**Adult Residential Treatment Program 2020**

**The Lighthouse provides residential treatment and**

**comprehensive neurological rehabilitation programs**

**in Caro and Traverse City, Michigan. The programs are dedicated to helping each individual achieve their highest level of independence while they are residing in a home like**

**environment and receiving phenomenal care**.

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| Adult Residential Program Outcomes  | Target | Achieved |
| Access to Services | Individuals with primary diagnosis of TBI or SCI, referred to the residential adult program, if they are appropriate for the program, are admitted within 7 days. | **80%** | 50%50% due to guardian hearing |
| Efficiency  | Convert the scheduling of all therapy, doctor appointments, all resources, conference room and therapy equipment to electronic scheduling | **100%** | 100% |
| Efficiency  | Convert to Electronic signatures on all therapy notes | **100%** | 100% |
| Effectiveness | Community integration goal for each resident to attend at least 5 community outings per month. | **80%** | Unable to rate due to pandemic |
|  Effectiveness | Maintain skin integrity for immobile adult residents.N=49 | **90%** | 93% |
| Satisfaction | Residents are satisfied with therapies | **90%** | TBI=95%SCI=100%Other=100% |
| Satisfaction | Case managers would recommend the Lighthouse to other case managers, claim adjusters, or family members.n=27 | 95% | 100%TBI=100%SCI=100%BH=100% |

**2020 in the light:**

**\* Comprehensive COVID-19 protocols in an emerging pandemic for the safety of all residents & staff.**

**\*Development of complex system of teletherapy and remote medical care for residential program.**

**\*Implemented electronic scheduling model for all therapies, medical appointments and meetings in Caro.**

**\*Nursing established wound care certification**

**\*Physical Therapists from both sites presented on concussion management program at BIAMI virtual conference.**

**\*Collaboration with state colleges and universities to provide meaningful educational internships for more than 10 students.**

**\*Provided first winter wonderland all outdoors Christmas celebrations on both campuses.**

**Pediatric Residential Treatment 2020**

**The Lighthouse Pediatric program is comprised of one residential home, Jamie’s House, which is licensed as a Child Caring Institution (CCI) by the State of Michigan. In addition to the home, the Lighthouse operates an on-campus school, and works with the Department of Health and Human Services as well as multiple Community Mental Health Agencies to ensure that transition services are provided for each child in accordance with their unique needs.**

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| Pediatric (Residential) Program Outcomes  | Target | Achieved |
|  Access to Educational Programming | Pediatric residents are referred for educational programming within 5 days of admission. | **90%** | 100% |
| Efficiency | Maintain census of 83% or above for contracted beds. | **83%** | 86% |
| Effectiveness | Children with history of multiple disrupted placements can remain at Lighthouse at least 6 months  target 80% | **80%** | 82% |
| Satisfaction | Case managers are satisfied with Lighthouse psychiatric services. | 90% | 100% |

**2020 in the light: \* Increased number of children discharged to adoptive family homes**

**\*Participation in remote schooling, teletherapy and telehealth medical programming**

**Pediatric Program Closure: During 2020 the state of Michigan Department of Child Welfare demonstrated their intent to avoid the use of CCI’s. They implemented policies which were perceived as not in alignment with the Lighthouse’s vision for the overall well-being of the children. For these reasons the management team made the very difficult decision to close our pediatric program in August of 2020. Lighthouse committed to working with MDHHS to find the most appropriate placements for the children and to assist in the waiver process of the youth who were eligible to remain in the newly licensed AFC home.**

**Outpatient Therapy Program 2020**

**The Lighthouse Outpatient Therapy Program operates between the hours of 7:00am and 6:00pm, Monday through Friday, on both the Caro and Traverse City campuses. Services provided include; Physical Therapy, Occupational Therapy, Speech Therapy, Recreational Therapy, Music Therapy, Psychology, Social Work and Psychiatric Services. The programs are licensed by the Department of Community Health for the State of Michigan, and participate in most major**

**third party payor programs including but not limited to; Medicare, BlueCross, Tri-Care, Auto No-Fault, and Workmen’s Compensation.**

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| Outpatient Program Outcomes  | Target | Achieved |
| Access to Outpatient Services | People referred for outpatient therapy are scheduled to begin therapy within 7 days | **80%** | Unable to determine due to pandemic |
| Efficiency  | Documentation and billing practices result in ≤18% contractual adjustment of charges. | **100%** | Goal not achieved 22% |
| Effectiveness | Lighthouse provides an equivalent number of outpatient visits compared to 2019. | **100%** | Goal not achieved due to pandemic |
| Satisfaction | Clients reports they will recommend Lighthouse to others | 90% | 95% |
| Satisfaction | Case managers for day program clients respond positively that they like the program | 90% | Program closed due to pandemic |

**2020 in the light:**

**\*Physical Therapy initiated participation in research with U of M for the High Intensity Gait Training Program.**

**\*PT, OT and ST therapists completed LSVT certifications for the treatment of people with Parkinson’s Disease.**

**\*Community fitness group had high number of consistent attendees and was viewed very favorably in Caro.**

**\*Outpatient program was closed from March through June of 2020 due to the Pandemic. Upon re-opening the program completed 2 unannounced inspections from Michigan Department of Licensing and received no citations. There have been no identified cases of COVID-19 transmission associated with the re-opening of the outpatient program.**

**Vocational Program 2020**

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| Vocational Program Outcomes  | Target | Achieved |
| Access | Clients referred for vocational provided job placement with accommodations for any identified needs within 1 week  | **80%** |  Unable to complete due to pandemic |
| Efficiency  | The Occupational Therapist will work with at least 5 residents to facilitate community employment. | **80%** | Unable to complete due to pandemic |
| Efficiency | Residents who are placed in community employment are able to work without a job coach within 6 months  | **80%** | Unable to complete due to pandemic |
| Effectiveness | Ten or more clients will obtain competitive employment in the community. | **100%** | Unable to assess due to pandemic |
| Satisfaction | Community employers report satisfaction with the level of support they receive from The Lighthouse.  | 90% | No surveys were completed due to sites being shut. |

**2020 in the light:**

**\*Residents employed in 10 off campus competitive employment jobs.**

**\*Brought KW job tasks to residences for completion in the homes due to pandemic.**

**\*Expanded landscaping program for outdoors employment.**

**\*Lighthouse Vocational services were provided to residents during the pandemic focusing on outdoor employment and reduction of transmission risk in indoor sites.**

**\*Taught residents how to make face masks which were distributed when there was a shortage of ppe.**