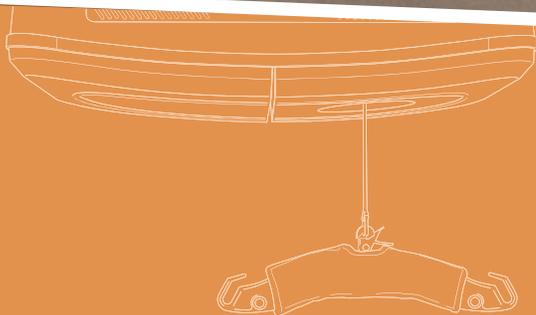


THOMPSON HEALTH CASE HISTORY

A community hospital
transforms outpatient
rehabilitation.



SafeGait
360°
BALANCE & MOBILITY TRAINER



Overview

Thompson Health is an award-winning healthcare provider based in Canandaigua, N.Y., that includes a community hospital, senior living, and rehabilitation services, which alone has 26,000 rehab outpatient visits each year. The rehab team at Thompson Health includes more than 65 professionals across many disciplines, from physical therapy to athletic training to occupational and speech therapy.

“The best thing about working at a community hospital is you see patients and their families in the community,” says Kurt Koczent, executive vice president and chief operating officer at Thompson Health. “Providing them with the best care is our number-one priority.”

Which is why it’s so important to Koczent and his colleagues to serve the community well.

And why, when Thompson’s director of rehabilitation services, Carole Drake, approached Koczent about the need for more advanced equipment to help outpatients in their therapy, he decided to investigate its impact.



Transform rehabilitation.

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Challenge

Drake saw room for improvement when she looked at patient progress. She and Koczent wanted to find a way to help patients get to ambulation faster, but it had to make financial sense for the hospital.

“We’d have patients come in with severe orthopedic and neurological impairments, and it would take two to three therapists at a time to do one simple walking or balance task,” Drake says. “And those patients often would plateau quickly because we couldn’t challenge them beyond their boundaries without potential for injury.”

There were inpatient facilities already equipped with more advanced balance and mobility training systems, but there was no comparable system available for Thompson Health rehab outpatients.

“If we could have a system on the outpatient side that helped patients get their mobility back, and be more independent in a safe way, it could help prevent readmissions to the hospital, and any other injuries that might happen as they gain their strength. That would make the cost-benefit extraordinary,” Koczent says.

Together, Drake and Koczent began considering equipment that could help the rehab team treat patients more safely, effectively, and productively.

Koczent and his team began to investigate the technology available in the market, including the SafeGait 360° — a dynamic bodyweight support and fall protection system by Gorbet Medical.

Solution

After researching the current systems on the market, Thompson Health decided SafeGait 360° was the way to go.

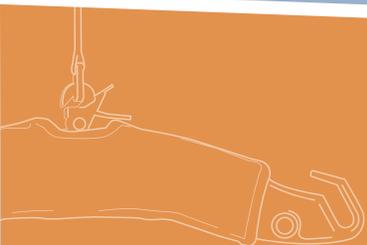
Designed in collaboration with PTs and OTs, the SafeGait 360° removes the barriers of traditional methodologies so patients can comfortably and safely work on their recovery. Plus, SafeGait features state-of-the-art interactivity that makes it easy to monitor and track patient progress.

Whether from stroke, SCI, TBI, limb amputation or other conditions that impair mobility and balance, SafeGait reduces fear of falling, improving a patient’s confidence. And greater confidence can encourage a more challenging treatment plan. The system also reduces the risk of injury to both patients and therapists—an important consideration in light of the fact that more than 65% of rehabilitation PTs and PTAs have reported experiencing work-related pain due to therapeutic activities including patient handling and movement, according to a 2014 study by the Human Factors and Ergonomics Society.

“I was very impressed with SafeGait’s abilities,” Drake says. “As a therapist, I loved the fact that it allowed me to have hands-on abilities with the patient. I knew the machine would catch them. I loved how intuitive it was.”

SafeGait 360° not only provides a safe level of care for patients—it helps therapists achieve more, too. They no longer have to be three to one to help patients ambulate.

“It’s safer for patients because they’re using SafeGait, but it’s also more productive for our staff,” Koczent says. Instead of doubling or tripling up during a therapy session, often times only one PT is needed, which dramatically improves productivity.



Results

Thompson Health became the first full-time outpatient facility in New York State to offer patients SafeGait 360° when they installed their system. The transformation in care was immediately apparent.

The first patient to use SafeGait 360° had suffered a stroke and was anxious about falling during PT sessions. Once he began therapy in the SafeGait 360°, he gained more confidence and pushed himself harder.

“We recognized very early on that when the patient is in the system, they feel safe,” Koczent says.

The sense of hope and relief can be powerfully emotional.

“It’s just been phenomenal” Drake says. “I recently saw a patient grinning from ear to ear while he was in the SafeGait. Laughing. And this is a patient that is normally incredibly nervous during the therapy session. And I just saw him relax and focus on what he was trying to accomplish.”

Koczent agrees.

“We’ve seen people who were not able to ambulate before getting the system and now they often break down into tears because the system has helped them get their mobility back,” he says.

The system is allowing the rehab team to maximize their productivity across the board.

“SafeGait 360° allows therapists to be productive with more patients,” Koczent says.

“They no longer have to escort patients while they’re practicing tasks or double up or triple up.”

SafeGait 360° has delivered on its fiscal promise, too.

“We exceeded our target for return on investment. We’ve actually tripled that number,” Koczent says.



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“The technology on the front end was more than we were used to spending, but when you look at the ROI calculator, it easily pays for itself and enables you to serve the community in a better way,” he adds.

With the SafeGait 360° in place, there’s now potential for Thompson Health to grow its rehab services. They have attracted patients outside

of their normal referral base because of having SafeGait, and believe that it has a positive impact on staff recruitment and retention. SafeGait is also helping Thompson Health to highlight and expand the specialty treatments they offer.

“We now have two therapists certified in Lee Silverman Voice Treatment (LSVT)—for Parkinson’s patients,” Koczent says. “And this is just the beginning. There are other types of patients who could easily move into the system and benefit from it.”

“We have that wonderful continuum of care,” Drake says. “Having the SafeGait equipment in the facility right after injury through outpatient care will be a huge benefit to our patients, and a huge benefit to the community.”