

STORIES OF TRIUMPH AND PROGRESS FROM CASA COLINA

keystone

2020



Risk–Reward

For many Casa Colina patients and families, the journey to recovery is also one of self-discovery.



FROM THE CHAIRMAN

This past fall, with great pride in our history and an eye toward the future, the Casa Colina Board of Directors announced updates to our mission, vision, and values. After careful consideration, we finalized a trio of statements we believe are in keeping with the principles we hold dear and the future we seek to create. These declarations will guide us forward as we build on our 80-year legacy of patient-focused care.

The mission of Casa Colina Hospital and Centers for Healthcare is to optimize medical recovery and rehabilitation outcomes for all of our patients, and to do so in a safe environment that respects their dignity, diversity, and individuality. To achieve this, we recruit the most qualified doctors and clinicians and provide them with state-of-the-art equipment. Everything we do is in service to the patient. It's the reason our employees come to work each day.

I believe every healthcare provider should aspire to a gold standard. We owe it to our patients. At Casa Colina, our vision is leading and defining excellence in specialized medical and rehabilitative care. Yet even as we pursue this objective, healthcare best practices and delivery methods are evolving. So we must remain dynamic, understanding our vision is a moving target and our mission is ongoing.

Values, meanwhile, should reflect the core principles of the organization. At Casa Colina, we apply clinical excellence, education, and research to enhance the quality of life for people in our community, with a commitment to compassion, collaboration, and integrity. These are the qualities that matter most to us, and our employees strive to embody them across our continuum of care.

Casa Colina is well positioned for continued success. The mission, vision, and values may look different, but we remain what we've always been: a shining example of the right way to administer healthcare. I am excited about the future and confident in our ability to accomplish even greater things.

THANK YOU FOR YOUR AMAZING SUPPORT.

Edward "Randy" Blackman
Chairman, Board of Directors

BOARD OF DIRECTORS

Casa Colina, Inc. and Affiliates

Our Board of Directors provides a special kind of leadership. Their responsible oversight and forward thinking enable Casa Colina to continue to grow in dynamic ways and evolve into one of the country's top medical and rehabilitation facilities. They comprise physicians, community leaders, and previous patients.

Casa Colina gives special thanks to former board members Frank Alvarez and Joseph Unis, MD, for their many years of dedicated service.

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FROM THE CEO

Sometimes, to achieve our greatest potential, we have to get out of our comfort zone.

At critical junctures throughout our 80-year history, Casa Colina undertook strategic risks that resulted in profound growth for our institution. From our humble beginnings in 1938 as a treatment center for children with polio, to our most recent expansion into medical-surgical services, as Casa Colina has grown, we have always done so with a focus on what is right for our community, prioritizing the patient over the bottom line. But change always comes with risk.

Two decades ago, as the American healthcare landscape was in the midst of significant transformation, we shifted our focus back toward specialized acute rehabilitation. At the time, this move felt anything but certain. Now, Casa Colina has since helped more than 300,000 children and adults to maximize their recoveries from traumatic injury and illness and lead more fulfilling lives.

With strong financial support from our Foundation and clinical operations, and thanks to the bold vision of our Board of Directors, Casa Colina has been able to take strategic risks that often reap great rewards. We've expanded our short-term residential rehabilitation program, developed a renowned Children's Services Center, and created a broad array of outpatient and physician clinic services. In the past year, we expanded our long-term residential program in Apple Valley for people with brain injury and launched our Spine Center to explore comprehensive interventions for those with spinal injury and disease. To maximize successful patient outcomes in our Medical-Surgical Wing, Casa Colina Hospital has equipped our surgeons with unparalleled, state-of-the-art technology like O-arm™ intra-operative imaging, StealthStation™ surgical navigation, and Mako™ robotic-arm assisted technology.

Yet the challenges we encounter as a healthcare provider pale in comparison to those our patients and families face each day. Over more than two decades as Casa Colina's President and CEO, time and time again these inspiring individuals have shown me what it truly means to have courage in the face of uncertainty.

For this issue of *Keystone*, we revisited the stories of three such patients, whose lives were upended by traumatic injury but who persevered, emerging from their experiences with a deeper sense of purpose ("Risk-Reward," p. 2).

As we begin a new decade of hope and healing, Casa Colina remains committed to helping all our patients achieve their greatest recovery potential.

IT IS OUR PRIVILEGE TO SERVE YOU.

Felice L. Loverso, PhD
President and CEO

CONTENTS

Risk-Reward Journeys of recovery and self-discovery	2
Listen & Learn	10
Making the Grade	11
Where the Heart Is	12
By the Numbers	14
Fighting the Good Fight	16
Tribute to Courage	17
A Network of Kindness	18
Growth & Progress	22
Operational Performance	24

risk—reward



RISK: AN ACTION TAKEN DESPITE UNCERTAINTY; EXPOSURE TO DANGER, HARM, OR LOSS.

It's a basic definition. But the meaning changes with circumstance. For those recovering from traumatic injury or illness, activities others take for granted—eating, driving, or grocery shopping—take on risk.

Casa Colina's rehabilitation patients may face any number of challenges to achieving independent and fulfilling lives. Often, they must relearn how to exist in their own homes or workplaces. Everyday tasks are outside their comfort zones. For the newly disabled and their families, adjustments can be uncomfortable and scary.

In this issue of *Keystone*, we provide an update on three beloved former patients. The Wolf Family, Cooley Family, and Daniel Velasco share how risk has shaped their courageous recoveries from traumatic injury and yielded unexpected rewards along the way.



» Former Casa Colina patient Katherine Wolf at her home in Atlanta, Georgia.

SHARING HOPE

In 2008, at just 26, Katherine Wolf suffered a near-fatal stroke that left her unable to walk, speak, or swallow food. For Katherine and her husband, Jay, new parents to a six-month-old baby, life stood still. But where many would despair, they found hope.

Following life-saving brain surgery at UCLA Medical Center, Katherine spent 40 days in the ICU and another three months in UCLA's Acute Rehabilitation

unit, making small functional gains. Sensing the need for a more aggressive approach, her neurosurgeon recommended Casa Colina's renowned program in stroke rehabilitation.

That's how the Wolfs began their long season of healing. With thousands of hours of therapy, Katherine has since relearned to ambulate, to speak articulately, and to enjoy a full, healthy diet. Her "new normal" has

many challenges. She typically uses a wheelchair and can't drive. Her right hand has no fine motor coordination, so she's now left-handed. As a result of her facial paralysis, her right eye won't fully close, requiring a time-consuming daily care routine. And she has double vision.

Yet the effusive, energetic Atlanta resident doesn't let her disabilities define her. Based on her success as both a parent and a champion for the disability community, it's hard to disagree. She's a capable mother, celebrated public speaker, and published author of two books: *Hope Heals* and *Suffer Strong*.

"It really hasn't held me back in the arena of life," Katherine says. For all its adversity, she considers her new reality a gift. "It's a miracle I'm alive—that I relearned to eat and walk. Who would have thought I could recover this much?"

Much of that recovery she attributes to Casa Colina's Transitional Living Center (TLC), where she spent nearly a year and a half regaining function while her family lived nearby in one of Casa Colina's adjacent homes. Katherine fondly remembers her occupational therapy, during which she and Jay were taught new skills to implement at home.

"It was such good training for my life," she says. "You can't do it the way you used to, so you come up with a strategy. It's been so helpful for my brain to see it that way."

Six years after her stroke, the Wolf Family received a biological miracle of sorts: Katherine was expecting. The high-risk pregnancy was closely monitored, including a scheduled C-section. But the baby came early—and fast. In the end, Katherine delivered her healthy new son, John, in a triage room, naturally and without medication—with a view of the UCLA hospital building in which she originally recovered, no less.

And so it has gone. The Wolfs have become comfortable with the uncertainty of a reality shaped by catastrophic injury, accepting the risks and rewards of living life on their own terms. They've also come to understand the healing power of their story. In 2012, they began speaking at churches, diversity conferences,

and other forums, finding that hope "translates universally," as Katherine puts it.

In 2017, they founded Hope Heals Camp, a two-week gathering outside of Birmingham, Alabama—the city where Katherine and Jay first met. Now in its fourth year, Hope Heals brings together individuals with disabilities and their families to heal and share resources, with a focus on respite and relationships. And it's growing. Last year's camp hosted more than 800 from 35 states (and the UK), with 33 types of disabilities represented.

When they're not working, the Wolfs try hard to maintain a life of routine and happiness for their boys. There's a concerted effort to live what they call their "second-chance life"—effecting meaningful change in the world while "not wanting to miss what's right in front of us," says Jay.

As for the future, Katherine doesn't worry much.

"How could I possibly be scared when the history of everything that's ever happened to me has all, in the end, turned out really well?" she says. "It's a miracle I'm even alive. And I don't want to take a minute of it for granted."

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Katherine Wolf



Left to Right: Jay, John, Katherine, and James Wolf go through family photos.

Jay and Katherine address the crowd during a keynote talk at Passion City Church in Atlanta.



BACK ON THE HORSE

“
I have a
miracle
that no one
thought
possible,
and I am
thankful
every day.”
Christine Cooley



⤴ Former Casa Colina patient Josh Cooley takes his horse, RockC, for a ride beneath the covered equestrian arena on his Florida ranch.

For the Cooley Family, life is simple, and that's OK.

Each day, Christine rises before Josh to put out the horses and cook breakfast. She then helps her son get ready and muck the stalls. After that, there is home-based physical therapy, reading and writing, and cognitive exercises to continue Josh's functional gains. Later, Josh watches a movie, plays Wii Sports or iPad games, or noodles on his bass guitar.

On the best days, weather permitting, he'll ride his Percheron Mare, RockC, beneath a covered equestrian arena on their three-acre plot in rural Florida. But today is too hot.

"He faints in the heat," his mother says.

It's a matter of fact, a symptom of an injury sustained nearly 15 years ago. On July 5, 2005, Sergeant Josh Cooley was traveling with the 4th Assault Amphibian Battalion, 4th Marine Division in Iraq when his transport vehicle was hit by a roadside bomb. Shrapnel from the attack inflicted catastrophic head trauma that destroyed the front third of his brain.

Against terrible odds, Josh clung to life after his injury. He was transferred to Walter Reed National Military Medical Center in Bethesda, Maryland, where Christine was told that, should he pull through, Josh would likely be vegetative and unable to walk, talk, or care for himself.

For three months, Josh lay in a medically induced coma in the ICU, undergoing multiple surgeries to repair damage to his brain and skull. Christine stayed by his side, holding his hand, refusing to give up hope. Slowly, Josh offered small but promising signs of life. His military neurosurgeon believed more significant gains were possible. He recommended Casa Colina for its nationally recognized work rehabilitating wounded warriors and other patients with traumatic brain injury.

Josh began 23 months of intense therapeutic rehabilitation, while Christine lived nearby in one of Casa Colina's family residences next to campus. Days passed. Weeks became months. Josh began eating on his own. He began walking with an assistive device. He became more cognitively aware. Christine credits therapists in the hospital's Acute Rehabilitation Wing and TLC for their aggressive approach to Josh's therapy. By involving her in his treatment plan, they were also preparing Christine, who is just 5'5", for her new role as caregiver to Josh, who stands a formidable 6'7".

"Every bit of therapy I do with him at home is from Casa Colina," she says. "That experience of being in the house so close to TLC was incredible. I wasn't afraid when we went home. I felt really secure."

The extent of Josh's recovery has been remarkable. He has walked without aid for years. He converses, jokes, and helps with tasks around the house—abilities that

baffle doctors, given the severity of his head trauma. He's even managed to pick up a celebrity fan: country music star Toby Keith. Whenever his tour stops in Tampa, Keith invites Josh on stage to sing with him.

Christine learned slowly to let Josh grow more independent. Needless to say, when Josh goes riding, he wears a helmet. RockC has received months of training as a therapy horse, and her gentle disposition is the perfect match. As an extra precaution, the riding arena features a soft sand surface to break any fall and is covered to protect him from sun.

"You have to go out of your comfort zone with certain things," she says. "She could move and knock him over. She's a big girl. But I had to learn to trust her, because look at what it brought him—that independence."

Josh will always depend on a caregiver, and Christine will fill that role as long as she can. For her, helping Josh achieve an improved quality of life is all that matters.

"I have a miracle that no one thought possible, and I am thankful every day," she says. "I get tired sometimes, but you know what, I'll vacuum tomorrow! I'd rather be out in the barn with Josh. I just focus on the good parts, of Josh and life."



⤴ Christine and Josh take a break from mucking the horse stalls.



⤴ Josh, who enlisted after 9/11, comes from a long line of U.S. Marine Corps family members.

UP IN THE AIR

Eight years ago, a tragic accident left him paralyzed from the chest down. But it wouldn't be the last time he flew.

As a young man in Colombia, Daniel Velasco discovered paragliding and became an instant convert. He craved the bliss and freedom of transcending the bustle of earthly concerns. Daniel eventually relocated to Hawaii—a popular locale for the burgeoning sport. He immersed himself in the culture, sharpening his skills at paragliding sites on the Big Island, Maui, and Oahu.

"It's almost like a religion," says Daniel. "It becomes such an important part of your life."

Eleven years and hundreds of flights later, as Daniel swept along the picturesque Maui coastline one spring day, his glider became caught in downdraft. He spiraled, hitting the ground forcefully and sustaining a T6/T7 spinal fracture.

After undergoing surgery and a few weeks of inpatient rehabilitation at a Honolulu hospital, Daniel

was set to be discharged into an uncertain new life. A therapist there believed Daniel was ready for further acute therapy, but insurance would not cover it. Through a local contact, Casa Colina President and CEO Dr. Felice Loverso learned of the case. He believed Daniel could benefit greatly from Casa Colina's signature Spinal Cord Injury Program. With the help of the Casa Colina Foundation's Free and Subsidized Care Fund, Dr. Loverso agreed to support Daniel's short-term residential rehabilitation at Casa Colina's TLC.

Daniel arrived in April 2011 and quickly earned a positive reputation. Therapists admired his determination, and he consistently exceeded expectations. For the next several weeks, he made impressive strides during six hours of challenging

physical and occupational therapy, six days per week. Activities like aquatic exercise, hand-cycling, and frequent community outings helped him build strength, mobility, and confidence.

His mother, Rosana, stayed in one of Casa Colina's adjacent homes to support Daniel during his therapy. Daniel also benefitted emotionally from weekly spinal cord injury support groups.

For all his progress at Casa Colina, however, it was clear that his days running high on the hillside trails of Kauai were over.

"At first I was like, well, my life is gone. Let's try to be somebody else and live a new lifestyle," he says. A competitive triathlete who excelled at outdoor sports, Daniel was at a difficult crossroads.

"Eventually I realized: I'm really who I am and it's not going to change. My tendency is to keep pursuing activities, because it's the thing in life that gives me the most joy."

So he persevered. When Casa Colina doctors thought he was ready, Daniel returned to Maui. There, he continued to pursue hand-cycling and swimming. Eventually, Daniel found his way back to paragliding, befriending a tight-knit group of pilots determined to get him flying again. Nearly five years after his accident, with their help, Daniel finally took flight on a crowd-funded paragliding trike.

"It really picked up my spirits again when I came back to flying," he says. Today, he flies as often as he can at a local spot up the road from his home. Thanks to a natural talent for engineering, he hand-built a lighter, more comfortable trike. He even takes his Jack Russell Terrier, Boogie, on tandem flights.

But coordinating his next adventure isn't always easy. Typically, getting Daniel airborne requires the assistance of another pilot. And travel can be difficult and expensive with bulky equipment. So when he can't fly, he goes with the flow and stays positive.

"I really value all the good things that I have," says Daniel. "I have so much more good than bad. I was taught a lot of that at Casa Colina—so many little pieces of advice that have made a huge difference."

Despite his injury, Daniel still considers paragliding a conservative risk. "It's a risk I take, but I don't consider myself a crazy risk taker.

"It's worth doing it," he continues. "I think what's depressing is when you stay too much in the home routine. You have to change it up.

"The irony is, the same thing that broke me kind of came back and saved me." ■

“
It's almost like a religion. It becomes such an important part of your life.

Daniel Velasco

A fellow paraglider helps Daniel and Boogie prepare to get airborne.



👤 Daniel and his co-pilot, Boogie, on Daniel's custom-built paragliding trike that began as a standard wheelchair frame.

listen & learn

New council gives patients opportunity to share their stories and help improve care.

At Casa Colina Hospital and Centers for Healthcare, we understand success is a work in progress—and that it often calls for collaboration. So, to improve the quality of our care and services, we’re partnering with past patients and turning their experiences into action.

Started in May 2019, the Patient & Family Advocacy Council (PFAC) at Casa Colina provides patients and families a platform to inform clinicians and administrators about real patient experiences—both the good and the bad. The PFAC seeks to create a culture of transparency and partnership, where patients and their loved ones feel empowered to influence their medical care in a meaningful way.

“Patients want to feel heard,” says Noriann Forrest-Readdy, Director of Performance Improvement and Analytics at Casa Colina. “By sharing their stories and collaborating

with stakeholders from all levels of Casa Colina’s medical and rehabilitation systems, they provide a critical perspective that clinicians are not always privy to. They’re not only helping us to identify what we’re doing well, but also areas for improvement.”

Evidence suggests patient advocacy councils support better health outcomes, increased patient satisfaction and loyalty, higher employee satisfaction, and reduced medical errors and adverse patient events.

The PFAC hopes to incorporate a wide variety of patient voices, seeking members from different ethnic, cultural, and economic backgrounds to better reflect Casa Colina’s diverse patient population. It also plans to draw patients from throughout Casa Colina’s broad continuum of care. The council meets quarterly for two to three hours and requires a minimum one-



year commitment from its members.

“A sustained membership of diverse voices from across campus will help us draw deeper insight from a range of patient experiences, which we believe will result in more valuable input,” says Forrest-Readdy. “We want not just an improved customer care experience, but a more engaged and knowledgeable patient population.”

The PFAC held its first council meeting in August 2019 to discuss general objectives, review the program charter, and on-board its first dozen members. The Council’s first accepted mission is to provide opportunities to improve Casa Colina’s customer experience.

“Patients are at the center of everything we do, and their voices matter to us greatly,” says Forrest-Readdy. “We look forward to hearing their stories and providing future Casa Colina patients a higher-quality care experience based on what we learn.” ■

By placing patients at the center of the care model, the PFAC creates a culture of collaboration and transparency, empowering patients and families to influence their medical care in a meaningful way.

MAKING THE GRADE



Casa Colina Hospital and Centers for Healthcare is proud to offer state-of-the-art medical, surgical, and rehabilitation care in a safe, secure environment across our various locations. With our commitment to best practices and advanced technology, it’s no wonder Healthgrades—a leading online resource for information about physicians and hospitals—names Casa Colina Hospital among the top 10% nationally for patient safety.



In July 2019, Healthgrades recognized Casa Colina Hospital with its 2019 Patient Safety Excellence Award™. The award recognizes excellence in safeguarding patients from serious, potentially preventable complications during their hospital stay, including post-operative infection, bed sores, respiratory failure, and hip fracture.



“Casa Colina is proud to be recognized by Healthgrades, and we will continue to prioritize patient safety as we strive to lead and define excellence in specialized medical and rehabilitative care,” said Felice L. Loverso, PhD, Casa Colina CEO and President.



In addition, Healthgrades recognized Casa Colina Hospital for clinical excellence, rating it Five Stars in the “Total Knee Replacement” category. Casa Colina’s Revive Joint Replacement Program pairs leading-edge surgical technology with modern best practices to minimize pain and accelerate recovery for our joint replacement patients. According to Healthgrades, a Five-Star rating indicates Casa Colina Hospital’s outcomes in this category are significantly better than expected. Healthgrades also named Casa Colina a Five-Star Recipient in the “Treatment of Pneumonia” category.

We’re humbled to be recognized, and we’re thankful to our physicians, clinicians, and support staff for their dedication and for holding Casa Colina to the highest achievable standards regarding patient safety and quality of care.

WHERE THE HEART IS



Terri and Jim Hooper at the Casa Colina Café terrace.

There really is no place like home. But at Casa Colina, we try our best to recreate it.

Casa Colina patient Jim Hooper discovered this firsthand. After undergoing quadruple bypass surgery at a nearby hospital in July 2016, he faced a difficult choice: return to his Upland residence and receive home nursing care, or jumpstart his recovery with inpatient rehabilitation.

“I told him, ‘You have to go to rehab somewhere, because you will not listen to me at all,’” his wife, Terri, joked. Luckily, Jim agreed. Based on a friend’s recommendation, Jim transferred to Casa Colina Hospital with the

hope of regaining strength and function through physical and occupational therapies.

“I love to be challenged,” he said. “I knew by choosing to go there that I’d really have to work to get better.”

But Jim didn’t get the smooth start he’d hoped for. A heartbeat irregularity landed him in Casa Colina Hospital’s Medical-Surgical Wing, delaying his therapy a few days. A speedy rehabilitation didn’t seem such a sure bet.

Still, the Hoopers found comfort in Casa Colina’s “bright and airy” atmosphere, said

Terri. Jim was especially thankful for the cleanliness of the facilities and the surprising diversity of food options. Like many Casa Colina patients, Jim and Terri incorporated nature into the healing process, paying daily visits to the cozy outdoor fireplace and peaceful Medical-Surgical Wing terrace.

“There were so many nice little areas to sit in,” said Terri. “I mean, you’re not home, and you want to be comfortable. To me, it means the world to have such a nice facility.”

After a seamless transition from Casa Colina’s Medical-Surgical Wing to its Acute Rehabilitation Wing, Jim began his therapy, and time passed quickly thanks to a structured routine. Despite missing home, Jim considered his rehabilitation “absolutely essential” to maximizing his recovery—and he was onto something. Studies suggest heart surgery patients who undergo inpatient rehabilitation may experience improved outcomes.

The inpatient setting also afforded Jim 24/7 access to Casa Colina’s highly trained clinicians and nurses, helping to minimize fall risk, infection, and other complications—and giving Terri time to rest and prepare for his return home. After a little over two weeks and much improvement, Jim was able to do just that.

“He wouldn’t have progressed that fast if he had just come home from the hospital,” Terri said. “There’s just no way.”

Jim returned to work after just another month, back at the helm of his beloved



I wanted to give back. They had given me an awful lot.

Jim Hooper

commercial hardware company, American Bolt & Screw in Ontario. Not long after that, the Hoopers made their first donation to Casa Colina. They continue to sponsor events like the Tribute to Courage Gala and the Casa Colina Golf Classic, and they have provided support for a new Spiritual Garden inside Casa Colina Hospital. For Jim, donating to Casa Colina was an obvious choice.

“I wanted to give back,” he said. “They had given me an awful lot.”

Knowing not all patients have access to inpatient rehabilitation, Jim and Terri have made Casa Colina’s Free and Subsidized Care Fund a target for their philanthropy, helping more individuals receive the services they need, regardless of their ability to pay. Through its Foundation, and with the support of donors like the Hoopers, Casa Colina Hospital and Centers for Healthcare has prioritized expanding access to the same inpatient rehabilitation that improved Jim’s recovery and outcome.

For the Hoopers, that rehabilitation meant a faster return to normalcy. And for Jim, normalcy meant running his thriving business. Even at 79, he still goes to the office every day to lead the company he purchased in 1982.

“As I see it, I’m still in good shape mentally and physically. So I’m still enjoying everything,” said Jim. “I hope everybody can be that lucky.” ■

WAYS TO GIVE

A gift to Casa Colina Hospital and Centers for Healthcare is a gift to your community. There are several ways to support Casa Colina and enrich the lives of thousands of individuals each year:

- » Direct donations
- » Naming opportunities
- » Estate planning
- » Planned giving
- » Event sponsorship
- » Memorial donations
- » Commemorative brick or tile purchase
- » In-kind gift
- » Volunteering

For more information on giving to Casa Colina, contact Director of Fund Development Mary Koenig at foundation@casacolina.org or 909/596-7733, ext. 2260.



IN MEMORIAM

With heavy hearts, the Casa Colina Family mourns the loss of Neva Smith, dear friend to Casa Colina and daughter-in-law of our founder, Frances Eleanor “Mother” Smith. A longtime philanthropic supporter, Neva gave generously to Casa Colina over a period of many years, including her final contribution: a planned gift activated upon her passing that will benefit Casa Colina patients for many years to come. We know Mother Smith would be proud.

BY THE NUMBERS

At Casa Colina Hospital and Centers for Healthcare, we're committed to increasing access to our specialized medical and rehabilitative care for all who require it, regardless of their ability to pay. One of the ways we're able to do so is with the help of our generous donor base. Last fiscal year, thanks in part to your contributions, Casa Colina served 29,139 patients and was able to provide more than \$7.9 million* in total quantifiable community benefits.

The numbers tell an inspiring story. These benefits have a profound effect on the health of our community, supporting free and subsidized care, education, research, clinician training, and more.

**Includes Casa Colina Hospital and Centers for Healthcare and affiliates*

The complete text of the Casa Colina Community Benefits Report for FY2019 is available at casacolina.org/communitybenefitsreport.

WHEN YOU MADE A DONATION TO THE CASA COLINA FOUNDATION FOR FISCAL YEAR 2019, YOU HELPED TO PROVIDE:



\$4,039,472

for free and subsidized care that lets patients across all Casa Colina programs achieve their fullest recovery potential

\$299,571

to help Outdoor Adventures participants transcend their limitations and embrace their abilities in new and exciting ways



3,500



community members with free educational seminars on a range of topics including arthritis, Parkinson's disease, autism, stroke, and MS, so they may be better prepared to care for themselves or loved ones

\$2,481,268

toward education and clinical experience for 386 residents, nurses, therapists, and students, helping to prepare the next generation of healthcare providers



1,800



support group visits for conditions including brain injury, ALS, fibromyalgia, and spinal cord injury, providing peer support and resources for those recovering from an injury or illness



\$654,753

toward Children's Services to teach 742 of our community's most vulnerable individuals the skills they need to flourish



FIGHTING THE GOOD FIGHT

Healthcare delivery can be complex. At Casa Colina Hospital and Centers for Healthcare, we strive to ensure access to our specialized rehabilitative care for all who require it.

For exemplary service in rehabilitation care delivery, Casa Colina President and CEO Felice L. Loverso, PhD, has been given the Edward A. Eckenhoff Memorial Award by the American Medical Rehabilitation Providers Association (AMRPA), a national trade organization dedicated to the interests of medical rehabilitation providers

and patients. Loverso was honored October 15, 2019, at AMRPA's Fall Educational Conference & Expo in San Diego.

As a past chair and current member of AMRPA's board of directors, Loverso has worked diligently to safeguard the interests of inpatient rehabilitation facilities (IRFs) nationwide. He has been a staunch advocate for accessible, affordable inpatient hospital rehabilitation. Since 2009, he has chaired the Fund for Access to Inpatient Rehabilitation (FAIR Fund), an organization of inpatient rehabilitation hospitals seeking

to bring legal challenges to overly restrictive interpretations of medical necessity and burdensome documentation imposed by Medicare contractors.

While chairing the FAIR Fund, Loverso has sought clarification on rules for Medicare claim denials and appeals, and he has fought for the rights of Medicare providers and beneficiaries to challenge the untimely resolution of denials and appeals in the Center for Medicare and Medicaid Services (CMS) "RAC and other governmental audit" processes. Loverso and other AMRPA leadership appeared before U.S. Congress to argue in favor of regulatory relief after legitimate inpatient rehabilitation admission appeals became backlogged in years-long appeals.

As a result of these hard-fought efforts, in June 2019, CMS announced a global settlement to reimburse Medicare appeals at terms extremely favorable to IRFs.

Current AMRPA Board Chair Richard Kathrins, PhD, applauded his longtime colleague, calling the recognition well deserved.

"We owe much of our recent success to the leadership and guidance of Felice Loverso," said Kathrins, who serves as CEO of Bacharach Institute for Rehabilitation. "With the help of his tireless efforts, AMRPA and the FAIR Fund have become the prominent voice for inpatient rehabilitation policy in Washington, DC."

Established in 2018, the Edward A. Eckenhoff Memorial Award & Lecture honors one of AMRPA's founders, Ed Eckenhoff, who is considered a visionary in the rehabilitation field. Recipients must be AMRPA members who have demonstrated exemplary skills in the areas of administration, management, research, patient care, mentorship, and education within the field of rehabilitation. ■



Tribute to Courage



Above: Honorees Trevor Stevenson, Ira Douglas, and Tyler Blondi with actor and host Bonnie Hunt

Right: Allison Blackman, Casa Colina Board Chair Randy Blackman, and Casa Colina President and CEO Felice L. Loverso, PhD

More than 900 attendees, including prominent figures from healthcare, government, and business, turned up to celebrate Casa Colina Hospital and Centers for Healthcare at its annual Tribute to Courage Gala Saturday, March 9, 2019, at the Sheraton Fairplex Hotel and Conference Center in Pomona.

Casa Colina honored three first responders from law enforcement and emergency services: Tyler Blondi, Ira Douglas, and Trevor Stevenson. Severely injured on duty, each faced major

recovery challenges but prevailed through Casa Colina's continuum of care.

After a DUI driver hit his motorcycle, Pomona police officer Trevor Stevenson came to Casa Colina unable to walk, with severe injuries, including a traumatic brain injury (TBI). With aggressive daily therapy and family support, Stevenson has since returned to full duty with the Pomona Police Department. Stevenson credited Casa Colina physicians and therapists with his recovery.

While en route to an emergency call, the ambulance Ira Douglas was driving was broadsided by a garbage truck. Douglas was found unconscious, slumped over the steering wheel, requiring extrication from the vehicle. With a lengthy rehabilitation at Casa Colina to overcome his TBI, Douglas has since returned to full duty as a firefighter-paramedic.

Veteran Beverly Hills police officer Tyler Blondi suffered several serious injuries over his career, including severe head trauma that eventually resulted in TBI. Blondi spoke of finding the help he needed at Casa Colina, which he said allowed him to resume a healthy life. After medical discharge from his patrol job, Blondi is forging a new career as a college instructor.

All three honorees were given a standing ovation in addition to receiving Casa Colina's Tribute to Courage Award.

"Behind these success stories is an intricate network of caregivers and public servants that our patients count on in their most vulnerable moments," said Dr. Felice Loverso, Casa Colina President and CEO. "At Casa Colina, we are proud to be an integral part of that system."

Tribute to Courage is Casa Colina's primary fundraising event. This year's gala generated over \$650,000 toward free and subsidized patient care and temporary housing for families to be near loved ones during rehabilitation. ■



A NETWORK OF KINDNESS

No one wakes up ready to face a traumatic injury or illness. That's why the Casa Colina Foundation exists: to ensure patients have access to the specialized medical and rehabilitative care they need, even if they're underinsured or lack coverage. But we couldn't do it without your help.

The Casa Colina Foundation thanks the individuals, families, foundations, and corporations who have given generously to Casa Colina Hospital and Centers for Healthcare. Last fiscal year, we were humbled to provide more than \$4 million toward free and subsidized patient care, allowing us to expand access to life-changing services for those who cannot afford them.

From estate planning and direct donations to in-kind gifts and employee contributions, our dynamic donor network has a remarkable impact on patient outcomes. And of course we can't forget our intrepid volunteer corps. Last year, 519 total volunteers gave 30,026 hours in support of our programs and services, from meal delivery to event staffing and much more.



When you give to Casa Colina, you can be sure we will maximize your gift to achieve the greatest impact. It's our promise to you and to our patients and their families.

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We strive to keep accurate records. If you are aware of an error or omission, please contact the Casa Colina Foundation at 909/596-7733, ext. 2222.



New Spiritual Garden in 2020

Casa Colina Hospital and Centers for Healthcare is pleased to announce the construction of the John P. Previt Memorial Spiritual Garden, a non-denominational place of worship and reflection that will contribute to the recovery of Casa Colina patients and bring solace to their families. The garden will open in mid-2020.

Nestled in an inner courtyard at Casa Colina Hospital, this tranquil outdoor area will be in keeping with our philosophy that environment plays a role in patient recovery and serves to enhance the healing process. The garden will feature a soothing water fountain and ample seating set beneath a wooden portico framed by lush plants and flowers.

In addition to a \$100,000 gift from the John P. Previt Memorial Foundation, the garden is made possible by generous donations from B. and P. Lee; Ellen and Wing Tam, PhD; and Jim and Terri Hooper.

Members of the community, staff, and patients and their families are invited to commemorate a loved one, or a beloved cause, with the purchase of named garden features, which will include bricks, pavers, benches, and more.



Growth & Progress



1 NEW CASA COLINA SPINE CENTER

Casa Colina will introduce our new Spine Center in 2020. The center will offer a comprehensive approach to spine care that uses state-of-the-art technology. Care will start with an initial evaluation by a physician board-certified in physical medicine and rehabilitation, who will consider a wide range of non-invasive options to reduce or eliminate back pain. Patients will have access to clinical experts across the care spectrum, including physical therapists specializing in spine treatment, pain management specialists to maximize function, and, if needed, the area's top neurosurgeons available through the Inland Neurosurgery Institute, all conveniently located on the Casa Colina campus. All procedures performed by the Spine Center's fellowship-trained surgeons will use innovative imaging technology to ensure the best possible outcomes.

2 EXPANSION AT APPLE VALLEY COMPLETE

The expansion project at Casa Colina at Apple Valley was completed in September 2019, and the High Desert facility is now offering expanded long-term residential services for individuals with traumatic and acquired brain injuries, including 12 new beds, a dining hall, and an outdoor recreation area. The project's completion increases the number of beds at Casa Colina at Apple Valley to 54.



3 OUTPATIENT RENOVATIONS CONTINUE

Renovations in the Dr. S. Jerome & Judith D. Tamkin Outpatient Center will continue throughout 2020. Recent upgrades to the Audiology Center have been completed, including expanded office space and

a third sound booth, while Speech-Language Pathology's new dedicated suite increases our number of speech therapy rooms from four to six and provides a larger, more comfortable patient waiting area. Coming upgrades to the Hand Therapy and Lymphedema treatment areas, as well as major remodels of our outpatient neurological

and orthopedic therapy gyms, will allow Casa Colina to house more state-of-the-art rehabilitation equipment and accommodate a greater number of patients across our broad range of outpatient services. In 2019, the Outpatient Center welcomed more than 14,000 patients in need of specialized medical and rehabilitation services.



4 EXPANDED PHYSICIAN SERVICES

As the number of physicians practicing on Casa Colina's campus grows, so does our Physician Clinic space—now home to 29 doctors representing 13 specialties. Construction is underway within the Physician Clinics to increase room capacity and improve patient flow and comfort. Coming renovations will include an expanded waiting area, three new exam rooms, expanded nurses' station, physician work room expansion, and increased office space for case managers and other staff.

5 WELCOME, GAREY ORTHOPEDICS

In addition to upgrades in our Physician Clinics, we also recently welcomed to campus a practice familiar to the Casa Colina community: Garey Orthopedics, home to several of Casa Colina's renowned orthopedic surgeons. Garey Orthopedics has moved into the first floor of our Medical Office Building, with renovated suites that include a total of nine exam rooms, a spacious lobby, a casting room, and shared x-ray capabilities with neighboring Mountain View Urgent Care.

6 MORE TEMPORARY HOUSING FOR FAMILIES

Casa Colina has purchased two new residences that will be converted into temporary housing for visiting families whose loved ones are undergoing long-term recovery at Casa Colina. Both

properties will undergo an ADA-compliant overhaul that includes widened doorways and other upgrades. The new homes are adjacent to the Transitional Living Center and offer convenient direct access to Casa Colina's 20-acre campus. Renovations are expected to be complete some time in first quarter 2020.



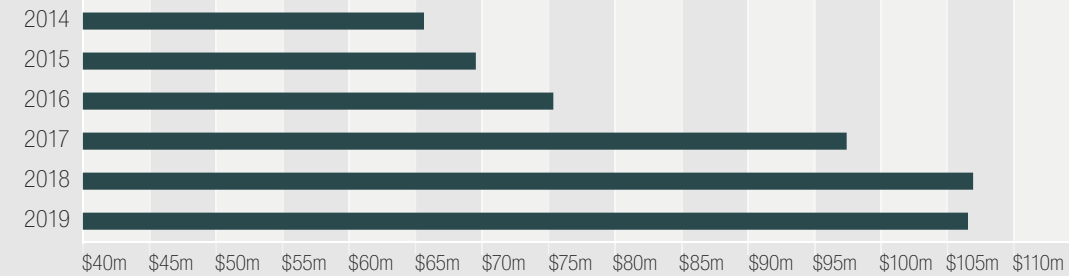
7 ADVANCED TECHNOLOGY FOR SURGEONS

Casa Colina Hospital has acquired state-of-the-art surgical equipment: the StealthStation™ and O-arm™. The StealthStation is a computer-based navigation system that provides surgeons enhanced visual guidance to increase surgical precision and confidence. The O-arm equips

surgeons with real-time, intra-operative imaging abilities to increase procedural accuracy and make needed adjustments based on the unique anatomy of each patient. Casa Colina is one of the few hospitals locally to feature this technology, which will help the Casa Colina Spine Center's neurosurgery team create improved surgical outcomes. ■

CASA COLINA'S OPERATIONAL PERFORMANCE

NET REVENUE FROM OPERATIONS *Excluding Foundation*



BALANCE SHEETS *Consolidated/Unaudited*

March 31, 2019 and 2018

ASSETS	2019	2018
Current assets	\$36,011,000	\$36,498,000
Investments	82,177,000	79,870,000
Assets limited as to use	15,551,000	16,028,000
Property and equipment, net	103,884,000	104,121,000
Other assets	1,148,000	914,000
Total Assets	\$238,771,000	\$237,431,000
LIABILITIES AND NET ASSETS		
Current liabilities	\$22,067,000	\$19,901,000
Long-term debt and other liabilities	52,121,000	53,817,000
Unrestricted and restricted net assets	164,583,000	163,713,000
Total Liabilities and Net Assets	\$238,771,000	\$237,431,000

OPERATING ENTITIES* FINANCIAL PERFORMANCE *Unaudited*

Fiscal year ending March 31

REVENUES	2019	2018
Net patient services revenues	\$100,788,000	\$99,796,000
Other operating revenue	3,033,000	3,403,000
Transfers from Foundation for uncompensated care and community benefits	2,980,000	3,848,000
Total Revenues	\$106,801,000	\$107,047,000
OPERATING EXPENSES		
Salaries and benefits	\$64,578,000	\$63,312,000
Other expenses	26,836,000	28,015,000
Total Operating Expenses	\$91,414,000	\$91,327,000
Net Income from Operations Prior to Depreciation, Interest, and Amortization	\$15,387,000	\$15,720,000

*Excludes Foundation

SPECIALIZED CARE, CLOSE TO HOME



Casa Colina opened its doors in 1938 in Chino, California, as an inpatient treatment center for children rehabilitating from polio. Since then, its staff, with the support of the Casa Colina Board of Directors, has continually expanded services to meet the growing needs of the community and beyond.

Casa Colina offers the following medical and rehabilitation services:

- Acute care hospital with 68 rehabilitation beds, six intensive care unit beds, 25 private medical beds, three operating rooms, and a gastroenterology procedure room; accredited by the Joint Commission
- Transitional Living Center with 42 residential rehabilitation beds, day treatment program, and home and community services; accredited by the Commission on Accreditation of Rehabilitation Facilities
- Long-term residential facilities in Apple Valley and Lucerne Valley with 90 shared beds for people with brain injuries; 12 beds in Claremont for adults with developmental delay; licensed by the Department of Social Services
- Outpatient rehabilitation centers in Pomona and Azusa
- Physician clinics with a broad range of medical specialties
- Hyperbaric medicine

- Diagnostic imaging
- Audiology
- Children's services
- Adult day healthcare
- Research institute
- Laboratory
- Support groups
- Wellness and fitness programs
- Community and professional education programs
- Outdoor Adventures recreational therapy program

Also on the Pomona campus:

- Casa Colina Ambulatory Surgery Center
- Medical office building with Garey Orthopedics, Mountain View Urgent Care, Pomona Dialysis and Vascular Center, San Antonio Pharmacy
- Inland Neurosurgery Institute

To learn more about Casa Colina's continuum of care, visit casacolina.org.

OUR MISSION

OPTIMIZE MEDICAL RECOVERY AND REHABILITATION OUTCOMES FOR ALL PATIENTS IN A SAFE ENVIRONMENT THAT RESPECTS THEIR DIGNITY, DIVERSITY, AND INDIVIDUALITY.

OUR VISION

LEADING AND DEFINING EXCELLENCE IN SPECIALIZED MEDICAL AND REHABILITATIVE CARE.

OUR VALUES

APPLY CLINICAL EXCELLENCE, EDUCATION, AND RESEARCH TO ENHANCE QUALITY OF LIFE IN THE COMMUNITIES WE SERVE, WITH A COMMITMENT TO COMPASSION, COLLABORATION, AND INTEGRITY.



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TDD-TTY-Q 909/596-3646
Email: care@casacolina.org
casacolina.org



Adult Day
Healthcare – Ext. 4400
Casa Colina Hospital – Ext. 3000
Children's Services – Ext. 4200
Corporate Offices – Ext. 2300
Diagnostic Imaging – Ext. 4541
Finance/
Patient Accounting – Ext. 5558
Foundation – Ext. 2232
Human Resources – Ext. 2150
Laboratory – Ext. 3150
Outdoor Adventures – Ext. 2200
Outpatient Center – Ext. 3500
Padua Village – Ext. 4400
Physician Clinics – Ext. 3800
Research Institute – Ext. 2221
Transitional
Living Center – Ext. 4100

CASA COLINA AZUSA CENTER

910 East Alostia Avenue
Azusa, CA 91702-2709
626/334-8735

CASA COLINA AT APPLE VALLEY

22200 Highway 18
Apple Valley, CA 92307-3948
760/247-7711

**CASA COLINA AT RANCHO
PIÑO VERDE**

11981 Midway Avenue
Lucerne Valley, CA 92356-7517
760/248-6245