

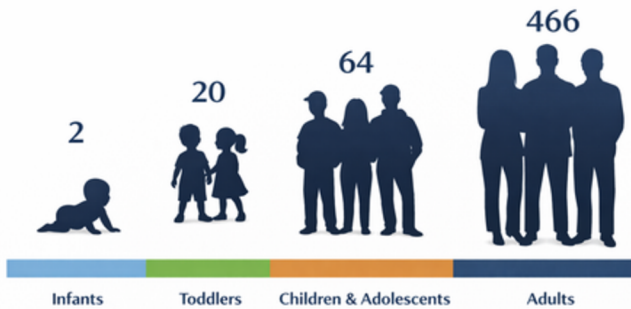


# 2025 Stakeholder Report

## Dedicated to Ongoing Excellence

Life Beyond Barriers Rehabilitation Group is an outpatient rehabilitation clinic driven by outcomes that matter—helping clients achieve meaningful progress and improved independence. Through dedication, excellence, and ongoing education, our team continually refines its clinical skills to deliver effective, evidence-based care. We believe strong outcomes are the result of intentional growth, reflective practice, and collaboration.

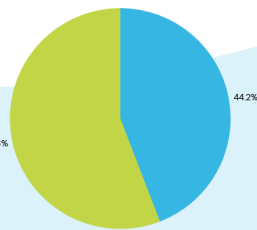
## Serving People Across the Lifespan



55.8% Female



44.2% Male



## Access to Care

LBBRG prefers services to be initiated with a physician’s prescription but recognizes and complies with direct access laws for Physical Therapy. A physician prescription is required for Occupational Therapy and Speech-Language Pathology services prior to the start of care. LBBRG accepts referrals from multiple sources, including primary and specialty physicians, case managers, inpatient rehabilitation facilities and hospitals, outpatient therapy centers, home health agencies, extended care and senior or assisted living facilities, community vendors and resources, and insurance providers.

## Unplanned Transfers/Discharges

There were **24** unplanned transfers to acute facilities or referred back for medical intervention at LBBRG Traverse City and **18** unplanned transfers to acute facilities or referred back for medical intervention at LBBRG Rockford. All remaining clients were discharged to home and community settings. LBBRG partners with clients and families to support safe, independent transitions to home, school, work, and community life.

## Therapy Value

Clients receiving therapy services rated LBBRG’s services **4.8** out of 5 for being beneficial in achieving improved function.



## Net Promotor Score

Of the 313 surveys distributed, 145 stakeholders responded, yielding a Net Promoter Score with **98.6%** indicating they would recommend LBBRG for therapy services.

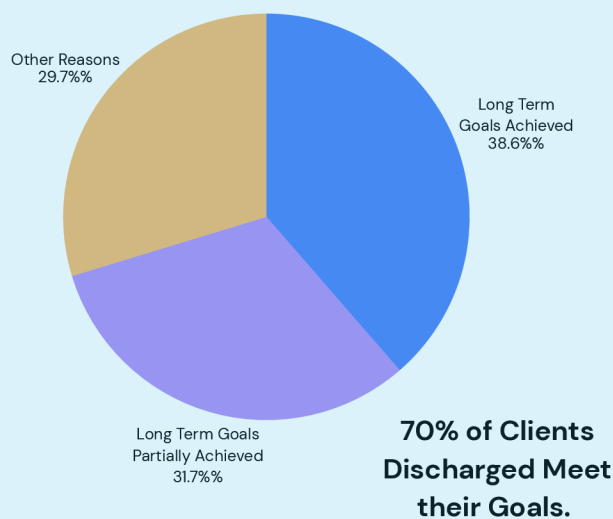


## Inclusion and Diversity

LBBRG provides services in an inclusive and diverse environment that promotes universal acceptance, serving qualifying individuals of all ages, races, ethnicities, socioeconomic backgrounds, abilities, gender identities and sexual orientations, and religions. Clients are eligible for services when they are medically stable and able to tolerate therapy sessions.

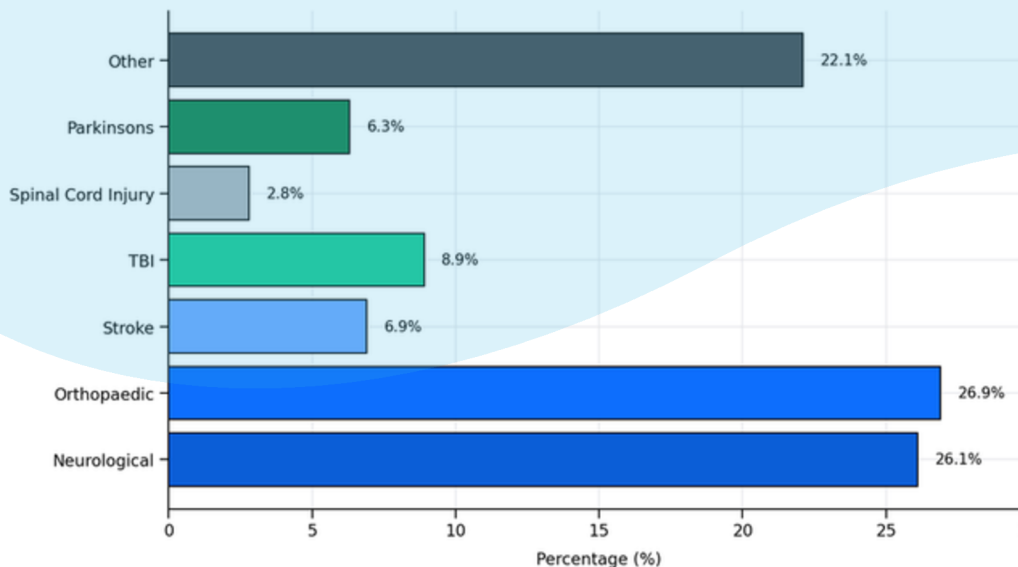


## Effectiveness of Program



LBBRG's program has demonstrated effectiveness, with 70% of patients meeting or partially meeting their long-term treatment goals, indicating meaningful progress for the majority of individuals served. This outcome reflects the program's ability to support patient engagement, skill development, and sustained improvement over time. Recognizing the importance of ongoing quality improvement and accountability, LBBRG is actively seeking additional ways to demonstrate program effectiveness through the use of standardized outcome measures. Looking ahead, the organization plans to leverage its EMR platform to systematically capture, analyze, and report these measures, further strengthening data-driven decision-making and transparency around patient outcomes.

Patient Diagnosis Distribution



## Traverse City

Number of Persons Served  
**326**

### Avg. Number of Visits

PT	13.9
OT	9.5
SLP	12.7

## Rockford

Number of Persons Served  
**226**

### Avg. Number of Visits

PT	11.9
OT	5.8
SLP	7.6

Service / Diagnosis Distribution

