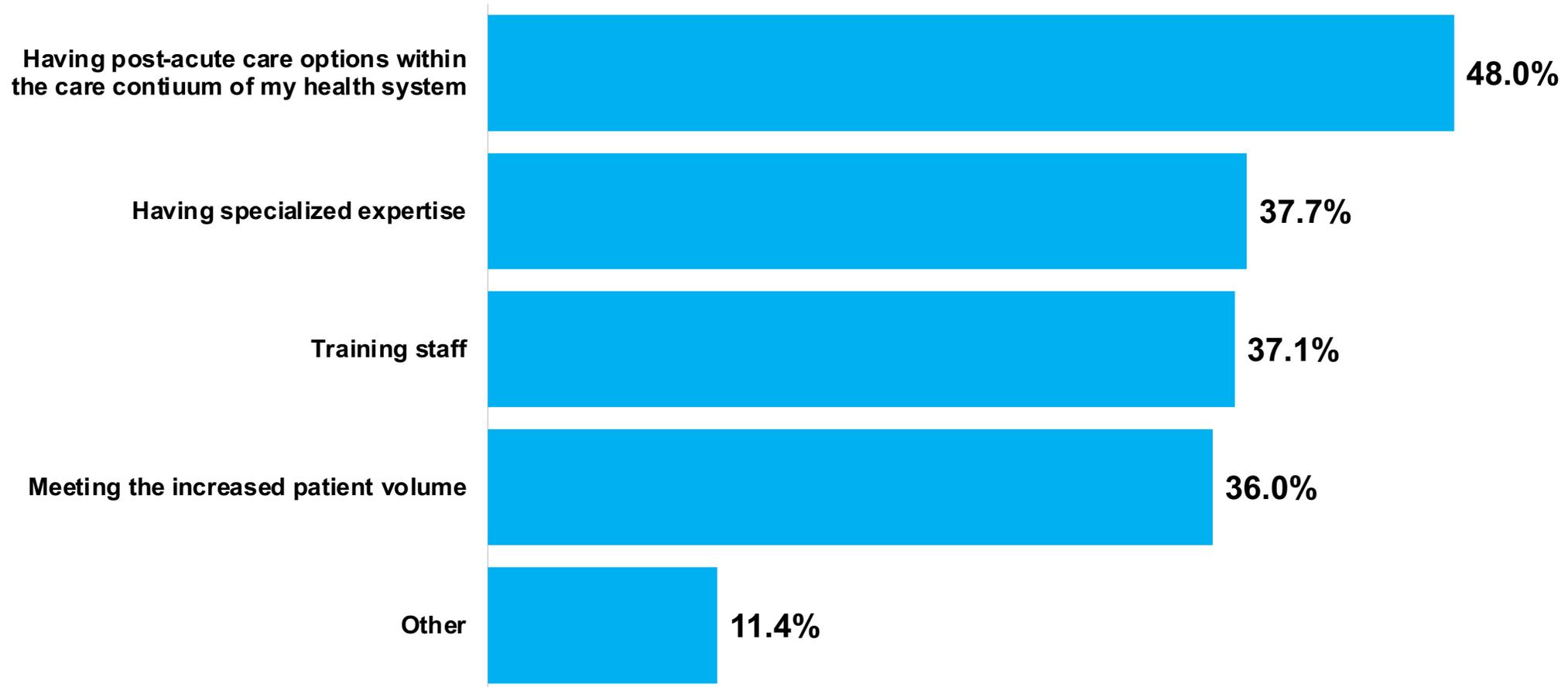
Q: How much of a role will COVID-19 play into your 2022 strategy?

71%

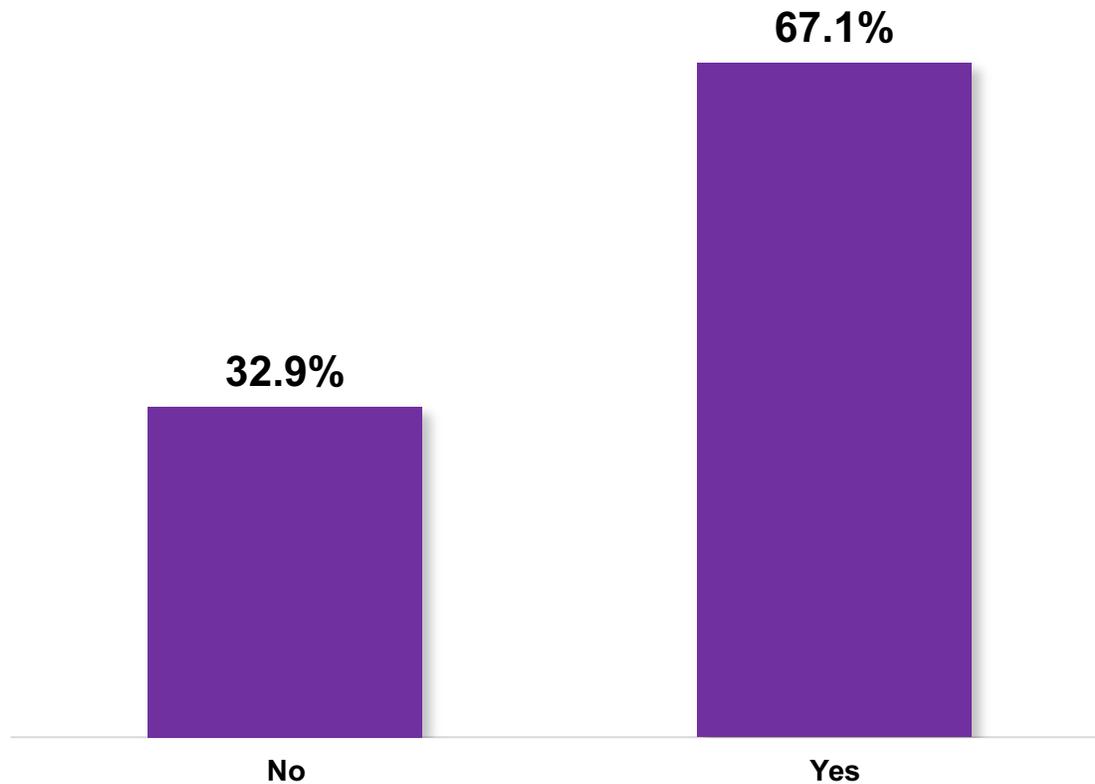
Survey respondents' say COVID-19 will play a noticeable or significant role in their strategy.



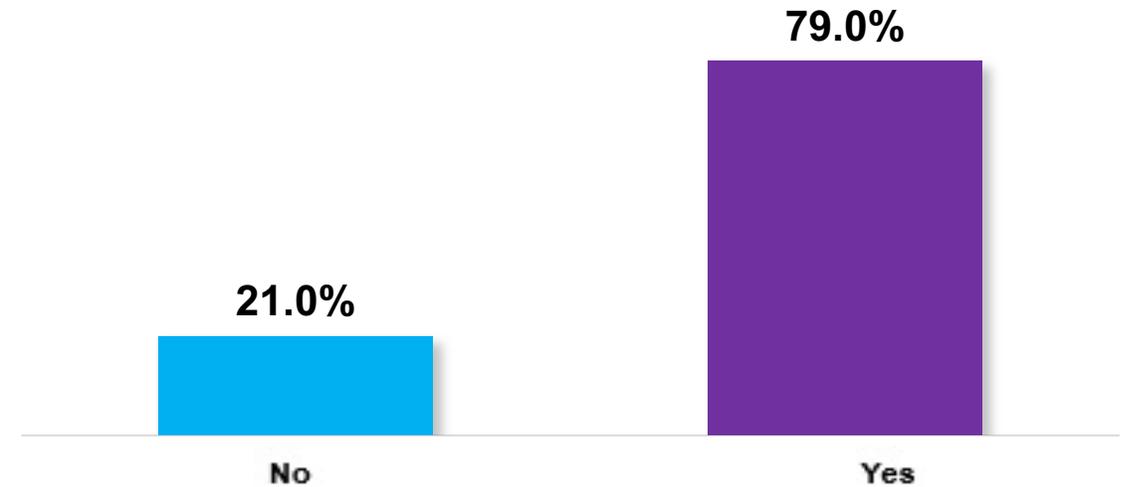
Q: What obstacles have you experienced when addressing medically complex patient needs?



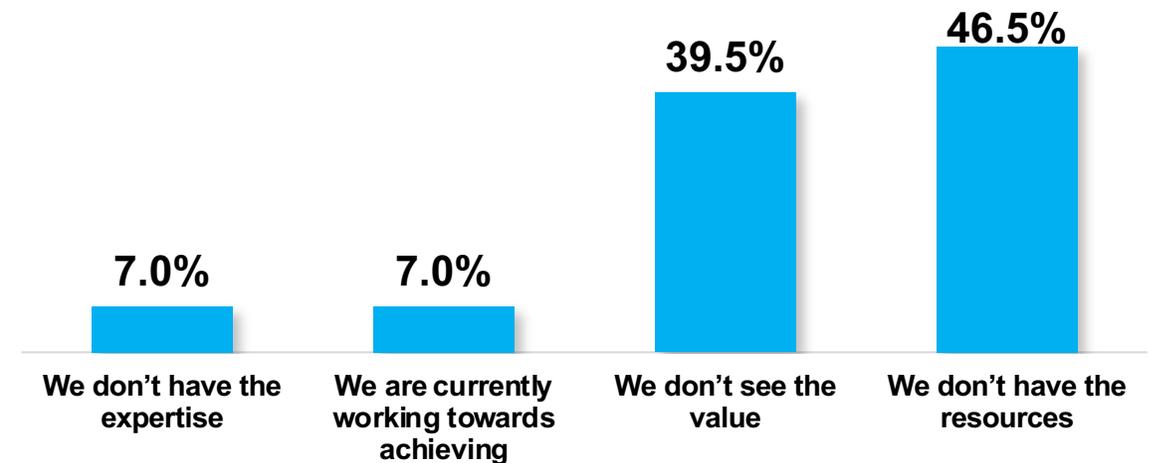
Q: Is your rehabilitation program CARF or Joint Commission accredited?



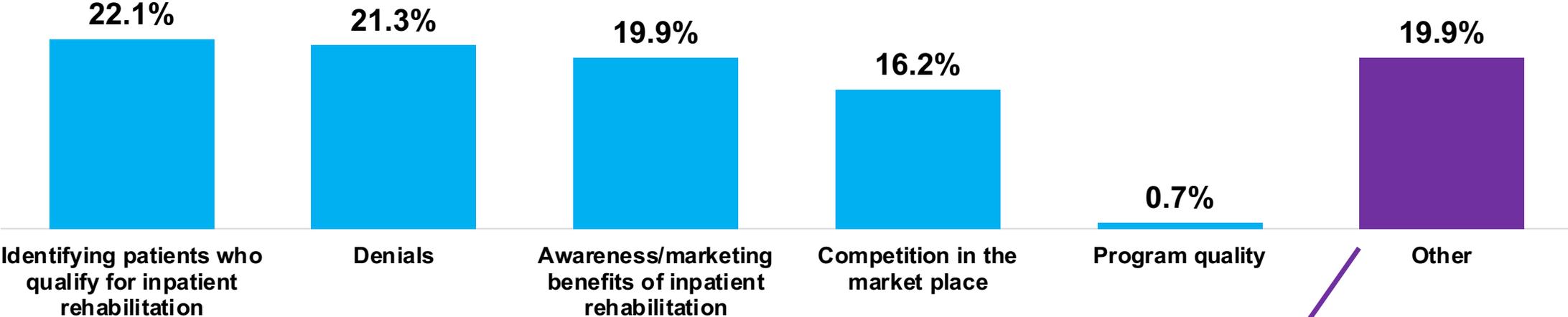
Q: Has being accredited helped improve quality of care at your facility?



Q: Reasoning for not being accredited.

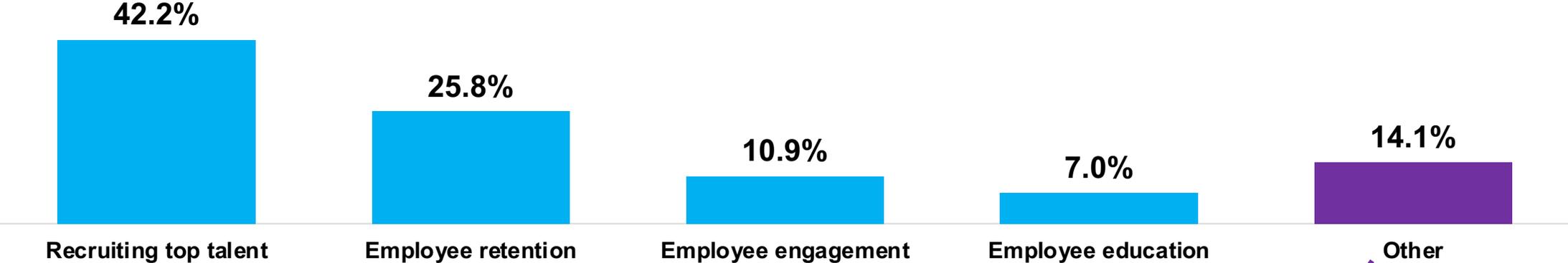


Q: What is your inpatient rehabilitation program's biggest obstacle to patient access?



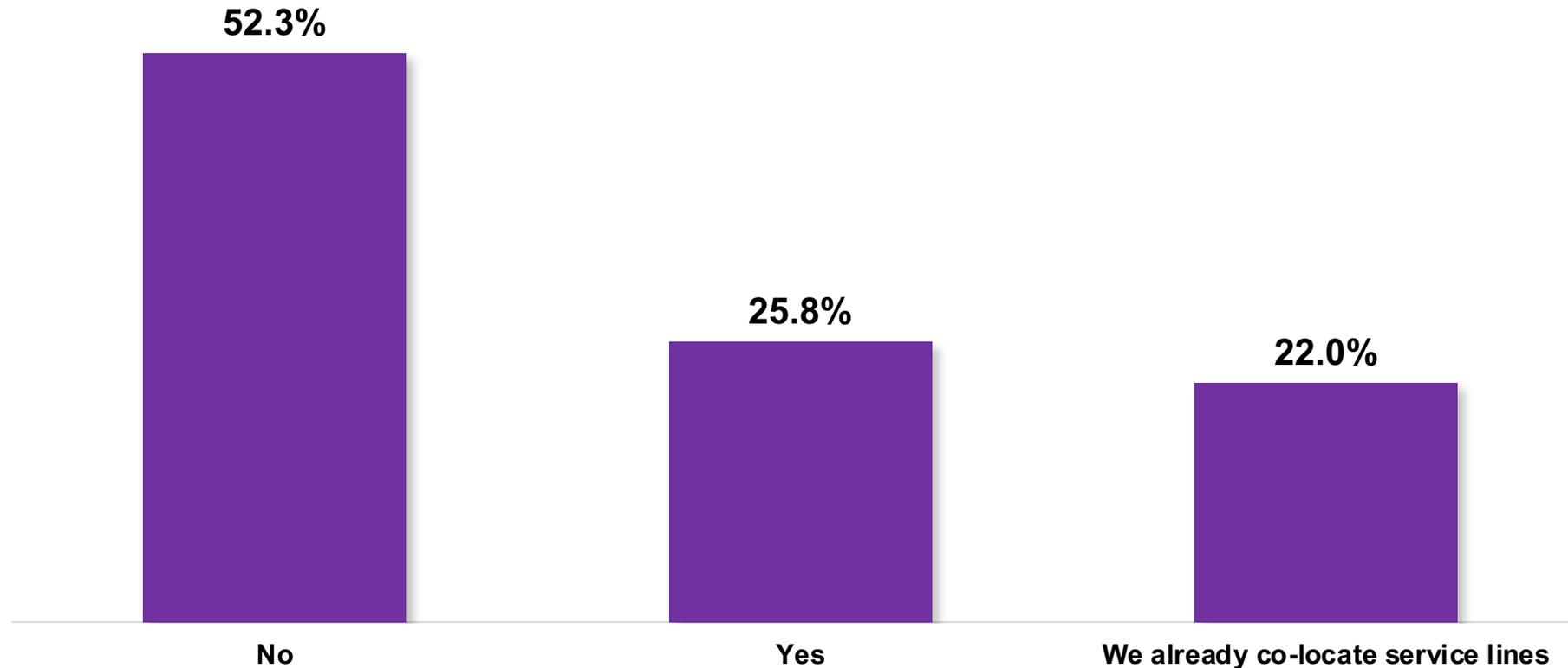
- Capacity in the unit
- Don't have an inpatient rehab program
- Not enough qualified staff
- Payer issues
- Operational challenges
- Insurance authorization
- Government restrictions

Q: What is your inpatient rehabilitation program's biggest obstacle around recruiting/staffing?



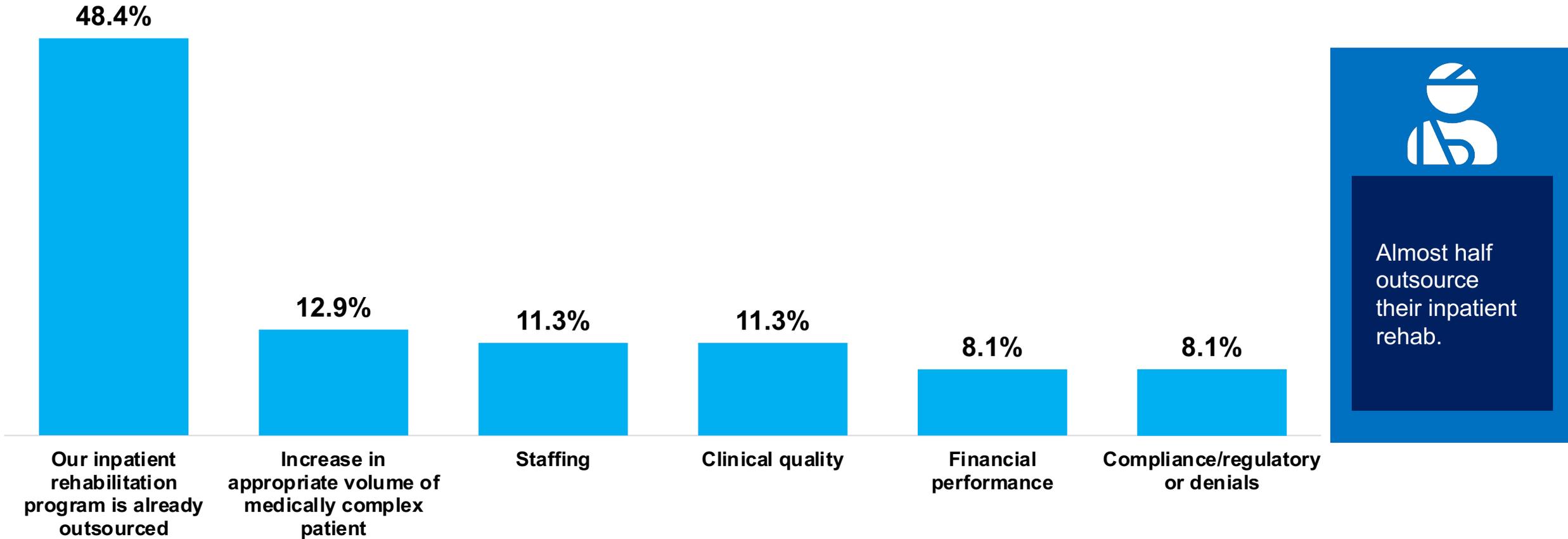
- Location
- Labor market
- Pay
- Capacity
- Attracting inpatient staff vs outpatient staff
- Specialty expertise
- Volume fluctuation

Q: Have you considered co-location of service lines (for instance, a behavioral health unit and acute rehabilitation unit sharing a building)?

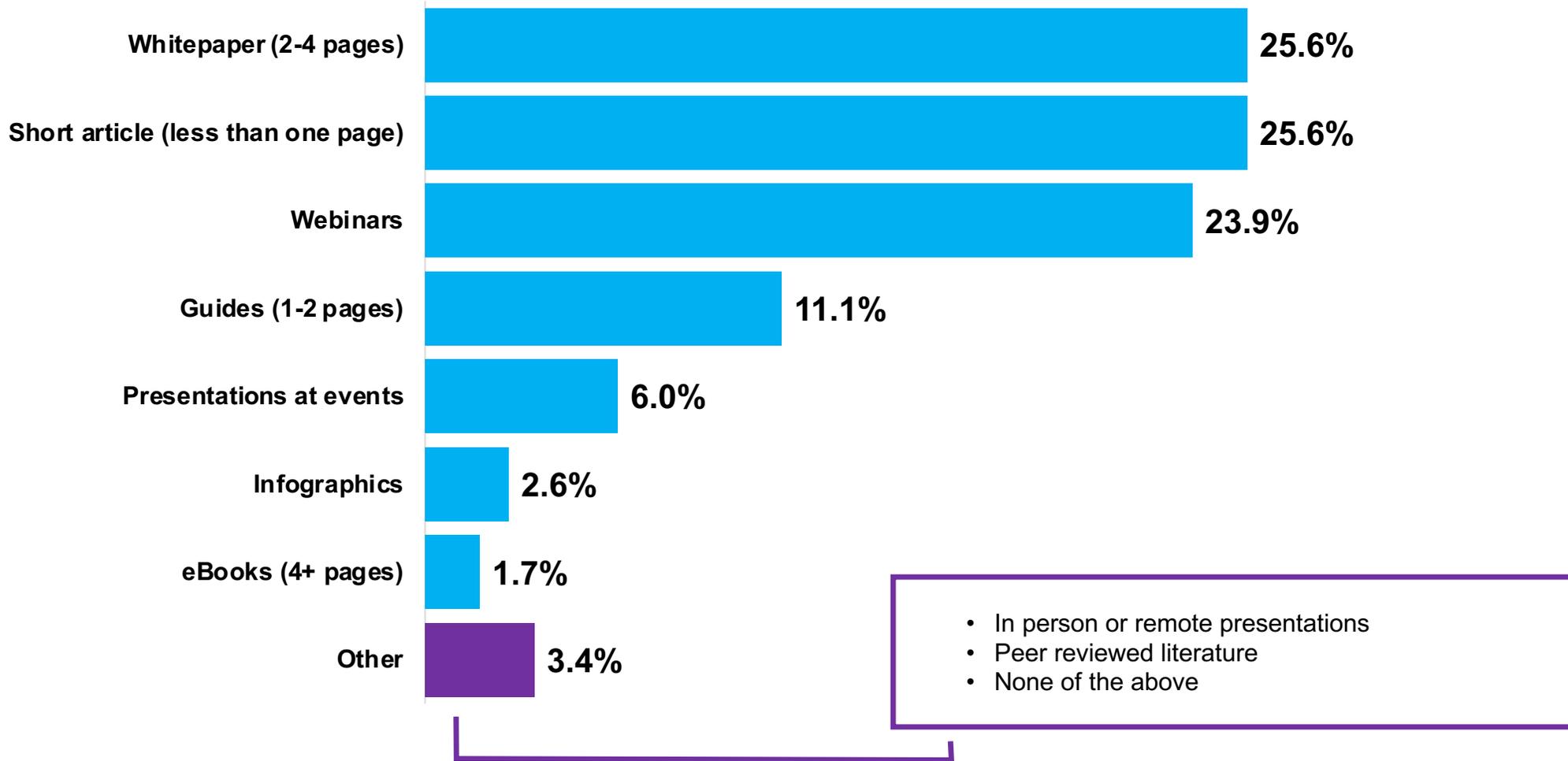


About half of respondents either already co-locate services or have considered it.

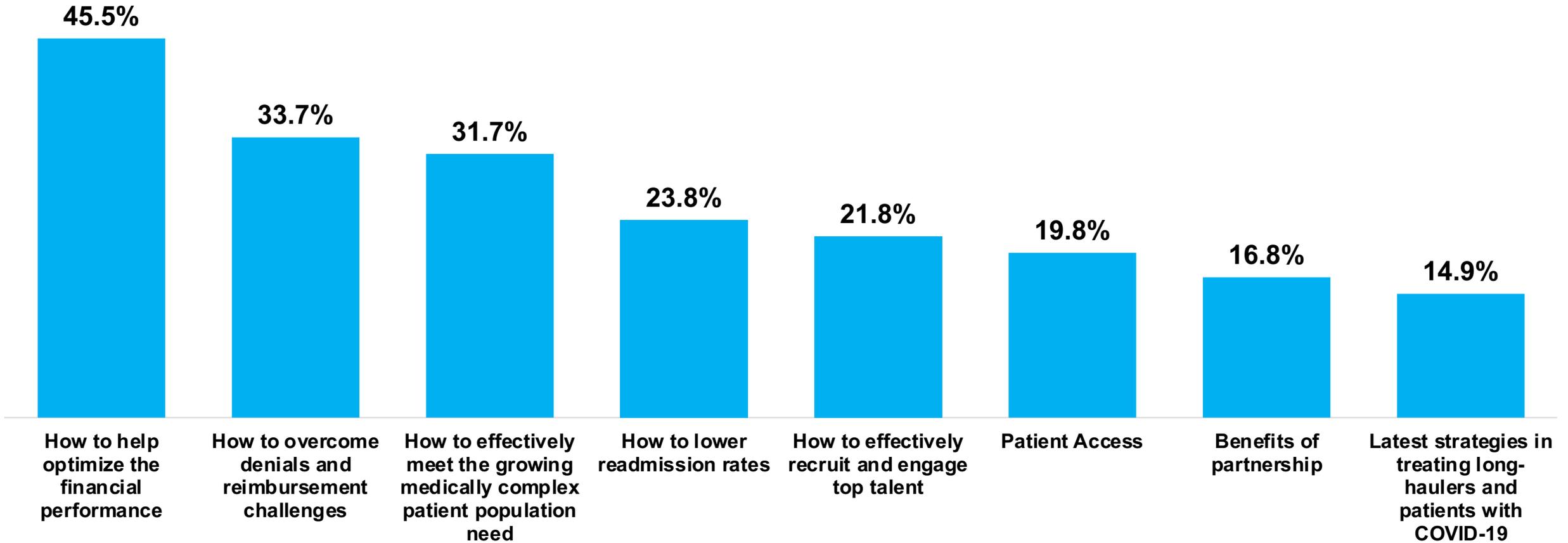
Q: What do you think the biggest benefit to outsourcing your inpatient rehabilitation program to a partner would be?



Q: When researching industry best practices, what is your preferred content medium?



Q: What obstacles have you experience when addressing medically complex patient needs?



Expert Insights

Executive Commentary



The healthcare landscape has never been so challenging. Providers are now faced with increasing obstacles in running acute rehabilitation programs, placing additional strains on resources tied to appropriate staffing, access to care, quality outcomes, patient engagement, regulatory compliance and so much more. This has led many providers to outsource expertise in areas such as rehabilitation to meet the demands of the growing medically complex patient population and shifting regulatory environment. Doing so has proven beneficial in helping to lower post-acute expenditures, enhancing overall performance, increasing patient access, improving employee retention and producing greater scale and speed to market. At Kindred, we take pride in our ability to tailor our approach to address the unique needs of our partner and their community – generating successful outcomes in all areas.



Laird Smithson
COO Kindred Hospital Rehabilitation Services

About The Sponsor

Kindred Hospital Rehabilitation Services is one of the largest joint-venture and contract managers of hospital-based acute rehabilitation programs in the nation. Kindred delivers high-quality patient outcomes to over 160,000 patients per year through more than 300 hospital-based acute rehabilitation units, long term acute care hospitals (LTACHs), medical/surgical and outpatient therapy settings, and more than 20 joint-venture inpatient rehabilitation hospitals. For more information, visit [kindredrehab.com](https://www.kindredrehab.com)



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