

Report to the Community 2012

A Legacy of Innovation



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The cover photo was shot by volunteer photographer Bryan Zimmerman who works as a PC operations specialist in the Information Technology Department at Good Shepherd. The Raker Statue is the centerpiece of Good Shepherd's Healing Gardens in Allentown.

Ekso enthusiast Jason Angstadt stands tall between Sally Gammon, Good Shepherd president & CEO, and David DeCampli, chair, Board of Trustees.



A Legacy of Innovation

More than 104 years have passed since The Rev. John and Estella Raker took a disabled child, Viola Hunt, into their home. This 14-year-old girl was the first of many, from newborns to centenarians, to be taken in and cared for by the couple.

Papa and Mama Raker, along with their son Conrad, would go on to build a network of services that were truly forward-thinking – including a home for “needy” children, the first accredited nursing home in the Lehigh Valley, vocational services for people with disabilities and a state-of-the-art rehabilitation hospital. The Rakers were pioneers who spent nearly a century serving our community with steadfast devotion and compassionate care.

It is with the same pioneering spirit, commitment and compassion that Good Shepherd Rehabilitation Network continues its work today. Since our humble beginning, Good Shepherd has become a national leader in rehabilitation, serving more than 61,000 people a year at 49 locations.

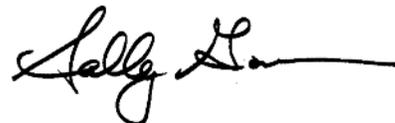
On the following pages, you will read about the growth and innovation that has occurred during the past fiscal year, including:

- Astounding technological advancements that promote function and independence for our patients and residents
- Strategic partnerships that enhance our geographic reach and provide opportunities for collaboration and research
- Tactical planning to position Good Shepherd for the future.

We know that none of this would be possible without Good Shepherd’s dedicated Board of Trustees, staff, donors and volunteers who continue to perpetuate the compassionate care and innovative spirit established by our founders.

A special thank you to our patients, residents and their families. Your strength and determination inspire us every day. Thank you for your trust and for continuing to support 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

Innovative Technology

Helping the Paralyzed Walk

Good Shepherd received national media attention in March when we became the third rehab facility in the country to receive the Ekso Bionics' exoskeleton, a robotic device that allows a person with lower extremity paralysis or weakness (spinal cord injury or multiple sclerosis) the ability to stand and walk.

This amazing technology, formerly called eLEGS, was tested at Good Shepherd in May 2011 during clinical trials. Now, the new-and-improved Ekso is being used for regular therapy and maintenance by an enthusiastic group of patients at Good Shepherd Outpatient Neurorehabilitation in Allentown.

Good Shepherd patient and self-proclaimed "Ekso addict" Kevin Oldt has been using the device three times a week since it arrived in March. Read his story on page 4.

Can't get enough of the Ekso? Scan this QR code on your phone to watch a video of the Ekso Bionics' exoskeleton at Good Shepherd.



Environmental Control Experience Center

Imagine being able to lower the blinds, turn on the television and dim the lights – with one simple voice command. All of this, and more, is possible through high-tech environmental control. At the Good Shepherd Environmental Control Experience Center, occupational therapists are helping patients with minimal or no hand function gain independence.

The leading-edge center is a showcase for multiple assistive devices, allowing staff to match the needs of the patient with the right technologies to help them control their home environment through the use of infrared devices, switches, voice activation, sip and puff technology and iPad controls.



Help Is in Sight

Picture a man wearing goggles, standing on a trampoline and playing a video game on an oversized television screen. Sound strange? This is a common scene in Good Shepherd's neurologic Vision Therapy suite. The Vision Therapy program is giving patients a second chance, helping those with sight problems, including: poor balance, double vision and difficulty with reading, learning, driving and memory.

Much more than the traditional eye chart, the technology being used during vision therapy includes handheld prisms, glasses and goggles with different lenses to help train the eye, a touchscreen television, computer programs and software, as well as a custom-designed application for the iPad.

Demand for the program grew so rapidly during its first year that the team quickly ran out of space and has expanded from one to three therapy rooms – all operating at full capacity.



Skype-like Technology Enhances Patient Care

At Good Shepherd Rehabilitation Hospital in Allentown and Good Shepherd Rehabilitation at Pocono Medical Center, we're now utilizing Internet-based, video-conferencing technology to connect hospital-bound patients with specialized physicians and expert clinicians.

Using live, secure, two-way video connections, patients can meet with a consulting physician or therapist as if they were in the same room. Good Shepherd nurse practitioners and other staff members participate in the consultation, which is held in a private room.

Although the use of telemedicine is growing rapidly throughout the network, it is not a new use of technology for Good Shepherd. In 2005, Good Shepherd Specialty Hospital became one of the first long-term acute care hospitals in the country to provide remote medical monitoring to enhance patient care and safety.



Florence MacGregor of Mount Pocono is one of the first patients to experience the Telespeech Program at Good Shepherd Rehabilitation at Pocono Medical Center.



Neurorehabilitation

Meet Kevin Oldt

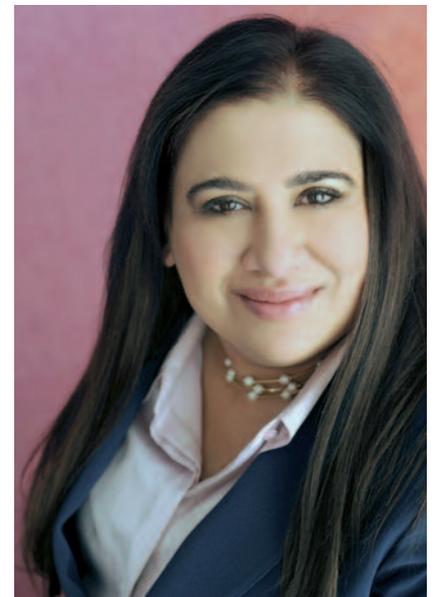
Kevin Oldt of Allentown has renewed hope for his future. The 45-year-old suffered a spinal cord injury during a snowmobile accident 11 years ago. Paralyzed from the waist down, he has kept in shape by working out at a gym and attending outpatient neurorehabilitation and aquatic therapy at Good Shepherd.

Kevin was one of the first participants with lower-extremity paralysis to test Ekso Bionics' exoskeleton when it arrived at Good Shepherd in 2011 during clinical trials. Standing for the first time was such an emotional experience that Kevin exclaimed, "I forgot how tall I was!"

When the new-and-improved exoskeleton arrived at Good Shepherd in March 2012, Kevin began using the device for regular maintenance, conditioning and strengthening. He has seen some dramatic improvements – like being able to move his leg in the pool. "I've seen improvements that some might have once thought were unreachable," says Kevin. Everyone at Good Shepherd is excited to see where the Ekso takes our patients.

Dr. Khan Joins the Team

Dr. Soofia Khan, M.D., M.S., F.A.A.P.M.R., joined the Good Shepherd Physician Group in January as medical director of neurosciences and was later appointed interim area medical director for the Rehabilitation Hospital in Allentown. Dr. Khan specializes in spinal cord injuries and stroke care and is board certified in physical medicine and rehabilitation.



Kevin Oldt received a well-deserved standing ovation when he got up out of his wheelchair and walked across the stage at Musikfest in the Ekso Bionics' exoskeleton.

Cardiopulmonary-Complex Medical

Meet Thomas Horwath

Paralyzed from head to toe after experiencing a severe case of Guillain-Barré (GB) syndrome in December 2011, Thomas Horwath wasn't expected to make a complete recovery when he arrived at Good Shepherd Specialty Hospital (GSSH) in January. GB is an autoimmune disorder that attacks the nerves, and Thomas had one of the most serious cases his doctors had ever seen. On a ventilator to breathe and still paralyzed, Thomas presented the staff of GSSH with a challenge, but it was the type of challenge they were accustomed to meeting.

In combination with his medical management, physical and respiratory therapists soon had Thomas moving his limbs and gradually weaned him from the ventilator. "I can't say enough good things about how well the staff took care of me," says Thomas, who was previously an active retiree.

After four weeks at GSSH, he was transferred to the Good Shepherd Rehabilitation Hospital, where his recovery continued. With intensive therapy, he soon was on his feet, using a walker. Discharged in April and walking with a cane, he continues therapy two days a week at Good Shepherd Physical Therapy – Coopersburg.

Ventilator Weaning Takes a Team

It takes a village of health-care professionals, including doctors, nurses, therapists and case managers, to successfully wean a patient from ventilator support. That's why the team at Good Shepherd Specialty Hospital, some of the best in the business, have created clinical pathways to give the medical team, the patient and his or her family an outcome-based, time-defined program to follow.

The clinical pathway helps caregivers benchmark a patient's progress, while daily team conferences and open communication between disciplines keep the team outcome-oriented and patient-focused. Well established protocols provide the respiratory department with guidelines to wean each patient and continue pulmonary rehabilitation.

More than 75 percent of patients are successfully liberated from mechanical ventilation at GSSH – higher than the national average of 70 percent.

Thomas Horwath of Coopersburg is happy to be able to do the things he loved before his illness, especially spending time with his grandchildren. Thomas is pictured here with his granddaughter, Lola.



Pediatric Rehabilitation

Good Shepherd Pediatrics: All Grown Up

Growth and expansion are a familiar story for Good Shepherd Outpatient Pediatrics and Good Shepherd Rehabilitation Hospital Pediatric Unit.

This fiscal year, Good Shepherd Outpatient Pediatrics saw more than 4,500 patients at its home base in Allentown, necessitating expansion of these services to three more outpatient locations in East Greenville, Souderton and Hamburg. The hardworking pediatrics team also established an outpatient feeding clinic and an outpatient concussion clinic to meet the needs of children throughout our community.

The inpatient pediatric unit also experienced a 15 percent growth in admissions from 2011. The team developed new, highly specialized programs to help children suffering from complex respiratory issues, premature infants who graduate from the neonatal unit but still need specialized care and children with orthopedic injuries and/or conditions.



Meet Justin Hudsko

Justin Hudsko is just 5-years-old and already a celebrity. His discharge from Good Shepherd Rehabilitation Hospital Pediatric Unit in March was covered by the local media and picked up by online news channels throughout the country. It's hard to resist the story of the stout red-head who is adorably shy but chock full of determination.

Justin became a left leg amputee after running in front of a riding mower at home in August. He came to the Pediatric Unit after his discharge from the acute care hospital, and in less than a month, his wound healed nicely and he had learned to use a wheelchair and walk with a walker.

After being discharged, Justin continued receiving outpatient therapy at Good Shepherd for six months. He returned to the Unit in February to learn to use his spiffy new hardware – a custom-designed prosthetic leg.

Justin's new leg is adorned with orange flames and graphics of Rey Mysterio, his favorite wrestler. It even has blinking LED lights that flash red with every step, and it flashes a lot since Justin is constantly on the move!



Musculoskeletal Orthopedic

Bionic Leg Is on the Move

Outpatient Neurorehabilitation in Allentown has been successfully using the Tibion Bionic Leg with patients for several years, so now Good Shepherd Physical Therapy has made this incredible technology accessible to more people. Good Shepherd began offering therapy with the Tibion at its East Greenville and Palmerton outpatient sites.

Research shows that patients, even 10 years post incident, can benefit from the use of the Tibion Bionic Leg. The Tibion is a computerized, bionic device that is strapped on a weakened leg. It provides assistance in relearning leg motion and improving the patient's ability to place weight on the affected leg.

Eight years after a life-changing accident, Steve Mayernik noticed that his legs had become stiff and his gait unsteady. He came to Good Shepherd Physical Therapy – East Greenville for stretching, balance training and strengthening with the Tibion Bionic Leg, which has made a huge difference for Steve, helping him to regain his independence. Visit <http://bit.ly/Nb3fAo> to hear Steve's story.



Meet Vicky Kistler

Vicky Kistler of Allentown suffered a meniscus tear after a fall nearly eight years ago. Although she had arthroscopic surgery immediately following the injury, she never fully recovered.

The years following her surgery were painful – with multiple trips to her orthopedic surgeon and several invasive medical treatments. Her doctor told her that one day she would “wave the white flag” and agree to knee replacement surgery. It was an inevitable conclusion.

After her right knee replacement, Vicky chose Good Shepherd – CedarPointe for physical therapy and was thrilled with her decision. “CedarPointe is a hidden gem,” says Vicky. “The facility is spotless. The staff is professional. I never dreaded or complained about going to therapy.”

Every appointment at CedarPointe started and ended on time, which was important for Vicky, a busy professional. “Every visit focused on my goals, my pain level and my comfort level with the exercises,” says Vicky. “The therapist was able to adjust and adapt to anything.”

Vicky’s goal was to be able to take a fun-filled trip to New Orleans, 16 weeks after surgery. By the time she arrived in the Big Easy, she was pain-free and able to enjoy all the city had to offer.



When Vicky completed her physical therapy, she and her husband joined the fitness center at Good Shepherd Physical Therapy – CedarPointe.



Relieving Pain. Promoting Healing.

In the hands of a specially trained physical therapist, shiny steel instruments can reduce or even eliminate pain. Good Shepherd recently introduced patients to the Graston Technique®, a form of manual soft tissue therapy involving the use of stainless steel instruments contoured to the body. The therapist uses the instruments to apply pressure to the affected area, breaking down scar tissue and promoting the healing process.

Graston Technique specialists report that positive outcomes have been achieved in 75 to 90 percent of all conditions treated – reducing pain in the heel, foot, shoulder, hip, neck, upper back and knee.

Good Shepherd by the Numbers

2,015

Number
of Employees



Good Shepherd Rehabilitation Network employs 1,400 people in the greater Lehigh Valley and 615 people at Good Shepherd Penn Partners in Philadelphia.

82%

Employee
Satisfaction



In a recent survey by Morehead Associates, employees who work at Good Shepherd ranked in the 82nd percentile for Workforce Commitment (an indicator of job satisfaction). The GSRN score is significantly higher than the national health-care average.

49

Locations



Good Shepherd provides inpatient and outpatient care at 49 locations. This includes 36 locations in the greater Lehigh Valley and 13 locations at Good Shepherd Penn Partners in Philadelphia.



61,405

People Served



Last year, 61,405 people received care at Good Shepherd Rehabilitation Network. This included 43,806 people in the greater Lehigh Valley and 17,599 people in the greater Philadelphia area.

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

During this fiscal year, Good Shepherd's owned outpatient sites had the most patient visits in their history.

} **221,816**

Superior Customer Service

Good Shepherd Rehabilitation Hospital and Good Shepherd Specialty Hospital:

Better than

91%

of similar facilities nationally

Good Shepherd Outpatient Physical Therapy:

Better than

92%

of similar facilities nationally

Good Shepherd measures its patient satisfaction using Press Ganey®, an independent research tool.
Press Ganey data: July 1, 2011 – June 30, 2012





Good Shepherd's joint venture with Philadelphia's premier academic health system, Penn Medicine, continues to thrive. Now in its fifth year of operation, Good Shepherd Penn Partners has new leadership at the helm, and the partnership is collaborative and continues to grow.

New Leadership

After an extensive national search, Lisa Marsilio, MBA, was appointed the Executive Director for Good Shepherd Penn Partners. Lisa joined the Good Shepherd Rehabilitation Network in 1995. During Lisa's professional career within GSRN, she served in a myriad of roles, most notably Administrator of the Good Shepherd Specialty Hospital and Vice President of the Cardiopulmonary/Complex Medical Service Line in the Lehigh Valley.

Timothy R. Dillingham, M.D., M.S., joined Penn Medicine and Good Shepherd Penn Partners in December 2011, as the chair of the Department of Physical Medicine and Rehabilitation (PM&R) and Medical Director for the Penn Institute for Rehabilitation Medicine. Dr. Dillingham has proven instrumental in building relationships between GSPP and Penn Medicine, increasing inpatient referral volume from the Hospital of the University of Pennsylvania. He oversaw the move of Penn's Department of Physical Medicine and Rehabilitation to the Rittenhouse campus, allowing for greater collaboration between Penn PM&R physicians, inpatient rehabilitation staff and outpatient therapy services.



Good Shepherd Rehabilitation Network President & CEO Sally Gammon (left) poses with long-time colleague and recently named Executive Director of Good Shepherd Penn Partners, Lisa Marsilio (right).

Walking Tall in Philly

As a result of our partnership, Good Shepherd Penn Partners became the sixth rehab facility in the nation to receive the Ekso Bionics' exoskeleton – bringing the life-changing device to patients in the Philadelphia region.

Continued Growth

GSPP opened its 10th outpatient therapy site in November at Penn Medicine at Rittenhouse. The site features 11,000 square feet of therapy space with state-of-the-art equipment and private treatment rooms. With the addition of outpatient rehabilitation, the Rittenhouse campus offers a complete post-acute continuum of care – allowing for a seamless transition from long-term acute care to inpatient rehabilitation to outpatient therapy.

Helping the Economy

Good Shepherd Penn Partners **has increased its workforce by 76 percent** since becoming operational in 2008.



Partnerships Expand Possibilities

Never in the history of health care have partnerships been more important. We are working closely with area acute-care hospitals towards strengthening the coordination of care for each patient. Partnering allows for seamless transitions between providers; improved quality, patient safety and outcomes; shared resources; and reduced costs. Some highlights from the past fiscal year, include:

• Allen M. Khademi, M.D., Good Shepherd's vice president of medical affairs, accepted the role of chief of physical medicine and rehabilitation at Lehigh Valley Health Network.

• Throughout the year, Good Shepherd's leaders met with University of South Florida (USF) officials to discuss opportunities for collaboration, research and education. Beginning next spring, physical therapy students from USF will do clinical rotations at GSRN.

• Good Shepherd's partnerships with Easton Hospital, Pocono Medical Center and Wayne Memorial Hospital continue to thrive. By working together, we are providing Good Shepherd's hallmark compassionate care and highly specialized inpatient rehabilitation to more people in more communities.

Preparing for the Future of Health Care



Electronic Medical Records Debut

After years of preparation, Good Shepherd leapt into the future by implementing new electronic medical records technology to advance continuity of care. The use of electronic medical records allows us to share a patient's record across our continuum of care, such as when a patient is discharged from the hospital and becomes an outpatient for therapy. It also allows us to electronically and securely share records with other health-care organizations and providers.

Health-care Reform

In the new era of health care, the best performers will thrive. Therefore, our creative and resilient workforce has been focused on producing even better, quality care and outcomes, while reducing costs. We are working to integrate our services across all levels of care and finding ways to serve our patients more efficiently and more cost effectively.

One way we're working to reduce costs is to rethink traditional payment structures – breaking away from a siloed view of care and looking at ways to accept bundled payments for a complete episode of care.

Under a bundled payment plan, Good Shepherd would accept one fixed payment for the patient's entire episode of care, including his or her inpatient stay, physician visits and outpatient rehabilitation. Pre-determined bundled payments offer providers an incentive to provide care more efficiently, produce better outcomes and increase patient satisfaction.

The Hospital of the Future

With so much going on at Good Shepherd, you might wonder what's next for Good Shepherd Rehabilitation Network?

Good Shepherd's leaders believe the organization is well positioned to enter the next phase of our growth – building a Continuing Care Hospital (CCH) in the Lehigh Valley. The state-of-the-art facility will include inpatient and outpatient rehabilitation, long-term acute care and short-term skilled nursing. Good Shepherd's CCH will offer the latest in advanced technology and comfortable, home-like accommodations for patients and families.

Making this vision a reality will be no small feat, but already, our Board of Trustees, administration and staff have embraced the concept with their trademark passion for innovation. Together, we will build the future of post-acute care right here in the Lehigh Valley!

Good Shepherd Financial Highlights Fiscal Year 2012

Patient Utilization

	2012	2011	%Change
Rehabilitation Hospital Admissions	1,895	1,908	-1%
Specialty Hospital Admissions	403	400	1%
Outpatient Visits	221,816	223,791	-1%
Long-Term Care Occupancy Rates	99.6%	99.7%	0%

Financial Performance

(dollars in thousands)

Unrestricted Revenues, Gains and Other Support

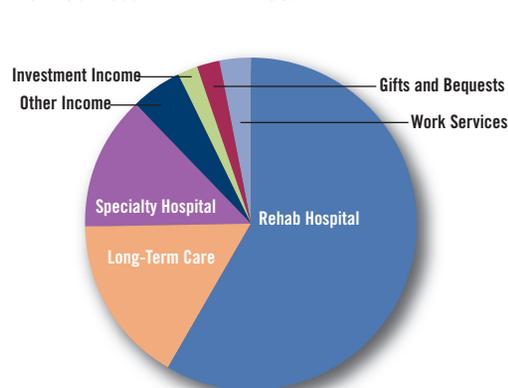
Patient Service Revenues, net of doubtful collections	\$110,825	\$108,026	3%
Less: Charges Provided as Free Care	2,014	1,809	11%
Net Patient Service Revenues	108,811	106,217	2%
Other Operating Revenues	5,366	5,472	-2%
Professional Service Revenue	5,391	5,851	-8%
Contributions	2,873	2,202	30%
Income on Investment in Unconsolidated Subsidiary	4,692	6,765	-31%
Gain (Loss) on Disposal of Equipment	1,102	(363)	-404%
Net Assets Released from Restrictions	1,735	1,647	5%
Total Unrestricted Revenues, Gains and Other Support	129,970	127,791	2%

Expenses

Salaries and Wages	63,057	61,207	3%
Supplies and Other Expenses	32,626	28,305	15%
Employee Benefits	16,015	16,166	-1%
Depreciation and Amortization	8,417	8,426	0%
Interest	5,686	5,696	0%
Total Expenses	125,801	119,800	5%
Operating Income	4,169	7,991	-48%
Investment Income and Gains	1,132	9,674	-88%
Other	(375)	617	-161%
Revenues in Excess of Expenses	\$4,926	\$18,282	-73%

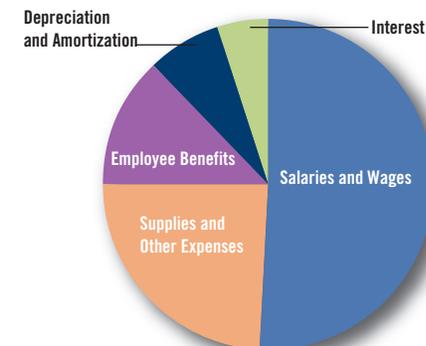
Revenue Composition by Business Line

Rehab Hospital ⁽¹⁾	59%
Long-Term Care	16%
Specialty Hospital	13%
Other Income	5%
Investment Income	2%
Gifts and Bequests	2%
Work Services	3%

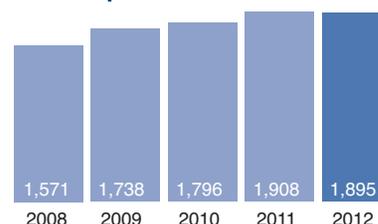


Expense Breakdown

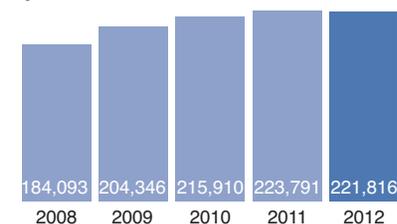
Salaries and Wages	50%
Supplies and Other Expenses	26%
Employee Benefits	13%
Depreciation and Amortization	7%
Interest	4%



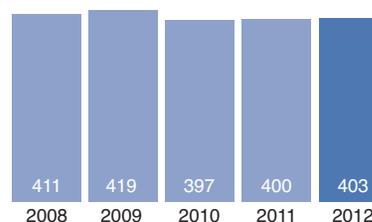
Rehab Hospital Admissions



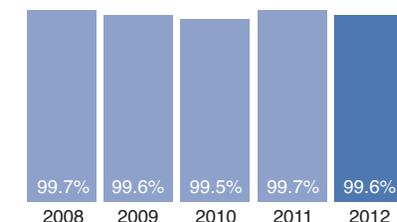
Outpatient Visits (owned and contracted)



Specialty Hospital Admissions



Long-Term Care Occupancy Rates



(1) This item includes the revenues generated by Good Shepherd's inpatient rehabilitation units and its outpatient programs and services.

Good Shepherd Endowment Fund

Good Shepherd is deeply appreciative of the community and individual support towards the growth of its endowment funds. Endowments are received from donors with the requirement that the principal remain intact in perpetuity. Income is allocated based on the purpose of the fund.

Good Shepherd Endowment Funds – Investment Objective and Spending Policy

The Investment Committee, which is a subcommittee of the Finance Committee, is responsible for the management and oversight of all temporarily and permanently restricted, operating and pension investments. The Committee is governed by an investment policy, which is applied universally to all of these assets.

Good Shepherd also has an endowment spending policy that is overseen by the Finance Committee and the Board of Trustees. Under this policy, the annual distribution from each endowment account will be five percent of the three-year rolling average fair market value.

Following is a summary of the existing endowment funds at the end of FY12.

Endowment and Income Use

Unrestricted – Used towards general operations of the entities within Good Shepherd.

Conrad W. Raker Educational Endowment – Used as a funding mechanism for the education and training of Good Shepherd employees.

The Linny and Beall Fowler Endowment for Pediatrics – Provides a perpetual source of funding to benefit all the children served by Good Shepherd's Pediatrics Program.

The Joseph and Marjorie Correll Pediatric Chair – Used as a perpetual funding mechanism for Good Shepherd's developmental pediatricians.

The Harold W. and Ester M. Dornsife Perpetual Fund – Used on an annual basis to support the Dornsife Pediatric Center.

Donley Family Pediatrics Endowment – Used towards supporting operating expenses associated with the Developmental Pediatrics Program.

Romig-DeYoung Community Access – Used for the psychosocial and recreational enrichment of residents through community outings as well as interstate trips including, but not limited to concerts, restaurants, sporting events, amusement parks and recreational areas. Monies from this fund also will be used to purchase transportation vehicles and equipment for community access by residents.

Walter W. and Jacqueline G. Mock Fund for Pediatrics – Provides income in perpetuity to support charitable care, staff education and training, salaries, equipment, technology, research and other expenses of the Pediatrics Program.

Long-Term Care Endowment – Directed towards operating needs associated with the Conrad W. Raker Center and Good Shepherd Home – Bethlehem.

Rehabilitation Hospital Endowment – Directed towards operating needs associated with the rehabilitation hospitals.

Jaindl Family Neurologic Endowment – Used towards operating costs associated with the Neurorehabilitation Program at Good Shepherd Rehabilitation Hospital. This includes patients with stroke, as well as brain or spinal cord injury.

Work Services Endowment – Directed towards operating needs associated with the Work Services Division.

Fleming Family Endowment – Used to support the Assistive Technology and Research programs at Good Shepherd.

Walter W. Mock, Sr., Ph.D., and Marie S. Mock Fund for Research and Technology – Provides income in perpetuity to support assistive, rehabilitation and clinical technology, throughout the organization.

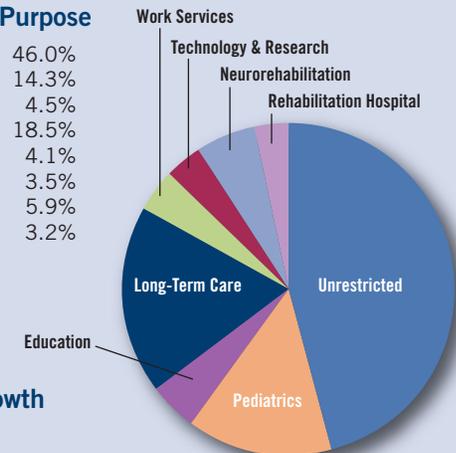
Good Shepherd Endowment Summary – June 30, 2012

(dollars in thousands)

Permanent Endowments	Principal	Market
Unrestricted	\$6,659	\$7,697
Conrad W. Raker Educational Endowment	792	765
Linny and Beall Fowler Endowment for Pediatrics	242	235
The Joseph and Marjorie Correll Pediatric Chair	255	250
The Harold W. and Ester M. Dornsife Perpetual Fund	100	121
Donley Family Pediatrics	1,658	1,559
Romig-DeYoung Community Access	1,129	1,365
Walter W. and Jacqueline G. Mock Fund for Pediatrics	255	228
Long-Term Care Endowment	1,467	1,735
Rehabilitation Hospital Endowment	536	533
Jaindl Family Neurologic Endowment	1,005	992
Work Services Endowment	677	681
Fleming Family Endowment	364	327
Walter W. Mock Sr., Ph.D., and Marie S. Mock Fund for Research and Technology	253	254
Total Endowments	\$15,392	\$16,742

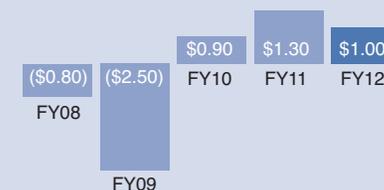
Endowment Funds by Purpose

Unrestricted	46.0%
Pediatrics	14.3%
Education	4.5%
Long-Term Care	18.5%
Work Services	4.1%
Technology & Research	3.5%
Neurorehabilitation	5.9%
Rehabilitation Hospital	3.2%



Endowment Funds Growth History (in millions)

(Fiscal year Ends June 30)



Good Shepherd Uncompensated Care and Community Support

Uncompensated care and community support is directed toward the mission and history of Good Shepherd. During FY12, Good Shepherd provided charity and community support valued at \$7.269 million compared to \$7.751 million in FY11. The table below delineates the components included in this category:

(dollars in thousands)	2012	2011
Benefits for Individuals Living in Poverty		
Charity Care at Cost	\$771	\$728
Unreimbursed Costs of Public Programs		
Medicaid	667	2,195
Subsidized Health Services	3,129	2,554
Total Quantifiable Benefits for Individuals Living in Poverty	4,567	5,477
Benefits to the Broader Community*		
Community Health Improvement Services	26	39
Health Professions Education	2,612	2,167
Subsidized Health Services	1	0
Financial and In-kind Contributions to Other Community Groups	44	40
Community-building Activities	18	28
Community Benefit Operations	1	0
Total Quantifiable Benefits for the Broader Community	2,702	2,274
Total Quantifiable Community Benefits	\$7,269	\$7,751
Total Expenses	\$125,801	\$119,800
Community Benefits as a Percentage of Total Expenses	5.8%	6.5%

*This category represents those community benefit activities that are undertaken by Good Shepherd employees but are not otherwise enumerated. They include the hosting of community health screenings and educational sessions, educational opportunities for aspiring health-care professionals and Community-building Activities.

When calculating the benefits that it provides to the community, Good Shepherd conforms to the conservative standards set by the Catholic Health Association (CHA). For more information on the CHA standards, visit www.chausa.org or click on "Our Commitments."

Giving Back: Community Benefit

Good Shepherd is committed to improving the health and function of the members of our community. When Good Shepherd provides free or significantly discounted care to under-insured or uninsured people, this is considered community benefit. Community benefit is defined as activities or initiatives that improve community health or the health needs of targeted individuals.

In FY12, Good Shepherd provided more than \$7.269 million in total quantifiable community benefit, or about 5.8 percent of expenses through initiatives such as:

- Educating nursing and therapy students and providing internship opportunities for people exploring health-care professions.
- Providing community health screenings, education and seminars.
- Providing care to men, women and children regardless of their ability to pay.
- Supporting the Partnership for a Disability Friendly Community, a diverse community group that is working to make the Lehigh Valley more accessible, inclusive and welcoming to people with disabilities.



Good Shepherd staff members donated 182 backpacks filled with school supplies, toiletries and other personal care items to students at the Roosevelt School in the Allentown School District. Good Shepherd and the school were paired up through the United Way's COMPASS Community Schools program.

We gratefully acknowledge all those who served on Good Shepherd's Board of Trustees, our facility medical directors and our administrators for fiscal year 2012.

BOARD OF TRUSTEES

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A Fond Farewell



After thoughtful consideration, Good Shepherd Rehabilitation Network transferred the operation of Work Services (including the Clubhouse of Lehigh County) to Goodwill Keystone Area, a non-profit charitable organization with a mission and values similar to those of Good Shepherd.

This is a positive development for the staff and clients of Work Services. Its work and mission will be enhanced by Goodwill's focus, history and commitment to maintaining the Work Services operations.

It is with gratitude that we acknowledge those individuals who served on the Good Shepherd Work Services Advisory Board during fiscal year 2012.

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Good Shepherd Locations

INPATIENT REHABILITATION

Allentown
Good Shepherd Rehabilitation Hospital
850 South 5th 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 Street
610-250-4218

East Stroudsburg
Good Shepherd Rehabilitation at Pocono Medical Center
206 East Brown Street
570-476-3410

Honesdale
Good Shepherd – Wayne Memorial Inpatient Rehabilitation Center*
601 Park Street
570-253-8732

LONG-TERM ACUTE CARE

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

*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.

RESIDENTIAL FACILITIES

Allentown
The Good Shepherd Home at Conrad W. Raker Center
601 St. John Street
610-776-3199

Allentown
Good Shepherd Supported Independent Living Apartments
909 South 6th Street
610-841-4752

Bethlehem
Good Shepherd Home – Bethlehem
2855 Schoenersville Road
610-807-5600

OUTPATIENT REHABILITATION/ PHYSICAL THERAPY

Allentown
Good Shepherd Health & Technology Center
850 South 5th Street
610-778-1000

Allentown
Good Shepherd Rehabilitation – CedarPointe
1651 North Cedar Crest Boulevard, Suite 100
484-788-0701

Bangor (Slate Belt)
Good Shepherd Physical Therapy – Slate Belt
422 Blue Valley Drive
610-863-6966

Bath
Good Shepherd Physical Therapy – Bath
5970 Nor-Bath Boulevard,
610-440-0362

Bethlehem Township
Priority Care at Emrick*
2151 Emrick Boulevard
610-867-3606

Bethlehem Township
CORE PT*
A Member of Good Shepherd Rehabilitation Network
3201 Highfield Drive, Suite F
610-882-9611

Blandon
Good Shepherd Physical Therapy – Blandon
850 Golden Drive, Suites 13 & 14
610-944-6504

Center Valley
Good Shepherd Physical Therapy – Center Valley
4883 Route 309
610-797-0999

Coopersburg
Good Shepherd Physical Therapy – Coopersburg
101 S. Main Street
610-282-1385

East Greenville
Good Shepherd Physical Therapy – East Greenville
622 Gravel Pike, Suite 110
215-679-4105

Easton
Good Shepherd Physical Therapy – Easton Hospital
250 South 21st Street
610-250-4232

Hamburg
Good Shepherd Physical Therapy – Hamburg
Hamburg Square, 500 Hawk Ridge Drive
610-562-3523

Kutztown
Good Shepherd Physical Therapy – Kutztown
333 Normal Avenue
610-683-5390

Laurys Station
Good Shepherd Physical Therapy – Laurys Station
5649 Wynnewood Drive, Suite 103
610-262-6773

Macungie
Good Shepherd Physical Therapy – Macungie
6465 Village Lane, Suite #5
484-519-3801

Northampton
Good Shepherd Physical Therapy – Northampton
44 W. 21st Street
610-261-4292

Palmerton
Good Shepherd Physical Therapy – Palmerton
3295 Forest Inn Road
610-824-7440

Quakertown
Good Shepherd Physical Therapy – Quakertown
134 Mill Road, Suite 3
215-536-2220

Schnecksville
Good Shepherd Physical Therapy – Schnecksville
4110 Independence Drive (rear), Suite 200
610-769-7299

Souderton
Good Shepherd Physical Therapy – Souderton
4036 Bethlehem Pike, Telford
215-721-1871

Stroudsburg
Good Shepherd Physical Therapy – Stroudsburg
1619 N. 9th Street,
Stroud Commons #4
570-421-6110

CONSUMER AND BUSINESS SERVICES

Allentown
Good Shepherd General Store/Rehability™
Good Shepherd Plaza
850 S. 5th Street
610-776-3554
1-888-873-4224 (toll free)
www.RehabilityStores.com

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.



Good Shepherd Rehabilitation Network

850 S. Fifth Street, Allentown, PA 18103

www.GoodShepherdRehab.org

610-776-3100



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