

JANUARY 2024

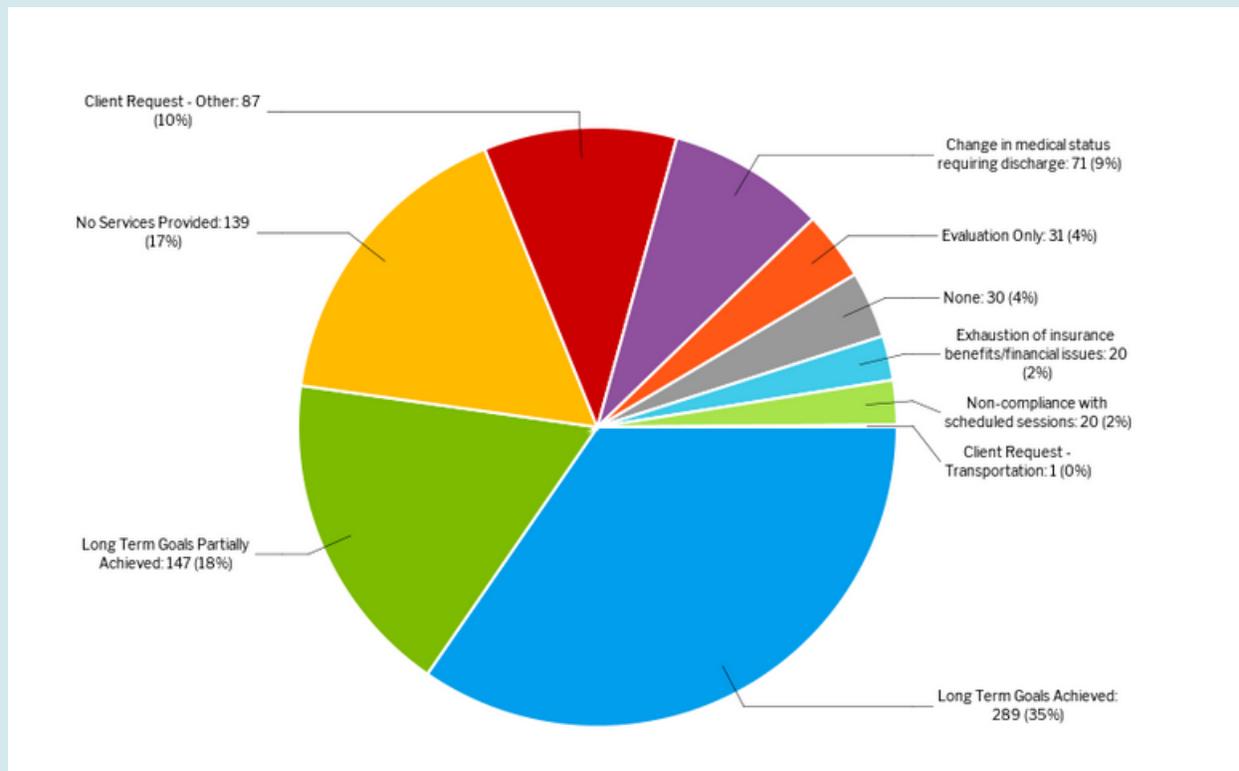
STAKEHOLDER REPORT

A REVIEW OF 2023



ATTENTION STAKEHOLDERS:

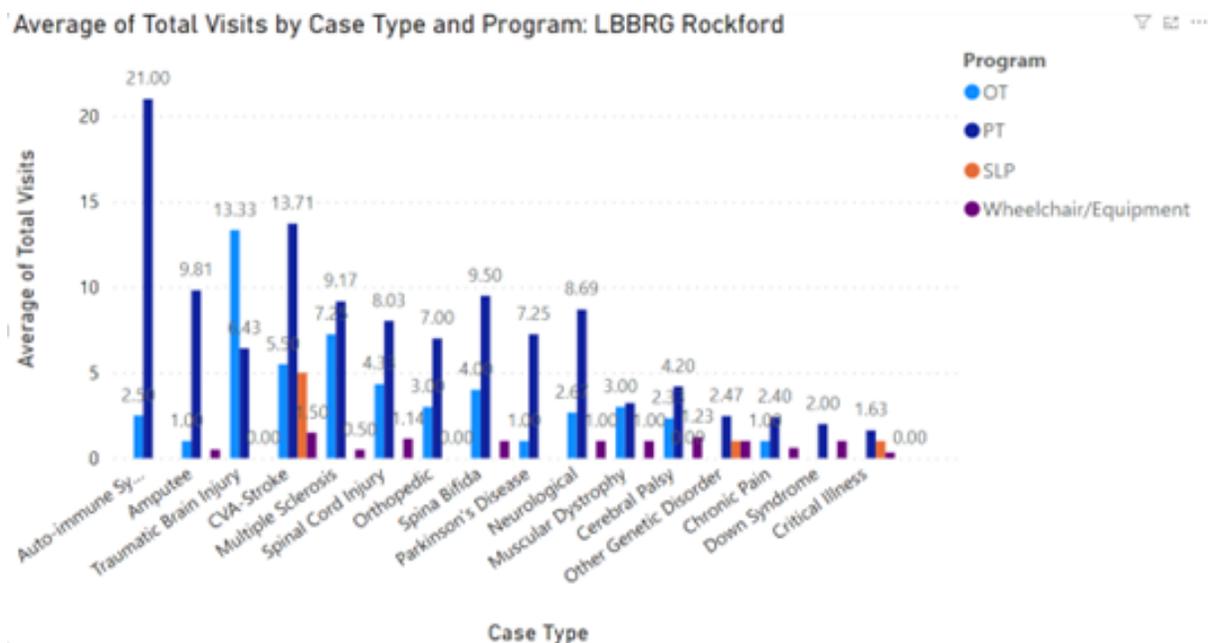
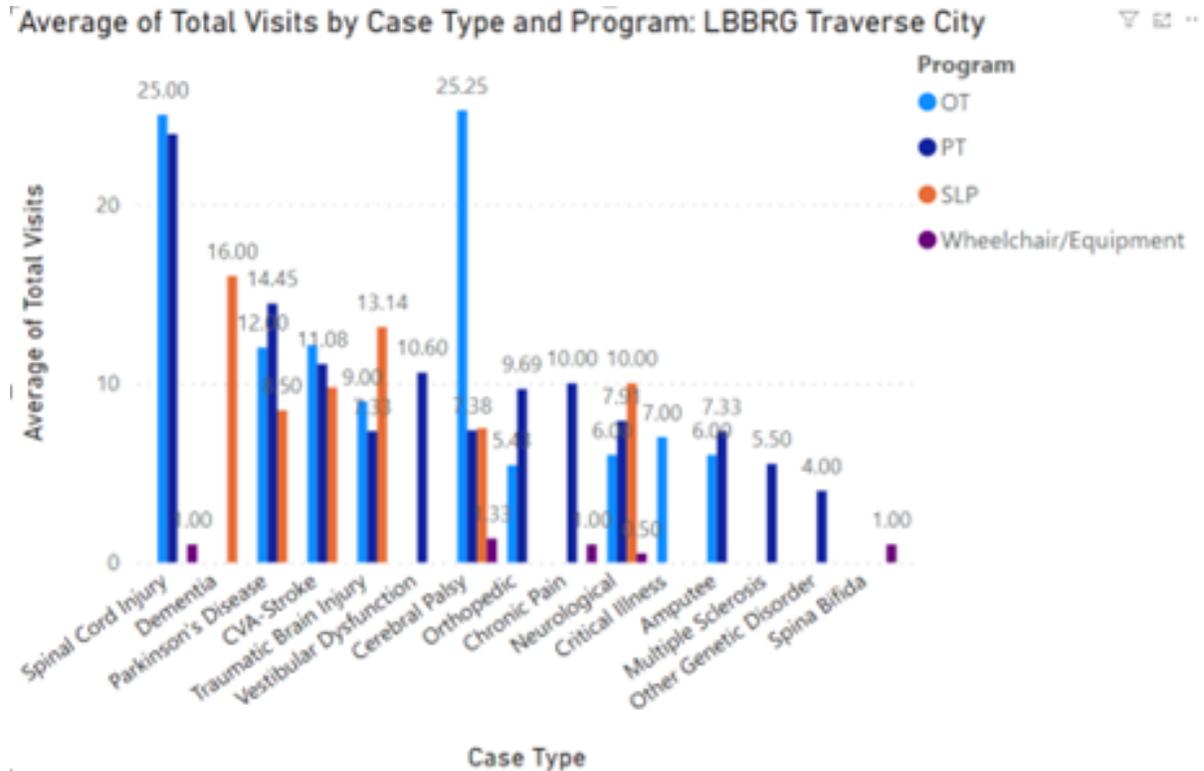
In 2023 Life Beyond Barriers Rehabilitation Group (LBBRG) provided therapy services to 3 newborn/infants, 29 toddlers, 44 children, 22 adolescents and 341 adults. There were 3 unplanned transfers to acute facilities at LBBRG Traverse City and 2 unplanned transfers to acute facilities at LBBRG Rockford. All remaining clients were discharged to their home/community environments. LBBRG works alongside clients and families to address, identify, and define intended discharge environments to promote their greatest level of independence, safety, and quality of life with return to school, work, community (as defined by each client), and home environment. 53% of all clients seen were discharged with long-term goals achieved or partially achieved.



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CLIENT CASES

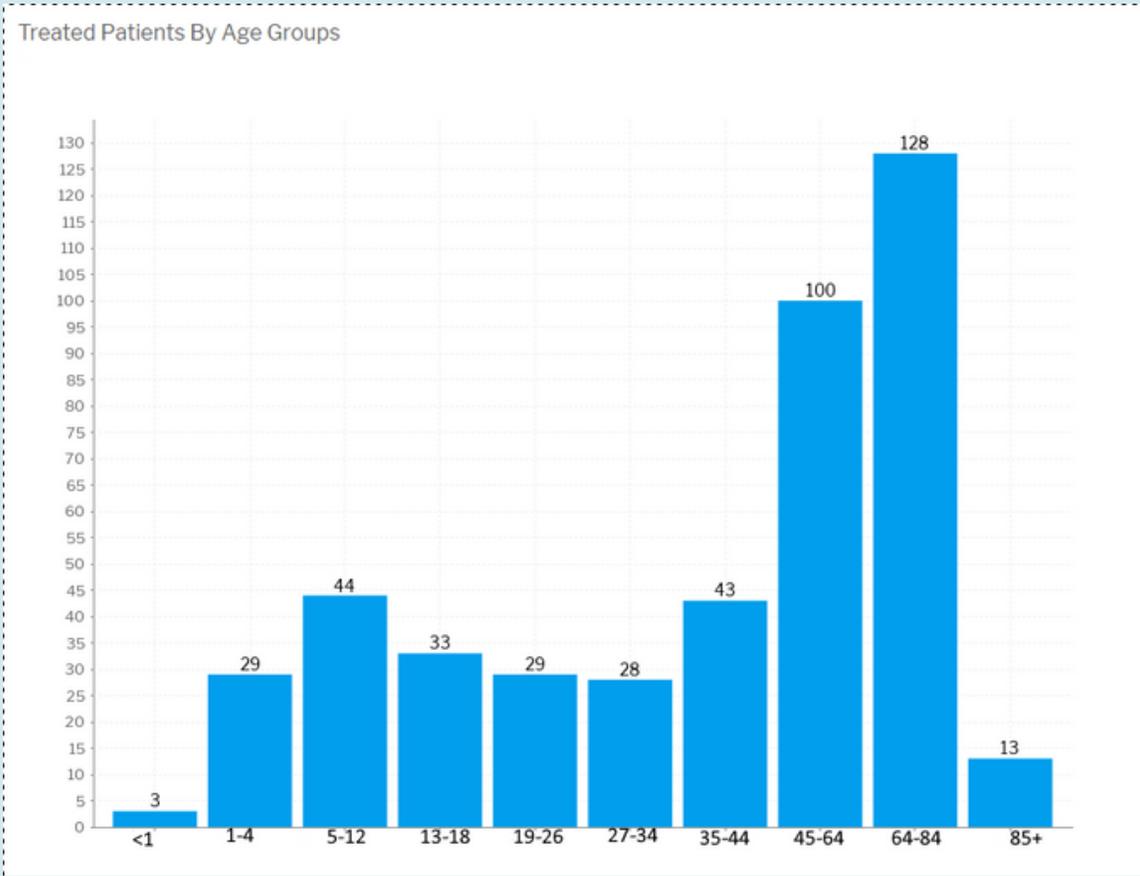
Below, is the number of clients/cases with medical diagnosis served in 2023, with average visits per case/discipline/clinic.



PERSONS SERVED

Life Beyond Barriers Rehabilitation Group (LBBRG) in an all-inclusive, diverse environment with universal acceptance, serving qualifying individuals (defined as able to tolerate therapy sessions and are medically stable) of all ages, races, ethnicities, socioeconomic status, abilities, gender/sexual orientation (s), and religion.

In 2023, the person served were of all ages:



NET PROMOTER SCORE (NPS)

For 2023, Net Promoter Score (NPS) was 96.5 and therapy value was rated 4.9/5.0 by clients.

LBBRG accepts referrals from primary care physicians, specialty physicians, case managers, inpatient rehabilitation/hospitals, outpatient therapy centers, home health care, extended care facilities, senior/assisted living facilities, community vendors/resources, and insurers. LBBRG requires a physician prescription for initiation and performance of services.

