Results Highlights — 2026

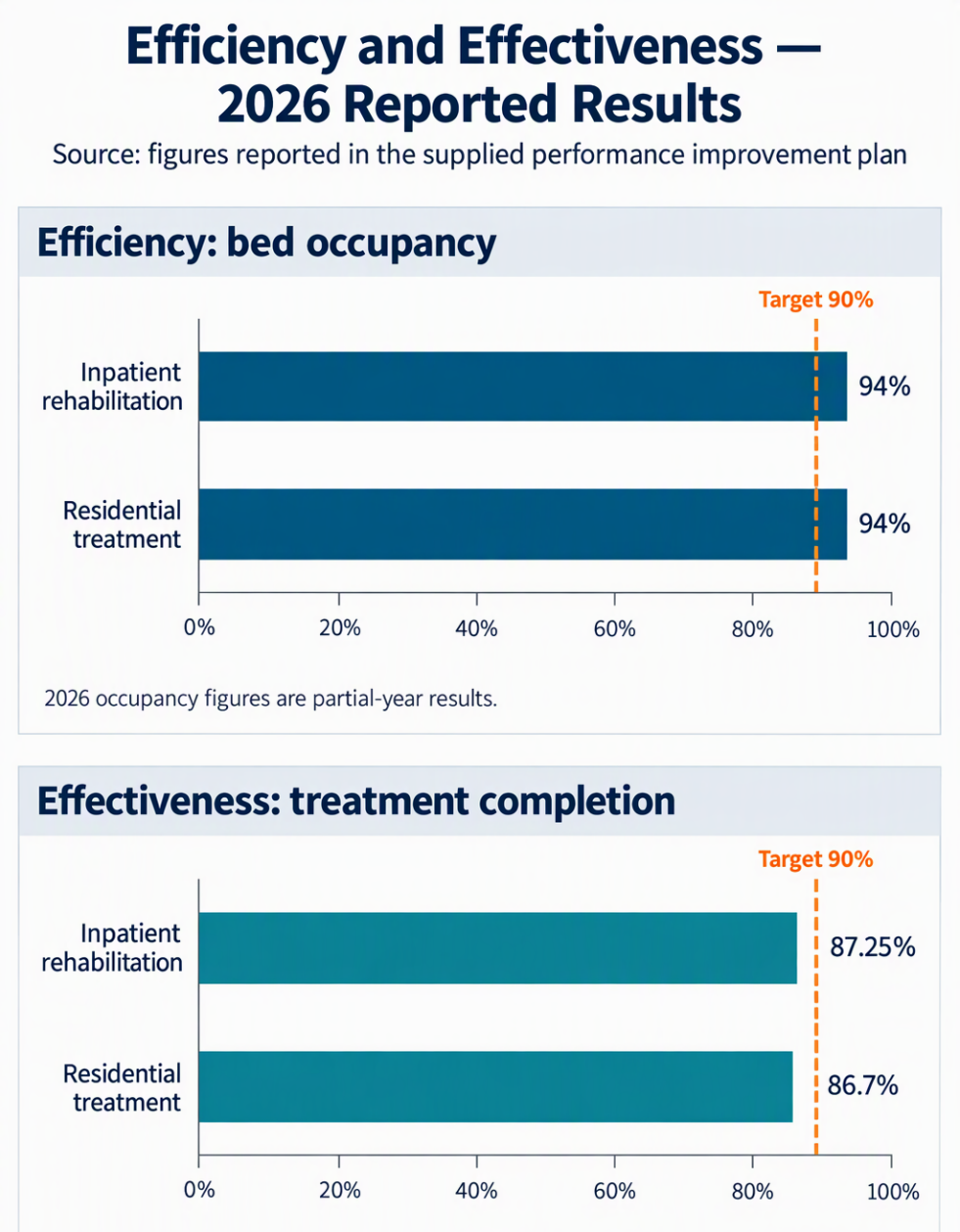
Summary of results reported in this plan. Partial-year results are not final annual outcomes.

Efficiency

- Inpatient rehabilitation and residential treatment each report 94% occupancy, above the 90% target, based on partial-year 2026 data.
- 45 patients served in 2026 to date versus 49 in 2025. The 10% annual growth goal remains pending full-year data.
- Inpatient rehabilitation reports 39 successful discharges in 2026 to date versus 40 in 2025. Residential treatment reports 45 versus 49.

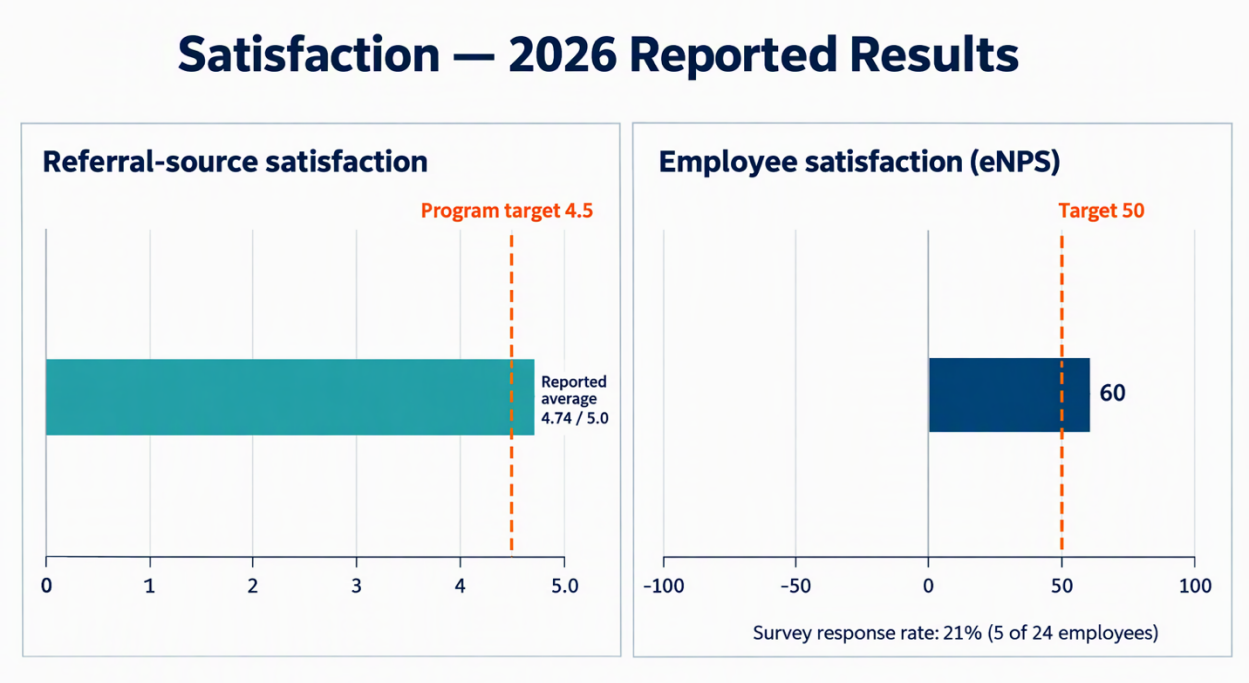
Effectiveness

- Reported completion rates are 87.25% for inpatient rehabilitation and 86.7% for residential treatment, both below the 90% target at the reported review point.
- Both programs report achieving their clinical-status survey target of 80% positive responses.



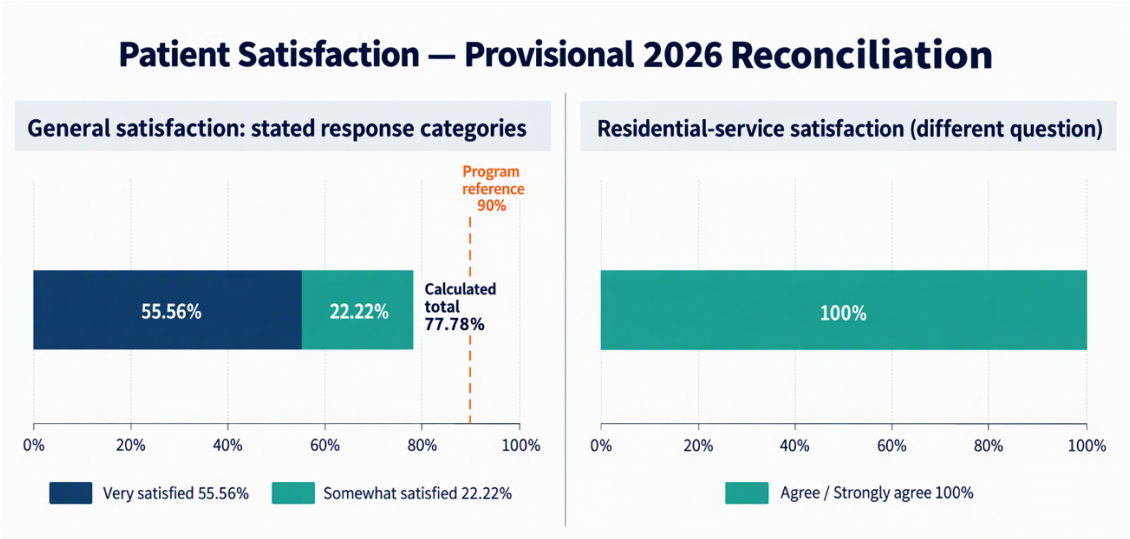
Satisfaction

- Referral-source satisfaction is 4.74 out of 5.0, above the program target of 4.5.
- Employee eNPS is 60, above the target of 50, but only 5 of 24 employees responded (reported as 21%). Low participation limits confidence in the result.
- Patient general satisfaction is provisionally 77.78%, calculated from 55.56% very satisfied plus 22.22% somewhat satisfied.



Patient Satisfaction

- General satisfaction: 77.78% (55.56% very satisfied + 22.22% somewhat satisfied).
- 12.22 percentage points below the 90% reference in the program narratives.
- Residential-service satisfaction: 100% Agree/Strongly Agree.



Service Access

- No eligible referrals were denied services in 2026, meeting the zero-denials target reported for both programs.
- Two referrals did not convert to admission because of patient refusal/compliance.
- No non-admissions were attributed to clinical fit, insurance eligibility, or documentation. Continue monthly monitoring by facility.

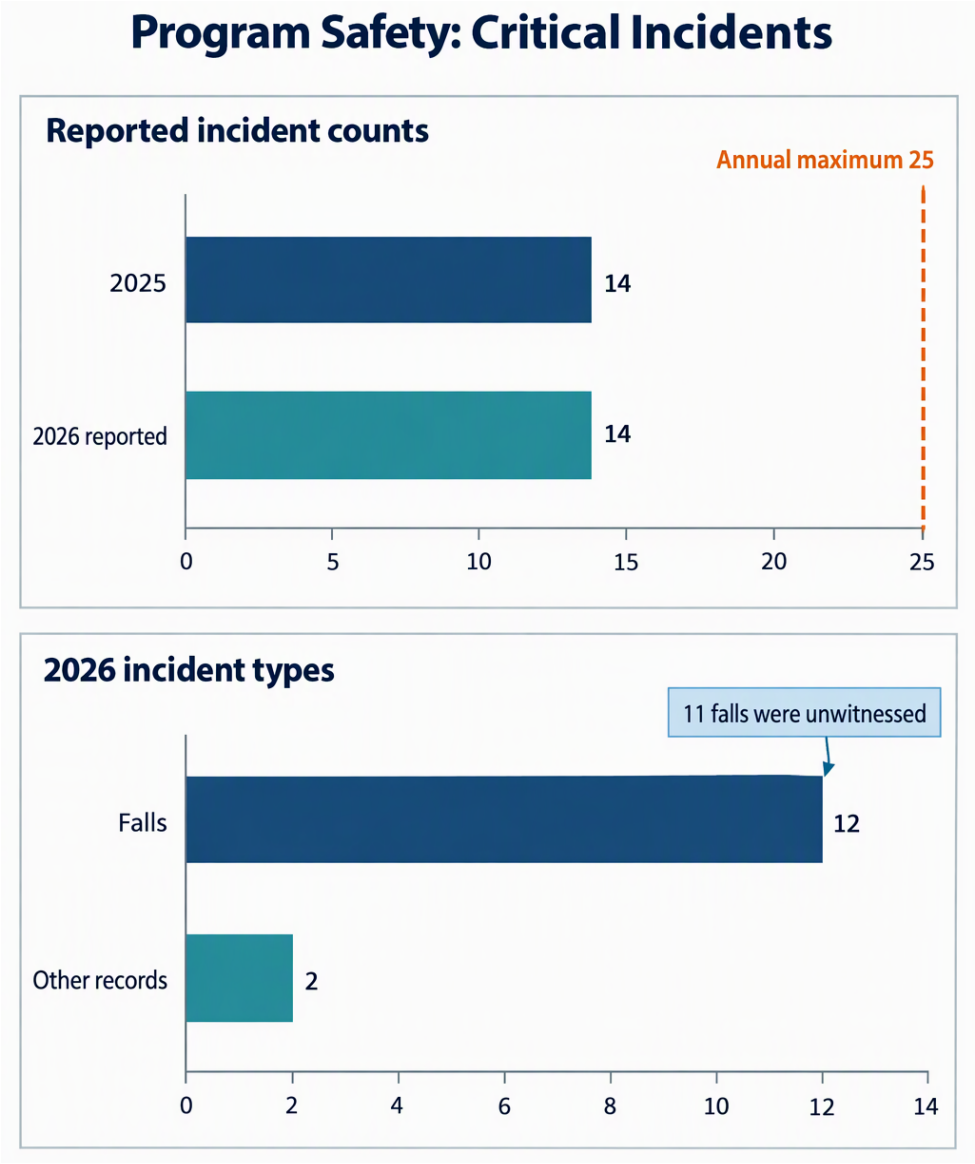
Service Access Results at a Glance

Measure	Reported 2026 result	Interpretation
Eligible referrals denied	0	Zero-denials target met
Referrals not converted to admission	2	Patient refusal/compliance; distinct from eligible-service denials

Program Safety Results — 2026

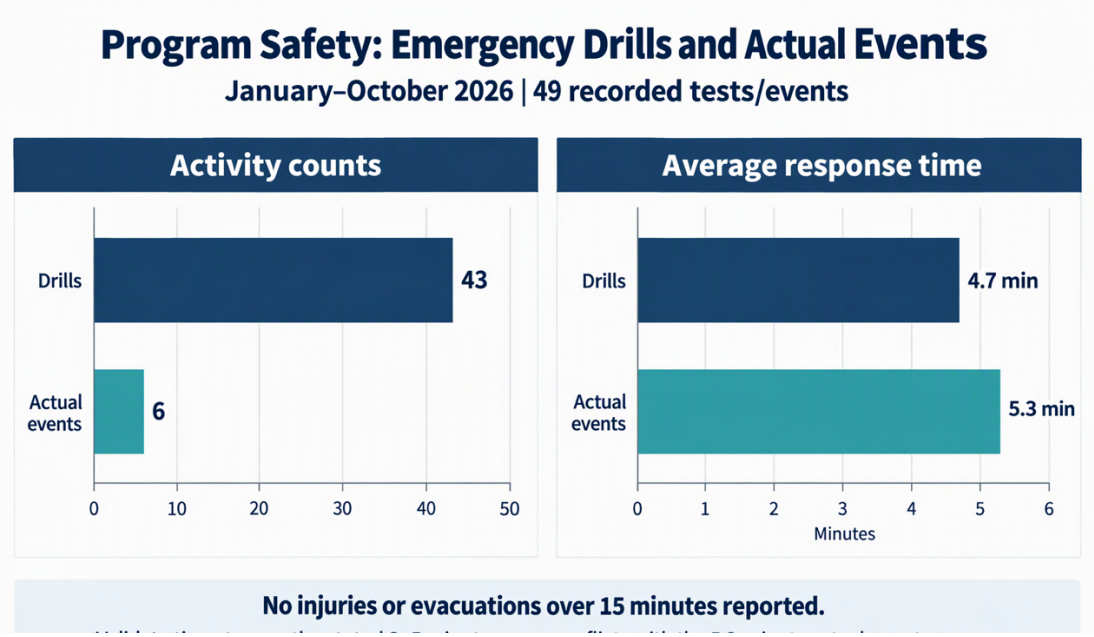
Critical Incidents

- The plan reports 14 critical incidents in 2026, the same reported count as 2025 and below the annual maximum of 25.
- Data reports 12 falls, including 11 unwitnessed falls. Three residents account for 9 incidents, and 7 incidents occurred between 18:00 and 23:59. Recurring falls and evening incidents are the principal safety patterns.



Emergency Drills and Actual Events

- From January through October 2026, the plan reports 49 tests/events: 43 drills and 6 actual emergencies.
- Reported average response times were 4.7 minutes for drills and 5.3 minutes for actual emergencies.
- No injuries or evacuations exceeding 15 minutes were reported, and the records indicate positive procedural compliance.



Safety Takeaway: Reported incident counts remain below the annual ceiling, and emergency records show no reported injuries. The priority is preventing recurring falls.