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2002 Outcome Measurement Report

Our rehabilitation nursing practice continues to thrive, and we are once again reviewing our past year's performance. As a commitment to continual evaluation of our practice standards, we compile responses to surveys sent to all our clients, not just a sampling. In this manner, we provide opportunity for our clients to evaluate our services, suggest improvements and identify new nursing care services. We have three surveys, one for life care planning report process, one for settlement/ arbitration and one for trial/deposition testimony.

Survey #1 Life Care Plan: Requests information on our performance in the following areas:

- Was the report useful for settlement negotiation, trial and/or arbitration?
- Did the clinical referrals to physicians, therapists and/or academic personnel contribute to the preparation of your case?
- Was the report completed in a timely manner?
- Did the report address future life care needs, costs and/or nursing practice issues required for litigation?
- Were re-evaluations, addendums, supplements and modifications to the report assistive to the litigation process?
- Was resource material we provided beneficial?

Outcome: All were attained at 100%.

Survey #2 Settlement/Arbitration: Requests information on our abilities to convey the essence of the client's health care needs with the following questions:

- Was the Life Care Plan (LCP) assistive in defining the parameters of long term care needs?
- Did the LCP clearly itemize future care and costs for your client?
- Did the LCP identify all the areas of impact your clients disability has had on their life?
- Was the LCP easy to follow, thereby contributing to the presentation of your case?
- Which section of the LCP did you find the most informative?

(History Synopsis, Assessment, Cost Projections)

Outcome: All were favorable at 100%.

Survey #3 Testimony: Requests information related to testimony in court, depositions, guardianships, orphan's court and hearings:

- Presentation of life care plan and related information.
- Accessibility for preparation and testimony.
- Helpfulness during case preparation.
- Demonstration of rehabilitation knowledge during testimony.

Outcome: All were favorable at 100%.

We are always open to any comments or suggestions, so please forward your thoughts to us.
Thank you for your confidence in our services.