

*People.
Technology.
Vision.*





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COVER: Ally Armstrong of Schnecksville was paralyzed in a sledding accident. In May 2011, she stood and walked during a test of the eLEGS robotic exoskeleton at Good Shepherd's Outpatient Neurorehabilitation Department. Good Shepherd was 1 of 10 leading rehabilitation centers in the country to test Berkeley Bionics' eLEGS. See page 3 for more on eLEGS.



People. Technology. Vision.

Those three words are important elements of Good Shepherd Rehabilitation Network. Alone, they only tell part of the Good Shepherd story. Together, they merge to create an innovative and respected organization that remains committed to providing quality post-acute care, meeting the needs of our communities and striving for continuous improvement.

This past fiscal year, Good Shepherd advanced its health-care reform strategy. Our Board of Trustees and senior leaders worked on planning and growth that align with health-care reform's current and future requirements, which focus on the delivery of high-quality care in a cost-effective manner. We worked on strengthening existing partnerships, engaging potential collaborators and planning for new opportunities that will enhance our patient outcomes.

Our hard-working staff was dedicated this past year to implementing processes and systems that assured Good Shepherd's status as a leading rehabilitation care provider and employer. We focused on improving patient satisfaction, safety and outcomes. New software systems were installed for budgeting, event reporting and human resource management. Our clinical documentation system was extended to Good Shepherd Rehabilitation at Pocono Medical Center and to our Physician Group. Telemedicine was piloted at Good Shepherd Rehabilitation Hospital in Allentown, and Good Shepherd's long-term care homes added the Pyxis medication system and a wound care program.

These all were continuous improvement initiatives guided by Good Shepherd's mission and core values (see below). Good Shepherd's staff also aligns its work with Pillars of Excellence: People, Quality, Service, Finance and Growth. Focusing on excellence in these five areas allowed Good Shepherd to end fiscal year 2011 with a solid financial performance. Good Shepherd's hard-working team overcame financial challenges in the first six months of the year to achieve a consolidated, positive operating margin (combined with Good Shepherd Penn Partners) of 6.2 percent, or \$8.0 million.

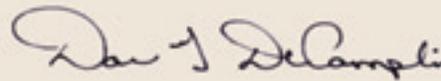
Good Shepherd's Board of Trustees, staff, donors and volunteers all deserve to be acknowledged for making fiscal year 2011 a successful one. A special thank you goes to our patients, residents and their family members, who entrust us with one of life's most precious things — their health.

We hope you will spend some time reading this 2011 Report to the Community, which highlights the people and technology that continue to move forward the vision we share for this 103-year-old organization. Thank you for your continued support of Good Shepherd Rehabilitation Network.

Sincerely,



Sally Gammon, FACHE
President & CEO



David DeCampli
Chair, Board of Trustees

Our Mission

Motivated by the divine Good Shepherd and the physical and cognitive rehabilitation needs of our communities, our mission is to enhance lives, maximize function, inspire hope, and promote dignity and well-being with expertise and compassion.

Our Core Values

- Compassionate Care
- Excellent Service
- Community Partnership





POSITIVE STRIDES

More Beds for More Patients

Is Good Shepherd starting to see the impact of the aging population on inpatient rehabilitation? Good Shepherd Rehabilitation Hospital-Allentown experienced a **25 percent census growth** in the second half of fiscal year 2011. This resulted in 4 additional beds being added to the unit, for a total of 74 beds.

Receiving care at a Good Shepherd inpatient rehabilitation unit is different than at an acute-care hospital or nursing home. At the Rehabilitation Hospital, Good Shepherd's physicians, nurses and therapists (physical, occupational, speech and recreational) work in specialized teams for orthopedic, brain injury, spinal cord injury, stroke and other neurological conditions. Patients receive up to three or more hours of therapy each day. This **Good Shepherd "difference"** results in the highest level of inpatient rehabilitation outcomes.

*Allen Khademi, MD, Vice President
& Assistant Medical Officer, checks
on patient Norma Gross at the
Good Shepherd Rehabilitation
Hospital-Allentown*

Walking Tall with eLEGS

Kevin Oldt did not remember how tall he was until he stood for the first time in nine years. Oldt, who had a snowmobiling accident, stood up, bent his knees and walked with **eLEGS, a wearable, robotic exoskeleton**. He was one of seven people with lower-extremity paralysis who participated in an eLEGS's investigational trial last May at Good Shepherd's Outpatient Neurorehabilitation Program.

Named by *Time* Magazine as **one of the 50 best inventions in 2010**, the battery-powered eLEGS was developed by Berkeley Bionics to power up wheelchair users with lower-extremity paralysis. A computer in the eLEGS system commands motors in the hip and knee joint to move the legs through a smooth, natural gait. In early 2012, Good Shepherd will become one of the first rehabilitation hospitals in the country to acquire an eLEGS system for inpatient and outpatient therapy. Oldt definitely will be first in line for the therapy sessions, and Good Shepherd will continue to be a leader in testing and utilizing rehabilitation technology.



Scan this QR code on your phone to watch a video of Good Shepherd patients using the eLEGS robotic exoskeleton.



PEDIATRICS: A SUCCESS STORY

Pediatric Unit: A National Destination



There have been many heart-tugging stories about children who have been helped at the 16-bed Good Shepherd Rehabilitation Hospital Pediatric Unit since it opened in 2009. This past fiscal year, the Pediatric Unit itself was a success story, **beating census well in advance of a four-year projection** and having a waiting list on many days.

The Pediatric Unit and its staff have earned a regional and national reputation for excellent outcomes, compassionate care and unique services. As **one of the only programs in the country for infants with feeding disorders**, the Pediatric Unit's Neonatal and Infant Feeding Program offers SOS (sequential oral sensory) and Beckman Oral Motor techniques. Parents from as far away as Montana have brought their babies to Bethlehem for these services.

Dornsife Outpatient Pediatric Care at Capacity

It was the first full year of operation for the **Dornsife Pediatric Therapy Suite**. The suite houses the outpatient feeding program and 13 speech language pathologists who treat children with a variety of diagnoses, from developmental delays to traumatic brain injury. Both outpatient areas in our Health & Technology Center in Allentown are operating at capacity as we try to meet the demands for specialized physical and cognitive rehabilitation for the children in our area. Last year, **more than 4,500 children received inpatient, outpatient and physician care**, which is a more than 35 percent increase in the past two years.





CHOP Center for Rehabilitation

Under the leadership of Good Shepherd's chief medical officer, Phillip Bryant, DO, and vice president of pediatrics, Brent Reitz, MBA, FACHE, Good Shepherd fulfilled its CHOP management contract deliverables for last fiscal year. Good Shepherd (which manages CHOP's rehabilitation services) helped restructure the medical staff to create a Division of Rehabilitation. A new physician staffing model was designed, a new director was hired to oversee the operations of the center, new referral relationships were cultivated and strategic planning was conducted. Good Shepherd and CHOP continue to work together to enhance post-acute care services at the Philadelphia-based health-care organization.

 The Children's Hospital of Philadelphia®

STRIVING FOR EXCELLENCE

Re-Engineering Systems

Continuous improvement was an important part of the work performed by our staff last fiscal year. To assure Good Shepherd's status as a leading rehabilitation care provider and employer, many **technological processes and systems were implemented**, including:

- Telemedicine was piloted at the Good Shepherd Rehabilitation Hospital–Allentown and will be utilized starting September 2011 in cooperation with Lehigh Valley Health Network. (Telemedicine services already exist at the Good Shepherd Specialty Hospital.)
- The Mediserve Clinical Documentation System was expanded to Good Shepherd Rehabilitation at Pocono Medical Center and for use by the Good Shepherd Physician Group.
- Pyxis, a medication safety system, was added to the long-term care facilities. The system is in place in all inpatient units.
- Eclipsys, a software system, makes the budgeting process simpler.
- rL Solutions Event Reporting System supports consistent documentation of patient and employee safety issues.
- StaffNet/UltiPro is a human resources information system that allows employees real-time access to benefit and payroll information.

Employee Commitment

Measured during an annual employee climate survey, Good Shepherd's fiscal year 2011 **employee commitment score rose to the 65th percentile**. The commitment score, which combines employee satisfaction, pride and loyalty, is one way of measuring overall employee opinions about the workplace, and it typically impacts outcomes like patient satisfaction and productivity.



Focus on Strategic Goals

Good Shepherd's leaders focus on strategic goals to maintain outstanding patient care while ensuring the organization's future viability. Planning and meaningful growth are important for any organization, but **strategic flexibility is now vital** due to the current and anticipated changes associated with health-care reform.

Good Shepherd's Strategic Directions

- Create a continuum of care that integrates acute and post-acute care
- Develop service line centers of excellence in Neurorehabilitation, Musculoskeletal/Orthopedic Rehabilitation, Pediatric Rehabilitation and Cardiopulmonary/Complex Medical Care
- Grow in new markets by identifying the "right partners"
- Develop new management contracts and health system partnerships
- Continue to explore the development of a continuing care hospital, which may include inpatient rehabilitation, long-term acute care and skilled nursing care, in the Lehigh Valley

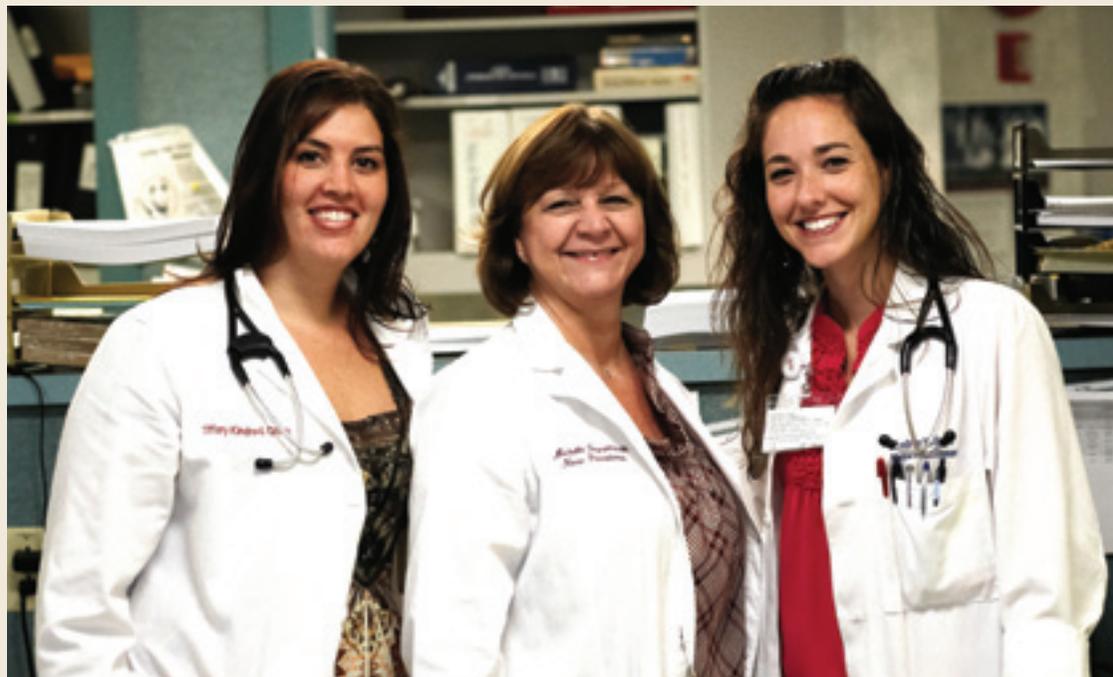


NEUROREHABILITATION

PEDIATRIC REHABILITATION

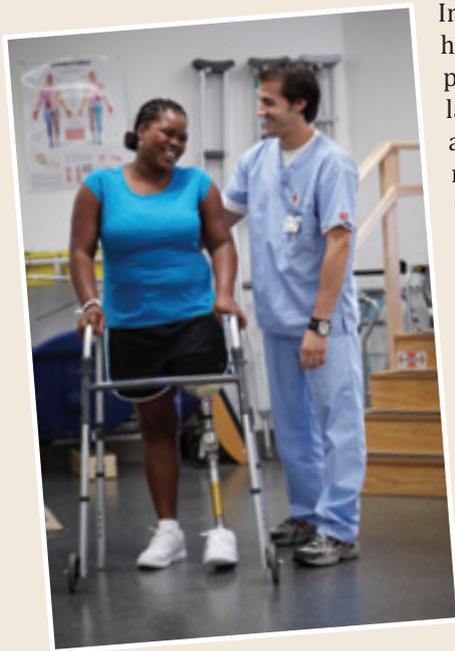
**MUSCULOSKELETAL
ORTHOPEDIC REHABILITATION**

**CARDIOPULMONARY
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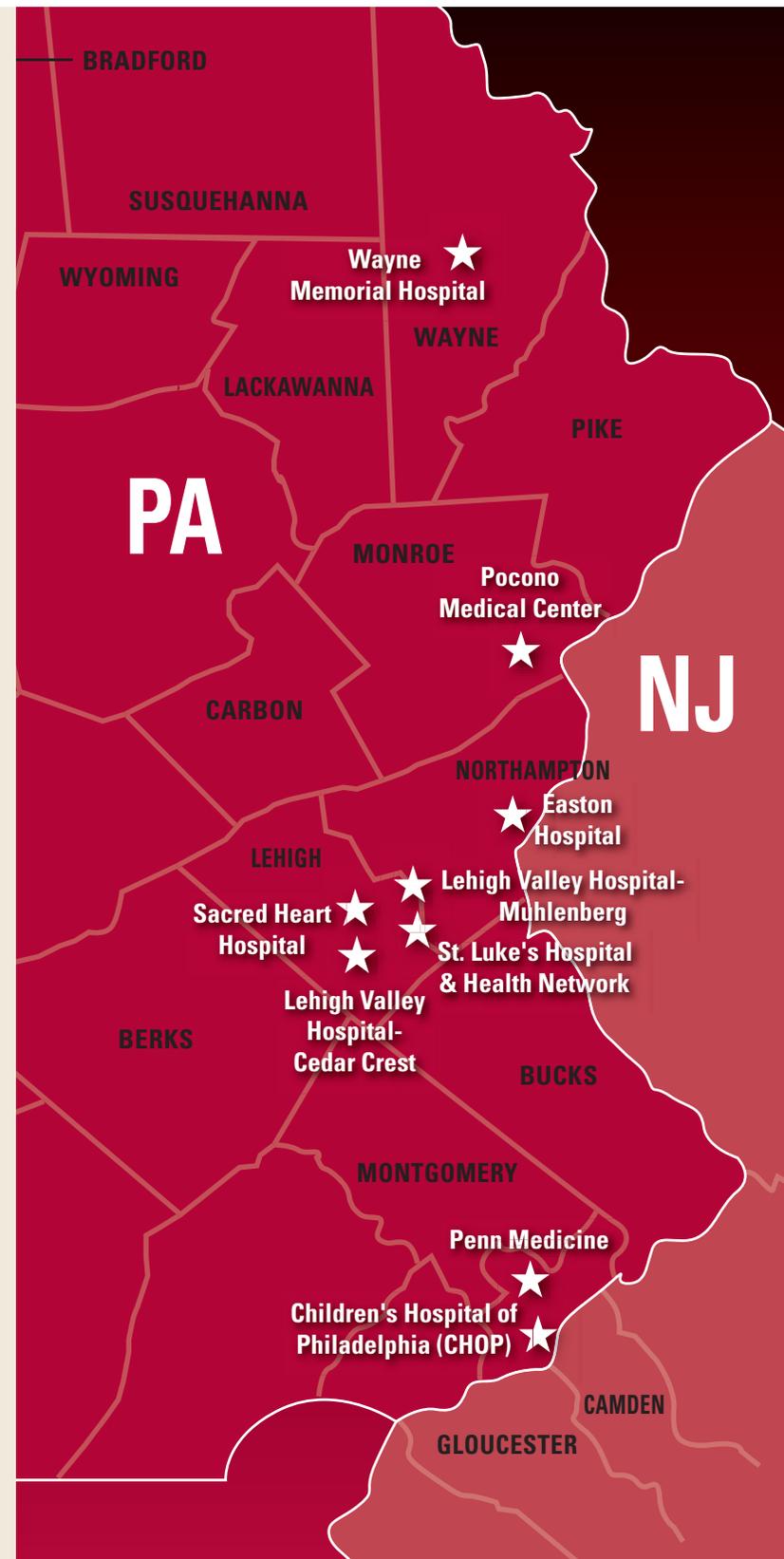


PARTNERSHIPS FORGE FUTURE

Never in the history of health care have partnerships been more important. Good Shepherd excels at partnering with organizations that match its mission and values. Those partnerships range from coordinated services for MS patients with Lehigh Valley Health Network to being owners of a post-acute care organization with nationally acclaimed health system Penn Medicine.



In preparing for changes to health-care delivery and payment, Good Shepherd worked last fiscal year to position itself as a post-acute care partner with regional health-care networks. Good Shepherd's staff is working on a pilot project with regional hospitals for stroke episode-of-care planning. The goal for episode-of-care coordination is not only to ensure a smooth transition for patients between facilities, but also to enhance the quality of care while reducing costs and re-admissions to acute-care hospitals.





A World-Class Partnership

Good Shepherd Rehabilitation Network and Penn Medicine came together in 2008 to open Good Shepherd Penn Partners (GSPP), which provides the Philadelphia region with a continuum of post-acute care that includes inpatient and outpatient rehabilitation and long-term acute care.

Penn Medicine saw in Good Shepherd a partner with post-acute care management expertise and outstanding outcomes. Good Shepherd, as majority owner of GSPP, has added two Penn Medicine physical medicine and rehabilitation residents in the Lehigh Valley and will benefit from Penn Medicine's research and education.

Last fiscal year, GSPP continued its financial success and paid its first dividend to the two partner organizations — a year ahead of schedule.

GSPP continued to grow last fiscal year, with a new outpatient site opening in Yardley, Pennsylvania, and the Westhampton, New Jersey, outpatient site relocating to Woodbury Heights, New Jersey. In addition, GSPP committed \$3.4 million for renovations to the first floor of Penn Medicine at Rittenhouse for a new 12,000-square-foot Good Shepherd Penn Partners Penn Therapy & Fitness site, which will specialize in neurorehabilitation and musculoskeletal/orthopedic rehabilitation. The site is scheduled to open in November 2011.



GOOD SHEPHERD BY THE NUMBERS

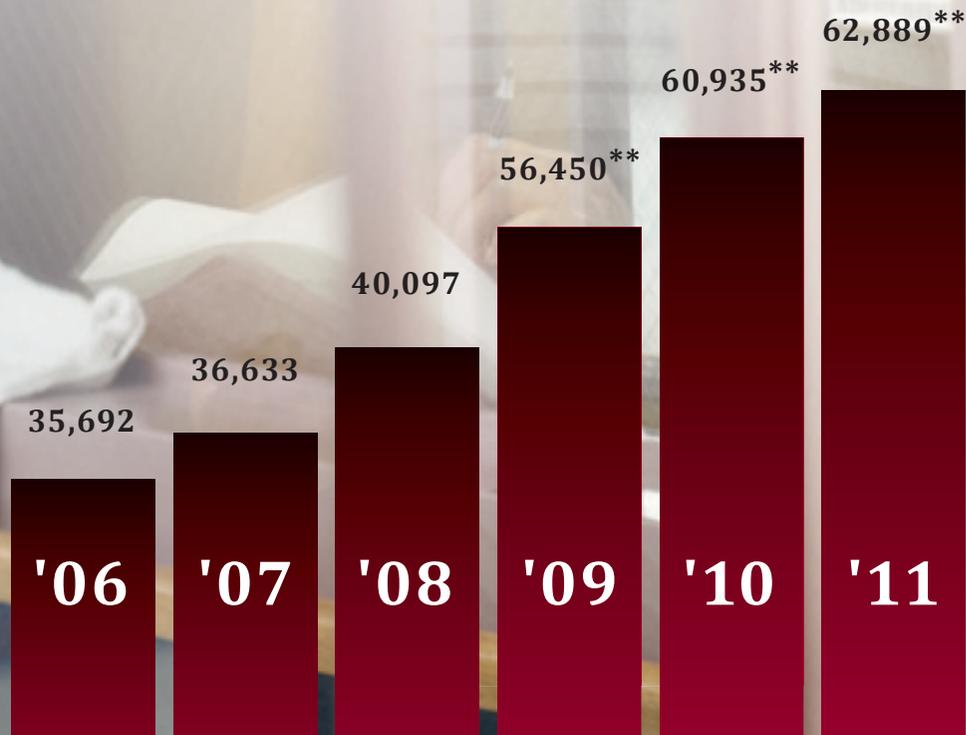
Number of Employees

Good Shepherd Rehabilitation Network employees **2,175** individuals, including 1,541 in the greater Lehigh Valley and 634 at Good Shepherd Penn Partners in Philadelphia.

People Served

Last year, **62,889** people received care at Good Shepherd Rehabilitation Network. This included 46,670 people in the greater Lehigh Valley and 16,219* people in the greater Philadelphia area.

* Does not include the care provided by the Good Shepherd Penn Partners staff at Penn Medicine's three acute-care hospitals.



** Includes Good Shepherd Penn Partners.



Outstanding Outcomes

Providing post-acute care that results in excellent patient outcomes has always been one of Good Shepherd's goals. With current and anticipated health-care reforms that are changing how services are delivered and paid for, Good Shepherd is focused on maintaining its high quality of care in this changing health-care environment.

Ventilator Weaning Success

GOOD SHEPHERD

93.7%

NATION

70.8%

The Good Shepherd Specialty Hospital continued to exceed industry averages last year in ventilator weaning and ventilator-associated pneumonia (rate was 0 for second consecutive year).

Success Weaning from Mechanical Ventilation
Health Care Data, Inc., data: July 1, 2010 - June 30, 2011

Going Home Faster and Better

Good Shepherd Rehabilitation Hospital consistently sends patients home with better function in less time than other facilities regionally or nationally.

Length of stay efficiency is the average change in total functional score per patient day. The higher the number, the better the patients are in less amount of time.

LENGTH OF STAY EFFICIENCY

FIM data: July 1, 2010-June 30, 2011

GOOD SHEPHERD

2.69

REGION

2.64

NATION

2.45



BETTER THAN
94%
Of Similar
Facilities Nationally

Great Customer Service

Good Shepherd measures its patient satisfaction using Press Ganey®, an independent research tool. Good Shepherd's outpatient facilities in the Lehigh Valley region had customer service scores better than 94% of similar facilities nationally.

Press Ganey data: July 1, 2010 - June 30, 2011

For up-to-date patient outcomes, visit
www.GoodShepherdRehab.org/patient-outcomes.



HONOR ROLL OF DONORS

Thank you to the following individuals, organizations and foundations whose generous support has strengthened our mission and positioned Good Shepherd for a vibrant future. This report covers contributions, in part, from July 1, 2010 through June 30, 2011.

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If you would like to make a donation to Good Shepherd, please visit our website www.GoodShepherdRehab.org/make-a-gift or call 610-778-1075.

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† Denotes deceased

* Has established an endowment

BARRY AND SALLIE EVERETT

Grateful Givers

When Sallie Everett was released from a Philadelphia hospital after a life-saving liver transplant in 2005, her husband Barry insisted she come to Good Shepherd in Allentown for rehabilitation. Good Shepherd also was where Sallie came following two hip replacements. Grateful for the excellent care Sallie received and mindful of the future, the retired couple from Whitehall now includes Good Shepherd in their monthly charitable giving. "People don't think about tomorrow, but we're at the age where we do think about tomorrow," says Sallie. "It's nice to be associated with an organization that will be there for us if we need them."



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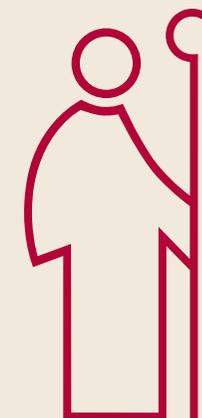
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Passionate About Children

Caroll and Ellen Neubauer are passionate about helping children. So when asked to chair the 2011 Gala in the Garden benefitting Good Shepherd's inpatient pediatric unit, the couple followed their hearts and graciously accepted the offer. Under their leadership, the gala committee created an event that netted more than \$113,000, making it the most successful ever at Good Shepherd. Caroll, who is Chairman and CEO of B. Braun Medical, Inc., says, "It is so important that we, as individuals and as corporate citizens, do everything we can to provide children with access to the specialized, quality health care they need and deserve."





GOOD SHEPHERD WOMEN'S CIRCLE

A group of philanthropic-minded women gathered together to form Good Shepherd's first Women's Circle, membership in which starts at \$1,000 annually. Together, the members make strategic decisions about the Good Shepherd programs that will benefit from their collective charitable donations.

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A Tradition of Benevolence

Benevolence takes many forms at Ziegels Lutheran Church in Breinigsville. It is a tradition that dates back to the church's founding in 1750 and resonates deeply today among the members of this rural farming community. Since 1972, that benevolence has embraced Good Shepherd with annual gifts supporting the Needy Patient Fund, helping people when their insurance falls short. "This congregation is very gracious," says Pastor Bruce D. MacLaughlin. "Graciousness flows out of gratitude and gratitude flows out of understanding how they are blessed. They've seen God's blessings and they want to share with others."





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The 1908 Raker Society is deeply grateful for donors, past and present, who support the charitable mission of Good Shepherd through estate planning. Their foresight has played an integral role in carrying forward the mission of The Rev. John H. and D. Estella Raker.

The society welcomes new members starting at the \$1,000 level who have remembered Good Shepherd in their will or have created a life income or insurance gift.

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GOOD SHEPHERD LOCATIONS

Inpatient Locations

Allentown Good Shepherd Rehabilitation Hospital 850 S. Fifth Street	610-776-3100
Bethlehem Good Shepherd Rehabilitation Hospital Pediatric Unit 2855 Schoenersville Road	610-807-4200
Easton Good Shepherd Rehabilitation at Easton Hospital* 250 South 21st St.	610-250-4218
East Stroudsburg Good Shepherd Rehabilitation at Pocono Medical Center 206 East Brown St.	570-476-3410
Honesdale Good Shepherd-Wayne Memorial Inpatient Rehabilitation Center* 601 Park St.	570-253-8732

Long-Term Acute Care Hospital

Bethlehem Good Shepherd Specialty Hospital, 3rd and 4th Floors, South Entrance of Lehigh Valley Hospital-Muhlenberg 2545 Schoenersville Road	484-884-5000
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Residential Facilities

Allentown The Good Shepherd Home at Conrad W. Raker Center 601 St. John St.	610-776-3199
Allentown Supported Independent Living Apartments 909 South 6th St.	610-841-4752
Bethlehem The Good Shepherd Home-Bethlehem 2855 Schoenersville Road	610-807-5600

Outpatient Locations

Allentown Good Shepherd Health & Technology Center 850 South 5th St.	610-778-1000
Allentown - CedarPointe 1651 N. Cedar Crest Blvd., Ste. 100	484-788-0701
Bath 5970 Nor-Bath Blvd.	610-440-0362
Bethlehem Township Priority Care at Emrick* 2151 Emrick Blvd., Ste. 102	610-867-3606
Bethlehem Township CORE Physical Therapy - A member of Good Shepherd Rehabilitation Network 3201 Highfield Dr., Ste. F	610-882-9611
Blandon 850 Golden Dr., Ste. 13 and 14	610-944-6504
Center Valley 4883 Route 309	610-797-0999
Coopersburg 101 S. Main St.	610-282-1385
East Greenville 622 Gravel Pike, Ste. 110	215-679-4105
Easton Easton Hospital * 250 S. 21st St.	610-250-4232
Hamburg 500 Hawk Ridge Dr., Ste. 2A	610-562-3523
Kutztown 333 Normal Ave.	610-683-5390
Laurys Station 5649 Wynnewood Dr., Ste. 103	610-262-6773

Macungie 6465 Village Lane, Ste. 5	484-519-3801
Northampton 44 West 21st St.	610-261-4292
Palmerton 3295 Forest Inn Road	610-824-7440
Quakertown 134 Mill Road, Ste. 3	215-536-2220
Schnecksville 4110 Independence Dr., Ste. 200	610-769-7299
Slate Belt 422 Blue Valley Dr., Bangor	610-863-6966
Souderton 4036 Bethlehem Pike, Telford	215-721-1871
Stroudsburg 7400 Route 611, Stroud Commons #4	570-421-6110

Consumer, Vocational and Business Services

Allentown Clubhouse of Lehigh County 1437 Gordon St.	610-433-9910
Allentown Good Shepherd Work Services 1901 Lehigh St.	610-776-8350

* Billing and medical records are handled by these providers, not Good Shepherd. Please contact your insurance carrier to determine the coverage available to you for services at these facilities.

Good Shepherd serves persons with disabilities on the basis of need regardless of ethnicity, color, national origin, ancestry, age, sex or religious creed and is an equal opportunity employer. Good Shepherd shares in concerns for the environment by recycling and using recycled products. Good Shepherd Rehabilitation Network and its affiliates are tax-exempt organizations as provided by IRS regulations. Pennsylvania law requires us to inform you of the following: The official registration and financial information of Good Shepherd Rehabilitation Network may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

**Locations:
46 in eastern
Pennsylvania and
southern New Jersey**

34 locations in the greater Lehigh Valley and 12 locations in the greater Philadelphia area.



REPORT TO THE COMMUNITY 2011

Good Shepherd Rehabilitation Network

850 S. Fifth Street, Allentown, PA 18103

www.GoodShepherdRehab.org

610-776-3100

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