

Inpatient Rehab 2025 Annual Report

Nemours Children's Hospital, Florida



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Mission & Vision



Mission: NCH-FL Inpatient Rehab will seek to provide the most innovative approaches to care of pediatric patients requiring rehabilitation.

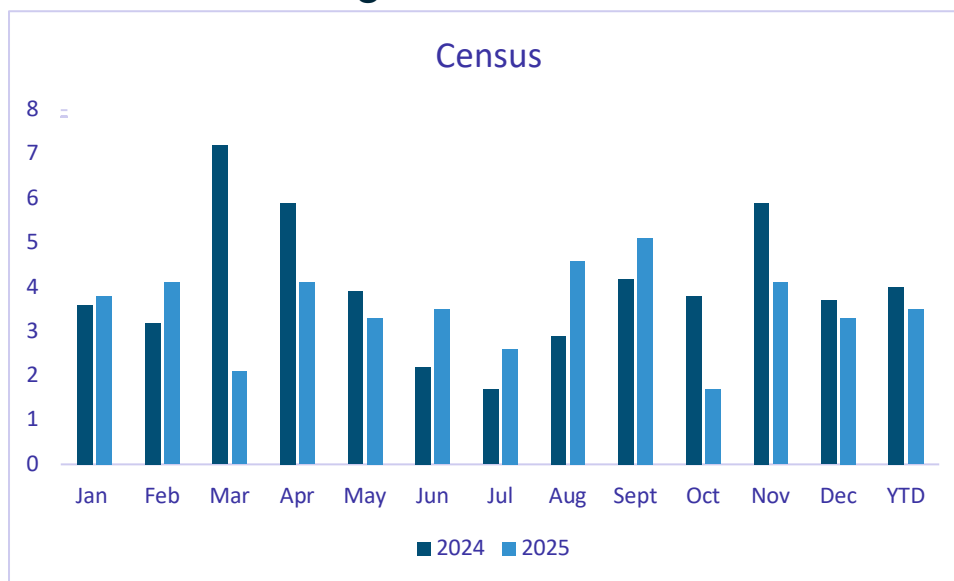
“Turning Setbacks Into Comebacks”

Vision: To provide a program of coordinated and integrated medical and rehabilitation services to children and adolescents with significant limitations because of injury or illness.

Core Values: Quality Care; Safe Medical and Rehab Delivery; Patient and Family Centered Care



2025 Program Census Review



Census Analysis – 2024 vs. 2025

In 2025, the average daily census was **3.5 beds**, down from **4.0** in 2024 (**-0.5, -12.5%**). Versus plan, 2024 finished **above budget** (4.0 actual vs. 3.5 budget, **+0.5 / +14%**), while 2025 ended **below budget** (3.5 actual vs. 3.9 budget, **-0.4 / -10%**). Month-to-month variability remained pronounced: **2024** peaked in **March (7.2)** and **November (5.9)** with summer troughs in **June–July (2.2–1.7)**; **2025** saw highs in **August–September (4.6–5.1)** and a sharp dip in **October (1.7)**. Overall, 2025 reflected moderated bed utilization relative to 2024, with strong late-summer performance but increased volatility.

Census Improvement Plan

To improve the overall census and promote growth, the following items will be the focus for our team in 2025: Establishing a website that reflects our inpatient rehab unit and our services; Completing site visits (as appropriate) prior to patients coming; To promote our unit to referring facilities.

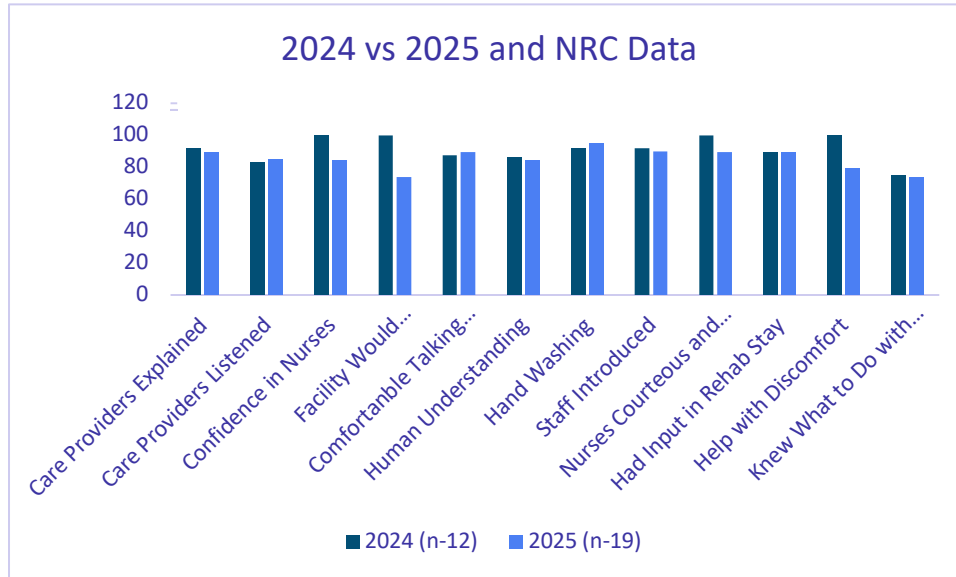
Patient Experience Data

What is NRC?

NRC Health (National Research Corporation). NRC Health is a healthcare-focused organization that provides solutions for measuring and improving patient experience, engagement, and loyalty. Nemours uses **NRC Health surveys** to gather feedback from patients and families after discharge. These surveys help measure patient experience, satisfaction, and outcomes, providing valuable insights into how well we are meeting the needs of the children and families we serve. By analyzing this data, we can identify areas for improvement, benchmark our performance against national standards, and ensure that our rehabilitation program delivers high-quality, patient-centered care. NRC's tools allow us to track progress over time and demonstrate the impact of our services in a measurable way.

NRC Analysis – 2024 vs. 2025

NRC Question	2024 (n-12)	2025 (n-19)
Care Providers Explained	92	89.5
Care Providers Listened	83	85
Confidence in Nurses	100	84.2
Facility Would Recommend	100	73.7
Comfortable Talking to Nurses/Asking Questions	87.5	89.5
Human Understanding	85.7	84.2
Hand Washing	91.7	95
Staff Introduced	91.7	90
Nurses Courteous and Respectful	100	89.5
Had Input in Rehab Stay	88.9	89.5
Help with Discomfort	100	78.9
Knew What to Do with Questions	75	73.7



Overall, 2025 survey results showed a blend of small improvements and notable declines across key patient-experience domains.

Listening scores increased slightly, and families reported feeling more comfortable asking questions, with hand-washing compliance also trending upward. However, several trust- and confidence-based metrics declined sharply. Confidence in nurses, help with discomfort, and likelihood to recommend all dropped significantly, suggesting gaps in how effectively care teams are managing comfort, reassurance, and follow-through. Communication quality showed mixed patterns: While patients felt more heard, clarity around explanations and knowing what to do with questions remained areas of concern. Collectively, the data points to the need for strengthened pain-management communication, clearer guidance during interactions, and more consistent follow-up to reinforce confidence and overall experience. Some impact to these scores could be related to no data collected in October and November due to very low census numbers. Also, overall n-score is quite small, impacting the suggestive findings.

NRC Action Plan for Next Year

Some of the goals for 2026 should greatly improve these scores, especially around the admission meetings and discharge education binders.

Inpatient Rehab Program Outcomes and Data

CASE MIX DATA

	NCH-FL	Similar Facility	Nation
Admissions (Total #)	83		
AGE GROUPS (%)			
Age 0-3	8.4	11.4	10.7
Age 3-5	10.8	8.3	8.1
Age 5-7	16.9	9	8.9
Age 7-10	12.0	12.9	13.3
Age > 10	51.8	58.5	59.1
Average Age in Years	10.1	10.9	11.0
ETHNICITY (%)			
White	37.3	40.1	39.5
Black	31.3	22.3	19.6
Hispanic	18.1	15.9	13.8
Other	13.3	21.7	27.2

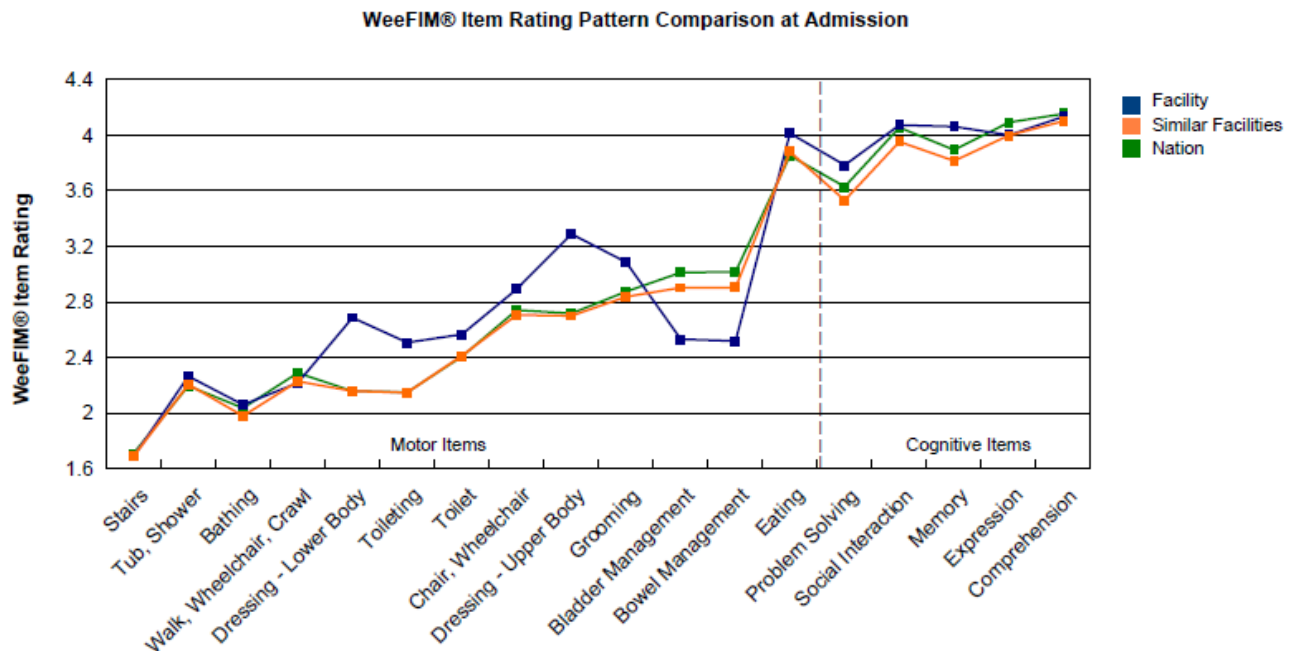
DIAGNOSIS/CONDITIONS TREATED

DIAGNOSIS TREATED (%)	NCH-FL	Similar Facility	Nation
Stroke	2.4	7.9	6.6
Brain Dysfunction/Non-Traumatic	24.1	26.3	24.4
Brain Dysfunction/Traumatic	13.3	15.4	15.4
Neurological Conditions	9.6	6.5	6.0
Spinal Cord Dysfunction	8.4	8.7	8.7
Pain Syndrome	1.2	1.3	1.2
Amputation/Cardiac/Arthritis	2.4	2.2	2.1
Major Trauma	7.2	7.0	6.6
Other Impairments	6.0	2.0	2.4

FUNCTIONAL IMPROVEMENT OUTCOMES

FUNCTIONAL OUTCOMES	NCH-FL	Similar Facility	Nation
WeeFIM Rating Total Gain Score	13.1	21.2	21.8
Length of Stay (LOS) Days	16.9	23.4	24.2
LOS Efficiency Score	1.04	1.36	1.44
Discharge Home (%)	88	87.8	88.5
Discharge Non-Community (Long Term Care, Hospital)	12.0	12.2	11.5

WeeFIM Skill Breakdown Improvement Outcomes at Discharge



Analysis of Program Outcomes - 2025

In 2025, the Inpatient Rehabilitation Program admitted 83 patients, with a case mix reflecting a predominantly older pediatric population — over half of admissions were children older than 10, and the average age (10.1 years) closely aligned with national benchmarks. The program served a diverse patient population, with higher proportions of Black and Hispanic children compared to national figures. Diagnostic trends showed strong representation of brain dysfunction (both traumatic and non-traumatic), neurological conditions, and spinal cord dysfunction, consistent with the complex medical needs served by the program. Functional outcomes demonstrated meaningful patient progress, with an average WeeFIM Total Gain Score of 13.1 and a notably shorter length of stay (16.9 days) compared to similar facilities and national averages — reflecting efficient, focused rehabilitation interventions. Despite lower gain scores relative to benchmarks, LOS efficiency remained strong, and 88% of patients were discharged home, aligning with national outcomes. Collectively, these indicators highlight a program delivering safe, efficient, patient-centered care to a medically diverse and high-acuity pediatric population.

2025 Overall Goal Progress Summary

In 2025, the program achieved substantial progress across all major strategic priorities, resulting in stronger interdisciplinary coordination, improved patient flow, enhanced safety practices, and a more connected experience for families. The team met every established goal except the planned retirement of the WeeFIM tool. After thoughtful review, the IRP determined that optimizing WeeFIM and leveraging its benchmarking capabilities provided greater value than transitioning to a new outcome measure. The sections below summarize key achievements for the year.

Goal: Strengthen Collaboration Between Hospitalists/Residents and PM&R

The IRF successfully established consistent, reliable processes to support seamless care delivery by improved attendance at weekly Wednesday collaborative meetings. Standardized communication pathways, structured escalation processes, and shared interdisciplinary rounding led to improved responsiveness and alignment across teams. These enhancements, along with the edition of the hospital's implementation of EPIC secure chat reduced variability in care coordination and strengthened daily decision-making for medically complex children.

Goal: Improve Referral Responsiveness and Pre-Admission Processes

Timeliness and clarity in the referral-to-admission pathway improved significantly. Referral acknowledgments consistently met expected response times, and pre-admission site visits increased, allowing teams to proactively identify clinical needs and prepare families for transition into the program. Standardized referral checklists and tracking mechanisms further streamlined the process and improved the experience for referring providers.

Goal: WeeFIM Optimization Instead of Retirement

Although the original goal was to retire from the WeeFIM, the leadership team in IRF determined that maintaining and optimizing the tool was the most effective approach. By working directly with WeeFIM data support team and reporting

resources, the team improved understanding of functional outcomes, strengthened benchmarking against peer institutions, and enhanced the clarity of functional progress reporting. This revised approach supports stronger program evaluation and long-term quality improvement.

Goal: Establish Post-Discharge Calls and 90-Day Follow-Up Surveys

Structured follow-up processes were launched to improve continuity of care after discharge. The IRF instituted routine 48-hour follow up phone calls and implemented 90-day surveys that capture functional progress, caregiver experience, service gaps, and community readiness. These systems enhanced the program's ability to identify trends, resolve issues proactively, and elevate family engagement well beyond discharge.

Goal: Launch of the IRP Program Website

A dedicated IRF page was assigned to the Nemours website team for analysis and construction and the goal to make it enterprise consistent. The team worked at improving accessibility of information for families and referring providers. The page will include program overviews, care team details, referral instructions, daily schedules, resources, and more. Although launching was delayed into first quarter of 2026 a lot of progress was made in 2025.

Conclusion

The IRF achieved a highly successful year in 2025, completing all major goals while adapting thoughtfully where evidence indicated a revised approach was superior. Improvements in collaboration, referral management, follow-up processes, and program visibility have strengthened the quality and consistency of IRF care. The continued use and optimization of WeeFIM reflects the program's commitment to making data-informed decisions that truly support children and families.

2026 Goals

- Improve engagement participation in post-discharge, 90-day surveys with our discharged families
- Focus on finalizing preparation tasks for upcoming CARF Survey
- Streamlining Inpatient Rehab Nursing Education for families and providing a discharge binder starting at admission
- Improving family centered care and re-establishing our admission conferences for all patients
- Improving therapy inpatient rehab cross coverage training to promote program consistency