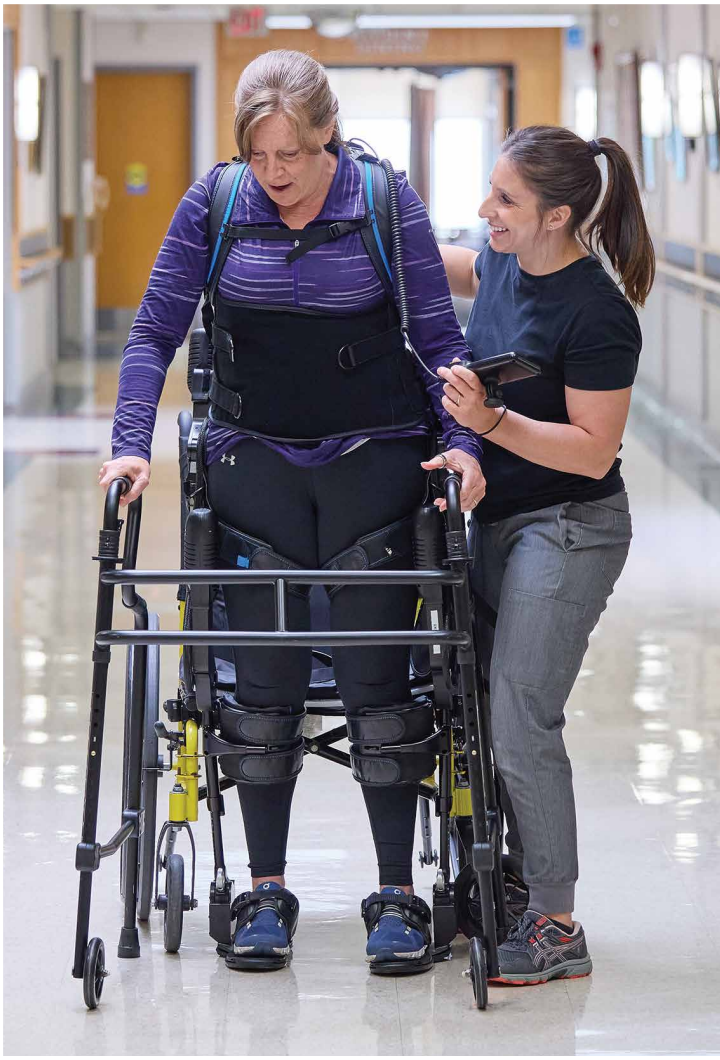
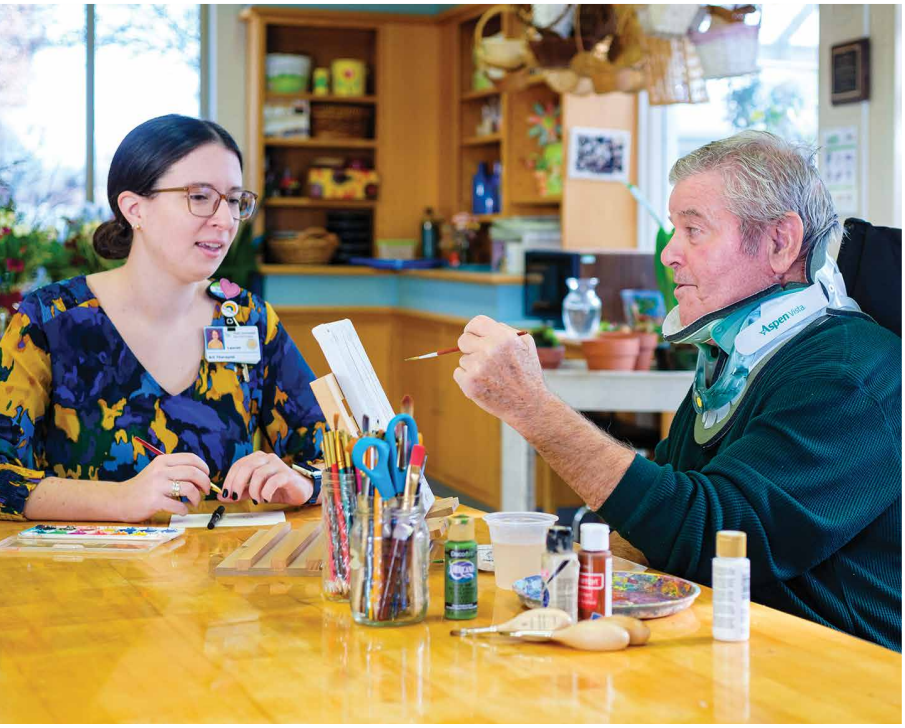
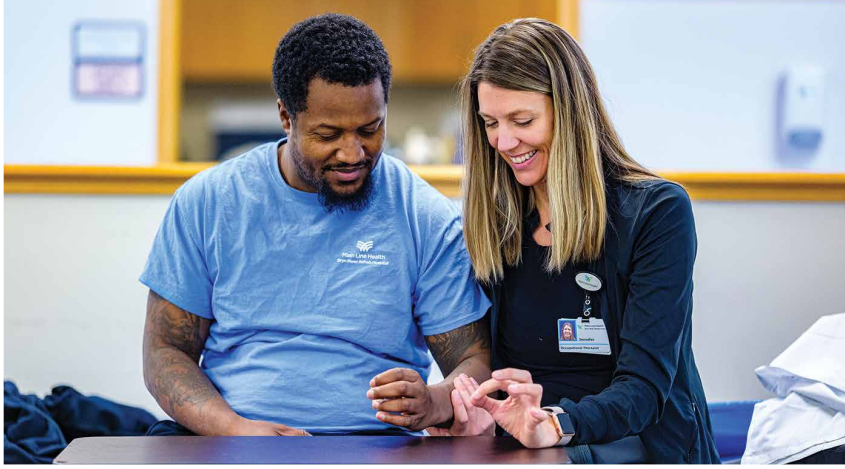


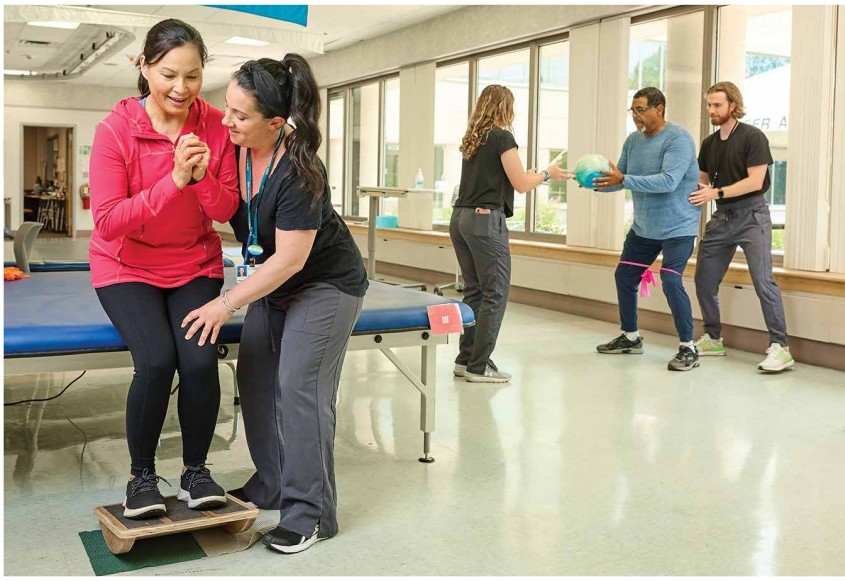


2023-2024

Impact Report

Main Line Health®
Bryn Mawr Rehab Hospital





WHY CHOOSE

Bryn Mawr Rehab Hospital

Deciding where to go for rehabilitation is a critical step in your recovery. At Bryn Mawr Rehab Hospital, we offer private tours of our facility and clinical liaisons who provide one-on-one consultations with patients and caregivers. Our patients receive the highest quality therapy, nursing and physician care with experts to guide them on their recovery journey.

As one of the most comprehensive rehabilitation hospitals in Pennsylvania, we take a creative approach to a wide range of rehabilitation services to help patients reestablish their lives. Our dedicated team creates custom therapy plans for each patient, building on every moment of triumph along the way. Celebrating this incremental progress keeps us — and our patients — driven to keep improving every single day. For this reason, Bryn Mawr Rehab Hospital is being chosen by patients and their families more than ever as their destination for recovery.

TO LEARN MORE VISIT MAINLINEHEALTH.ORG/REHAB

A MESSAGE

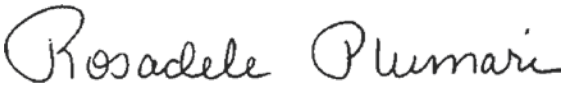
From the Executive Director

PEOPLE RECOVERING FROM LIFE-ALTERING INJURY OR ILLNESS DESERVE the best care available in close, capable hands. They expect excellence in all aspects of rehabilitative care — skill, experience, expert decision-making, determination, ingenuity, compassion, comfort and the utmost in teamwork. Bryn Mawr Rehab Hospital has provided the Philadelphia region with comprehensive, personalized rehabilitative care for more than 50 years.

We are pleased to share our 2023-2024 Impact Report, highlighting the leading-edge technologies, multidisciplinary team approach and expertise that distinguishes us as a destination for rehabilitative care. But more importantly, we share two powerful stories of recovery and the exceptional care they received at Bryn Mawr Rehab Hospital.

Bryn Mawr Rehab Hospital is one of the largest inpatient rehabilitation hospitals in southeastern Pennsylvania with 148 beds. We are equipped with the latest rehabilitation technology and a team of more than 650 physicians, therapists, nurses, psychologists, care managers and volunteers. Our care teams work closely with patients and their families to design rehabilitation programs customized to their specific goals and needs. We excel at using both traditional and nontraditional modalities and a tireless creativity that translates into our patients meeting the goals they've set.

Our patients depend on us to help them reclaim their lives and create a plan that ensures they can live every day to their fullest potential. It is our greatest honor to help them realize all that life has yet to offer.



Rosadele Plumari
VICE PRESIDENT, EXECUTIVE DIRECTOR
BRYN MAWR REHAB HOSPITAL

BRYN MAWR REHAB

By the numbers

(FY23 – JULY 1, 2022 – JUNE 30, 2023)

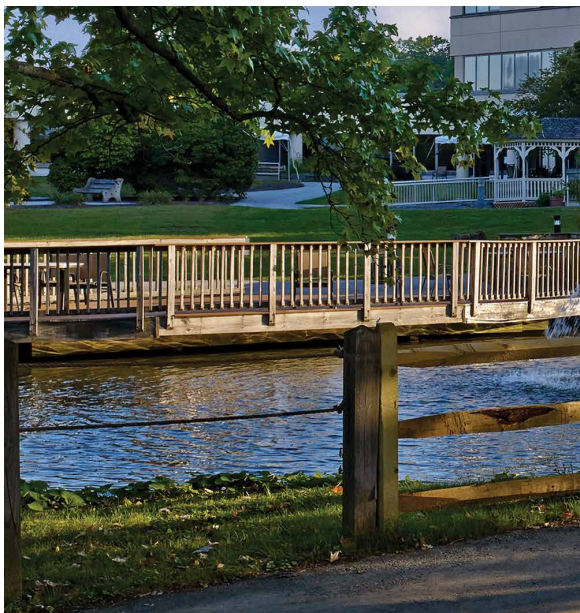
2,067
INPATIENT DISCHARGES IN FY23

99,070
OUTPATIENT VISITS IN FY23

34,879
INPATIENT PATIENT DAYS

523
FULL-TIME EMPLOYEES

270,000
SQUARE-FOOT REHAB CENTER



SPECIALTY INPATIENT AND OUTPATIENT PROGRAMS:

Amputee Rehab
Brain Injury Rehab
Spinal Cord Injury Rehab
Stroke Rehab
Cancer Rehab
Concussion Rehab
Medical Rehab
Orthopaedic Rehab
Pain Management
Post-COVID Rehab

148
NUMBER OF BEDS

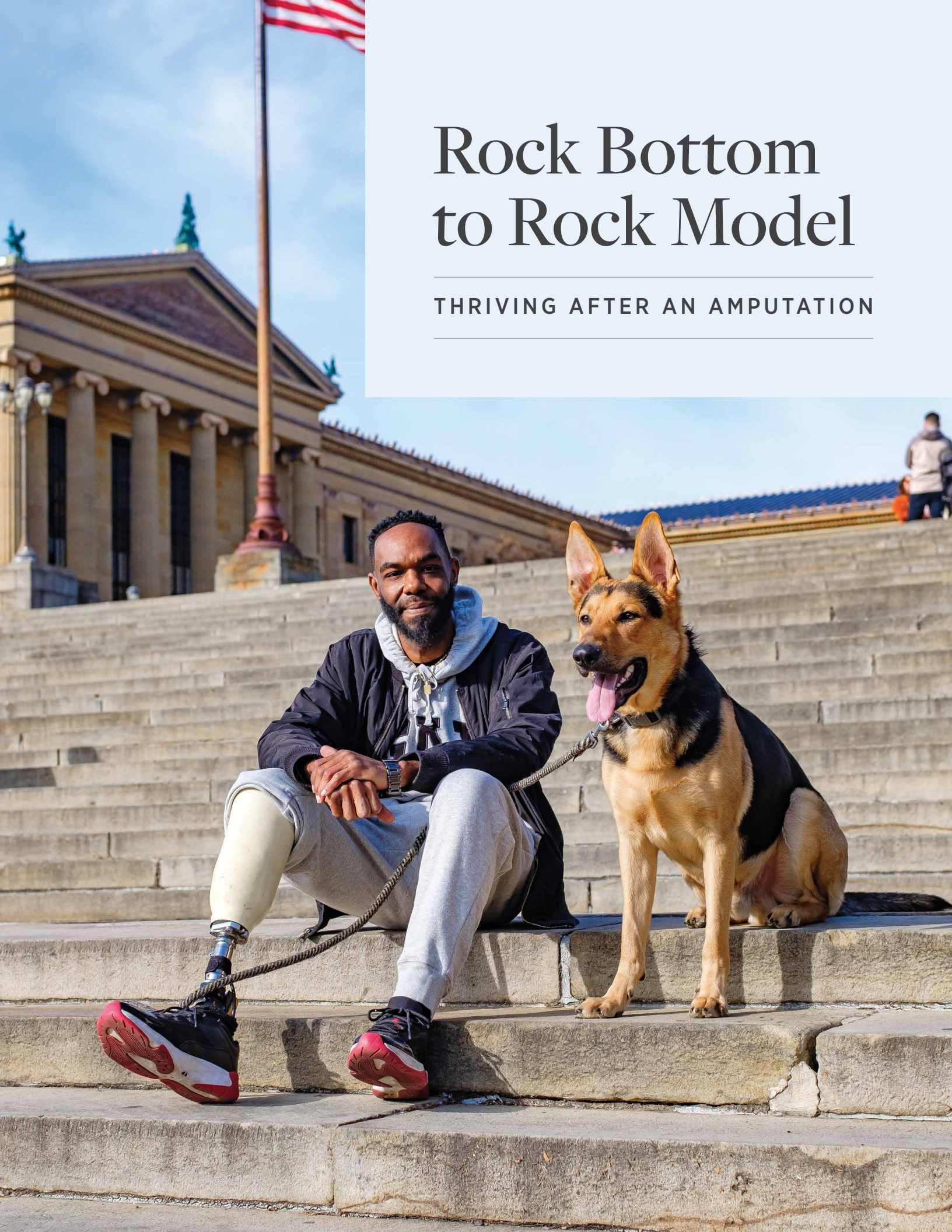
16.9
AVERAGE LENGTH OF STAY

95.6
AVERAGE DAILY CENSUS

40
ACRES OF LAND

Rock Bottom to Rock Model

THRIVING AFTER AN AMPUTATION



"I WAS AT MY LOWEST POINT IN LIFE WHEN I SHOWED UP ON BRYN MAWR REHAB HOSPITAL'S DOORSTEP," recalls Damon Thorn, a former restaurant manager and the single parent of a teenage daughter. "It was tears for breakfast every morning."

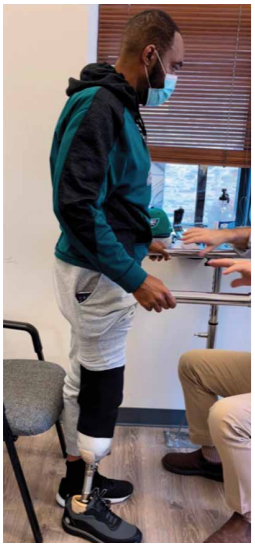
That was April 2021, just after Damon's right leg was amputated below the knee as the result of an infection and complications from diabetes. Thanks to his hard work and the care he received at Bryn Mawr Rehab Hospital, Damon's not only back on both feet, he's using his experience as a springboard to inspire others.

"Bryn Mawr Rehab Hospital really opened my eyes up to how compassion and care can make a difference," he attests.

ADJUSTMENT AND HEALING

Damon's recovery at Bryn Mawr Rehab Hospital included the full continuum of care: a two-week inpatient stay after his initial amputation, outpatient care through the Amputee Clinic while his wound healed, two weeks of inpatient prosthetic training, and ongoing follow-up care with the Amputee Clinic.

The first phase of recovery for any amputation involves wound healing and learning to navigate the new normal. In addition to physical healing, patients have to make some significant social and psychological adjustments, including processing the grief of their loss.



"Losing a leg is like losing a family member. To try to figure out a new normal without them is tough," Damon shares.

Fortunately, Damon had the support of his mom and brother, plus Bryn Mawr Rehab Hospital's interdisciplinary team of doctors, therapists, nurses and other staff. Lance Roberts, DO, medical director for the Amputee Program, oversaw Damon's care and checked on him daily during his inpatient stays.

"To be able to see a doctor every day to go over care, it really felt good," Damon recalls.

Damon spent his first two weeks as an inpatient learning things like how to get in and out of the tub, how to transition from his bed to his wheelchair, and how to care for his wound. He also met a number of prosthetists and selected the one he wanted to work with. Individual counseling with a psychologist, Dr. Kathleen O'Leary, helped him cope with the physiological aspects of his healing, while the weekly inpatient amputee support group allowed him to learn from the experiences of other amputees in various stages of the healing journey.

But what stood out most for Damon was the compassion and caring of everyone he encountered at Bryn Mawr Rehab Hospital. He especially appreciated his Oak Unit care team, including registered nurse, Ralyn David, BSN, CRRN — his "ray of sunshine" every morning — and Rachid Afrani, patient care technician — the "big brother" who lovingly helped him understand the things he had to do to get better, even if he didn't want to do them.

"We tried to show Damon that this amputation doesn't have to define you. You can go and live your life," says Tori Snyder, MS, OTR/L.

"BRYN MAWR REHAB HOSPITAL REALLY OPENED MY EYES UP TO HOW COMPASSION AND CARE CAN MAKE A DIFFERENCE."

– DAMON THORN

Before Damon went home, the staff worked with his mom to make sure she knew how to assist him and had all the equipment he needed. While Damon endured the seven tough months it took his body to finish healing, he kept up with the physical therapy routines and the healthy eating habits he learned during his first inpatient stay.

Finally, Damon was cleared for prosthetic training.

As he looked to the next stage of his recovery, he recalls, "There was no doubt in my mind where I wanted to go back."

NEXT STEPS

Damon was happy to find himself on the Oak Unit again for his second inpatient stay. This time, his therapy focused on learning everything from how to put on and care for his new prosthesis to incorporating it into his daily life.

"Using a prosthesis is a brand-new skill," explains Julie Rockafellow, PT, DPT. "You are literally learning to walk again, using your muscles in your leg and in your trunk in a whole new way. It's definitely challenging."

Even though Damon was ready to rush ahead, he appreciates the way his therapists taught him to build up slowly and to be mindful of his body, always with an eye on his long-term health.

"We pushed Damon to really perfect his gait mechanics and body mechanics during functional activities because we knew his potential," adds Snyder. "Our goal was to get Damon as independent as possible and back to his everyday activities."

THE AMPUTEE CLINIC

After his discharge from inpatient prosthetic training, Damon continued to receive follow-up care with Dr. Roberts in the Amputee Clinic. During Damon's one-month checkup, the staff were thrilled to see a video of Damon achieving the goal he was working toward when he left inpatient: walking up the Art Museum steps on his 41st birthday — without any device besides his prosthesis.

"Through the Amputee Clinic, we ensure that the patient is continuing to reach their functional and prosthetic goals," explains Jaclyn Grenier, DPT, who served as amputee clinic coordinator during Damon's rehab journey.

The Amputee Clinic is available to all amputee patients, regardless of where they first received care. During a clinic visit, the interdisciplinary team assesses the patient's gait, skin and prosthetic fit,

and fine-tunes the prosthetic alignment if needed. Patients are also welcome to follow up with the Amputee Clinic to address questions or concerns, replace a prosthesis, or receive guidance on continued therapy when appropriate.

ROLE MODEL ON THE RISE

"Damon's motivation was amazing. He was a light for everyone around him," Snyder notes.

Today, Damon walks his German shepherd three miles a day in the park he once watched out his apartment window from his wheelchair.

"I went from hiding my leg, which I couldn't, to showing it off, because I wanted to be the inspiration to other people," he beams.

Damon is also fulfilling a dream that slowly came together during his rehabilitation journey: launching a career providing haircuts and compassion to people who have difficulty getting out. In October, Damon earned his barbering license with the help of a scholarship from the Office of Vocational Rehab — a resource Bryn Mawr Rehab Hospital's recreational therapists connected him with. He's now in the process of establishing his own business, Compassionate Cuts, and has a growing portfolio of clients in the disability community.

"Bryn Mawr Rehab Hospital's therapy is definitely life changing," Damon concludes. "It's a place where a new normal can be possible."

ACCLAIMED NURSING STAFF

Patients and their families are continually impressed by the caliber and care of the nursing staff. "I get inundated with compliments and positive things that patients and families share about the nursing staff every day," notes Vice President for Patient Services Sharon Strohecker, DNP, RN, NE-BC. "I have a wonderful team here, and they do a fantastic job."

Rehabilitation nurses not only need to be skilled in the areas necessary for acute care nursing, but they also need to be well-versed in the specific needs of rehabilitation patients. Such needs may include special considerations when moving patients, addressing complications that are more likely to develop, and knowing how to help patients progress so they achieve their fullest recovery. As a means of professional growth, Bryn Mawr Rehab Hospital provides its nurses with the time and financial support to pursue their specialty certification as a rehabilitation nurse (CCRN). Currently, an impressive 60% of the nursing staff hold CCRN credentials or other certifications in their specialties.

ACCUVEIN ARRIVES

To provide patients with the best possible care, Bryn Mawr Rehab Hospital equips the nursing staff with state-of-the-art tools and resources. This fall, the team began rolling out AccuVein AV500 technology, thanks to support from the Foundation. AccuVein is an ultrasound device that illuminates the veins in a patient's arm, making it easier to identify appropriate sites for inserting IVs and drawing blood.

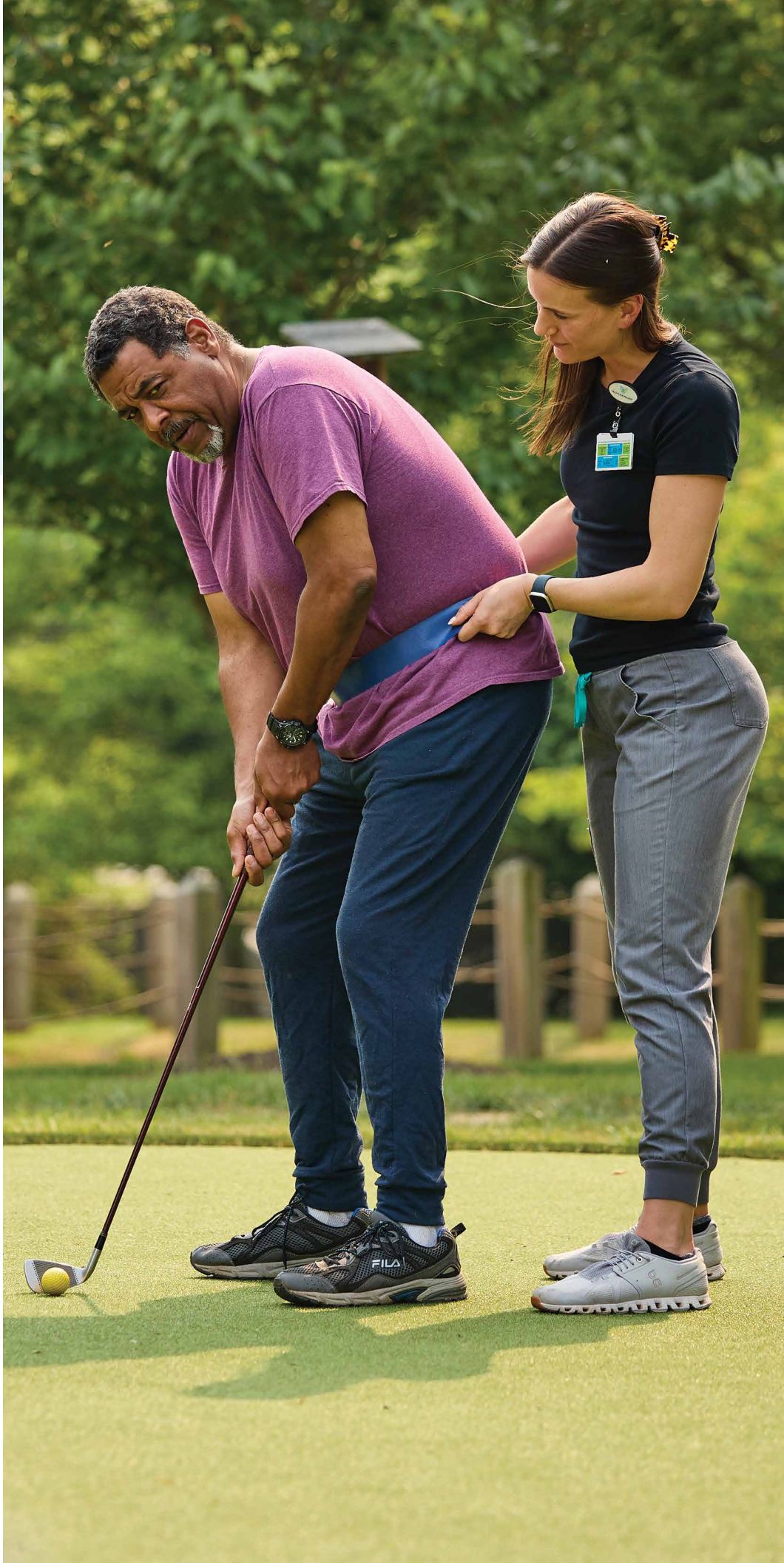
The tool works well for all skin tones and will especially benefit patients who have darker skin or have had complicated or multiple phlebotomy or IV access attempts in the past, both factors that can make it more difficult to locate appropriate veins. As a result, all patients at Bryn Mawr Rehab Hospital can expect reduced pain and anxiety surrounding IVs and blood draws.

AWARDS AND ACCOLADES

CARF International
three-year accreditation
(reaccredited in 2022)

Joint Commission
Gold Seal of Approval

Nurses Improving Care
for Healthsystem Elders
(NICHE) designation



BRYN MAWR REHAB HOSPITAL has served on the forefront of cutting-edge, comprehensive physical and cognitive rehab treatments that's focused on restoring patients' quality of life. This exceptional care is driven by our caring and compassionate colleagues who provide comprehensive, custom rehab tailored to our patients' care plans.

The community and our patients turn to Bryn Mawr Rehab Hospital as a trusted, expert resource for treating traumatic and non-traumatic brain injuries, stroke and other neurological disorders, traumatic and non-traumatic spinal cord injury, amputations, cancer and orthopaedic injuries. In addition to our comprehensive in-patient services, Bryn Mawr Rehab Outpatient Network treats patients with a wide range of neurological and physical conditions, helping them recover and heal so they can return to living life to the fullest.

It is an honor and privilege to serve our patients and provide them with hope for all that life has yet to offer by helping them reclaim their lives.

Jack Lynch
PRESIDENT AND CEO,
MAIN LINE HEALTH

2022-2023

Financials

(IN THOUSANDS OF DOLLARS)

Operating Revenue

NET INPATIENT REVENUE
$67,323

NET OUTPATIENT REVENUE
$13,918

OTHER REVENUE
$3,567

TOTAL
$84,807

Operating Expenses

SALARIES & BENEFITS
$53,743

SUPPLIES
$2,918

PROFESSIONAL SERVICES
$18,674

OTHER
$10,658

TOTAL
$85,992

An Incredible Life Ahead

REBOUNDING FROM A TRAUMATIC BRAIN INJURY

ON JUNE 2, 2023, 25-YEAR-OLD COLE KEITH WAITED IN HIS WHEELCHAIR halfway up the aisle of the church on his mother Marie's wedding day. His brother Kevin began walking Marie up the aisle, but when the pair reached Cole, they stopped. They helped Cole out of his wheelchair, and then — to everyone's amazement — Cole walked his mother the rest of the way.

"The whole church was crying," recalls Marie, who worked with Cole's homecare therapist to prepare for the surprise — one of many milestones on his remarkable recovery from a traumatic brain injury so severe that few in his situation even survive.

Just three months earlier, Cole had been involved in a tragic motorcycle accident while swerving to avoid a distracted driver. First responders rushed Cole to Paoli Hospital — Chester County's only trauma center — where the trauma team jumped into action to assess Cole's injuries. Despite wearing extensive safety equipment, Cole suffered nine brain bleeds, including one near his brain stem, nine broken bones, and two punctured lungs. He spent three and a half weeks in a Level 3 coma.

"Your son will never be the same," Marie remembers one doctor telling her. Family and friends prayed for a miracle. A few weeks later, Cole opened his eyes.

"I knew no matter what physical state Cole ended up in, God had a plan for him. And we were going to make this an incredible life and journey for him," says Marie. For the first stop on that journey, Marie chose Bryn Mawr Rehab Hospital.

EARLY, INTENSIVE, INTEGRATED THERAPY

Cole arrived at Bryn Mawr Rehab Hospital just days after waking up. He couldn't speak, eat or get out of bed. He couldn't remember where he was, or even his age. But all that changed after 55 days of intensive inpatient therapy, a minimum of three hours a day, at least five days a week.

"EVERY SINGLE THERAPIST. EVERY NURSE. EVERY PERSON YOU ENCOUNTER IS ABSOLUTELY TOP-NOTCH."

– MARIE KEITH

Mithra Maneyapanda, MD, medical director of the brain injury program, oversaw Cole's rehabilitation. Cole received care from physical, occupational, speech, music, art and recreational therapists, as well as an internist, neuropsychologist, case managers and nursing team. Cole's progress continued with a short stint of homecare followed by outpatient therapy three days a week.

"Every time I'd visit Cole, it would seem like he'd make the next big leap," observes Cole's older brother, Austin.

Katelyn Crits, MS, CCC-SLP/CBIS, worked with Cole on learning to make sounds again, swallowing, memory, attention, cognition and socially appropriate communication. Soon, Cole was cracking jokes and

able to enjoy his favorite foods after a long day of therapy, which always made him hungry. “Work hard, play hard,” quips Cole, who discovered a new love of comedy during his recovery.

Ben Schreiber, PT, DPT, saw Cole’s work ethic firsthand while helping him regain his mobility. “Cole was very motivated and willing to try anything. His mindset really helped,” says Schreiber.

When Cole was discharged from inpatient care, he was using a wheelchair and was beginning to walk with a good bit of assistance in his therapy sessions. He was also relearning how to complete activities of daily living like bathing and dressing.

There were lots of hugs from the staff on discharge day. “I felt like I was leaving home because I was so friendly with all of them. They were all my best friends,” Cole recalls.

“It was very powerful and emotional for the staff as well as the family,” adds Kylie Hartz, MS, OTR/L. “To know the extent of Cole’s injuries and how far he’d come — it demonstrated just what acute inpatient rehabilitation with an interdisciplinary team can do.”

BRAIN INJURY EXPERTS

“The combination of facility, family and faith are what’s making Cole so successful,” asserts Marie. “I can’t imagine having him anywhere else during this period of time. Or making any kind of progress like this anywhere else.”

“Having a specialized program is key for brain injury patients,” notes Dr. Maneyapanda, who is board certified in Brain Injury Medicine. “There’s a lot of unique rehab needs this population has, from specialized physician care to neuropsychological support. Our therapy approaches are also very specialized.”

In addition to a talented brain injury team, Bryn Mawr Rehab Hospital employs several robotic technologies that particularly benefit this patient group. “An important part of brain injury recovery involves harnessing the brain’s ability to change, called neuroplasticity. Repetition is key for neuroplasticity, and by using robotic technologies alongside traditional methods, therapists can increase the number of repetitions a patient gets in a session,” Dr. Maneyapanda explains.

During his inpatient therapy, Cole benefited from body weight-supported walking devices, the robotic exoskeleton, and an upper extremity robotic device. In outpatient, Cole used the new Virtualis Virtual Reality Goggles to work on his weaker side and improve his ability to use his hands together. “They had me pop [virtual] balloons with my left arm, which is my bad arm. I never experienced anything like that before,” Cole describes.

COLLABORATIVE CARE

Involving the patient’s family in care is a high priority for Bryn Mawr Rehab Hospital, and Marie is an equally staunch believer in the importance of family

support for a successful recovery. Marie appreciated the opportunity for the family to collaborate with Bryn Mawr Rehab Hospital's staff, as well as how freely the team communicated with her.

"Dr. Maneyapanda knew I came in at 4 p.m. every day. He would make sure he was available to stop by and give me an update on Cole. Still today, even in outpatient, if I have an issue or I see him in the hall, he'll stop and talk to me. He's just absolutely phenomenal," says Marie.

"Every single therapist. Every nurse. Every person you encounter is absolutely top-notch," Marie emphasizes as Cole nods in agreement.

In addition to Marie, Cole's three brothers, father and stepfather were exceptionally devoted to his recovery. During his inpatient stay, Cole had visitors daily, and there were frequent gatherings of the entire crew. Family members came for training sessions to learn how to best help Cole, and they worked closely with the social worker to prepare the home for Cole's return.

Perhaps most importantly, Cole's family simply engaged him in life. After his discharge from inpatient, they'd take him to one of their rugby games, downtown for cheesesteaks or to a Phillies game.

"Therapy is hard work. Getting out into the community and translating those skills into things you enjoy is a big motivator," observes Natalie Sibley, PT, DPT, NCS. "Cole's family makes that happen."

THE FUTURE

Cole's next big ambition is walking and caring for his puppy Stella on his own. Fallon Gouveia, MS OTR/L, and Sibley are helping Cole reach that goal by improving his grip strength and balance so he can manage Stella's leash.

"It's important that each individual we treat feels like a person, not a patient," says Gouveia, noting that the team focuses on ways to adapt activities so patients can engage in them again, even if it looks a little different from before.

As the end of outpatient therapy draws near, Cole's family has been exploring next steps with help from Bryn Mawr Rehab Hospital's social workers and support groups. Meanwhile, Cole is eager to tackle the challenges ahead.

As Cole is known to say, "It's a great day to be alive."

INTRODUCING THE VIRTUALIS VIRTUAL REALITY REHABILITATION GOGGLES

This summer, Bryn Mawr Rehab Hospital introduced the Virtualis Virtual Reality Rehabilitation Goggles, a cutting-edge tool to enhance treatment for conditions from traumatic brain injury and stroke to MS and chronic pain. "Virtualis VR is the most exciting technology that we've come across in a very long time," says Clare Small-McEvoy, PT, DPT, clinical director of therapy services for Main Line Health.

Virtualis VR transports patients to a virtual environment, free from the distractions of the hospital. Patients hold or stand on the device's controllers while they engage in tasks and challenges that would otherwise require significant time and props to create in the real world. The technology enables therapists to fully customize the patient's session, quantify their ability to engage in specific complex movements, and motivate patients in a fun and engaging new way.

Main Line Health®
Bryn Mawr Rehab Hospital

414 Paoli Pike
Malvern, PA 19355
mainlinehealth.org/rehab

Be seen.

Creative Arts Therapy

AT BRYN MAWR REHAB HOSPITAL

The creative arts tap the core of what it means to be human. As part of Bryn Mawr Rehab Hospital's interdisciplinary approach, art therapy and music therapy offer patients an enjoyable outlet for enhancing their recovery physically, emotionally, psychologically and socially.

Art therapy involves patients in active artmaking and the creative process. It can be used for a variety of purposes, including improving cognitive and sensorimotor functions, coping with an injury or diagnosis, facilitating communication, increasing motivation for recovery, and improving self-esteem.

Music therapy, which includes both making and listening to music, may occur on its own or during physical, occupational or speech therapy sessions. Some examples of music therapy interventions include listening to music as a distraction to increase endurance during physical activity, playing instruments to improve fine/gross motor coordination, and using music for cognitive stimulation.