In 2016, employees of Patricia Neal Rehabilitation Center and all of Covenant Health made a pledge. Our pledge is that every single day, in all situations, we will put our patients first and strive for excellence always, making ourselves the first and best choice for rehabilitation. This pledge is a way of life for the staff of Patricia Neal Rehabilitation Center and Covenant Health.

In this report, you will read moving patient testimonials and see impressive outcomes that show how our pledge is a living promise to our community.

Inpatient

At Patricia Neal, physical, occupational, recreational, behavioral medicine, and speech language therapists work with rehabilitation physicians to develop individual plans of care for each patient. Meanwhile, rehabilitation nurses work with patients and their families to teach self-care techniques, and to provide education, helping patients restore their abilities and rebuild their lives.

Outpatient

Patricia Neal Outpatient Clinic (PNOC) is a dynamic part of the rehabilitation spectrum of care for those patients who have completed our inpatient programs and to those who have been referred by other health care providers. PNOC is available for a short course of treatment after an injury or a lifetime of care as abilities change with the aging process.

PNOC has physical, occupational, speech/language, and behavioral medicine therapies available. Using a team approach, the therapists work with patients, and their families, to improve function according to each patient's individualized goals.

PNOC provides rehabilitation services for adults and adolescents with the following diagnoses:

- Spinal cord injuries
- Amputations
- Multiple traumas
- General neurological diagnoses
- Stroke
- Brain Injury
- Parkinson’s Disease
- Multiple Sclerosis

Additionally, specialty services include:

- Assistive Technology
  - Augmentative Communication
  - Specialized Wheelchair Seating and Mobility
- Comprehensive Driving Education and Rehabilitation
- Neuropsychological Evaluations
- Balance and Vestibular Rehabilitation
- Prosthetic Training
Excellence Always.

The Numbers Speak for Themselves
2016 Facts and Figures

96% of patients rate their care at Patricia Neal Rehabilitation Center as excellent

94% of patients surveyed stated their rehabilitation experience improved their quality of life.

6 Number of Professional Research Consultants Crystal Awards PNRC has received for scoring at or above the 100th percentile for the Overall Quality of Care “Excellent” Award.

730 Inpatient Admissions
• 378 CVA/Stroke
• 124 Brain Injury
• 75 Spinal Cord Injury
• 15 Lower Extremity Amputation
• 25 Neurological Disorders
• 26 Debility
• 66 Other

94% of patients would recommend their services to a friend or relative.

Age Breakdown for Inpatient Stays
>86: 41
66-85: 357
41-65: 257
18-40: 63
13-17: 11
<12: 1

0 Number of Hospital Acquired Conditions
• Includes C-Diff, MRSA and New/Acquired Pressure Ulcers

0 Number of Commission on Accreditation for Rehabilitation Facilities (CARF) accreditations PNRC has earned for rehab services

First and Best Choice.

The Patricia Neal Innovative Recreation Cooperative (IRC)

was created in 1994 to meet the needs of individuals who have suffered a life changing illness or injury in East Tennessee. Patients primarily served by the IRC include those with brain and spinal injury, stroke, and orthopedic injuries including amputation, as well as those with neurological impairments. The IRC regularly hosts clinics in water skiing, snow skiing, paddling, cycling, climbing, marksmanship, and golf regularly.

We Believe

• Play is an instrumental and fundamental need of all people.

• The tangential effects of recreation promote and provide health and wellness.

• It is the right of all to participate in leisure.

Community Outreach

• Brain Injury Community Services
• HABIT Therapy Animal Program
• Innovative Recreation Cooperative (IRC)
• Joni and Friends
• Support Groups
• “Think First”
Koby Hyde’s Future Picture

Koby Hyde, a rising artist and athlete, had to start life over with a blank canvas at the age of 15 on March 2, 2013, when a car wreck resulted in a traumatic brain injury.

In a coma for seven days, Koby opened his eyes to a new and demanding world and entered Patricia Neal Rehabilitation Center unable to walk and unable to remember much of anything. He had lost the ability to catch a ball or draw a picture.

Every day, therapists worked with Koby, teaching him to walk, work, play, learn, and to remember. After being discharged from PRNC, Koby continued therapy on an outpatient basis and began to apply the same determination to sports and art.

Today, Koby is working towards an associate’s degree in graphic design from Pellissippi State Community College, after which he plans to earn a bachelor’s degree at the University of Tennessee.

Read more of Koby’s story at patneal.org/kobyhyde.

Melanie Kyte’s Continuing Journey

Two years after Melanie Kyte was diagnosed with the neurological disorder Guillain-Barré Syndrome (GBS), she is still working toward her goal of full recovery.

Kyte’s was an especially severe version of GBS, which left her almost completely paralyzed in the spring of 2014, at the age of 29. Unable at first to walk, talk, or even feed herself, today Kyte has gained back all of that and more with help from therapists at Patricia Neal Rehabilitation Center.

After a prolonged stay at Fort Sanders Regional Medical Center and extensive therapy at Patricia Neal Rehabilitation Center, Kyte continued physical therapy at PNRC on an outpatient basis.

Despite great progress, Kyte has had to make some major life changes, including reenrolling in classes at Maryville College. She can now hold and play with Hadley, her daughter, who was only a year old when Kyte got sick – a huge victory.

Read more of Melanie’s story at patneal.org/melaniekyte.

Rob Crawford’s Leap of Faith

Rob Crawford stepped off a ledge in a leap of faith and he crashed 55 feet into rocky shoreline below, missing his anticipated water landing by a foot. The landing broke his back, ribs, and pelvis, and left his lower body tingling and unable to move.

During a 12-day inpatient stay at Patricia Neal Rehabilitation Center followed by months of outpatient therapy, Crawford received physical and occupational therapy to address core strength, lower extremity strength, sitting/standing balance, along with coordination, walking and self-care skills. He returned to work a month after the accident and then continued twice-weekly outpatient visits.

Now, less than a year after therapists at Patricia Neal Rehabilitation Center helped him walk again, Rob is inspired to begin several new projects, including preparing for a half-Ironman to mark the one-year anniversary of his injury.

Read more of Rob’s story at patneal.org/robcrawford.

Shelby Smith’s Attitude for Life

In early 2017 Shelby Smith was rushed to a local hospital after a case of strep throat resulted in a bacterial infection, leading to septic shock. She went into congestive heart and multi-organ failure.

After regaining consciousness, Smith learned six of her fingers and two of her toes would have to be amputated. She arrived at Patricia Neal Rehabilitation Center the first week of February with atrophied muscles, barely able to walk, unable to use her right hand, and still struggling with pain that was both physical and emotional.

In four short months of inpatient and outpatient therapy, Smith has regained her ability to do most of the things she used to do before the amputation. She has regained her life, her hope, and even her sense of humor.

Read more of Shelby’s story at patneal.org/shelbysmith.
Patricia Neal Rehabilitation Center is very fortunate to have the support of many generous individual, corporate and foundation donors. Our contributions are managed by the Fort Sanders Foundation, which coordinates fund-raising events and campaigns for our many programs and services. Over the years, millions of dollars have been raised in support of PNRC to help us provide excellent care for our patients.

To make a contribution, please call 865-531-5210.