

THERAPY SERVICES PROGRAM PROFILE



Presbyterian Village North, Dallas, TX
Non-profit Continuing Care Retirement Community
234 Beds

Godwin Dixon, President & CEO
Keith McCrate, Director of Rehab

Impact of Adding Aquatic Therapy to Strong Therapy Program:

"The aquatic program has been a gamechanger for us. It has allowed us to more than double our rehab numbers. When we started, we already had a wonderful rehab program and were already known for quality care and services, but we were losing patients to a provider that had quite a small pool. We thought we had the potential to take that to a whole new level with HydroWorx.

The pool's impact has been several fold, from a quality standpoint it's greatly improved our ability to serve a much wider array of patients. We get patients that no other facility can take because of the pool's capabilities. From a financial impact, it's been huge. It's dramatically increased the number of patients we do serve. We've also become a preferred provider at many of our hospital systems because of this pool." - Godwin Dixon, President & CEO

Tips for Creating a Successful Aquatic Therapy Program:

Presbyterian Village North (PVN) has experienced tremendous growth with their aquatic therapy program. They attribute their success to a carefully executed plan that spans beyond the rehabilitation department to the nursing staff and into the community. Below are a few tips for success:

- Create your pool schedule at least one week out to effectively coordinate with staff members outside of therapy. The nursing staff can assist in preparing the patient for their next appointment if they are aware of the schedule.
- Make transportation easy. PVN has a dedicated staff member that transports patients to and from appointments.
- Have an aquatic therapy champion. PVN has a full time aquatic therapist who is responsible for the aquatic therapy program. She collaborates with the other physical therapists to encourage and promote use of the pool.
- Take the time to experiment on the times of day your patients will be most compliant. For PVN, they've found the right mix with 12-16 patients each day, Monday through Friday from 8am until 4pm.
- Know who your pool is used for. Despite the fact that everyone can benefit from water, due to usage limitations, PVN created a priority list to help determine who utilizes the pool. First are the residents on campus-- Independent first, skilled second and then off-campus, out-patient community members third.
- Educate your admissions department on the value of the pool. Each person that tours PVN, gets a customized message on how the pool can benefit them personally.

Dramatic Results:

Utilizing the HydroWorx has helped to elevate PVN's overall therapy program. It has also allowed them to help non-weight bearing patients sooner. *"On land, it's hard to progress a non-weight bearing patient. In the water, you can continue progressing and extend their length of stay even with commercial insurance."* - Keith McCrate, Director of Rehabilitation

Other indicators of success include:

- Medicare census doubled from 20 to 40 within the first 6 months of utilizing the pool.
- The use of the pool "almost guarantees" that you'll move a patient into the ultra high RUG level. PVN utilizes an OT for changing and showering before and after pool sessions to track this time.
- At PVN, an hour in the pool generates \$36 more dollars of revenue than a land-based program.

Presbyterian Village North Success Stories:

"Typically when we do something like this, we try to use fundraising dollars. We recognized that in the time it took to fundraise, we would lose out on too much business. It made business sense to pay for it to move forward quickly because of the increase in census we were going for."

- Godwin Dixon

"We'd absolutely recommend a pool to a friend or colleague. We've seen nothing but tremendous success and growth since implementing it. What success has surprised us is the elevation of the overall program-- the quality of therapists we've been able to attract and the patient mix are better."

- Keith McCrate