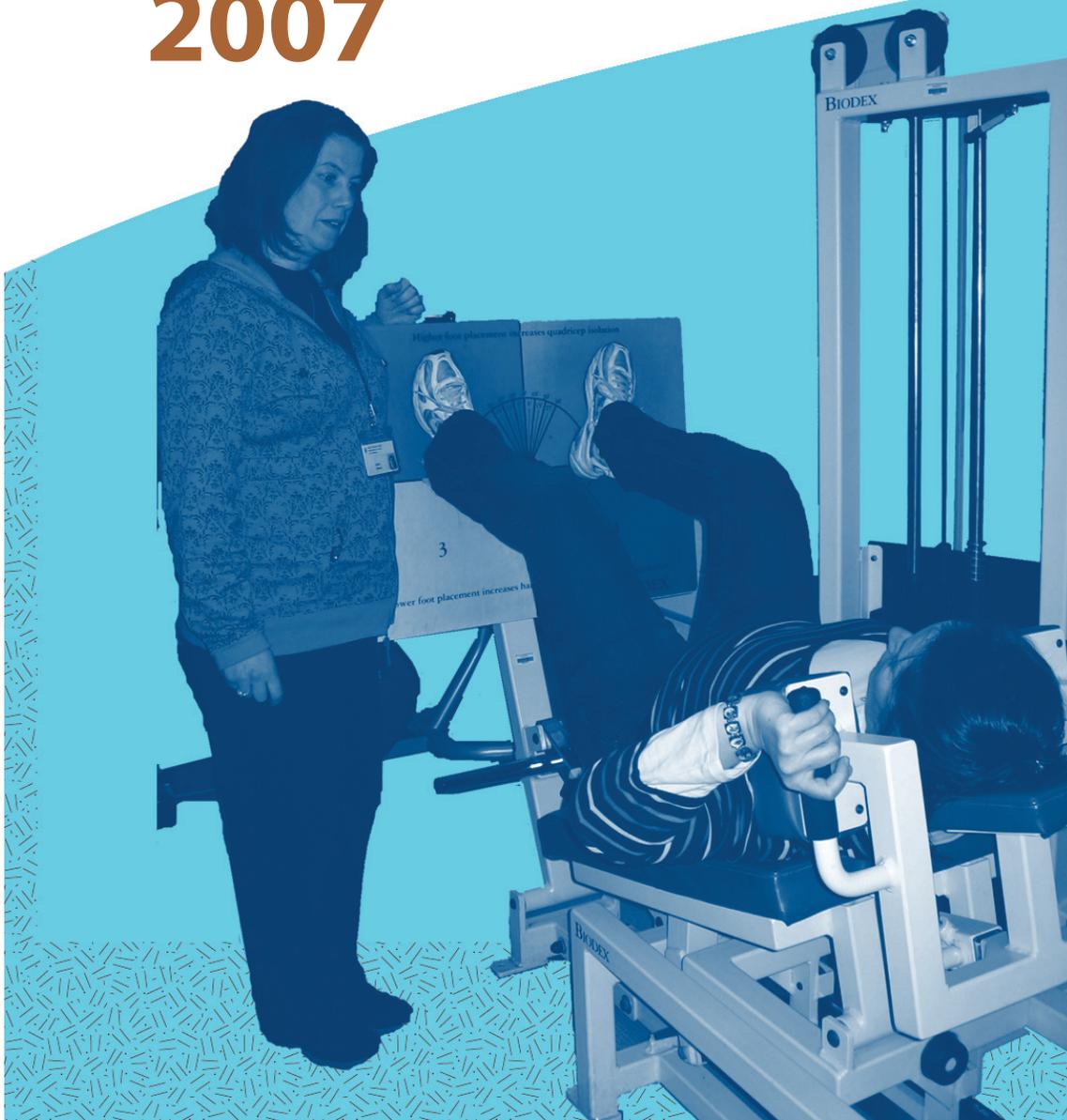




Rhode Island Department of Labor and Training
Division of Workers' Compensation

Annual Report 2007



**Dr. John E. Donley
Rehabilitation Center**

INTRODUCTION

I am glad to provide the Annual Report for the Dr. John E. Donley Rehabilitation Center. This report presents data summarizing the utilization of the Donley Center and our treatment outcomes from January 1, 2007 to December 31, 2007. This year, we continue to report further detail on the demographics of our chronic population. By monitoring this data over the next several years, we will be aware of trends that are developing so we can more closely align our services to the evolving needs of the clients we serve, continuously striving for improvement in our treatment outcomes. Whenever possible, we will also benchmark our data to other Workers' Compensation data.

We welcome and encourage you to visit our website, www.dlt.ri.gov/donley, available in both English and Spanish. Here you will find our referral form for physicians provided on-line. Updated schedules and descriptions of Donley Center events, programs, workshops and classes are included, such as the computer classes and employment development workshops offered by our Vocational Resources, and pain management workshops available from our Behavioral Medicine Department.

In-service seminars presenting topics of mutual interest continue to take place at the Donley Center, to which members of the Workers' Compensation professional community are invited, both as speakers and attendees.

On a regular basis, we mail letters to all injured workers with an active Rhode Island Workers' Compensation claim of three months or longer, introducing them to our rehabilitative services and programs.

We look forward to continuing to build upon these efforts and accomplishments as we progress into this current calendar year 2008.

Respectfully Submitted,

Kathy Sohar

Kathleen A. Sohar
Director of Patient Care Services

The Donley Center is an outpatient facility under the Rhode Island Department of Labor and Training, established under Section 28-38-19 of Rhode Island State Law through the Rhode Island Workers' Compensation Act. Through the Donley Center, the state of Rhode Island provides a unique opportunity for injured workers who are covered by the Rhode Island Workers' Compensation Act to obtain comprehensive rehabilitation services. These services include Case Management, Physical and Occupational Therapy, Aquatic Physical Therapy, Work Hardening/Job Simulation, Behavioral Medicine and Vocational Rehabilitation services. The Donley Center facility is funded by a portion of the Workers' Compensation premium assessed to each Rhode Island-based company.

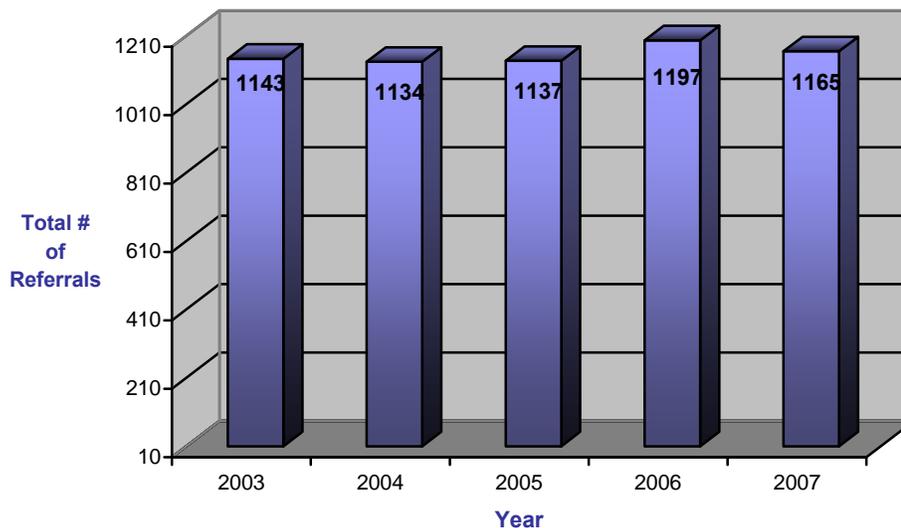
Having served the injured worker population for over 64 years, the Donley Center remains dedicated to improving the services we offer to those who we serve.

Highlights of 2007

UTILIZATION

Utilization of the Donley Center remains strong as demonstrated by a stable pattern in the number of referrals over the past five years despite a trend of decreasing injury frequency during this same time period. Eighty-one percent of our referrals continue to be from physicians, with referrals received from 395 physicians in 2007.

**TOTAL NUMBER OF REFERRALS
2003 - 2007**



We prevail in meeting the challenges serving the chronic population. In 2007, 27 percent of our admissions were out of work longer than six months, with 43 percent out of work for over one year prior to entering into treatment at the Donley Center. Thus, the vast majority of our admissions continue to be long-term injured workers who have already attempted, but not found, success with treatment programs elsewhere. For our clients with such chronic injuries, the core of the Donley Center treatment approach is a model of rehabilitation that utilizes behavioral management strategies to address the various problems arising from the chronicity of their work injuries. Integrated with practices that engage patients in their own healing, our multidisciplinary treatment approach helps our patients achieve a successful recovery.

PROGRAM DEVELOPMENT

Aquatic Physical Therapy In the late fall of 2007, we began offering our newest rehabilitation program that targets a patient population unique for the Donley Center. Our Aquatic Physical Therapy for Low Back Sprain Injuries focuses on aquatic rehabilitation for Acute Care clients. This further utilizes our therapeutic pool and our entire Aquatic Therapy program, for which we have had a full time Aquatic Physical Therapist since September 2006. For both our acute/short-term and chronic/long-term patients, we are thus better equipped to provide treatment programs tailored to recovery from specific injuries. Aquatic Physical Therapy is especially beneficial due to its use of the physical properties of water to enhance healing and exercise performance. A new brochure with referral form for our new Acute Care Aquatic Physical Therapy is available in hard copy format as well as posted on our website, www.dlt.ri.gov/donley.

Myofascial Release Therapy is a hands-on technique designed to facilitate stretch and relieve pressure from pain-sensitive tissue like nerves and blood vessels, and thus enables the client to restore her/his proper alignment and body mechanics.

Myofascial Release Therapy requires the patient to be an active participant in a gentle, safe way. The client participates by maintaining body awareness throughout the treatment. This process becomes a desensitization activity and encourages clients to gain acceptance of their bodily sensations. Myofascial Release Therapy progresses into self-care techniques, leading to increased independence over time. It is most often used at the beginning of treatment, and loses prominence as the client becomes ready for active exercise and/or work hardening/simulation.

Patient Education In December 2007, we launched our new program of Patient Education with an on-site classroom at the Donley Center. Actual classes began in January 2008. The focus of these classes is Spinal Education, also known as the Donley Center “Back School.” This educational program is taught by our ergonomic Physical Therapist with a doctorate degree and one of our certified Physical Therapist Assistants (PTA) to our clients who enroll in the class.

PROGRAM HIGHLIGHTS

Vocational Services The Vocational Resource Center has continued to have good utilization of its weekly job club and orientation meetings. In 2007, 81 injured workers attended vocational orientation. We extended the use of the Resource Center by inviting all Qualified Rehabilitation Counselors (QRCs) to utilize the computers, fax machines, CareerScope aptitude and interest testing, and GED pre-testing available in the Resource Center when working with their injured worker clients.

The Job-Seeking Skills Workshop was well attended this year. Ninety percent of participants completed the three-day workshop. Thirty-eight percent of those who completed the workshop went on to return to work with a new employer, which is a six percent increase over 2006. This success is attributable to the preparation that the injured workers receive during the workshop, coupled with the weekly follow-up in our Resource Center job club meetings to maintain their motivation and focus. Individuals who are released to return to work find valuable support in these weekly group meetings and share their experience seeking work in the local labor market.

The Donley Center continues to offer injured workers a six-week computer skills workshop in collaboration with the Institute for Labor Studies and Research (ILSR). The workshop is held at the Donley Center and is taught by an instructor from the ILSR who has been with us for more than five years. This year, 52 injured workers took advantage of this invaluable training in Microsoft Word and Excel. Ninety percent of those who completed this six-week course passed the standardized testing for Intermediate Microsoft Word and Excel. Attendance in the computer skills workshop has also been extended to injured workers who are receiving services from private vocational rehabilitation providers. It has been a success for all involved to be able to share this resource with more of the injured worker community.

We have also placed several Spanish-speaking injured workers in a program offered by the ILSR at the Community College of Rhode Island (CCRI). This program consists of Basic AutoCAD (computer-assisted drafting) and Blueprint Reading taught in both Spanish and English. Upon completion, students can read, interpret and create construction plans, as well as use visualization and productivity software to create a project from initial design to finish. Classes are held for eight hours on Saturdays, a measure of how dedicated these injured workers are to improving their prospects for restoring their wages with successful employment in the current labor market.

Overall, in 2007, 71 percent of injured workers completing vocational services either returned to work or were prepared to continue their job search independently.

Behavioral Medicine At the Donley Center, our multidisciplinary rehabilitation includes specialized services within our Behavioral Medicine Department to address the psychosocial needs of injured workers through individual consultation, psycho-educational workshops, and the chronic pain program. The chronic pain program is an interdisciplinary approach designed for the patient with a chronic injury that the physician or court suspects presents with particularly complicated psychosocial factors. In 2007, 42 patients were referred for comprehensive pain management by physicians or the Workers' Compensation Court, a 10 percent increase from 2006. Of these 42

patients, 31 had injuries that were six months or longer, with 42 percent of these patients having injuries that were two years or longer. This compares to 18 percent of patients who had injuries of two years or longer in 2006. In 2007, 45 percent of these patients were referred by the Workers' Compensation Court. Of the patients who completed treatment, 21 percent returned to work and an additional 29 percent achieved a return to work level.

The Pain Management (in both English and Spanish), Stress Management, and Anger Management Workshops, as well as individual consultations, continued to be well utilized in 2007. Patients rated the services highly, as evidenced by 98 percent indicating they would recommend the workshops to another patient. Overall, approximately 46 percent of the patients attending the Donley Center in 2007 participated in Behavioral Medicine Department services.

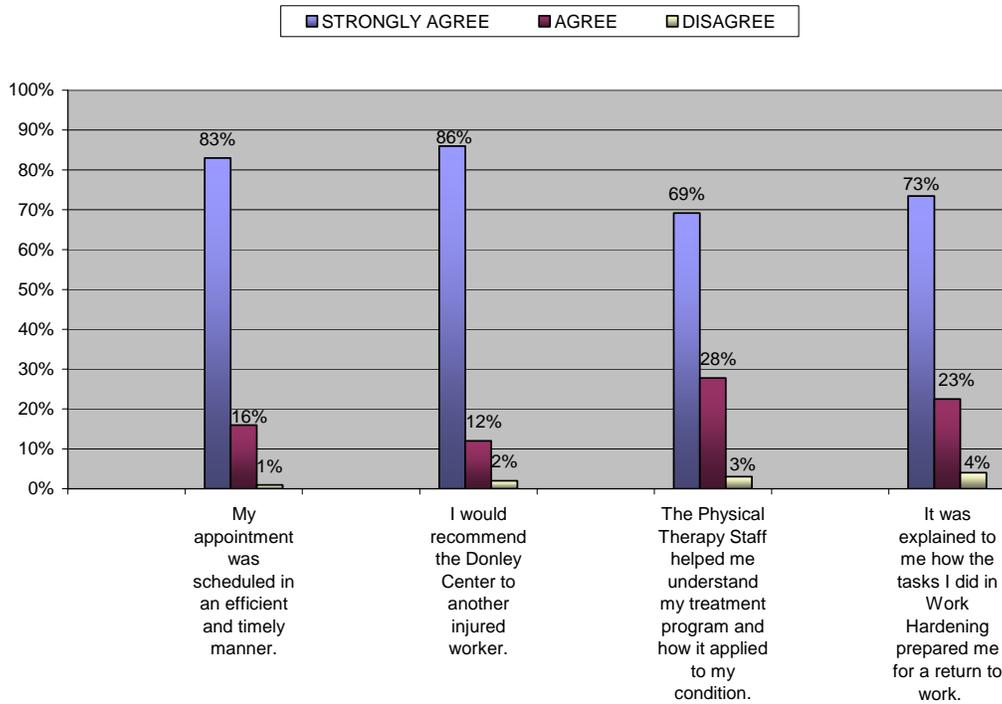
SATISFACTION SURVEYS

Satisfaction has become an important quality indicator in health care and has evolved to include measurement of all constituents. The Donley Center has historically collected satisfaction measures from its patients and periodically has collected satisfaction data from physicians who refer to the center. At the beginning of 2007, we sent satisfaction surveys to our top referring physicians and the insurers who cover the population we serve. These surveys were tailored to each group respectively. However, as we move forward, we will also refine our surveys to better assess the same indicators across all constituents and we will intermittently report these results. In 2007, the responses to the surveys revealed strong satisfaction across all constituents and measures.

Upon completing their treatment program, injured workers are asked to rate their experience at the Donley Center from their initial contact through the coordination of their return to work. In 2007, 26 percent of the patients completing treatment filled out the evaluation form and uniformly rated their experience highly. Eighty-five percent of respondents "strongly agreed" that the Admitting Staff was courteous and sensitive to their needs, with an additional 15 percent rating this question "agreed." Seventy-nine percent of respondents "strongly agreed" that their Physical Therapy Team worked with them each time they had treatment, while an additional 20 percent rating this question "agreed."

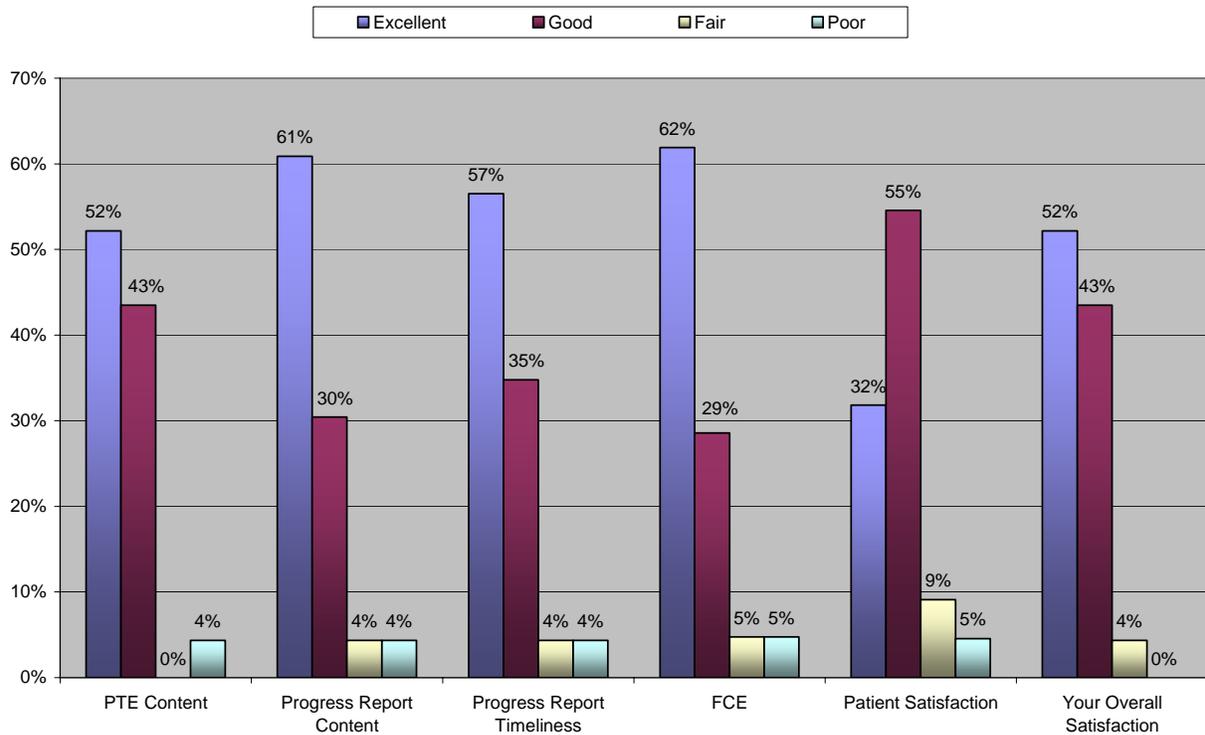
As seen below, the vast majority of the injured workers believed their initial appointment was scheduled in an efficient and timely manner, and they would strongly recommend the Donley Center to another injured worker.

PATIENT RATING OF SERVICES 2007



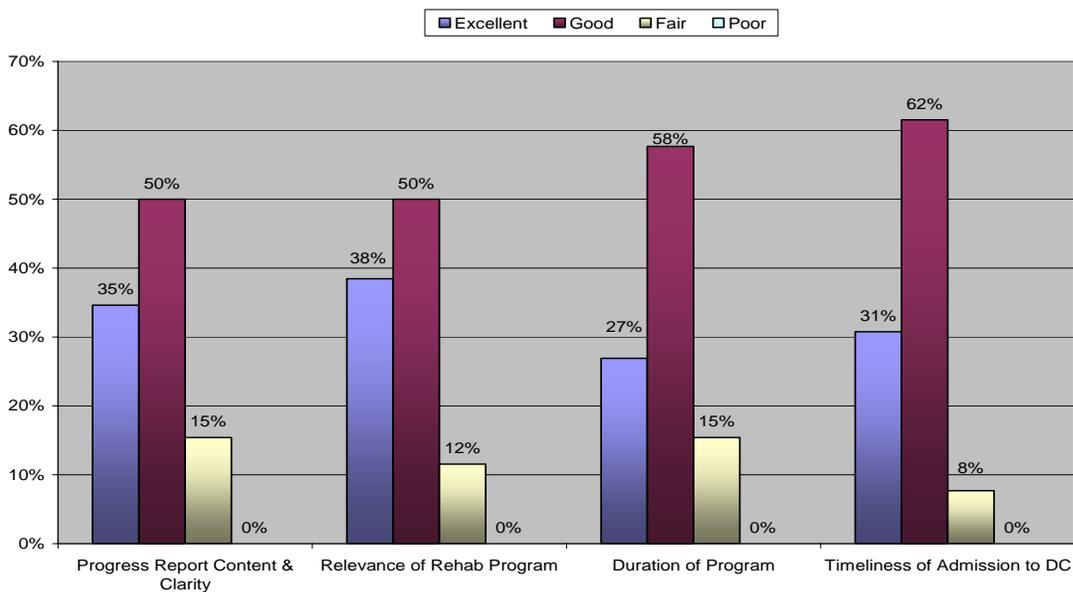
Satisfaction surveys were mailed to the physicians who accounted for approximately 75 percent of our referrals. They rated the Center highly on measures (see below) with 95 percent of the physicians rating their overall satisfaction with the Donley as excellent or good. They also rated the Center highly with respect to report content and timeliness.

PHYSICIANS' RATINGS OF SERVICES



Consistent with the physician ratings, insurers rated the Donley Center highly on report content. They also gave strong ratings to the timeliness with which patients are admitted to the Donley Center, consistent with the ratings from the injured workers themselves.

INSURERS' SATISFACTION 2007



EVOLVING DATA

Body Part, Level of Education, and Surgeries In 2006, we began reporting on additional patient demographics known to impact the outcome of rehabilitation. In particular, we are monitoring the part of the body that was injured, the patients' level of education, and the number of surgeries for the work injury. In addition to seeking trends that may enable us to be proactive in planning for the needs of our patients, we will also track our outcomes across these variables to improve treatment protocols. This year, we began presenting the return-to-work outcomes we achieved within each of these variables.

DATA SUMMARY

The following pages of this report provide detailed information and graphic representation of Donley Center admissions, demographics, outcomes, and savings impact.

- GRAPH 1:** Total Number of Referrals Admitted, 2003-2007
- GRAPH 2:** Distribution of Admissions by Referral Source, 2003-2007
- GRAPH 3:** Admissions by Services – Physician Referrals, 2007
- GRAPH 4:** Length of Time from Injury to Admission, 2007
- GRAPH 5:** Admissions Classified by Level of Education, 2007
- GRAPH 6:** Admissions by Number of Surgeries for the Work Injury, 2007
- GRAPH 7:** Admissions by Injured Body Part, 2007
- GRAPH 8:** Return to Work Outcome, 2002-2007
- GRAPH 9:** Non-Return to Work Discharges, 2007
- GRAPH 10:** Return to Work Level Outcome by Level of Education, 2007
- GRAPH 11:** Return to Work Level Outcome by Number of Surgeries, 2007
- GRAPH 12:** Return to Work Level Outcome by Body Part, 2007
- GRAPH 13:** Patients Maintaining Employment at One Month Follow-Up, 2004-2007
- GRAPHS 14 & 15:** Estimated Indemnity Savings by Insurer, 2007

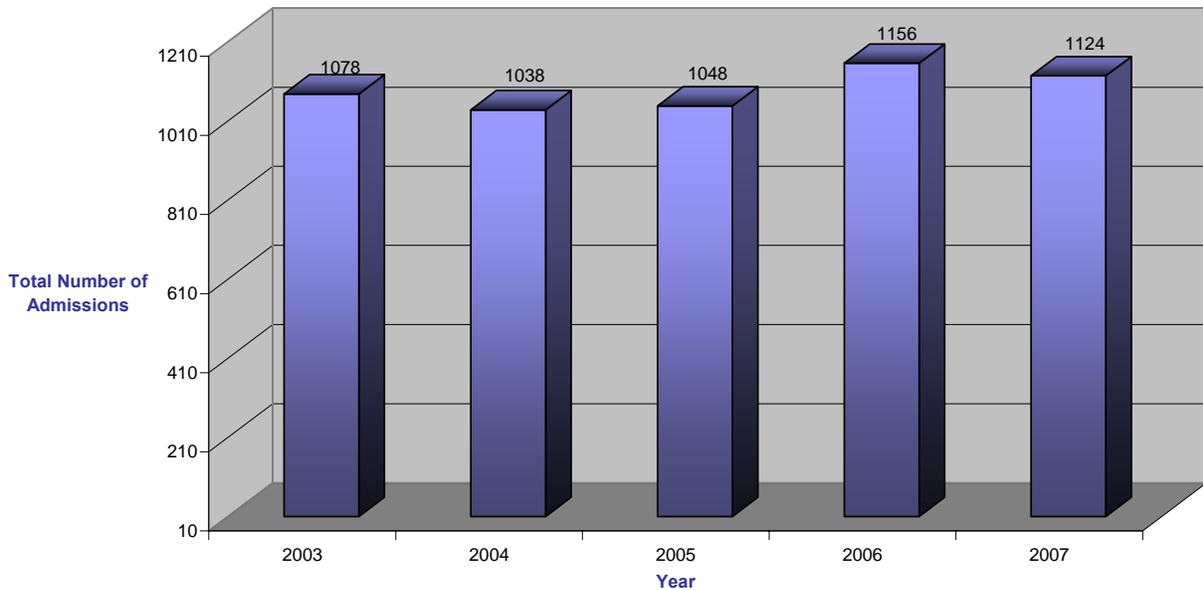
ADMISSIONS

The following three graphs illustrate admissions data for the Donley Center over the past five years, charting our total number of admissions, the source of these referrals, and the various services physicians requested at the time of referral. In summary, these graphs demonstrate that the Donley Center continues to be utilized as a significant and valuable resource in the Workers' Compensation system.

Graph 1: Total Admissions. This chart demonstrates that the total number of admissions to the Donley Center in 2007 was the second highest number of admissions recorded over the past five years. This represents sustained growth in the utilization of the Donley Center despite a decreasing trend in the number of work injuries in Rhode Island during this same timeframe.

Graph 1

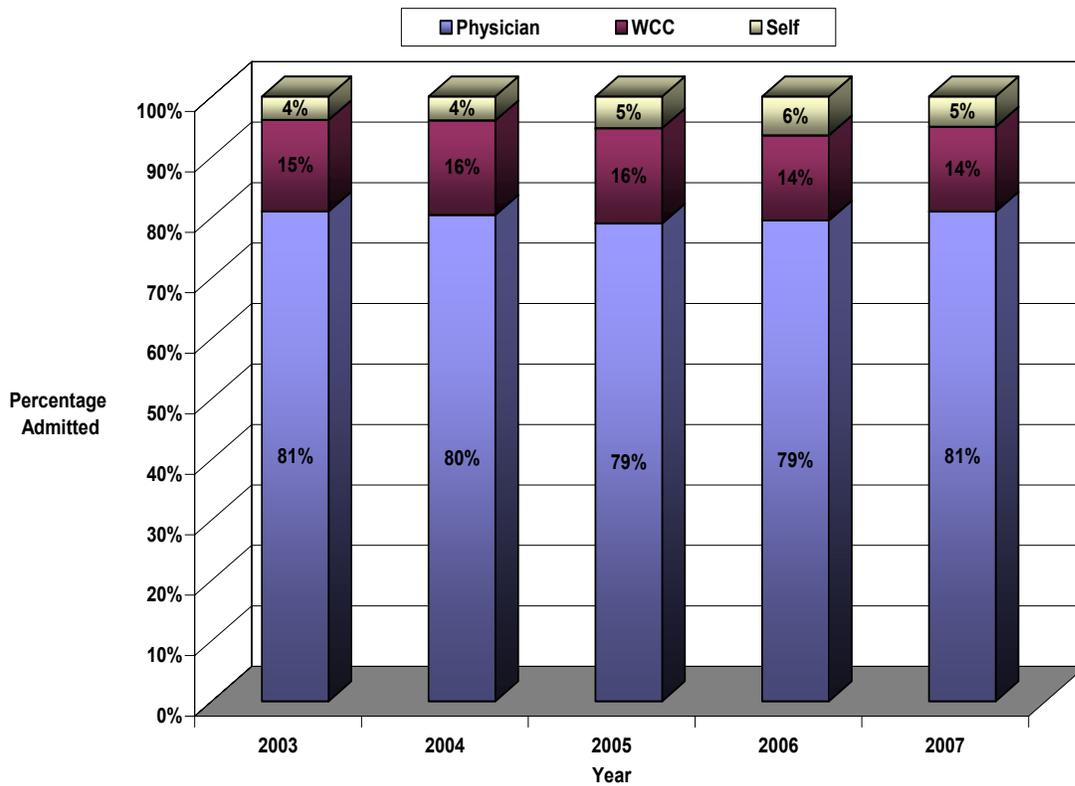
TOTAL NUMBER OF REFERRALS ADMITTED 2003 - 2007



Graph 2: Referral Sources. This graph illustrates the distribution of Donley Center admissions from all sources of referrals: Physicians, the Workers’ Compensation Court (WCC), and the injured worker (Self). In 2007, 81 percent of referrals came from physicians, 14 percent of referrals from the WCC and the remaining 5 percent of referrals were initiated by the injured workers themselves for vocational services. This graph also demonstrates marked stability in the distribution of Donley Center admissions across these referral sources.

Graph 2

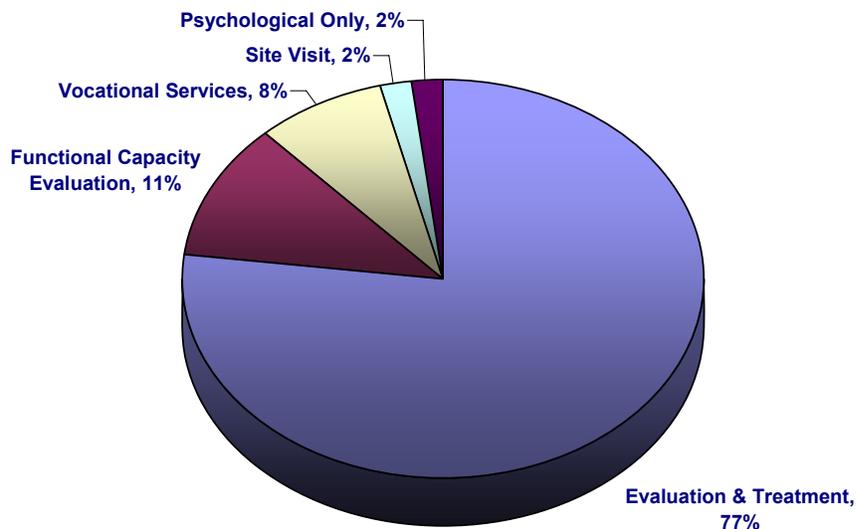
**DISTRIBUTION OF ADMISSIONS BY REFERRAL SOURCE
2003 - 2007**



Graph 3: Admissions by Services. This graph portrays the breakdown of Donley Center admissions by “service type,” thus describing both the spectrum of rehabilitative services offered by the Donley Center and the distribution of services requested by physicians at the time of referral. Referrals for “Evaluation and Treatment” continued as the largest category of admissions, accounting for 77 percent of admissions in 2007. With this type of referral, physicians depend upon the Donley Center to develop a treatment plan that incorporates the services most likely to yield successful rehabilitation. The other 23 percent of admissions represent specific requests for identified services made at the time of referral.

Graph 3

ADMISSIONS BY SERVICES - PHYSICIAN REFERRALS 2007



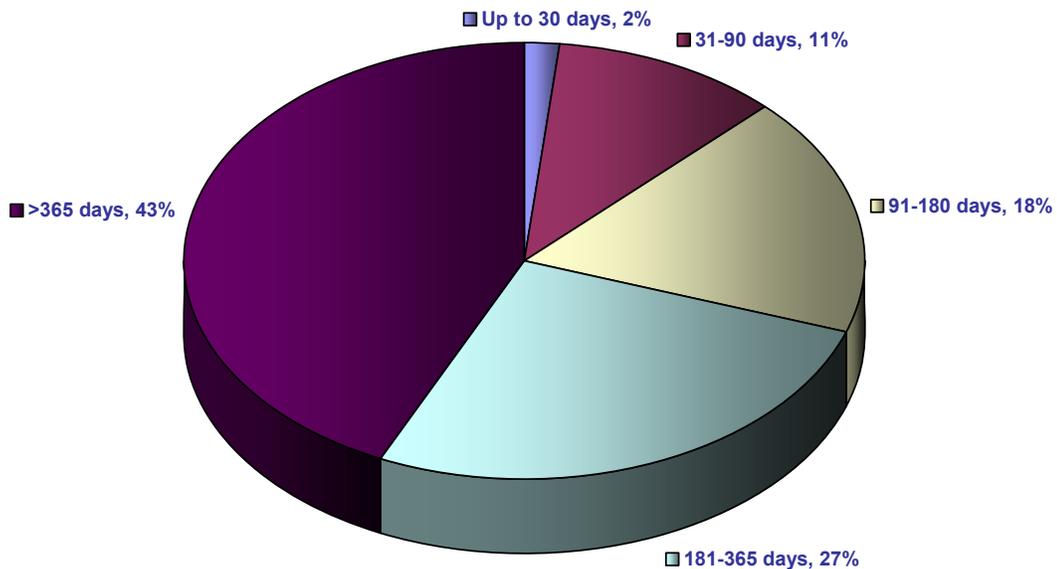
DEMOGRAPHICS

The following graphs capture data elements that describe our patient population in areas that may have impact on treatment and outcomes. We will continue to examine this data in addition to other relevant variables over the next several years, in order to develop programs and workshops that may better prepare our injured workers for re-entry into the labor market.

Graph 4: Length of Time from Injury to Admission. This graph portrays the length of time from an injured worker's date of injury (DOI) to her/his admission into rehabilitation at the Donley Center in 2007. The length of time between DOI and admission vividly demonstrates the chronic nature of the problems presented by the majority of our patient population and the need for a wide range of services to address these problems.

Graph 4

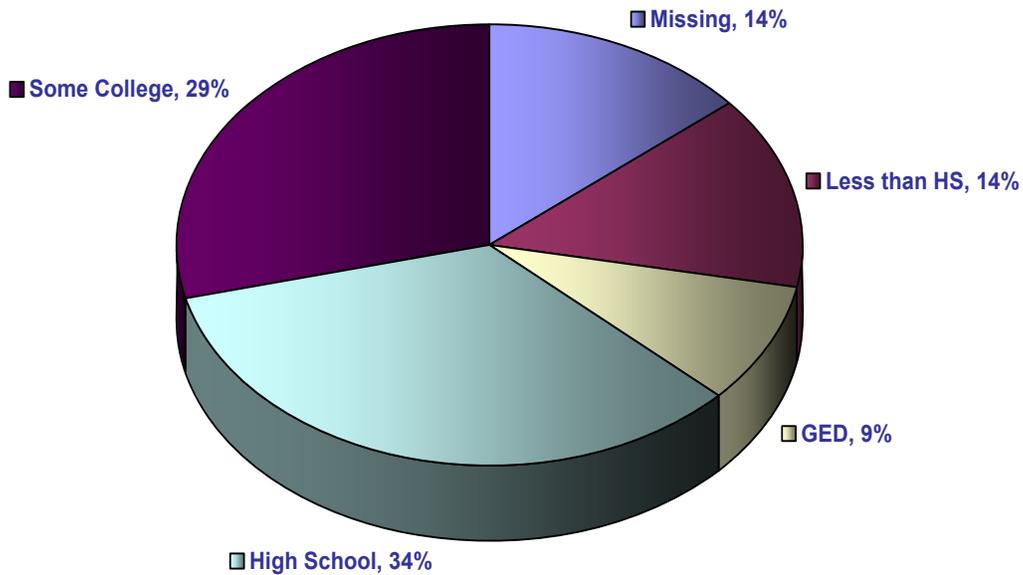
LENGTH OF TIME FROM INJURY TO ADMISSION 2007



Graph 5: Level of Education. This graph illustrates the educational background of the patients we served in 2007. Seventy-two percent of our admissions had graduated high school, earned a GED, or received college/technical education credits. These demographics are important in planning the services provided by our Vocational Department.

Graph 5

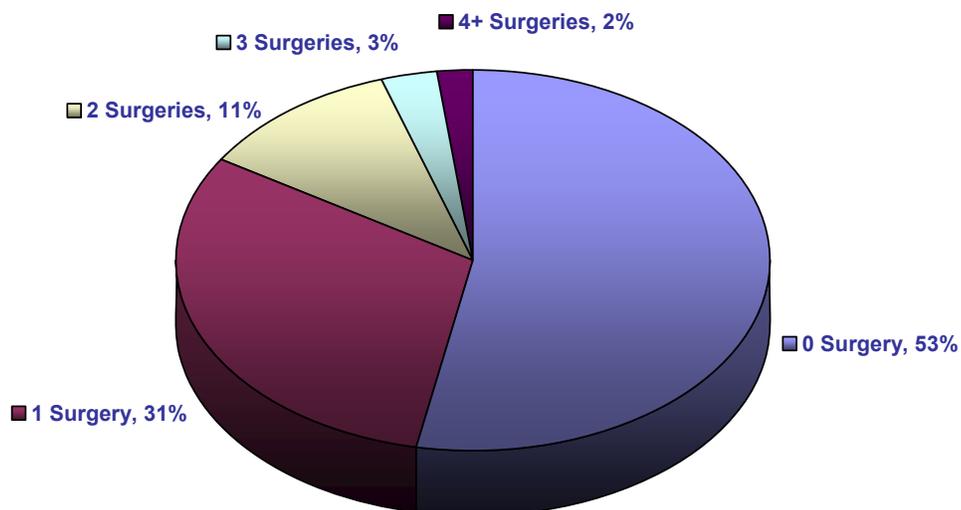
**ADMISSIONS CLASSIFIED BY LEVEL OF EDUCATION
2007**



Graph 6: Number of Surgeries. In 2007, 47 percent of Donley Center patients had undergone at least one surgery as treatment of their work injury. Over the next several years, we look forward to identifying and tracking any trends in the number of surgeries our patients have undergone, especially as these trends relate to each injured body part and the outcomes of our patients' functional restoration programs.

Graph 6

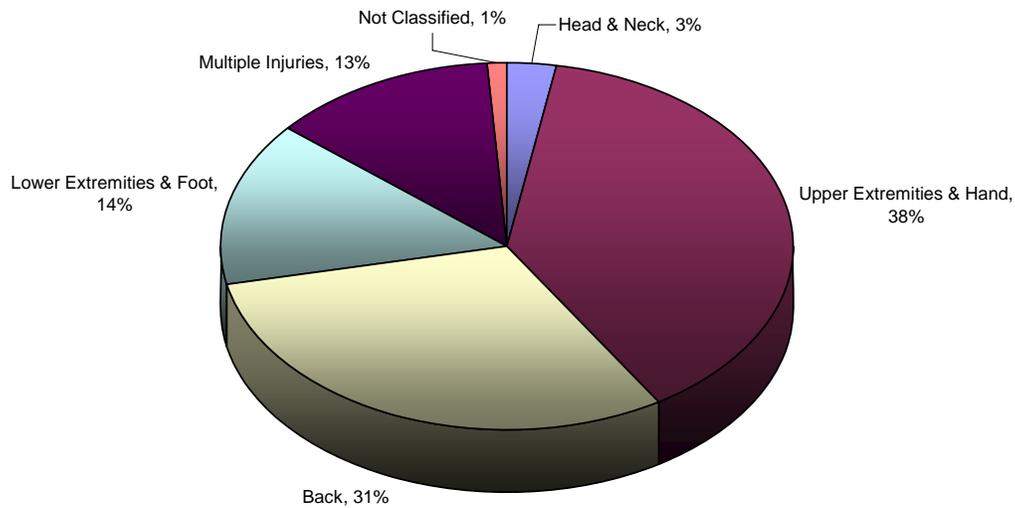
ADMISSIONS BY NUMBER OF SURGERIES FOR THE WORK INJURY 2007



Graph 7: Classification of Admissions by Injured Body Part. As we continue to analyze the parts of the body most frequently injured in the patients we treat, we may shed further light on identifying the body parts most likely to incur delayed recovery among the population we serve. Not only may this lead the Donley Center to develop programs and approaches that better meet the needs of our patients, but it may also provide information to other constituents of the RI Workers' Compensation system to improve loss prevention and timely referral for the initiation of appropriate care.

Graph 7

ADMISSIONS BY INJURED BODY PART 2007



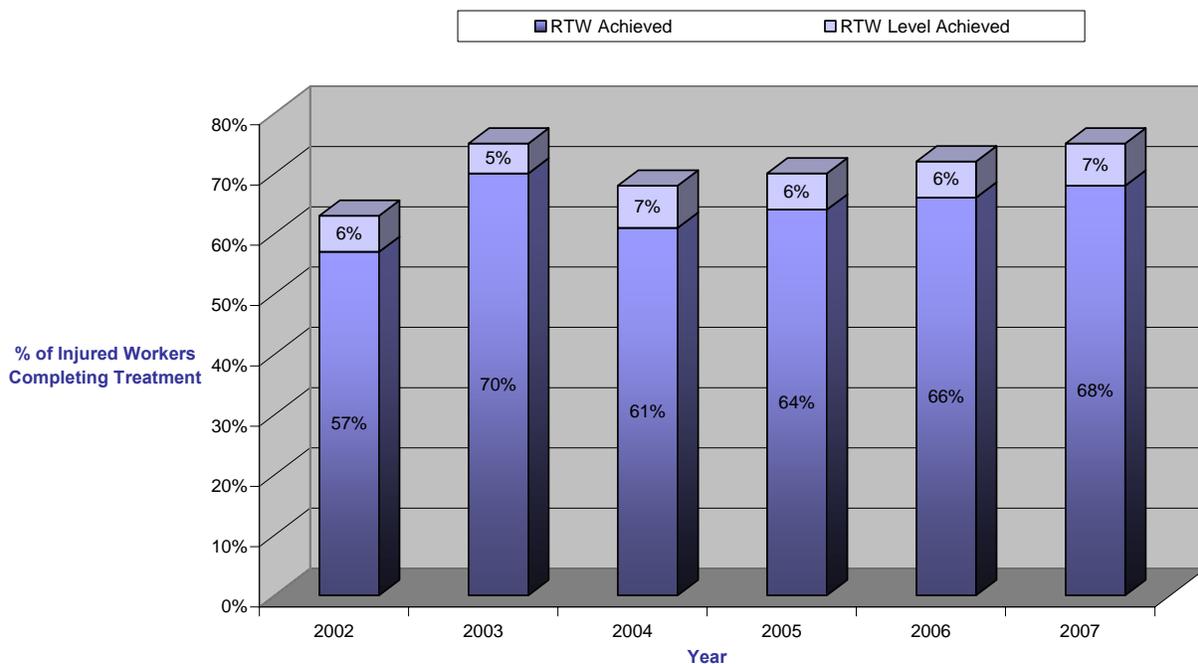
OUTCOMES

The focus of our outcome statistics remains the return to work (RTW) rate. The Donley Center treatment program has consistently achieved excellent outcomes in returning injured patients to work. These outcomes become even more significant when examining our patient population. In 2007, a total of 70% of our admissions were out of work for more than six months after their date of injury with 43% being out of work for over one year upon starting treatment with us. The following six graphs illustrate the outcome data for the Center, presenting RTW over time, detailed information about the Non-RTW status of the discharged patients, outcome by demographic variables, maintenance of RTW one month after discharge, and extrapolation of the savings to the Workers' Compensation system.

Graph 8: RTW Outcomes. This graph compares the percentage of patients over the last six years who returned to work or achieved a level of function consistent with returning to work (RTWL) after completing their treatment program at the Donley Center. Even with the chronic and more challenging population whom we treat, 68% of our patients who completed treatment returned to work with an additional 7% achieving a RTWL, thus resulting in 75% of our patients achieving a return to work level of function in 2007.

Graph 8

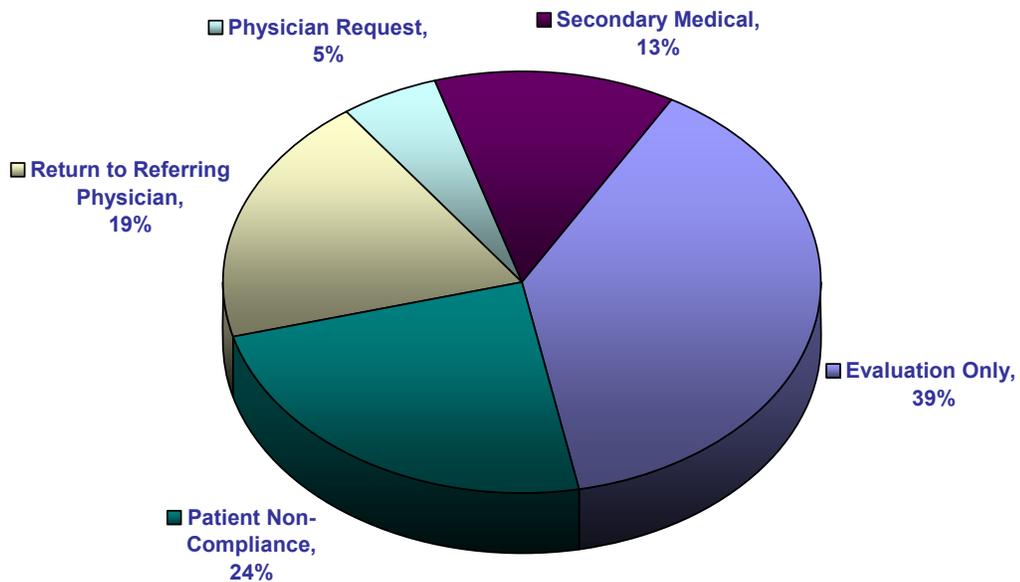
RETURN TO WORK OUTCOME 2002 -2007



Graph 9: Non-RTW Discharges. This graph depicts the disposition of Donley Center patients discharged with a non-return to work status. As shown, 39% of the injured workers who did not achieve a RTW discharge status were discharged upon completing an evaluation only. 13% of the patients were discharged for secondary medical issues that presented a health risk from a medical disorder not related to the injury. This is noteworthy in that some of these medical issues would not have been identified, had the injured worker not been in rehabilitation at the Donley Center. In many of these cases, in fact, the Donley Center physician and patient care coordinators (PCCs) were advocates in coordinating and ensuring follow-up for these medical issues with their patients' primary care physicians or other medical resources.

Graph 9

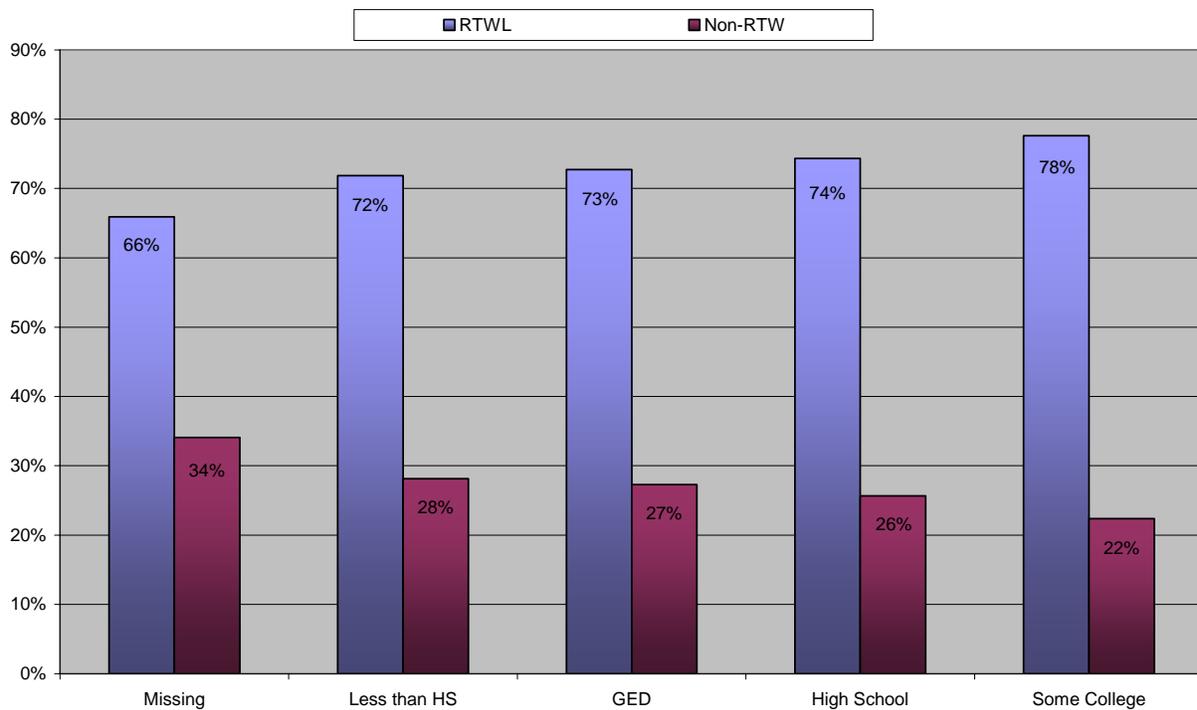
NON-RETURN TO WORK DISCHARGES 2007



Graph 10: RTW Level by Level of Education. This graph illustrates the distribution of RTW Level and Non-RTW discharges sorted by the injured workers' levels of education. In 2007, we achieved a good RTW Level rate for a chronic population regardless of the level of education. While it may not be statistically significant, and while it is premature to draw any conclusions based on one year of data, it appears that injured workers with some education beyond high school achieved a better RTW Level rate. This will be important to track over subsequent years.

Graph 10

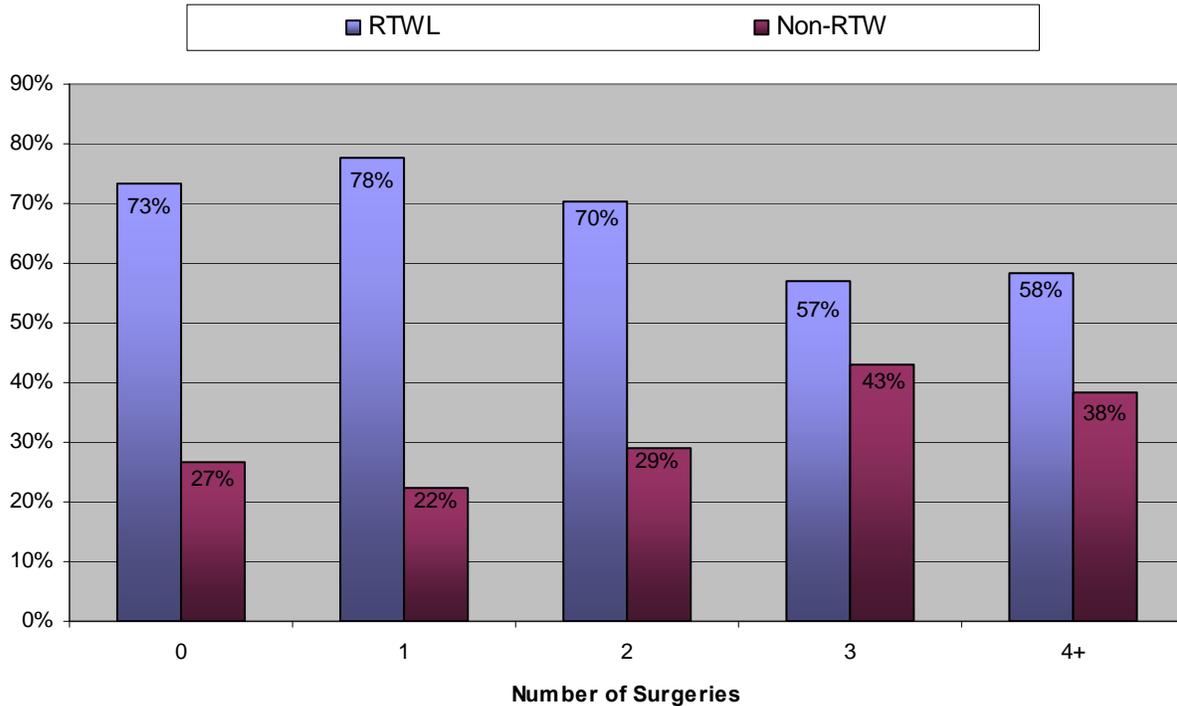
**RTWL OUTCOME BY LEVEL OF EDUCATION
2007**



Graph 11: RTWL Outcome by Number of Surgeries. This graph shows the RTWL Level outcome of the patients who completed treatment, sorted by the number of surgeries they reported for their work injury. With data for only 2007, conclusions based on the apparent distribution shown in the graph below may be premature. It appears, however, that patients who have undergone multiple surgeries for their injury have a higher non-return to work rate than those with fewer surgeries. It will be relevant and noteworthy to observe the results of tracking this particular demographic variable over the coming years.

Graph 11

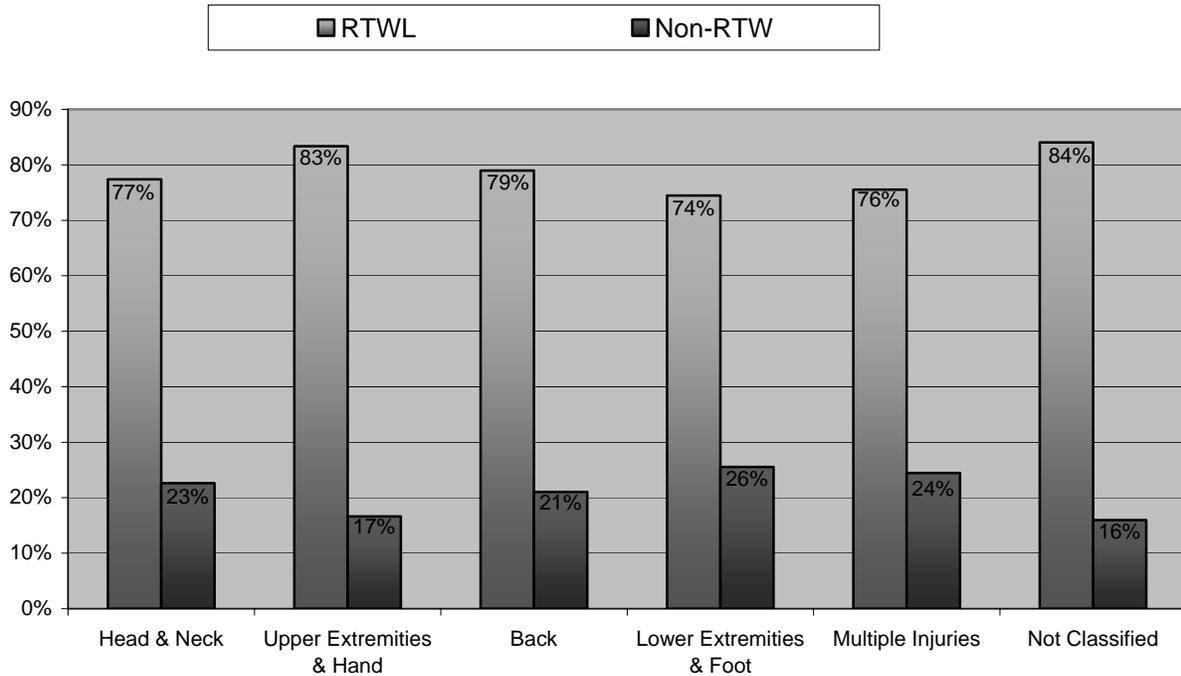
**RTWL OUTCOME BY NUMBER OF SURGERIES
2007**



Graph 12: RTWL by Injured Body Part. This graph shows the RTWL Level outcome across all injured body parts. In general, the excellent RTWL Level outcome achieved by the Donley Center is again demonstrated. With only one year of data, it remains premature to draw any conclusions or speculate about any differences that may be suggested in the graph below. As with the demographics of education and number of surgeries, we will be focused on tracking these variables and their associated outcomes over the next several years.

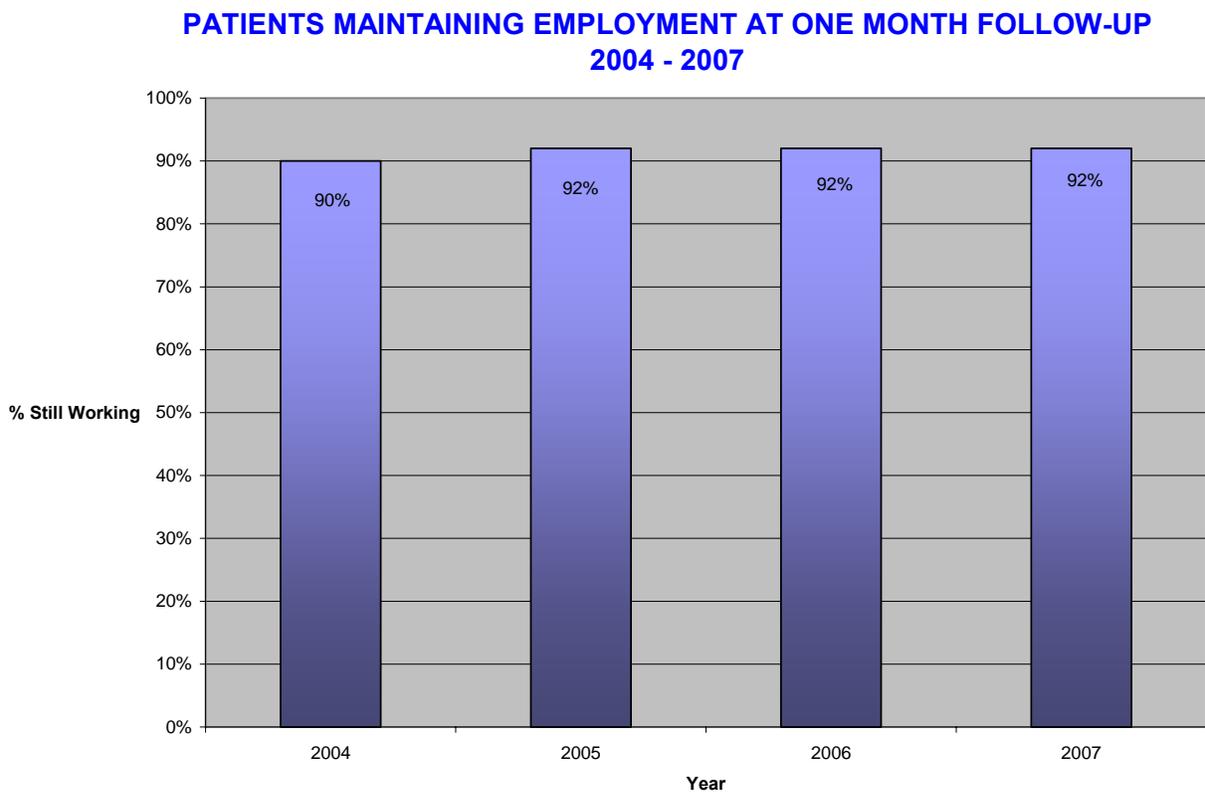
Graph 12

**RTWL OUTCOME BY BODY PART
2007**



Graph 13: Patients Maintaining Employment. This graph compares the percentage of patients over the last four years who returned to work after completing their treatment program at the Donley Center and remained working one month later. This data is based on the questionnaire responses received from these patients following their discharge from the Center.

Graph 13



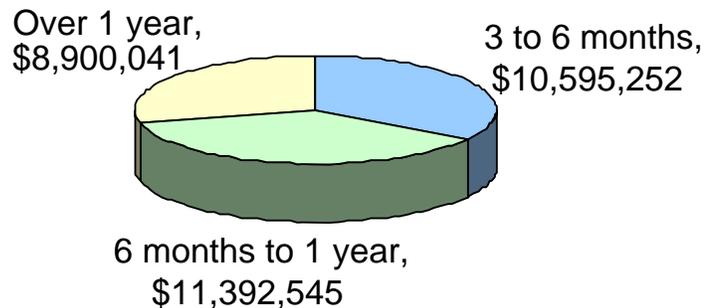
IMPACT

ESTIMATED SAVINGS REPORT – 2007

Graph 14: Estimated Indemnity Saved Looked at by Chronicity. This graph displays the estimated financial impact of successful RTW on Workers' Compensation in the State of Rhode Island as measured by estimated indemnity dollars saved. This estimate was obtained by subtracting the return to work date from the date of the "312-Week Gate" and calculating the amount of indemnity that would have been paid. This estimated savings of \$30,887,838 confirms the importance of returning the more chronic population to work. Not included in Graph 14 are patients who were admitted less than three months after their date of injury (DOI).

Graph 14

Estimated Indemnity Saved 2007



Graph 15: Estimated Indemnity Savings by Insurer. This chart demonstrates how the estimated financial impact of successful RTW is distributed among Workers' Compensation insurers in the State of Rhode Island, as measured by the percentage of cases attributable to each type of Workers' Compensation carrier in Rhode Island.

Total savings reach beyond indemnity savings alone. Many patients at the Donley Center participate in valuable therapeutic, psychological, and vocational programs and workshops. These services help restore both physical and social functioning for injured workers, thereby reducing the cost of future palliative care and/or social programs.

Graph 15

Type of Insurer	Time Between Injury and Admission for All Injuries	Number of Injured Workers Returned to Work	Estimated Weeks of Indemnity Saved	Estimated Amount of Indemnity Saved
All Injuries	3 to 6 months	83	23,635	\$10,595,252
	6 months to 1 year	96	25,414	\$11,392,545
	Over 1 year	95	19,854	\$8,900,041
	Total for All Injuries	274	68,903	\$30,887,838
Beacon Mutual	3 to 6 months	50	14,241	\$6,383,738
	6 months to 1 year	50	13,234	\$5,932,386
	Over 1 year	50	10,564	\$4,735,414
	Total for Beacon Mutual	150	38,038	\$17,051,538
Self-Insured	3 to 6 months	6	1,700	\$762,202
	6 months to 1 year	13	3,483	\$1,561,291
	Over 1 year	11	2,071	\$928,447
	Total for Self-Insured	30	7,254	\$3,251,940
State Employees	3 to 6 months	2	555	\$248,986
	6 months to 1 year	2	532	\$238,356
	Over 1 year	9	1,920	\$860,821
	Total for State Employees	13	3,007	\$1,348,163
Insurers	3 to 6 months	25	7,139	\$3,200,326
	6 months to 1 year	25	6,609	\$2,962,479
	Over 1 year	24	5,050	\$2,263,738
	Total for Insurers	74	18,798	\$8,426,543
Interlocal Risk Trust	3 to 6 months	0	0	\$0
	6 months to 1 year	6	1557.142857	\$698,033
	Over 1 year	1	249	\$111,621
	Total for Insurers	7	1,806	\$809,654



Rhode Island Department of Labor and Training
Division of Workers' Compensation

The John E. Donley Rehabilitation Center
249 Blackstone Blvd., Providence, RI 02906
Phone (401) 243-1200, Fax (401) 222-3887

DLT is an equal opportunity employer/program. Auxiliary aids and services are available on request to individuals with disabilities. Hearing Impaired call RI Relay @ 711