



2020 Neal Report

Patricia Neal
Rehabilitation Center
Covenant
HEALTH

Over 40 Years of Restoring Abilities and Rebuilding Lives



OPENED IN 1978 at Fort Sanders Regional Medical Center in Knoxville, Patricia Neal Rehabilitation Center is East Tennessee's recognized leader in rehabilitating stroke, spinal cord and brain injury patients.

The Patricia Neal Rehabilitation Center offers a comprehensive, team approach to care. Individualized programs for patients include physical, occupational and recreational therapy, behavioral medicine and speech-language therapy. Therapists work with physiatrists (doctors who specialize in rehabilitation medicine) to implement plans of care that help patients return to a normal lifestyle as quickly as possible. Rehabilitation nurses collaborate with specialists to teach self-care techniques and provide education to help patients reach optimal functionality.



The Patricia Neal Rehabilitation Center observed its 40th anniversary in 2018 with a year-long celebration that recognized the center's many accomplishments and growth. Today, PNRC has 73 beds and serves nearly 700 inpatients annually. It is one of the largest inpatient rehabilitation centers within an acute care hospital in the country. The center has touched the lives of thousands of patients and families from around the nation, accumulating nearly 30,000 patient success stories over the years.

The center's services, technology, and staff have all expanded as the community has grown, and Patricia Neal Rehabilitation Center rivals the offerings of rehab facilities in much larger cities. It has 10

separate accreditations from CARF, the Commission on the Accreditation of Rehabilitation Facilities. The high number of accreditations is among the most in the nation and offers a testament to the excellent level of care at the Patricia Neal Rehabilitation Center.

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I am Patricia Neal Rehabilitation Center.

I am Covenant Health.

I pledge:

The patient always comes first

Excellence in everything I do

We will be the first and best choice for our patients

I proudly support this covenant of excellence.

Patricia Neal Rehabilitation Center and Encompass Health Embark on Joint Venture

Encompass Health Corp. (NYSE: EHC) and Covenant Health announced in July that they will enter into a joint venture to own and operate Patricia Neal Rehabilitation Center. Serving the area since 1978, Patricia Neal Rehabilitation Center is committed to providing excellent rehabilitative care by restoring patients' abilities and helping rebuild lives.

Encompass Health and Covenant Health plan to build a new 51-bed, freestanding inpatient rehabilitation hospital on the Fort Sanders West campus in Knoxville. The organizations will also renovate and convert the existing Patricia Neal Rehabilitation Center to a 22-bed hospital-in-hospital structure, where the hospital's semi-private rooms will be converted to all private rooms with private bathrooms. The Patricia Neal Rehabilitation Center will remain open during the renovation. Both the construction of the new hospital and the renovation of the current facility are expected to be completed in 2022.

Covenant Health president and CEO Jim VanderSteege noted the significance of this development. The company is investing \$50 million in this new project in addition to

the over \$200 million already invested in construction on Parkwest Medical Center and Fort Sanders Regional Medical Center. VanderSteege says that this project is "significant in terms of the economic well-being of Knoxville, but very importantly, in terms of increased access for patients and additional jobs in Knoxville."

"We are very pleased to partner with Encompass Health," said Keith Altshuler, president and chief administrative officer of Fort Sanders Regional Medical Center. "Combining the legacy of the Patricia Neal Rehabilitation Center with Encompass Health's national prominence and excellent reputation is an incredible opportunity for our patients and our community."

The inpatient rehabilitation hospitals will serve patients recovering from debilitating illnesses and injuries including strokes and other neurological disorders, brain injuries, spinal cord injuries, amputations and complex orthopedic conditions. They will offer physical, occupational and speech therapies as well as 24-hour nursing care that aim to restore functional ability and quality of life.

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Encompass
Health

Patricia Neal
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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. Additionally, rehabilitation nurses work with patients and their families teaching self-care techniques and providing education, thereby helping patients restore their abilities and rebuild their lives.

Inpatient rehabilitation services benefit patients who have suffered from:

- Stroke
- Spinal cord injury
- Brain injury
- Amputation
- Cancer
- Orthopedic conditions including joint replacement surgery and extremity injuries.
- Pediatric conditions including debilitating injury or extended illness



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 for those who have been referred by other health care providers. PNOC is available for a short course of treatment after an injury and for additional care as needed 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 including but not limited to:

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

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

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, neurological impairment and orthopedic injuries including amputation. The IRC regularly hosts clinics in water skiing, snow skiing, paddling, cycling, climbing, marksmanship, and golf.

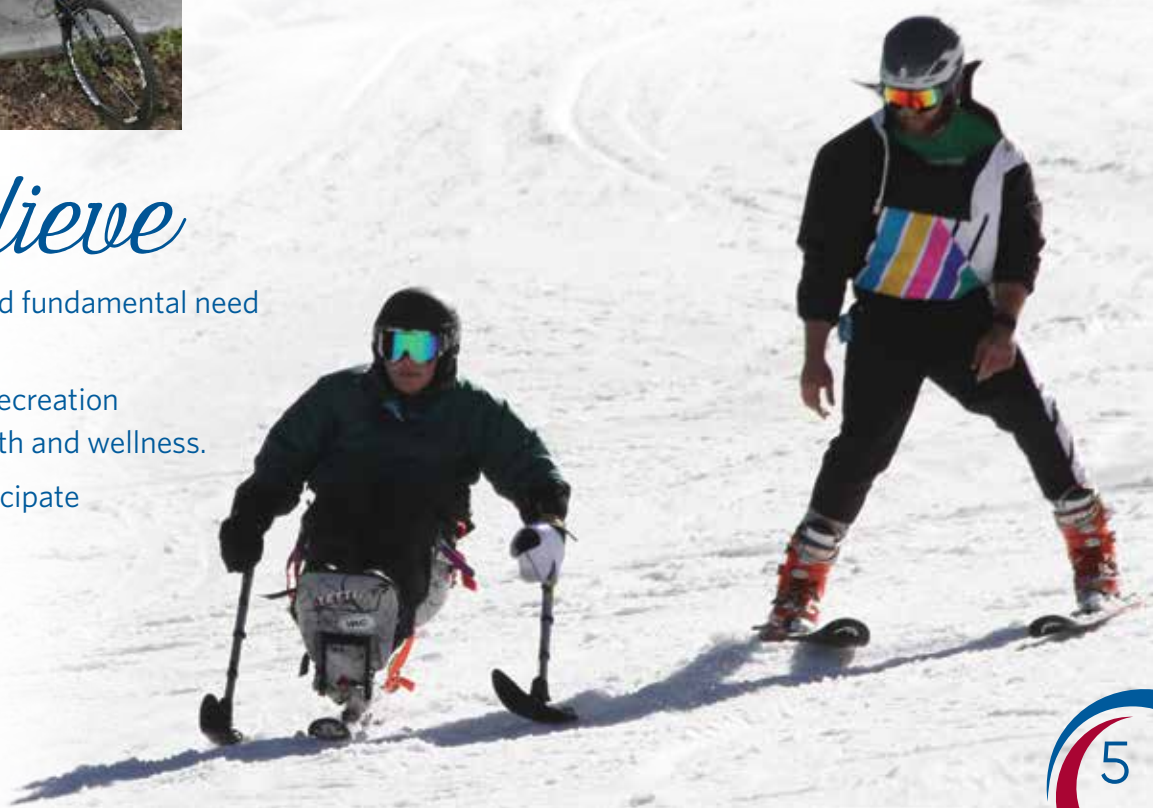


Community Outreach

- Brain Injury Community Services
- HABIT Therapy Animal Program
- Innovative Recreation Cooperative (IRC)
- Joni and Friends
- Support Groups
- "Think First"

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.



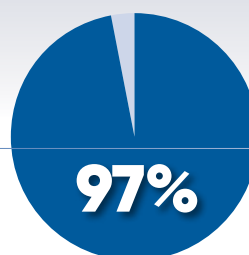
2019 Facts and Figures

Admissions

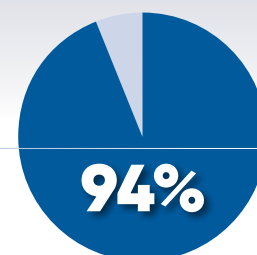
694 Total admissions

- Stroke - 417
- Brain Injury - 80
- Spinal Cord Injury - 59
- Lower Extremity Amputation - 36
- Neurological Disorders - 28
- Debility - 28
- Other - 46

Patient Satisfaction:



patients were satisfied with their care



patients surveyed stated their rehabilitation experience improved their quality of life

Age Breakdown for Inpatient Stays:

- > 86 years: 5
- 66-85: 47
- 41-65: 246
- 18-40: 352
- 13-17: 44

CARF

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



Staff Certifications

58 Individual staff certifications

- 1 Case manager accreditation
- 1 Assistive technology practitioner certification
- 2 Beckman oral motor certifications (specialized certification for motor speech disorders)
- 4 Big and Loud certifications for treatment of Parkinson's patients
- 14 Brain injury specialist certifications
- 4 Case manager certifications
- 1 PPS coordinator certification (Inpatient Rehabilitation Compliance and outcomes)
- 2 Professional healthcare quality certifications
- 8 Rehabilitation registered nurse certifications
- 1 Stroke rehab specialist certification
- 3 Vestibular therapist certifications (balance disorders)
- 1 Wound specialist certification
- 3 Complex decompressive therapy-manual lymphatic drainage certifications
- 2 Deep pharyngeal neuromuscular stim certifications (swallowing disorders)
- 2 Modified barium swallow impairment profile certifications
- 2 Neuro-clinical specialist certifications
- 1 Neurodevelopment Treatment certification
- 6 Vital Stim certifications (swallowing disorders)

Badge of Courage: PNRC helps Scout meet challenges head-on

THE HEADACHES WERE GROWING PROGRESSIVELY WORSE for Ian Honcoop. It was September 2017, and the 12-year-old Boy Scout was in such severe pain that he couldn't concentrate and his eyesight was failing.

But the worst was yet to come.

His first MRI and ensuing surgery revealed an intermittently bleeding arachnoid cyst (a fluid-filled sac that can develop in the head or around the spinal cord) inside his brain. But it wasn't until other blood clots began to appear that doctors came to suspect the cause: a rare, genetic blood-clotting disorder known as Factor V Leiden.

Over the next 18 months, the Cumberland County youth lost the use of the left side of his body. He struggled with his speech and suffered from blood clots in his brain, arms, legs and lungs. He had numerous hospitalizations and ER visits, and eventually lost a large portion of his skull to infection.

The Honcoops are thankful for their community's support. And, they are particularly grateful for the skilled care Ian received at Patricia Neal Rehabilitation Center (PNRC) at Fort Sanders Regional Medical Center and at the Patricia Neal Outpatient Center at Roane Medical Center in Harriman.

For three and a half weeks, Ian struggled more than six hours a day in wheelchairs and with walkers. He learned to shower, tie his shoes and get up from the floor without assistance. He worked with a robot to rebuild neural pathways, and engaged in "spray string" battles with therapists and Mary Dillon, MD, medical director of PNRC.

"Ian had an amazing work ethic and family support. He was very mature and understood what he needed to do," said Heather Moore, the physical therapist who worked most closely with Ian.

By the time he was discharged from Patricia Neal Outpatient Center at Roane Medical Center, Moore said Ian showed no deficits and was moving as if nothing had happened. "Family and perseverance are always a recipe for success. He had both. He stuck it out and didn't give up, no matter how hard it was," she said.

Ian has had his missing skull replaced with a prosthetic cover and finished outpatient therapy last February. He's now 14, a freshman making straight A's in high school, and says the only things that bother him are having to take blood thinners and taking special precautions against head injury.

Ian says his ordeal "wasn't the best experience" in his life, but he sees the positive side. "I think it's made me to appreciate a good joke more and to tell them more often," said Ian. "I really like to keep my friends happy and the people around me happy."

Full article available online at PatNeal.org/Badge-Of-Courage.

Ian Honcoop is back on his feet after rehabilitation at Patricia Neal Rehabilitation Center.



Rickey Betts: Continuum of Care

SANDRA BETTS WAS IN THE MIDDLE OF HER DAILY BIBLE DEVOTIONS when she heard a loud noise from the bedroom where her husband Rickey was getting dressed.

"I thought maybe he dropped something," Sandra says.

When she heard the noise again, she decided to check on him.

"I couldn't walk," Rickey Betts says. "I kept trying to get my shorts on like normal, and I kept falling."

The Betts' son, an advanced EMT, rushed to their home and checked for signs of a stroke, but there weren't any. When Rickey saw a physician, the doctor thought he might have a rare brain disorder.

Rickey was sent to Fort Sanders Regional Medical Center, a neuro-spine Center of Excellence. That's where he found out the real problem was a cancerous mass on his spine. He stayed in the hospital's intensive care unit until surgery could be performed.

Sandra gives God the glory for pulling Rickey through and thanks the hospital for giving him lifesaving care. The hospital staff also cared for the family as a whole, giving Sandra and her mother-in-law a place to sleep until Rickey was ready to be moved to rehabilitation after surgery.

After receiving excellent, compassionate care at Fort Sanders Regional, Rickey was transferred to Patricia Neal Rehabilitation Center. The Center is located within the hospital and is a leader in rehabilitating patients with stroke, spinal cord and brain injuries. The first day he was like a rag doll - weak, unable to sit up and unable to control his own body.

Every day was a challenge, but Rickey was determined and never lost faith. Therapists helped him grow stronger - then, they helped him get his life back.

Rickey firmly believes he would be bedridden today had it not been for the grace of God and the people who cared for him. But instead of thinking about the "what ifs," Rickey and Sandra Betts are counting their blessings.

"I'm thankful just to be here after all my body went through," Rickey says.

"God is in every part of our story," Sandra says. "Our story revolves around good people. God led us to the good people, and we had an amazing experience."

Full article available online at PatNeal.org/Continuum-Of-Care.



Rickey Betts says he would be bedridden had it not been for the treatment he received at Patricia Neal Rehabilitation Center.

A Life Worth Fighting For: Ken Bateson

IN JANUARY OF 2019, Ken Bateson, 77, came to Patricia Neal Rehabilitation Center after a massive stroke. No one could understand him when he spoke. He had lost the use of the right side of his body.

"I had no hope," Ken says. "None. Zero."

At Patricia Neal Rehabilitation Center, nurses and therapists have extensive experience and training, with access to hundreds of medical specialists through Fort Sanders Regional Medical Center.

The tools used for stroke recovery range from state-of-the-art equipment to a rooftop therapy

Ken and Janine Bateson enjoy life at home and the love they share after Ken's stroke therapy at Patricia Neal Rehabilitation Center.

garden. Patients regain a quality of life they sometimes thought they would never experience again.

"Ken worked in sales and was blessed with the gift of gab and sense of humor to laugh, even at himself," says Carol Case, speech language pathologist at PNRC. "His stroke severely affected his speech and his ability to speak with clarity so much that when he came to PNRC, I couldn't understand even his name. This was devastating to someone whose persona was greatly based in his communicative strengths."

Ken soon realized he wasn't being treated like a lost cause. "They had an investment in me," Ken says.

"These people devoted their education and their interest in me! They were working every day to make me better!"

He began to feel a sense of hope, and when that happened, his will to live returned. Ken began to reclaim the joy that had always defined him.

"By the time he discharged home, Ken's speech had greatly improved and he was known as the 'funny man.' He made everyone laugh, even other patients whom he had never met. He was like 'the mayor' - he'd talk to everyone, offering encouragement and quick-witted statements to cheer on others, and get a laugh himself," Case recalls. Eventually, Ken was able to operate a specially fitted wheelchair. By Valentine's Day, Ken was joking with PNRC staff members and making his wife Janine laugh again.

"Everybody there at Pat Neal is doing it because they want to. And I was a beneficiary of that attitude," Ken says. "I swear I fell in love with them."

The Batesons agree that while life has been difficult since Ken's stroke, it's also been filled with blessings. The blessings, they say, include the people at Patricia Neal who gave so much so that Ken and Janine could live life with hope.

Full article available online at PatNeal.org/A-Life-Worth-Fighting-For.



One Step at a Time: Dandridge Woman Walks Again

LAST SUMMER, Yvonne Sims thought she would never walk again. The crippling stiffness in her arms and legs and her sore joints was overwhelming. By the time she saw an orthopedic doctor, her rigid hands were immobile and her feet turned inward, making each step almost unbearable. An MRI revealed a large disc herniation and some overgrowth of posterior soft tissue pushing on her spinal cord from the back. The slipped discs were like a garden hose with kinks in it. Without surgery, Yvonne was facing paralysis.

In August 2019, Yvonne got the surgery she needed.

Yvonne went from her surgery to Patricia Neal Rehabilitation Center, where patients with brain or spine injuries can receive intense rehabilitation. Her husband Tom never left her side.

"My husband Tom has been my rock," Yvonne states. "I got stronger; it got easier. I had my husband with me, and he helped me get around."

Tom Sims is full of gratitude toward God and toward his wife's caregivers.

"The staff at PNRC was supportive and inclusive, and allowed us plenty of 'rope' to explore and push through the recovery," he says. "Nate single-handedly taught Ms. Yvonne how to walk again. He would take her just far enough to make her wonder if she could, then a little bit more to prove that she could, indeed."

He is referring to PNRC physical therapist Nate Bresler. Bresler recalls Yvonne making excellent progress while at PNRC. He worked with Yvonne on lower-extremity strengthening, coordination and balance activities from standing postures, both with and without upper-extremity support. The activities helped normalize her gait pattern and improved Yvonne's confidence in her abilities.

Krista Morgan, occupational therapist with PNRC, also aided in Sims' healing. Morgan recalls, "Yvonne and Tom were a joy to work with. If you can brighten someone's day in any way, it helps so much with their overall experience and how they respond to treatment. In turn, they both brightened my day."

During their daily physical therapy sessions, Bresler would assist Yvonne with slow movements, encouraging her every step of the way that she could go just a little bit farther – and she did.

Yvonne continued her therapy at home with an exercise program that her husband also learned so they could continue maximizing her efforts. Yvonne transitioned from a walker to a walking stick, and she is now able to walk without assistance.

"I felt strong, really strong. It was a challenge, but it was a good challenge," Yvonne recalls. She continued her therapy at home for several weeks, praying all the time.

She says her healing, with the help of Patricia Neal, was an act of God. "I was immediately taken care of –and I couldn't ask for more efficient people."

Full article available online at PatNeal.org/One-Step-At-A-Time.



Yvonne Sims and her husband Tom are thankful that she can walk again thanks to the care she received at Patricia Neal Rehabilitation Center.

Ralph West: From a Wheelchair to Taking the Wheel

“I’VE BEEN CUTTING TREES DOWN SINCE I WAS 14 OR 15 YEARS OLD and I’ve never had a tree come down the wrong way - but this one did,” says retired U.S. Navy veteran Ralph West.

A stray limb hit West on the back of the head one day in mid-February. As the tree crashed to the ground...so did he.

West was admitted to Patricia Neal Rehabilitation Center’s (PNRC) at Fort Sanders Regional Medical Center.

His therapy at PNRC began with simple tasks like learning to move from the wheelchair to a bed, then walking and climbing stairs. By the end of a week West was out of the wheelchair, discharged and ready to begin outpatient therapy.

“From the very beginning of the rehab process our focus is on regaining independence with mobility,” says Lauren Domico, a physical therapist at PNRC. “The process of taking Mr. West from sitting in a wheelchair to walking and beyond was just that - a process.”

West says he hadn’t seen that level of coordination, cooperation and teamwork since he’d left the Navy. He felt confident he could trust his care to the staff at PNRC.

“I just relied completely on what the therapists were telling me,” West says, “and eventually I got to the point where I realized all the therapy that I had been receiving was having a cumulative effect on me.”

West remembers sitting in the passenger seat as his wife drove him to his first outpatient therapy appointments. On the day of his last appointment, he no longer needed a chauffeur because PNRC had helped him regain his ability to drive.

“They had this device - it was like driving a car and when a light changed I had to step on a brake and my reaction time was crucial,” West says. “Initially I wasn’t making it but as I continued to improve, my reaction time became better.”

“I’m amazed,” West says. “I was unaware that Patricia Neal existed, but I’m so thankful it does. I tell everybody I meet that there’s no better place to be.”

Full article available online at PatNeal.org/From-A-Wheelchair-To-Taking-The-Wheel.



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 past 42 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.

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