Why Shepherd?

COMPREHENSIVE CONTINUUM OF CARE

Patients at Shepherd Center in Atlanta get more than comprehensive medical and rehabilitation care. They have an experience that brings healing and hope through our specialized, comprehensive services. Uninterrupted and customized care across the continuum optimizes patient outcomes after discharge.

One-Stop Care: Multiple Levels and Unique Services (available, as needed)

<table>
<thead>
<tr>
<th>Inpatient</th>
<th>Outpatient</th>
<th>Ongoing Wellness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intensive Care</td>
<td>Medical/Surgical</td>
<td>Inpatient Referrals from U.S. Trauma Centers</td>
</tr>
<tr>
<td>Medical/Surgical</td>
<td>Inpatient Rehabilitation</td>
<td>Medical/Surgical ICU Services:</td>
</tr>
<tr>
<td>Inpatient Rehabilitation</td>
<td>OP and Day Therapy Programs</td>
<td>ICU Services: Patients who are medically unstable and/or require advanced medical management of their ventilators are admitted to our 10-bed Intensive Care Unit. Every ICU patient is evaluated to determine the appropriate level of rehabilitation as their medical needs are resolved. Once their condition is stabilized, they move into their specific rehabilitation program, avoiding costly and unsettling transfers to an acute care facility.</td>
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<tr>
<td>OP and Day Therapy Programs</td>
<td>Transition Support Programs</td>
<td>Medical/Surgical</td>
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<td>Medical Clinics</td>
<td>Mediation Services</td>
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<td>Medical Clinics</td>
<td>Life Skills &amp; Vocational Counseling</td>
<td>Life Skills &amp; Vocational Counseling</td>
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<td>Recreational Wellness</td>
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</table>

BOARD-CERTIFIED PHYSICIANS

Our team of 21 highly specialized, experienced physicians are dedicated to helping patients rebuild their lives. Access to a higher level of expertise results in better care outcomes for those we serve.

Percentage of Physicians by Board Certification

- Physical Medicine and Rehabilitation (PM&R) .......... 71%
- Neurology .......................................................... 19%
- Internal Medicine .................................................. 10%

INPATIENTS SERVED

Shepherd Center has grown to a world-renowned, 152-bed hospital that treats 700 to 950 inpatients each year. Patients travel from across the nation and world to Shepherd Center for its innovative brand of neurorehabilitation. The average age of patients treated in FY 2021 was 41 years old, ranging from young adolescents to patients in their nineties.

260 Spinal Cord Injury (SCI) 215 Acquired Brain Injury (ABI) 124 Stroke 52 Disorders of Consciousness (DoC) 48 Dual Diagnosis (SCI and ABI) 44 Other

743 INPATIENT DISCHARGES

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OUTPATIENT PROGRAMS & SERVICES

More than 7,500 individual patients benefited from Shepherd Center’s outpatient programs and services, including telehealth, in FY 2021.

Transition Support Services

High-risk patients stay healthy at home and lower their risk of rehospitalization through the support of our professional team of nurses, case managers, life skills coaches and vocational counselors.

Outpatient Rehabilitation and Day Program Specialty Services

Progressive therapy programs enable patients to continue their recovery and achieve functional gains to perform the skills necessary for community reintegration.

Medical Clinics

Comprehensive care programs at Shepherd Center treat the array of secondary conditions that may affect people with spinal cord injury, brain injury, multiple sclerosis and other neurological conditions.
FISCAL YEAR (FY) 2021

Demonstrating Excellent Outcomes

TREATING PATIENTS WITH TRAUMATIC INJURIES
Volume matters. Expertise in caring for people with catastrophic injuries leads to superior patient outcomes.

At Shepherd Center, 66% of rehabilitation patients treated have traumatic injuries, compared to less than 11% of rehabilitation patients treated across the nation.

RETURN TO COMMUNITY
More patients return to their home setting after undergoing rehabilitation at Shepherd Center.

PATIENT SATISFACTION
Shepherd Center excels in providing an excellent patient experience. These results come from a survey provided to inpatients and their family members after they leave the hospital.

VENTILATOR MANAGEMENT
Some patients at Shepherd Center require ventilator management. Experienced healthcare specialists at Shepherd Center collaborate to successfully wean patients from ventilator dependence.

LEARN MORE
Click the QR code or scan it with your phone’s camera to read the FY2021 Quality and Patient Safety Report.

GIVE US FEEDBACK
Click the QR code or scan it with your phone’s camera to give us feedback.
For a paper survey, contact Director of Quality and Outcomes Management at Jacqueline.Baron-Lee@shepherd.org or 404-367-1359

PERCENTAGE WEANED

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<thead>
<tr>
<th></th>
<th>SCI</th>
<th>ABI</th>
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<tbody>
<tr>
<td>Cervical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C1–C2:</td>
<td>67%</td>
<td>100%</td>
</tr>
<tr>
<td>C3:</td>
<td>40%</td>
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<tr>
<td>C4:</td>
<td>92%</td>
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<tr>
<td>C5–C7:</td>
<td>100%</td>
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<tr>
<td>Thoracic</td>
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<tr>
<td>T1–T12:</td>
<td>100%</td>
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Data Source: Uniform Data System for Medical Rehabilitation (UDSMR)

Data Source: Patient-Reported Outcomes via Phone Survey

Data Source: Uniform Data System for Medical Rehabilitation (UDSMR)

Data Source: Press Ganey's "All Hospital Custom" benchmark for similar facilities using the rehabilitation survey in FY 2021.