

THE DONLEY

REHABILITATION CENTER

249 Blackstone Boulevard
Providence Rhode Island

ANNUAL REPORT 2002

INTRODUCTION

The Donley Rehabilitation Center provides comprehensive rehabilitation services through advanced and effective methods of treatment exclusively for individuals under the Rhode Island Workers' Compensation Act. Treatment at the Donley Center is rendered upon receiving a referral from the attending physician. Our services provide physical and occupational therapy, aquatic therapy, ergonomic work site visits, vocational services, psychological counseling, medical clearance/evaluations and case management.



The chronic population continues to be the group from which the highest numbers of patients are referred to the Donley Center. Eighty-four percent of patients admitted in 2002 had injuries over three months in duration. This faction of the Workers' Compensation system represent the most costly group since they are responsible for the majority of the system's indemnity and medical expenses. Our patients need a setting that will allow a comprehensive overview of recovery and is grounded in the rehabilitation model.

This annual report covers the period of January 1, 2002 through December 31, 2002

WELCOME

On behalf of the staff at the Dr. John E. Donley Rehabilitation Center, I am pleased to submit our Annual Report for 2002.

In 2002, we continued to focus on meeting the challenges inherent in serving the chronic population. Last year 67% of the patients we served were out of work for over 6 months and 42% were out of work for over one year before entering the Donley Center. In treating patients with chronic injuries, it is the Donley Center philosophy to shift the focus of treatment to a rehabilitation model that utilizes the application of behavioral management strategies to address the array of problems resulting from work injuries.

Our attention focuses toward maintaining effective integration of multidisciplinary intervention to enhance patient motivation, responsibility and improved outcomes. To meet these objectives our energies continue towards program development and data collection development to better track and report our outcomes, and to facilitate continual quality improvement.

This year we implemented a new Patient Orientation Program (POP) for all patients entering the center. The Patient Orientation Program creates a forum for patients to learn more about the impact of injuries, the Workers' Compensation system, the Donley Center and the philosophy of recovery that is grounded in the rehabilitation model. This enhances the educational component of their rehabilitation and helps instill motivation by preparing the injured worker before they start their rehabilitation regimen. Understanding the concept of rehabilitation allows an injured worker to set realistic goals and develop a trusting relationship with the staff. A good working relationship optimizes the probability of a successful outcome.

In addition, this year we devoted considerable resources to integrate behavioral medicine components into our physical and vocational rehabilitation programs. This was accomplished through the design and implementation of a series of workshops on the themes most prevalent among our patients. These workshops include managing pain, managing anger, coping with stress and lessening fear of return to work. The group format facilitates supportive contact among the injured workers and includes instruction from our staff psychologists on methods of coping with these issues.

In collaboration with the Institute of Labor Studies, we developed a Computer Skills Training Program for our vocational clients. Each program consists of four classes per week for three weeks. This provides clients with new skills to increase their vocational options and re-enter the work place with greater confidence. At the time of this report 26% of those completing the computer program reentered the workforce.

Accomplished this past May was the consolidation of our URI Satellite clinic. With the cooperation of our staff, referring physicians and the rehabilitation community we were able to accommodate these patients at our Providence facility or through arrangements with the URI Physical Therapy Department and other local rehabilitation resources. We remain committed to service patients throughout the State and to work with all physicians to accommodate the needs of RI injured workers.

In 2002, we laid the foundation for building a database. We were able to provide a Physician Outcome Report to the over 200 physicians who referred patients to the Donley Center. This report proved to be a valuable feedback tool and well received by the physician community. Specifically, we were able to share the number of patients they referred, the duration of each patient's injury and the Return-to-Work outcome of each case. We intend to provide this service each year and to expand the information we provide based on feedback from referring physicians. In 2003, we will attempt to answer other questions physicians have posed to us after receiving their 2002 report.

Looking forward, we will continue to refine our database and data warehousing capacity in order to provide more timely and comprehensive reporting to our referring physicians including Annual Performance Reports and Annual Physician Outcome Reports. We will expand our Vocational unit to provide more reference materials and computer resources and facilitate greater availability of these resources to outside vocational vendors. A continued priority is to increase utilization of the Donley Center by the minority community and to provide Center resources that more effectively accommodate this population. To accomplish this, we will continue to build relationships with minority leadership in the community.

In closing, I would like to share a nationwide statistic reported by The Sun Alliance Insurance Company (NC). Their data indicates that 85% of employees absent from the workplace Return-To-Work (RTW) within Two months. The remaining 15% have a 50% rate of RTW after Six months then 25% after one year, and a 1% rate of RTW after a two-year absence respectively. Since the Donley Center's patient population is representative of the most costly and complicated in the Workers' Compensation System with the poorest overall RTW potential, we are proud of our outcomes. In 2002, 63% of our patients completing treatment programs achieved a RTW level with an actual 57% returning to the workforce. We shall continue to meet this challenge by planning and implementing creative, diverse and innovative programs into the future.

Thank You,

Kathleen Sohar
Director of Patient Care Services

ADMINISTRATIVE STAFF

Jean Severance	Associate Director, Division of Workers Compensation, Department of Labor and Training
Kathy Sohar, RN, BS, CCM	Director of Patient Care Services
Susan Rand, PT	Chief Physical Therapist
Joanne Fowler, Ph.D.	Manager of Psychological Services
Cindy Baldwin, MA, CRC, QRC	Manager of Vocational Services
Vincent Pera, M.D., D.A.B.D.A.	Director of Medical Services

DATA SUMMARY

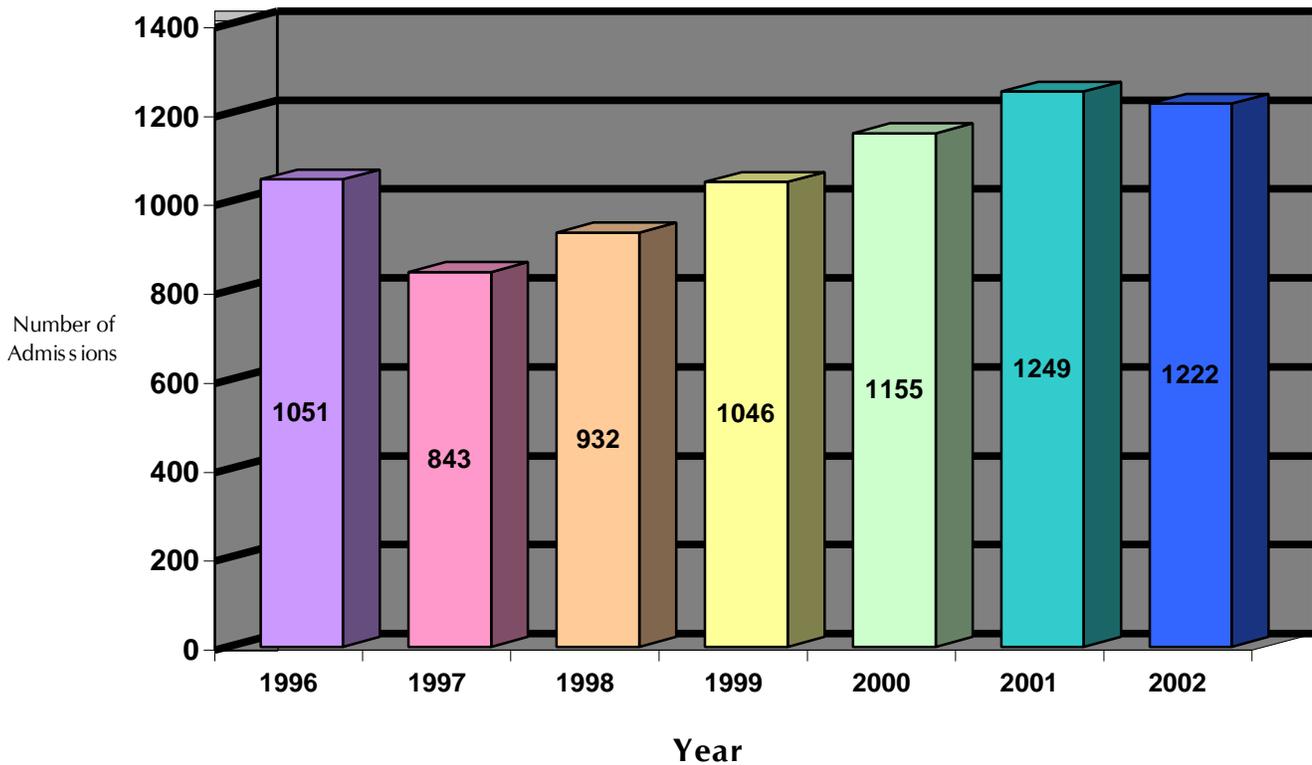
The following pages of this report provide detailed information and graphic representation of Center admissions, outcomes, and impact savings.

GRAPH 1:	TOTAL NUMBER OF ADMISSIONS PER YEAR
GRAPH 2:	ADMISSIONS BY REFERRAL SOURCE
GRAPH 3:	ADMISSIONS BY CASE TYPE
GRAPH 4:	RETURN TO WORK DISCHARGES
GRAPH 5:	NON-RETURN TO WORK DISCHARGES
GRAPH 6:	ESTIMATED SAVINGS REPORT

ADMISSIONS

The following three graphs illustrate “admissions” data for the Center over the past Seven years. Graph 1 includes information on total Center admissions to date and Graph 2 provides detailed information on referral sources. Graph 3 discussed the “Types” of referrals seen by the Center.

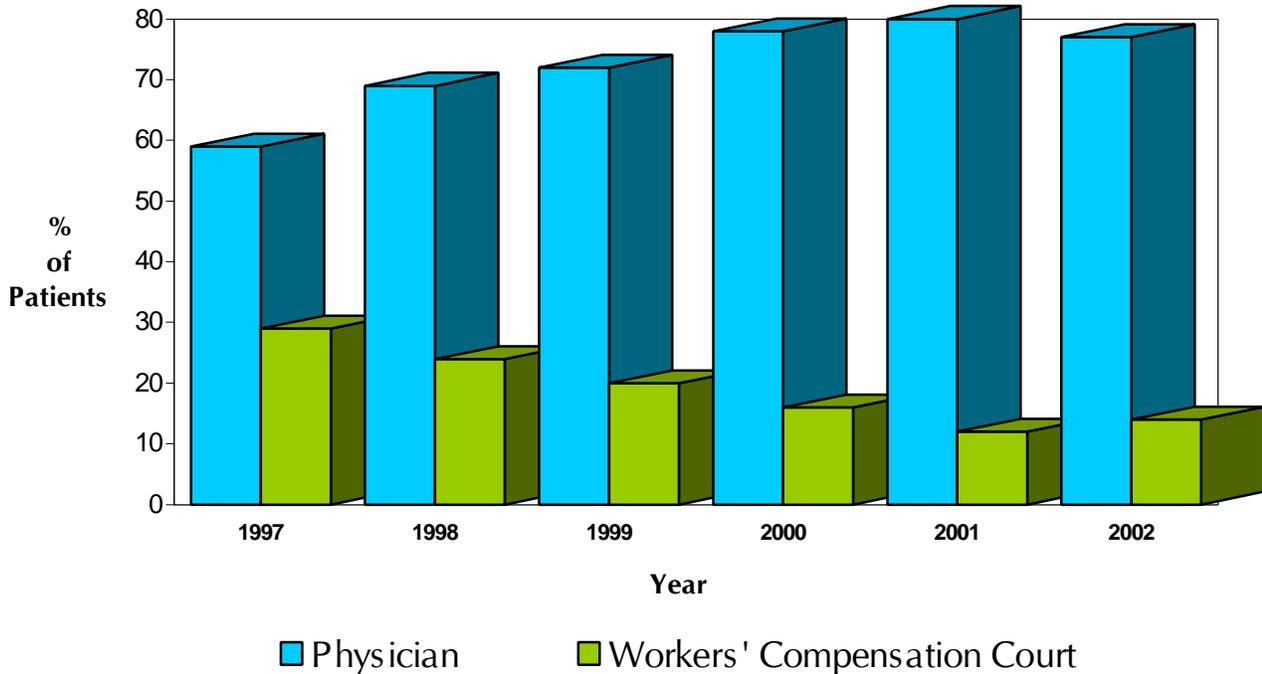
**Total Number of Admissions Per Year
Donley Rehabilitation Center**



Graph 1

Graph 1 indicates that total admissions for the Center in 2002 remained fairly constant and comparable to the record high admissions set in 2001. As previously noted, the URI satellite campus closed early in 2002, respectively the admissions did not change significantly compared to the previous year.

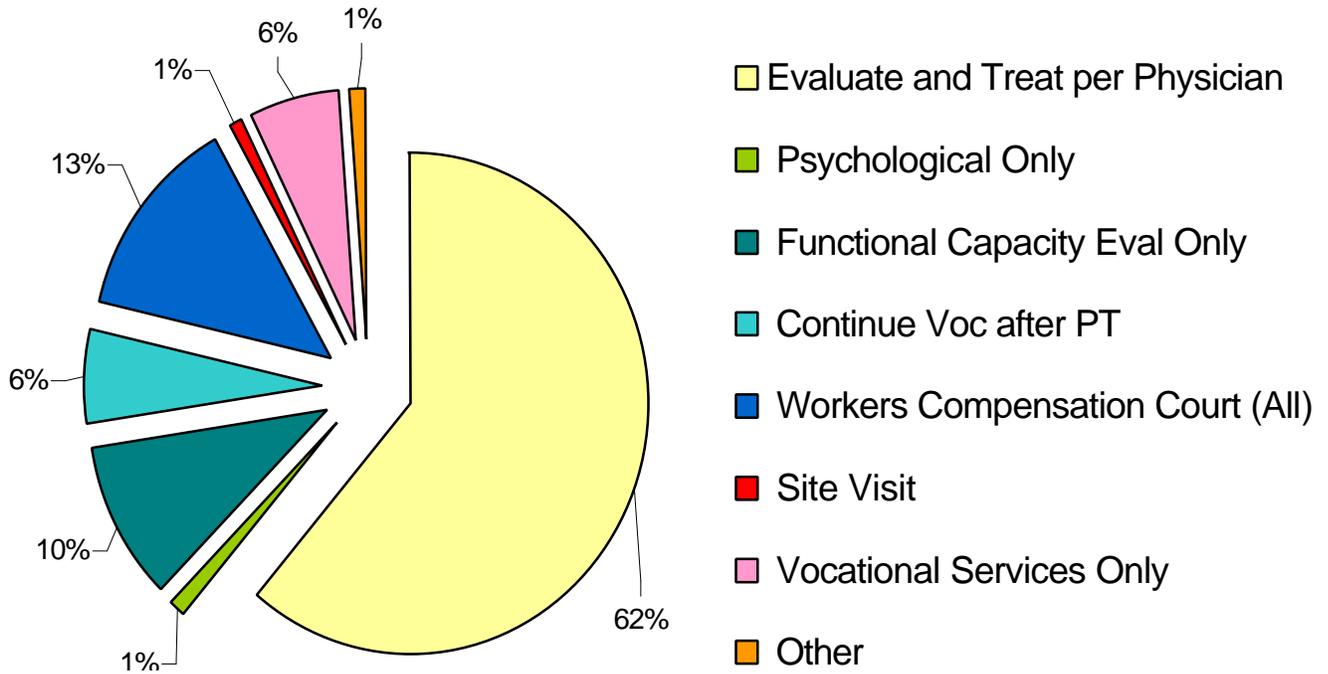
**Donley Center Admission Referral Source
Physician vs. Workers' Compensation Court**



Graph 2

Graph 2 depicts total Donley Center’s admissions by referral type including “Physician”, and “Workers’ Compensation Court”. As noted in the graph, referrals from the Physician community have risen since 1997 and leveled off last year. Current year 2002 remained fairly consistent at 77% of total referrals, a minimal change from last year. The noted increase in physician total referrals has also been accompanied by an increase in the number of individual physicians utilizing the Center. In 2002, over 200 individual physicians referred patients to the Center indicating a growing confidence and satisfaction among the physician community. Total percentage of Workers Compensation Court referrals for the current year approximated 16%, an increase from last year.

**Donley Rehabilitation Center
Admissions by Case Type, 2002**



Graph 3

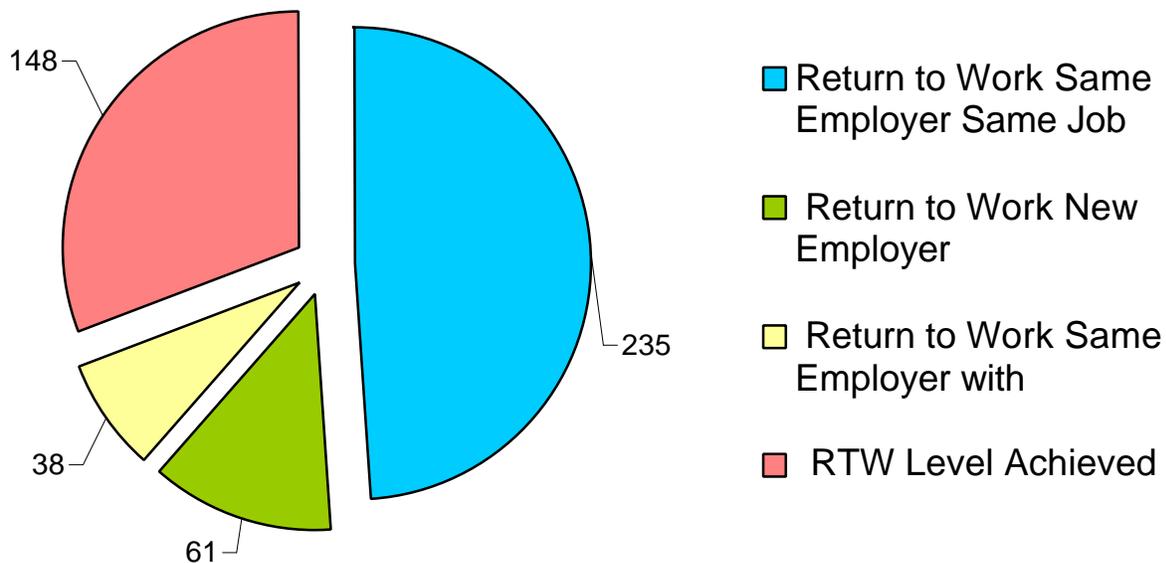
Graph 3 provides a breakdown of Donley admissions by “referral type”. These categories represent the diverse mix of treatment and rehabilitation services offered by the Donley Center. Referral by physicians for “Evaluation and Treat” constituted the largest category with 754 patients or 62% of all admissions. Referrals for the Workers Compensation Court were second at 13% and included such services as: evaluations, physical therapy, work hardening, vocational services or commutation evaluation. A total of 10% of referrals were for Functional Capacity Evaluations (FCE), 6% were for “Vocational Services Only” while 2% were spread across “Site Visit” and “Other” categories.

OUTCOMES

The following two graphs illustrate outcome data for the Center. The focus of our outcome statistics remains the Return-to-Work (RTW) rate. Graph 4 includes information on patient achieving a successful RTW and/or achieving a RTW functional level. Graph 5 provides detailed information on patients discharged from the Center with a Non-RTW status.

Donley Rehabilitation Center Return to Work Discharges, 2002

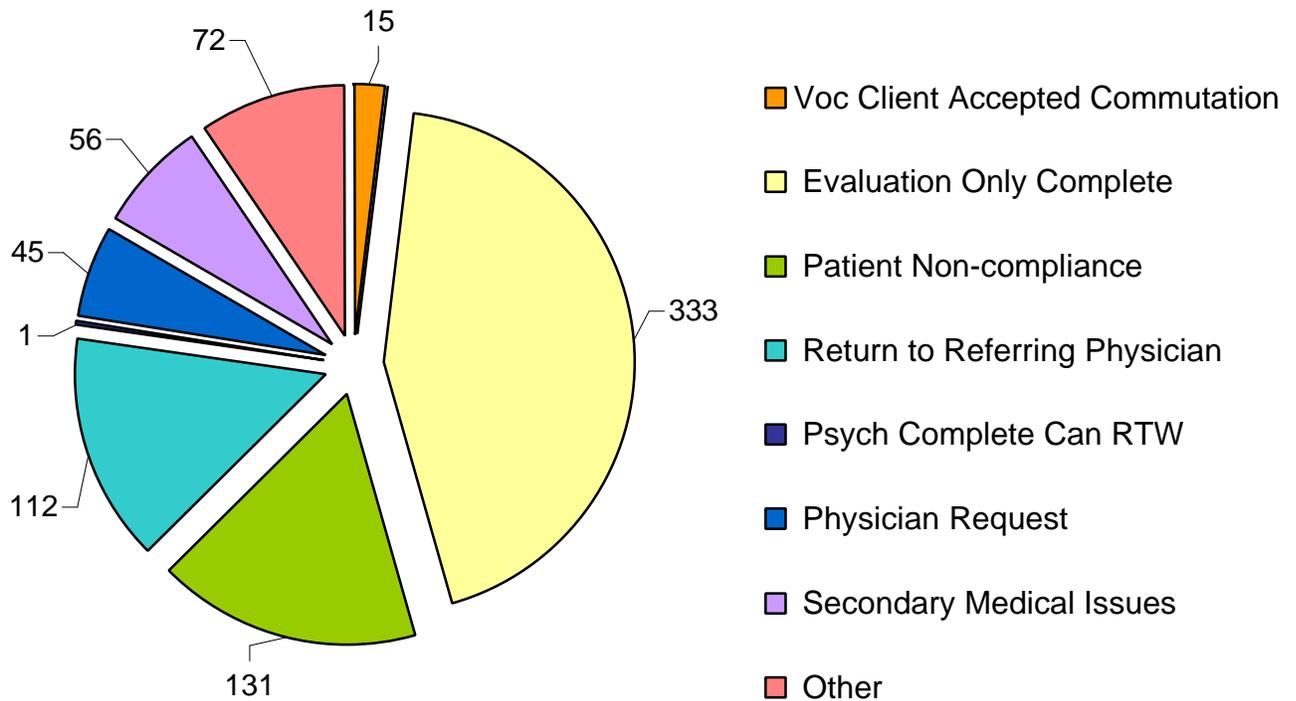
Total Number of Patients: 482



Graph 4

Graph 4 shows RTW discharges for 2002. The Donley Center achieved an historic high of 482 total RTW discharges topping last year's high of 478, despite slightly lower total admissions compared to last year. 235 patients returned to the same job with the same employer or a total of 48%. 61 patients returned to work at a new employer, while 38 patients returned to work following advanced training. An additional 148 patients achieved a functional level consistent with RTW. Despite the fact that 84% of patients are considered therapeutically "chronic" at time of referral, 63% of Center patients who completed a treatment program achieved a RTW level.

Donley Rehabilitation Center
Non-Return to Work Discharges, 2002
 Total Number of Patients: 765



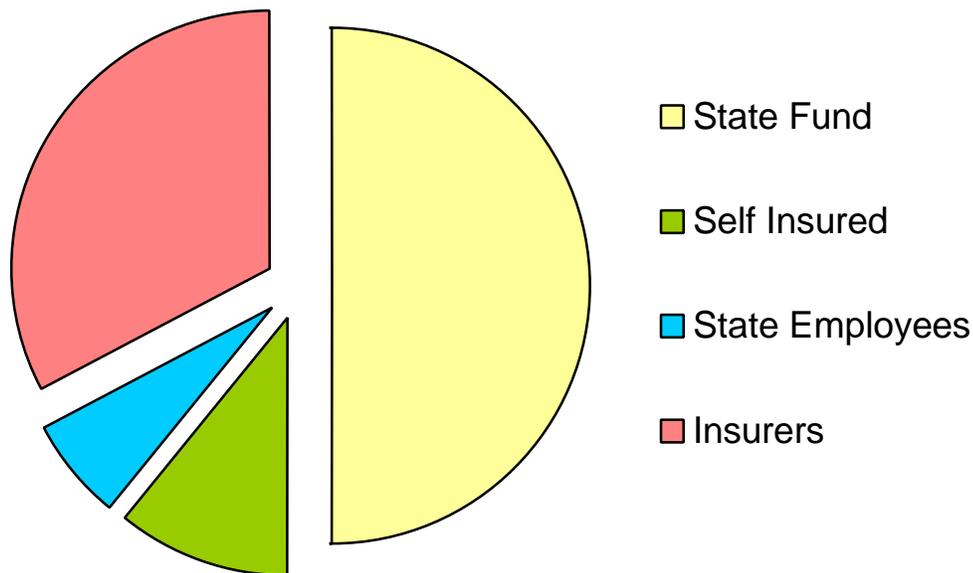
Graph 5

Graph 5 provides data on Non-RTW discharges from the Center. Of the 765 patients discharged with a Non-RTW status, a total of 44% were admitted for “Evaluation Only” by their physician or the Workers’ Compensation court. A total of 131 patients or 17% were discharged due to secondary medical issues such as hypertension, or other medical disorders unrelated to their work injury. Close to 15% of patients discharged within this subgroup returned to their referring physician for further evaluation and/or medical treatment and diagnosis.

IMPACT REPORT

ESTIMATED SAVINGS REPORT 2002

TYPE	Number of Injured Workers RTW	Estimated Weeks Indemnity Saved	Estimated Dollars Indemnity Saved
State Fund (Beacon)	115	29,346	\$14,042,451.00
Self Insured	26	6,445	\$3,084,257.00
State Employees	15	3,633	\$1,738,387.00
Other Insurers	78	19,319	\$9,244,694.00
TOTAL	234	58,743	\$28,109,789.00



Graph 6

Graphic 6 reports the estimated financial impact on the overall Workers' Compensation in the State of Rhode Island as measured by indemnity dollars saved. This report subtracts the date of injury from the anticipated date of the "312-Week Gate". The amount of indemnity that would have been paid has been calculated using the Unemployment Insurance average weekly wage for CY 2000 (\$619.99). It is estimated that the services rendered by the Donley Rehabilitation Center provide a savings of over Twenty-eight Million dollars. The graph depicts the largest savings potential with the RI State Fund system of over Fourteen Million dollars.

END REPORT