

Measuring quality to ensure superior outcomes

2025 Outcomes Report



Mount Carmel
Rehabilitation Hospital
an affiliate of **Encompass Health**

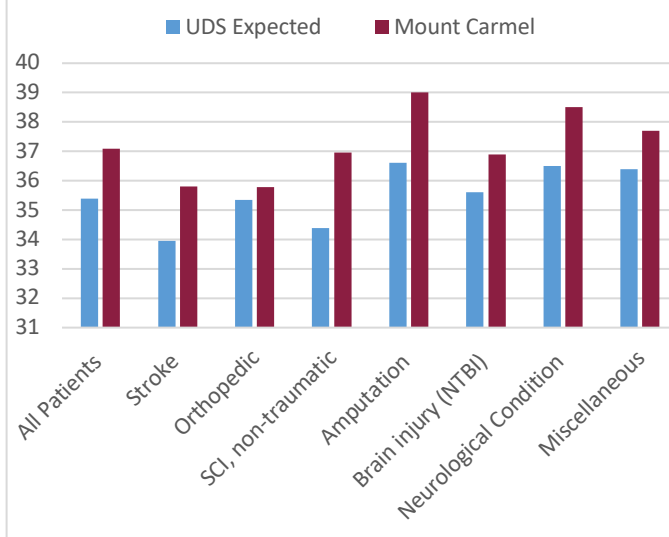
As a rehabilitation provider, we are committed to providing quality care to our patients to help them reach their goals of independence. Leading the way with advanced technologies, professional experts, and experienced teams, we address the specific needs of each individual. To ensure we continue on a path of innovation and superior outcomes for our patients, we measure our quality of care through nationally recognized outcome measurement tools.

During calendar year 2025, Mount Carmel Rehabilitation Hospital, an affiliate of Encompass Health, proudly served more than 1,429 patients from across central Ohio. Our patients received specialized rehabilitation care aiding in their quest to live as independently as possible after sustaining serious injuries or illness. These patients ranged in age from 18 to 104 years (average age: 69.9 years), 54.2% of whom were male and 45.8% were female.

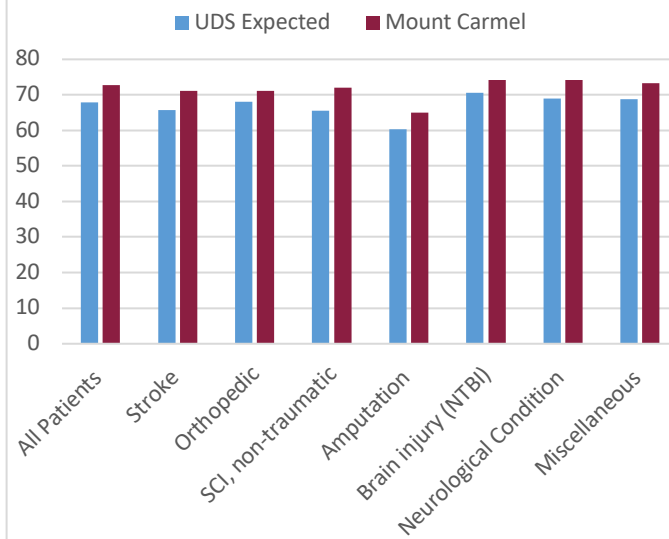
Functional Outcomes

The Uniform Data System for Medical Rehabilitation (UDSMR®) is the most widely recognized repository for rehabilitation outcomes data in the world, documenting the severity of patient disability and medical rehabilitation outcomes in a uniform way. Our hospital uses this program to monitor rehabilitation effectiveness by evaluating and tracking a patient's functional status from admission to discharge. Collecting data from nearly 1,400 rehabilitation hospitals, the UDSMR® enables our hospital to benchmark against regional and national performance data for the most comprehensive evaluation. These graphs compare our patients' functional status at the time of discharge with the adjusted scores for the nation.

Self-Care: Functional Quality
Summary Report 2025



Mobility: Functional Quality
Summary Report 2025



REFERRALS

For more information or to schedule an assessment, please call 614.392.3427. After hours and on weekends, please call, 614.357.1464.

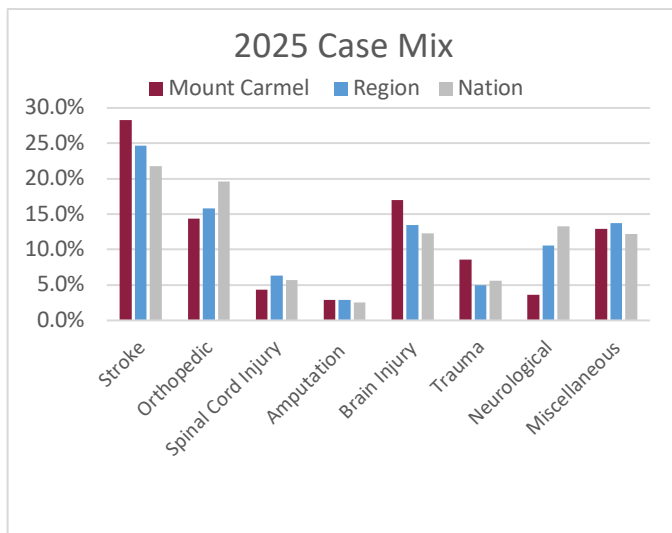
LOCATION

597 Executive Campus Drive | Westerville, OH | 43082
phone 614.392.3400 fax 614.392.3795
mountcarmelrehab.com

Case Mix

Case Mix represents the percentage of patients admitted by diagnostic category. Because the highest percentage of patients we serve have experienced a stroke, Mount Carmel Rehabilitation Hospital has met the rigorous care standards of the Commission on Accreditation of Rehabilitation Facilities (CARF) for our Stroke Specialty Program. We also hold The Joint Commission Disease Specific Certification in Stroke. By achieving both designations, we seek to best serve the unique needs of these patients and their families.

Case Mix Index (CMI) is an industry-wide measurement of the degree of illness and impairments of our patient population. Our 2025 Case Mix Index was 1.40 while the Region CMI was 1.42 and nation was 1.43, which indicates we serve patients with similar impairments and illnesses as other facilities. We are successful at making it possible for these patients to meet their goals and return home.

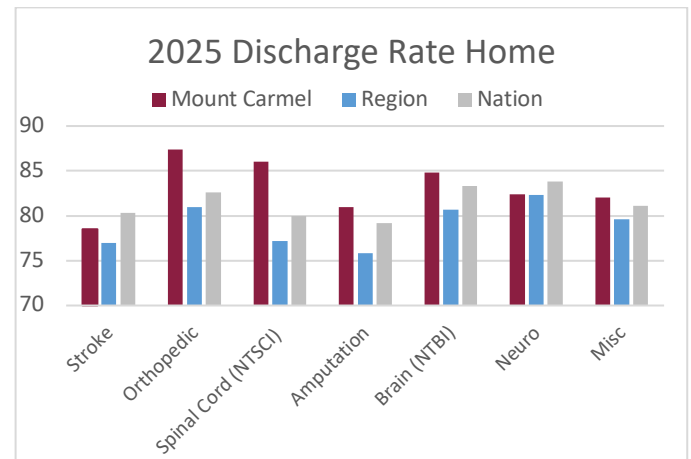


Success Rate

In 2025, our patients had an overall length of stay of 12.8 days, during which each diagnostic group and individual patient receives a customized therapy plan. Typically, the patients with a diagnosis of stroke or brain injury receive 1 hour of Speech Therapy, 1 hour of Physical Therapy and 1 hour of Occupational Therapy per day. Patients admitted with orthopedic conditions, spinal cord injuries, amputations or recovering from complex medical conditions receive 1 ½ hours of Physical Therapy and 1 ½ hours of Occupational Therapy per day. In 2025, on average, our patients received 184 minutes of therapy per day, across a 5-day therapy week.

There are a number of ways to measure rehabilitation success, but achieving a home discharge is among the best. In 2025, 82.90% of our patients at Mount Carmel

Rehabilitation Hospital returned home. About 8.8% of our patients required an unplanned readmission to the previous hospital setting.



Patient Satisfaction

We strive to provide quality care and an exceptional experience to every patient and family we serve. We set the highest standards for patient care by protecting privacy, listening to needs, and respecting preferences. NRC Health measures our patients' experiences in our hospital through their Real-Time Outreach program, and we are proud to post a 70.2 Net Promoter Score (NPS) for 2025. The median NPS score for the healthcare industry is 61.

What is a good NPS?



Our hospital holds accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for Medical Rehabilitation and Stroke Specialty Program.



Our hospital holds The Joint Commission Disease Specific Certification in Stroke, Wound Care, and Amputation.



**Mount Carmel
Rehabilitation Hospital**
an affiliate of **Encompass Health**