

Report to the
Community
2014

BEYONDLIMITS.

GOOD SHEPHERD
REHABILITATION 

BEYOND LIMITS.

When representing Good Shepherd Rehabilitation Network in our community and at national conferences, we are often asked: “What is the secret to Good Shepherd’s success?” and “How do your patients consistently achieve outstanding outcomes?”

We answer truthfully – there is no secret sauce. There are no overnight remedies. What pushes our patients BEYOND LIMITS is hard work and determination – theirs and ours, combined with science, technology, education, excellent service and compassionate care.

When Kevin Oldt (cover photo) was injured in a snowmobiling accident more than 13 years ago and became paralyzed, he chose Good Shepherd for inpatient rehabilitation, followed by outpatient therapy. Against all odds, Kevin believed he would walk again.

When Good Shepherd became the third rehab facility in the country to receive the Ekso bionic exoskeleton in 2012, Kevin was ready. He was excited about the possibilities afforded by the new technology.

Kevin trained like a prize fighter to be in the right physical condition to use the device, and he approached his therapy in the exoskeleton with that same passion and determination. Now, Kevin has shed the robotic hardware and is walking using his own manpower, KAFOS leg braces and crutches. Kevin Oldt has gone beyond the limitations of his condition and accomplished his goal – to walk again.

Stories like Kevin’s have become the calling cards of Good Shepherd’s brand. Because we treat patients, not conditions, we know their stories, their families and their goals. More than knowing that a patient wants to “walk again,” we know why he wants to walk again. Whether a patient wants to dance without pain, play with her children or walk down the aisle – we push toward that goal, together.

On the following pages, you will learn more about the people, programs and services that help our patients exceed expectations. You also will read more stories, like Kevin’s, about patients who Good Shepherd helped to move beyond the limitations of their conditions in order to accomplish their goals.

We want to thank Good Shepherd’s dedicated Board of Trustees, staff, donors and volunteers and our amazing patients and residents. Your strength and determination drive our organization to push beyond the limits of our industry.



David DeCamplo
Chair, Board of Trustees



John Kristel, MBA, MPT
President & CEO

[Learn more about Kevin's story at BeyondLimitsRehab.org.](http://BeyondLimitsRehab.org)



Table of Contents

- 2 Inpatient Rehabilitation
- 4 Outpatient Rehabilitation
- 6 Cassie Emmons Story
- 8 Complex Cases
- 10 Clinical Excellence
- 12 Residential Care
- 13 Charity Care and
Community Benefits
- 14 Pediatrics
- 16 Partnerships
- 18 Employee Engagement
- 20 Florence Heeter Story
- 22 Financial Highlights

BEYONDLIMITS:

First in North America To Treat Stroke Patients with Ekso

In July 2013, Good Shepherd became the first rehabilitation facility in North America to receive new Variable Assist software for the Ekso bionic exoskeleton. The upgrade enabled Good Shepherd to use the wearable robotic device to treat patients with stroke and other neurological conditions, in addition to spinal cord injury patients.

Demand for therapy using the robotic exoskeleton necessitated the purchase of two additional units, one of which is dedicated to inpatient use. The inpatient exoskeleton is particularly impactful for stroke patients, since it enables therapists to get patients on their feet very shortly after a stroke. The device helps patients to use their muscles in the correct alignment and regain function more fully.



inpatient rehabilitation

Tele-Health Available for Patients Post-Neurosurgery

Good Shepherd now utilizes tele-health for inpatients at the Rehabilitation Hospital in Allentown following off-site neurosurgery. The tele-health initiative, a partnership between Lehigh Valley Neurology and Good Shepherd, allows for post-surgical follow-up appointments to take place via two-way, secure HD video conferencing. The initiative reduces the number of times patients must be transported off-site and increases their comfort level.

The use of tele-conference technology is not new to Good Shepherd. Tele-health services, including speech therapy and infectious disease appointments, are currently available at the Rehabilitation Hospital, Specialty Hospital and GSRH at Pocono Medical Center.

Helping Patients with Ventricular Assist Devices

Good Shepherd Rehabilitation Hospital plays an important role in helping patients recover following ventricular assist device (VAD) surgery.

VADs perform the tasks of defective hearts, providing cardiac patients, who are awaiting transplants or ineligible for transplants, with restored vigor, enhanced mobility and the best gift of all – time.

Physician Group Welcomes New Physicians

(From left in photo below):

Kyle Klitsch, D.O., a physical medicine and rehabilitation (PM&R) physician, specializes in treating patients who have suffered a concussion, traumatic brain injury, stroke or spinal cord injury and those with general orthopedic conditions. Dr. Klitsch earned his medical degree from the Philadelphia College of Osteopathic Medicine. He completed his internship and residency in PM&R at the University of Pittsburgh Medical Center.

SuAnn Chen, M.D., PM&R physician and brain injury specialist, is a graduate of the New Jersey Medical School (University of Medicine and Dentistry in New Jersey).

Dr. Chen completed a fellowship in brain injury rehabilitation at the Rehabilitation Institute of Chicago, Northwestern Memorial Hospital.

Sandeep Singh, M.D., joined Good Shepherd as Division Medical Officer and Vice President of Medical Affairs. A spinal cord injury specialist, Dr. Singh came to Good Shepherd from Johns Hopkins Hospital and Health System, Maryland, where he was Director of Spinal Cord Injury Rehabilitation. Learn more about Dr. Singh on page 10.

97%
of inpatients say
they are
“likely to
recommend”
Good Shepherd
to others.
(Source: Press Ganey)

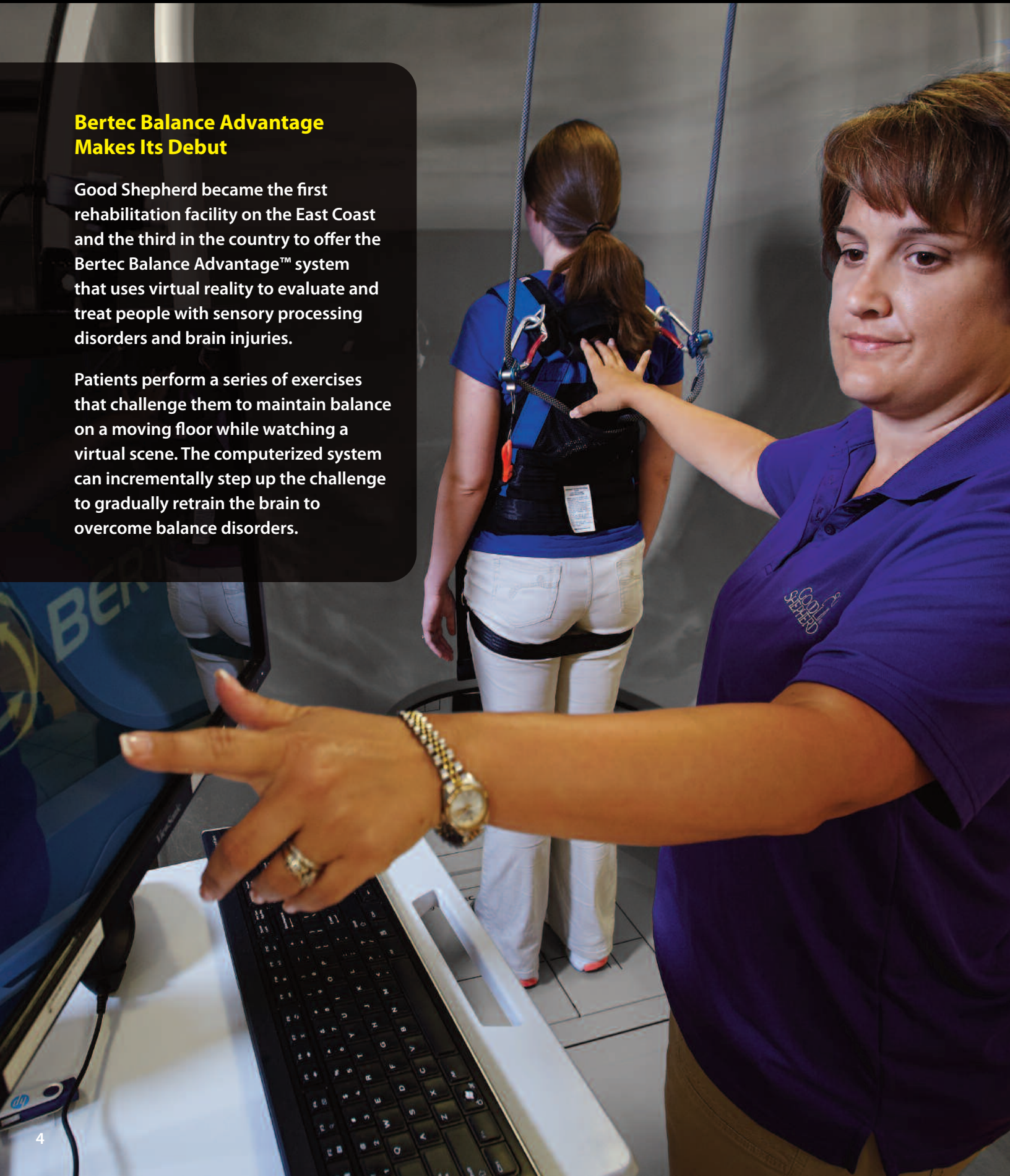


BEYONDLIMITS:

Bertec Balance Advantage Makes Its Debut

Good Shepherd became the first rehabilitation facility on the East Coast and the third in the country to offer the Bertec Balance Advantage™ system that uses virtual reality to evaluate and treat people with sensory processing disorders and brain injuries.

Patients perform a series of exercises that challenge them to maintain balance on a moving floor while watching a virtual scene. The computerized system can incrementally step up the challenge to gradually retrain the brain to overcome balance disorders.



outpatient rehabilitation

Beyond Back Pain

Treating patients with back pain is at the core of Good Shepherd's outpatient physical therapy practice. This past year, Good Shepherd saw a nearly 10 percent increase in patients who turned to our expert clinicians for back pain treatment.

Good Shepherd also designed a program to help employees who suffer from back pain. The Healthy Back and Neck Program is available and easy to access.

The personalized program includes: confidential case management, direct access to Good Shepherd therapists, referrals to Good Shepherd PM&R physicians (as needed) and free fitness sessions following discharge.

Facility Additions and Upgrades

Good Shepherd continued to evaluate and facilitate outpatient facility improvements and additions to better accommodate our growing services and patient volume:

- Good Shepherd Physical Therapy – East Greenville expanded with the addition of 2,415 square feet, private treatment rooms and a new warm-water therapy pool.



- Good Shepherd Physical Therapy at Easton Hospital – Park Plaza, opened in September 2013, at 1800 Sullivan Trail, Forks Township. The site offers a full range of physical therapy services for orthopedic injuries and surgeries, as well as neurological conditions.
- Good Shepherd's Assistive Technology (AT) & Mobility Services Department moved into the newly renovated Edwards Center, which offers a larger area for the Wheelchair Clinic, on Good Shepherd's Allentown campus.
- Space on the middle level of the Health & Technology Center (made available by relocating AT) will allow for some exciting, expanded neurorehabilitation and orthopedic services, including locomotor rehabilitation, Pilates for rehabilitation, women's health and more.

Good Shepherd
is in the
90th
percentile for the
treatment of
low back pain.

(Source: FOTO)



Good Shepherd takes Cassie Emmons **BEYONDLIMITS.**

Seven years ago, Cassie Emmons was a competitive and pre-professional dancer when she herniated a disc in her spine. Orthopedic surgeons prescribed physical therapy and medication to manage the often unbearable pain.

Cassie's recovery was short lived. The disc herniated again just six short months after she returned to her active lifestyle. She couldn't dance or run (another favorite pastime). In fact, she could barely walk most days. Cassie tried everything – physical therapy, medications, epidural steroid injections, moving, standing, sitting down – but nothing eased the pain.

It was during a semester abroad that Cassie realized the impact that back pain was having on her life, since it kept her from joining her friends on hiking trips and other adventures. Cassie returned from her trip, determined to find a solution to her pain, and she did – at Good Shepherd Physical Therapy – Bethlehem/Performing Arts Rehabilitation Center.

Therapists at Good Shepherd worked one-on-one with Cassie to get to the root of her pain, utilizing her dance background to approach therapy in a different way. They taught Cassie exercises and stretches that she had never before tried.

"I had set limits for myself," says Cassie. "And other people had set limits for me – that I wouldn't be able to dance again. I wouldn't be able to run again. After I came to Good Shepherd, I was able to go beyond all those limits that everyone had set."



BEYONDLIMITS:



Good Shepherd Takes Stephen Pirrello **BEYONDLIMITS**.

Stephen Pirrello was on a beach vacation with his family when he was felled by a devastating neurological illness called Guillain-Barré Syndrome (GBS). The disease rendered him completely paralyzed and on a ventilator, unable to communicate. In addition to the devastating physical effects of the illness, GBS separated Stephen from his wife, Jennifer, and their three small children – all under the age of six.

Two months after the onset of the illness, Stephen was discharged from an acute-care hospital to Good Shepherd Specialty Hospital. The staff at the Specialty Hospital weaned Stephen from the ventilator and started him on his road to recovery.

“I never met anyone as motivated as Steve,” says Lisarose Wimmer, PTA. “There were many days that therapy was so painful it brought Steve to tears, but he pushed on.” Steve was determined to walk, work and play with his children.

He continued to push beyond limits at Good Shepherd Rehabilitation Hospital and later at outpatient Neurorehabilitation, where he used the Ekso exoskeleton, among other treatment components.

Nearly two years after the onset of his illness, Stephen is back to visiting the beach with his family, playing with his kids and surf fishing.

a destination for complex cases

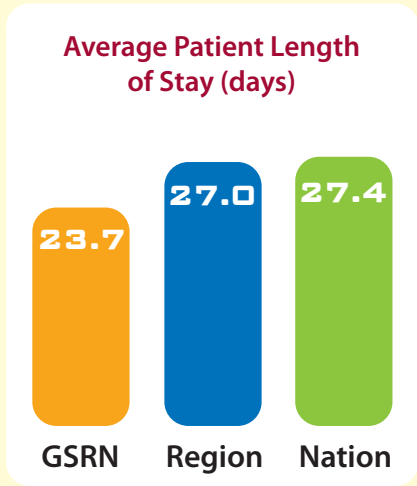
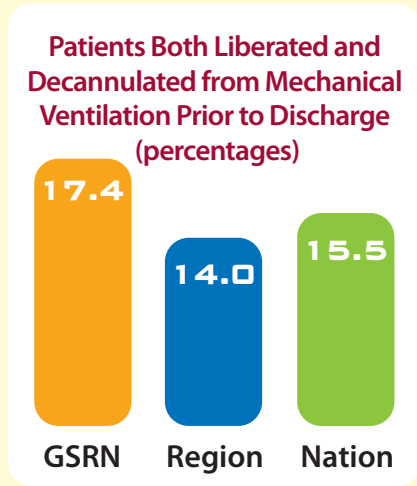
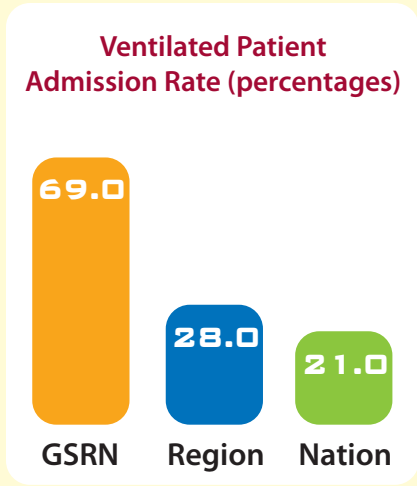
Good Shepherd is known for tackling tough cases, such as spinal cord injury, stroke, pulmonary disease, respiratory failure and complex pediatric conditions, and producing remarkable outcomes.

But did you know that Good Shepherd has become a destination for the treatment of complex conditions? Patients and families travel from far beyond the Lehigh Valley to Good Shepherd (see map) because of our reputation for expert clinicians, outstanding programs, compassionate care and advanced technology.



Good Shepherd Specialty Hospital

Good Shepherd Specialty Hospital (GSSH) is a destination for the treatment of serious illnesses because of the staff's experience and expertise in treating patients with complex medical conditions. The patient case mix, or severity of illness, is higher at Good Shepherd than similar providers in the region and the nation. GSSH treats more patients on ventilators than similar facilities and has better outcomes than regional and national competitors.



Good Shepherd is highly regarded for clinical excellence and our commitment to maximizing our patients' functional outcomes, delivering compassionate care and being a national leader in the use of innovative rehabilitation technologies. It takes a dedicated, skilled and educated staff to maintain these high standards of care. In fact, Good Shepherd has the most certified rehabilitation registered nurses and specially certified therapists in the region.

Here, we introduce you to three of our outstanding caregivers:



Sandeep Singh, M.D.

In his role as Division Medical Officer and Vice President of Medical Affairs, Dr. Singh guides Good Shepherd's overall strategy for inpatient and outpatient physical medicine and rehabilitation (PM&R), including strategic planning, program development, physician leadership, quality, service and clinical care.

Previously, Dr. Singh served as Clinical Associate of PM&R at Johns Hopkins University and as Associate Medical Director of the Comprehensive Integrated Inpatient Rehabilitation Program at Johns Hopkins School of Medicine at MedStar Good Samaritan Hospital and the Johns Hopkins Department of PM&R. In addition, he served as Director of Spasticity and Contracture Management at Good Samaritan Hospital and Rehabilitation Director for The League of Disabilities, Baltimore.

Dr. Singh earned his medical degree from the University of Medicine and Dentistry in New Jersey. He completed his residency in PM&R at Thomas Jefferson University Hospital, and he is board certified by the American Board of Physical Medicine & Rehabilitation.

clinical excellence

Nicole Smith, PT, DPT, NCS

Nicole is a physical therapist who works in outpatient Neurorehabilitation and specializes in therapy for patients using the Ekso bionic exoskeleton. She has successfully evaluated and treated patients with a variety of conditions, including: spinal cord injury, brain injury, post-concussion, stroke and balance disorders. In addition to being Ekso-certified, Nicole holds specialty certifications in Neuro-IFRAH (Neuro-Integrative Functional Rehabilitation and Habilitation) and headache therapy. Most recently, Nicole received certification as a Neurologic Clinical Specialist from the American Physical Therapy Association. The rigorous certification processes recognizes physical therapists with advanced clinical knowledge, experience and skills in neurologic practice.



Jan Hoffman, RN, CRRN

Jan has been caring for patients at Good Shepherd for more than 34 years. Currently, she serves as a nurse on the Brain Injury Unit at the Rehabilitation Hospital in Allentown.

In 1995, Jan became a certified rehabilitation registered nurse (CRRN) – a specialization she pursued because, in addition to nursing know-how, Jan wanted to have rehab-specific training and skills in order to provide the best care for her patients with traumatic brain injuries and other debilitating diseases.



As a result of Jan's commitment to her craft, outstanding clinical skills and passion for providing patient and family education, she was recently honored by GSRN with the Daisy Award for Extraordinary Nurses and the Rose Marie Kroboth, RN, Award for Excellence in Neurorehabilitation Nursing.

Good Shepherd

employs the most highly specialized staff in the region. The therapy department alone boasts more than 20 different specialty certifications, including:

- Advanced Technology
- Aquatic Therapy
- Brain Injury
- Cancer Exercise
- Graston Technique
- Hand Therapy
- Interactive Metronome
- Kinesio Taping
- Lymphedema Therapy
- McKenzie Method
- Multiple Sclerosis
- Neuro-IFRAH
- Sports Therapy
- Vestibular Rehabilitation
- Vital Stim
- Wound Care

BEYONDLIMITS: residential care



Five-Star Care

Good Shepherd's two long-term care facilities have earned U.S. News and World Report's Best Nursing Homes highest rating – five stars – four years in a row. Quality care also is reflected in a variety of other measurements, including:

- Resident satisfaction scores consistently at 90 percent or higher
- Pressure ulcer rates well below the state benchmark, despite the fact that residents of Good Shepherd's long-term care facilities have physical challenges greater than those at most nursing homes
- Low rate of acute care admissions/re-admissions

Home Improvement

The Good Shepherd Home – Bethlehem underwent the first major renovation since Good Shepherd leased the building in 2002.

The top-to-bottom makeover features new fixtures, flooring and fresh, cheery paint colors – with an accent wall brightening each resident room.

The “home improvements” were well received by residents and staff alike.



New Administrator Joins the Team

Joe Shadid, RN, MSN, MBA, NHA, took the helm as administrator of GSH – Bethlehem in May. Joe is a licensed nursing home administrator, in addition to being a master's level nurse and wound care expert.

Good Shepherd Charity Care and Community Benefits

Consistent with our mission, Good Shepherd provides certain services without the expectation of reimbursement or at reimbursement levels below the cost of providing such services, as summarized below:

(dollars in thousands)	2014	2013
Benefits for Individuals Living in Poverty		
Charity Care at Cost	\$523,000	\$862,000
Unreimbursed Costs of Public Programs		
Medicaid	1,321,000	1,399,000
Subsidized Health Services	1,545,000	2,017,000
Total Quantifiable Benefits for Individuals Living in Poverty	3,389,000	4,278,000
Benefits to the Broader Community*		
Community Health Improvement Services	38,000	34,000
Health Professions Education	3,221,000	2,491,000
Subsidized Health Services	0	3,000
Financial and In-kind Contributions to Other Community Groups	42,000	59,000
Community-building Activities	17,000	15,000
Community Benefit Operations	1,000	2,000
Total Quantifiable Benefits to the Broader Community	3,319,000	2,604,000
Total Quantifiable Community Benefits	\$6,708,000	\$6,882,000
Total Expenses	\$124,729,964	\$122,221,707
Community Benefits as a Percentage of Total Expenses	5.4%	5.6%

*This category represents those community benefit activities that are undertaken by Good Shepherd employees. They include the hosting of community health screenings and educational sessions, educational opportunities for aspiring health-care professionals and community-building activities.

When calculating the benefits that it provides to the community, Good Shepherd conforms to the conservative standards set by the Catholic Health Association (CHA). For more information on the CHA standards, visit www.chausa.org.

Good Shepherd staff members participated in the March for Babies at Dorney Park. The March of Dimes walk is one of several community benefit events supported by Good Shepherd Associates. Some others include: Walk Now for Autism Speaks, Stay Connected MS Walk, Bike MS: City to Shore Ride and the MDA Muscle Walk.





Good Shepherd Takes Christina Fragnito **BEYONDLIMITS.**

Christina Fragnito was just 14 years old, a freshman and a cheerleader at Whitehall Area High School, when she was diagnosed with a brain tumor.

Surgery for the golf-ball sized mass was difficult and there were complications. The tumor had calcified and only a small section could be removed. Christina spent a month in the intensive care unit before being transferred to Good Shepherd Rehabilitation Hospital Pediatric Unit to continue her recovery.

It took two additional surgeries before doctors felt confident that they had removed the majority of the mass. In the meantime, Christina had developed hydrocephalus and the treatment – steroids – caused the pretty teen to gain weight, almost 200 pounds in all.

When Christina returned to the Pediatric Unit for the second time, she was completely paralyzed on her right side. Physicians and therapists at the Pediatric Unit helped Christina learn to walk again, as well as addressed other physical and cognitive issues.

Christina continued to make progress with outpatient therapy at the Pediatric Unit as well as at Neurorehabilitation in Allentown. Five days a week, Christina worked to build strength and stability through physical, occupational, speech, vision and aquatic therapies.

Christina has faced tremendous hardships, but she also has progressed leaps and bounds beyond the limits of her disabilities. She now aspires to go to college and pursue a career in health care.

Pediatric Unit Grows To Meet Community Need

The Good Shepherd Rehabilitation Hospital Pediatric Unit saw a 12 percent increase in admissions over the previous year, partially due to new programs and services to meet the needs of medically complex patients. The Pediatric Unit offers a myriad of specialized programs including feeding, NICU transitions and complex respiratory care and vent weaning.

This year, the unit launched a new program, unique to the area, aimed at alleviating the signs and symptoms of infant drug withdrawal, or neonatal abstinence syndrome (NAS). Services include: medication management and weaning, interventions to improve sleep-wake cycles, weight and growth tracking, feeding therapy and caregiver education.



Strengthening Lifetime Care Management

Children with chronic conditions, such as spina bifida or cerebral palsy, have needs that change over time. For some, their journey with Good Shepherd begins soon after birth and continues for months, years or even decades.

For the team in outpatient pediatrics, 2014 was a year to focus on consistency of care across all age groups as well as improving care management for teens and young adults who outgrow the need for pediatric services.

To ensure a smooth transition from pediatric to adult services, a care manager is dedicated to helping patients and families. Consistency is ensured by network-wide clinical teams that share best practices and unify systems across all work units.

Since Jared Brown (left) was diagnosed with cerebral palsy when he was 14 months old, he has been coming for therapy at Good Shepherd Pediatrics. This summer, he graduated from Parkland High School – and pediatric therapies. He now sees clinicians at outpatient Neurorehabilitation in Allentown.

BEYONDLIMITS:



Growth and Expansion

Good Shepherd's joint venture with Penn Medicine in Philadelphia is a true success story. Now, in its seventh year of operation, Good Shepherd Penn Partners continued to expand.

Outpatient visits have grown by more than 50 percent since the launch of the joint venture, with 2014 volume exceeding the previous year by more than 12 percent. Demand for outpatient services necessitated the addition of new facilities, including locations in Jenkintown, Media and Valley Forge. The latter two are located within or adjacent to Penn Medicine community campuses.

In addition to growing these new sites in 2014, much of the year was spent planning for the early 2015 launch of Good Shepherd Penn Partners' largest outpatient therapy site, Penn Therapy & Fitness University City. The super-sized site combines the highly respected therapy teams from Market Street and Penn Presbyterian Medical Center and encompasses 28,900-square-feet across three floors. Therapists offers physical, occupational, aquatic and speech therapy, including the largest range of specialized therapy services in the Philadelphia area.



New Leadership at GSPP

The new fiscal year brought with it several additions to the Good Shepherd Penn Partners senior leadership team. (Pictured from top):

Kim Grosch, MSPT, was promoted to Vice President of Therapy Services, overseeing Good Shepherd Penn Partners therapy services at every level of care. She also took on an added focus on strategic growth and outpatient development.

Lawanda Goehring, DHA, MSN, APRN, BC, was appointed administrator for the Specialty Hospital at Rittenhouse, as well as chief nursing officer for Good Shepherd Penn Partners. Lawanda had served as interim administrator for the Specialty Hospital and CNO and was the former lead nurse practitioner for the Specialty Hospital.

Andrew Goldfrach, MHA, joined Good Shepherd Penn Partners as the administrator for the Penn Institute for Rehabilitation Medicine. Andrew provides day-to-day leadership of the PIRM, overseeing management and operation of the facility. He also serves as a liaison between all inpatient rehabilitation stakeholders, including governing bodies, clinical staff, patients/families and the community.



Acute-Care and Long-Term Care Collaborations

In small towns and big cities, Good Shepherd partners with acute-care systems and long-term care facilities to offer expert inpatient and outpatient rehabilitation services that are custom tailored to the needs of the organizations and the communities being served.

Outpatient visits grew by 14 percent at our four contracted long-term care facilities: Sacred Heart by the Creek – Northampton, Sacred Heart by the Creek – Saucon Valley, Saucon Valley Manor and Whitehall Manor.

We continue to have strong partnerships with Wayne Memorial Hospital, Pocono Medical Center and Easton Hospital.

This year, Good Shepherd Physical Therapy at Easton Hospital – Park Plaza developed a low back program, led by Christopher Johns, DPT, OCS, who is McKenzie Method certified. The McKenzie Method encourages patients to become active partners in their recoveries. Through posture correction and exercise, the goal is for patients to be pain free and independent in the management of future symptoms.



BEYONDLIMITS:

88%

**Employee
Satisfaction**

In a recent survey by Press Ganey, employees who work at Good Shepherd Rehabilitation Network ranked in the 88th percentile for Workforce Commitment (an indicator of job satisfaction). The score represents the highest score and ranking in Good Shepherd's history and also is significantly higher than the national health-care average. In fact, while the national health-care average saw a weighty decrease in employee engagement in 2014, Good Shepherd made healthy gains – climbing more than 20 percentile points.



employee engagement

Welcome to Raker University

Good Shepherd is committed to ongoing quality and excellence, building on our already outstanding culture and ensuring GSRN is the best place for patients to receive care, for physicians and clinicians to practice medicine and for employees to work.

To that end, Good Shepherd is partnering with the Studer Group, an internationally known strategic resource for health-care organizations,



to provide leadership training to the organization's management team.

Over an 18-month period, the management team will come together at "Raker University" to strengthen leadership skills, enhance our organizational culture and improve the quality of care we provide our patients and residents.



Good Shepherd Rehabilitation Network
employs **1,408 people**

in the greater Lehigh Valley and
700 at Good Shepherd

Penn Partners in Philadelphia.





Good Shepherd takes Florence Heeter **BEYONDLIMITS.**

In 2012, Florence Heeter started experiencing dizziness that was so extreme that she went to the emergency department at a local hospital. The ED doctor diagnosed her with vertigo and ear issues.

In June 2012, her condition was so bad that she blacked out and hit her head. She spent the next few years being tested and being seen by numerous specialists in the Lehigh Valley and Philadelphia. At the suggestion of the physician specialists, Florence tried two rounds of physical therapy, but she continued to feel dizzy and light-headed – as if she was going to pass out. Florence’s ability to enjoy life and work was limited due to her symptoms.

Finally, in 2014, her physician recommended that she be evaluated by “advanced therapists” at Good Shepherd’s Outpatient Neurorehabilitation Program. Sue Golden, PT, NCS, Good Shepherd’s Director of Neurorehabilitation, determined that Florence’s symptoms were more the result of issues with her eyes than her ears. When she hit her head in 2012, Florence may have suffered an undiagnosed concussion that resulted in ongoing vision and balance problems.

“I never suspected my eyes,” says Florence. “Sue recognized what was happening to me when the doctors could not figure it out. I am indebted to her.”

Florence worked with Sue and a team of therapists to improve her vision and balance issues. She called her treatment “advanced brain training.”

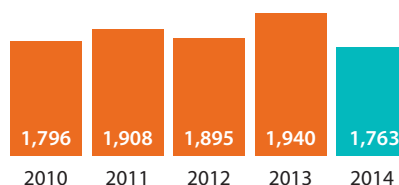
“Before coming to Good Shepherd, I was unable to walk at places like the airport without holding onto someone,” says Florence. “This year, I was able to plant flowers outside my house and travel independently again.”

Good Shepherd Financial Highlights Fiscal Year 2014

Patient Utilization

	2014	2013	%Change
Rehabilitation Hospital Admissions	1,763	1,940	-9%
Specialty Hospital Admissions	419	387	8%
Outpatient Visits	226,100	218,418	4%
Long-Term Care Occupancy Rates	99.6%	99.4%	0%

Rehab Hospital Admissions



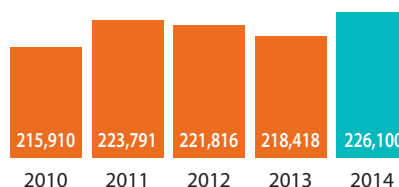
Financial Performance

(dollars in thousands)

Unrestricted Revenues, Gains and Other Support

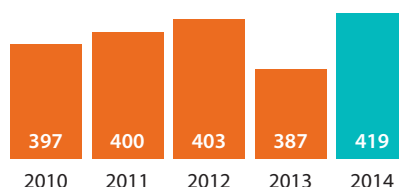
Patient Service Revenues, net of doubtful collections	\$114,925	\$110,720	4%
Less: Charges Provided as Free Care	2,679	2,014	33%
Net Patient Service Revenues	112,246	108,706	3%
Other Operating Revenues	3,563	3,016	18%
Professional Service Revenue	6,012	5,683	6%
Contributions	4,212	2,694	56%
Income on Investment in Unconsolidated Subsidiary	6,666	6,927	-4%
Gain (Loss) on Disposal of Equipment	0	(7)	-104%
Net Assets Released from Restriction	1,901	1,750	9%

Outpatient Visits



Total Unrestricted Revenues, Gains and Other Support	134,600	128,769	5%
---	----------------	----------------	-----------

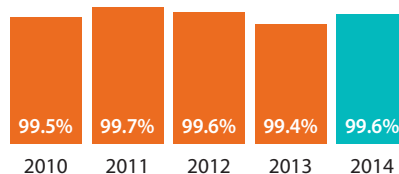
Specialty Hospital Admissions



Expenses

Salaries and Wages	63,988	62,561	2%
Employee Benefits	17,708	18,189	-3%
Interest	5,029	5,362	-6%
Depreciation and Amortization	7,709	8,089	-5%
Supplies and Other Expenses	30,296	28,021	8%
Total Expenses	124,730	122,222	2%

Long-Term Care Occupancy Rates



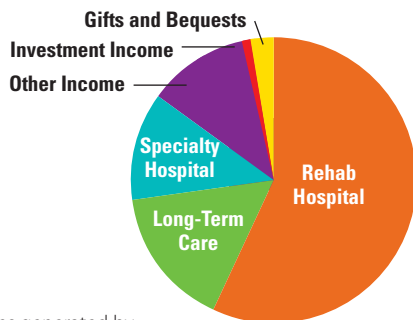
Operating Income	9,870	6,547	51%
-------------------------	--------------	--------------	------------

Investment Income and Other Gains (Losses)	10,311	8,799	17%
Other	-	(3,685)	-100%

Revenues in Excess of Expenses	\$20,181	\$11,661	73%
---------------------------------------	-----------------	-----------------	------------

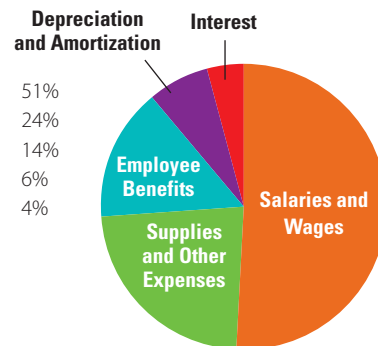
Revenue Composition by Business Line

Rehab Hospital ⁽¹⁾	56%
Long-Term Care	16%
Specialty Hospital	12%
Other Income	12%
Investment Income	1%
Gifts and Bequests	3%



Expense Breakdown

Salaries and Wages	51%
Supplies and Other Expenses	24%
Employee Benefits	14%
Depreciation and Amortization	6%
Interest	4%



⁽¹⁾ This item includes the revenues generated by Good Shepherd's inpatient rehabilitation units and its outpatient programs and services.

Good Shepherd Endowment Fund

Good Shepherd is deeply appreciative of the community and individual support towards the growth of its endowment funds. Endowments are received from donors with the requirement that the principal remain intact in perpetuity. Income is allocated based on the purpose of the fund.

Good Shepherd Endowment Funds – Investment Objective and Spending Policy

The Investment Committee, which is a subcommittee of the Finance Committee, is responsible for the management and oversight of all temporarily and permanently restricted, operating and pension investments. The Committee is governed by an investment policy, which is applied universally to all of these assets.

Good Shepherd also has an endowment spending policy that is overseen by the Finance Committee and the Board of Trustees. Under this policy, the annual distribution from each endowment account will be five percent of the three-year rolling average fair market value.

Following is a summary of the existing endowment funds at the end of FY14.

Unrestricted - Used towards general operations of the entities within Good Shepherd.

Conrad W. Raker Educational Endowment - Used as a funding mechanism for the education and training of Good Shepherd employees.

Linny and Beall Fowler Endowment for Pediatrics - Provides a perpetual source of funding to benefit all the children served by Good Shepherd's Pediatrics Program.

Joseph & Marjorie Correll Pediatric Chair - Used as a perpetual funding mechanism for Good Shepherd's developmental pediatrician.

Howard W. and Ester M. Dornsife Endowment for Pediatrics - Used on an annual basis to support the Dornsife Pediatric Center.

Donley Family Pediatrics Endowment - Used towards supporting operating expenses associated with the Developmental Pediatrics Program.

Romig-DeYoung Community Access - Used for the psychosocial and recreational enrichment of residents through community outings as well as interstate trips including, but not limited to concerts, restaurants, sporting events, amusement parks and recreational areas. Monies from this fund also will be used to purchase transportation vehicles and equipment for community access by residents.

Pediatric Endowment - Used to support Good Shepherd's Pediatric Program.

Walter W. and Jacqueline G. Mock Fund for Pediatrics - Provides income in perpetuity to support charitable care, staff education and training, salaries, equipment, technology, research and other expenses of the Pediatrics Program.

Long-Term Care Endowment - Directed towards operating needs associated with the Conrad W. Raker Center and the Good Shepherd Home – Bethlehem.

Rehabilitation Hospital Endowment - Directed towards operating needs associated with the rehabilitation hospitals.

Jaindl Family Neurologic Endowment - Used towards operating costs associated with the Neurorehabilitation Program at Good Shepherd Rehabilitation Hospital. This includes patients with stroke, as well as brain or spinal cord injury.

John Raker Hudders Endowment - Provides funding for continuing education of staff working with patients recovering from brain injury.

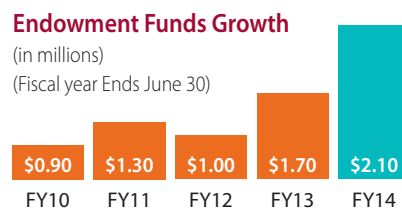
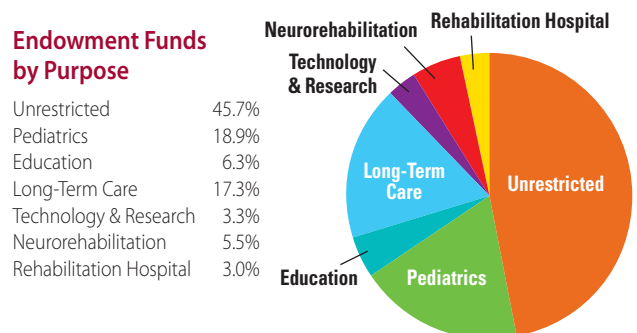
Fleming Family Endowment - Used to support the Assistive Technology and Research programs at Good Shepherd.

Walter W. Mock, Sr., Ph.D., and Marie S. Mock Fund for Research and Technology - Used to support technology and research programs at Good Shepherd.

Oberly-Allen Nursing Scholarship Endowment - Used as a funding mechanism for the education and training of Good Shepherd nurses.

Good Shepherd Endowment Summary – June 30, 2014 (dollars in thousands)

Permanent Endowments	Principal	Market
Unrestricted	\$7,156	\$9,373
Conrad W. Raker Educational Endowment	884	978
Linny and Beall Fowler Endowment for Pediatrics	242	268
Joseph and Marjorie Correll Pediatric Chair	255	286
Howard W. and Ester M. Dornsife Endowment for Pediatrics	100	138
Donley Family Pediatrics Endowment	1,000	1,065
Romig-DeYoung Community Access	1,129	1,561
Pediatric Endowment	1,660	1,864
Walter W. and Jacqueline G. Mock Fund for Pediatrics	255	260
Long-Term Care Endowment	1,467	1,984
Rehabilitation Hospital Endowment	536	610
Jaindl Family Neurologic Endowment	1,005	1,135
John Raker Hudders Endowment	105	119
Fleming Family Endowment	384	396
Walter W. Mock, Sr., Ph.D., and Marie S. Mock Fund for Research and Technology	254	290
Oberly-Allen Nursing Scholarship Endowment	169	192
Total Endowments	\$16,601	\$20,519



We gratefully acknowledge all those who served on Good Shepherd's Board of Trustees, our facility medical directors and our administrators for fiscal year 2014.

BOARD OF TRUSTEES

GOOD SHEPHERD REHABILITATION NETWORK

DAVID G. DeCAMPLI, MS, Chair, Orefield
SANDRA L. JARVA WEISS, JD, Vice Chair, Haverford
SCOTT A. BAKER, MBA, Secretary, Schnecksville
LAURIE K. STEWART, Treasurer, Center Valley
ALVARO DIAZ, Allentown
PATRICK J. BRENNAN, MD, Havertown
ROBERT E. GADOMSKI, MS, Bethlehem
F. MARK GUMZ, Bethlehem
ELSBETH G. HAYMON, M.Ed, Allentown
KATHERINE (Kassie) HILGERT, BS, Bethlehem
JOHN KRISTEL, MBA, MPT, President & CEO, Allentown
JAAN NAKTIN, MD, Allentown
ROSALIN PETRUCCI, New Jersey
GARY SCHMIDT, Orefield
KAREN SENFT, MD, Allentown
DONALD W. SNYDER, ESQ., Orefield
THE REV. DAVID R. STROBEL, M.Div., Bowers
DANIEL J. WILSON, PhD, Allentown

TRUSTEE EMERITI

JOHN V. COONEY, MS, Allentown, Trustee Emeritus
NELVIN L. VOS, PhD, Maxatawny, Trustee Emeritus
THE REV. DR. HAROLD S. WEISS, M.Div., Allentown, Trustee Emeritus

BOARD OF TRUSTEES

GOOD SHEPHERD SPECIALTY HOSPITAL

JOHN KRISTEL, MBA, MPT, Chair, Allentown
SAMUEL MIRANDA, Jr., MS, RN, NEA-B.C., Vice Chair, Allentown
JAMES J. DALEY, MD, Center Valley
PETER T. ENDER, MD, Center Valley
SUSAN L. LAWRENCE, MS, CPHQ, Bethlehem
WILLIAM GOULD, MD, Bethlehem
GREGORY WUCHTER, RN, MSN, Easton

FACILITY MEDICAL DIRECTORS

SCOTT K. EPSTEIN, MD, Good Shepherd–Wayne Memorial Inpatient Rehabilitation Center
CLINTON C. HOLUMZER, MD, The Good Shepherd Home–Bethlehem
CATHERINE GLEW, MD, The Good Shepherd Home at Conrad W. Raker Center

GOOD SHEPHERD SPECIALTY HOSPITAL PROGRAM MEDICAL DIRECTORS

JAMES J. DALEY, MD WILLIAM GOULD, MD
PETER ENDER, MD JAAN P. NAKTIN, MD

ADMINISTRATION

JOHN KRISTEL, MBA, MPT, President & CEO
MICHAEL A. BONNER, MBA, Vice President, Neurosciences
FRANK HYLAND, MSPT, Vice President, Rehabilitation Services; Administrator, Good Shepherd Rehabilitation Hospital
FRANCES IANNACCONE, MS, CRRN, MSHA, NHA, Administrator, The Good Shepherd Home at Conrad W. Raker Center
CYNTHIA LAMBERT, M.Ed., Vice President, Government and Community Relations
DAVID F. LYONS, CFRE, Vice President, Development
SAMUEL MIRANDA, Jr., MS, RN, NEA-B.C., Senior Vice President of Patient Care and Chief Nursing Officer
RONALD J. PETULA, CPA, Senior Vice President, Finance & Chief Financial Officer
LAURA M. SHAW-PORTER, Vice President, Human Resources
JOSEPH SHADID, MBA, MSN, RN, NHA, Administrator, Good Shepherd Home–Bethlehem
SANDEEP SINGH, MD, Division Medical Officer and Vice President, Medical Affairs
HAROLD M. TING, PhD, FACHE, Senior Vice President, Strategic Planning & Business Development
GREG WUCHTER, RN, MSN, Administrator, Good Shepherd Specialty Hospital



Ron Petula Named Senior Vice President of Finance and CFO

Good Shepherd Rehabilitation Network appointed Ron Petula, CPA, as Senior Vice President of Finance and Chief Financial Officer (CFO). Ron was promoted to the position from Vice President of Finance. Ron started at Good Shepherd in 1999 as Director of Finance. He then became Good Shepherd's Corporate Director of Financial Planning in 2002 and Vice President of Finance in 2008. Prior to joining Good Shepherd, he held financial positions at Easton Hospital, Pittsburgh Mercy Health System and Arthur Andersen & Co. Ron holds a bachelor's degree from Duquesne University in Pittsburgh and is a certified public accountant.

Good Shepherd Locations

INPATIENT REHABILITATION

Allentown

Good Shepherd Rehabilitation Hospital
850 South 5th Street
610-776-3100

Bethlehem

Good Shepherd Rehabilitation Hospital
Pediatric Unit
2855 Schoenersville Road
610-807-4200

Easton

Good Shepherd Rehabilitation
at Easton Hospital*
250 South 21st Street
610-250-4218

East Stroudsburg

Good Shepherd Rehabilitation
at Pocono Medical Center
206 East Brown Street
570-476-3410

Honesdale

Good Shepherd-Wayne Memorial
Inpatient Rehabilitation Center*
601 Park Street
570-253-8732

LONG-TERM ACUTE CARE

Bethlehem

Good Shepherd Specialty Hospital at
Lehigh Valley Hospital—Muhlenberg
South Entrance, 3rd and 4th Floors
2545 Schoenersville Road
484-884-5000

RESIDENTIAL FACILITIES

Allentown

The Good Shepherd Home at Conrad W.
Raker Center
601 St. John Street
610-776-3199

Allentown

Good Shepherd Supported
Independent Living Apartments
909 South 6th Street
610-841-4752

Bethlehem

Good Shepherd Home – Bethlehem
2855 Schoenersville Road
610-807-5600

OUTPATIENT REHABILITATION/ PHYSICAL THERAPY

Allentown

Good Shepherd Health & Technology
Center
850 South 5th Street
610-778-1000

Allentown

1651 North Cedar Crest Boulevard,
Suite 100
484-788-0701

Bangor (Slate Belt)

422 Blue Valley Drive
610-863-6966

Bethlehem

Performing Arts Rehabilitation Center
800 Eaton Avenue
610-868-2805

North Bethlehem/CORE PT

3201 Highfield Drive, Suite F
610-882-9611

Bethlehem Township *

2151 Emrick Boulevard
610-867-3606

Blandon

850 Golden Drive, Suites 13 & 14
610-944-6504

Center Valley

4883 Route 309
610-797-0999

Coopersburg

101 S. Main Street
(entrance in back of building)
610-282-1385

East Greenville

622 Gravel Pike, Suite 110
215-679-4105

Easton

Easton Hospital*
250 South 21st Street
610-250-4232

Forks Township

Easton Hospital – Park Plaza*
1800 Sullivan Trail
610-250-8799 ext. 5

Hamburg

Hamburg Square,
500 Hawk Ridge Drive
610-562-3523

Kutztown

333 Normal Avenue
610-683-5390

Laurys Station

5649 Wynnewood Drive, Suite 103
610-262-6773

Macungie

6465 Village Lane, Suite #5
484-519-3801

Northampton

44 W. 21st Street
610-261-4292

Palmerton

3295 Forest Inn Road
610-824-7440

Quakertown

134 Mill Road, Suite 3
215-536-2220

Schnecksville

4110 Independence Drive (rear),
Suite 200
610-769-7299

Souderton

4036 Bethlehem Pike
215-721-1871

Stroudsburg

1619 N. 9th Street,
Stroud Commons #4
570-421-6110

*Billing and medical records are handled by these providers, not Good Shepherd.

Good Shepherd serves persons with disabilities on the basis of need regardless of ethnicity, color, national origin, ancestry, age, sex or religious creed and is an equal opportunity employer. Good Shepherd shares in concerns for the environment by recycling and using recycled products. Good Shepherd Rehabilitation Network and its affiliates are tax-exempt organizations as provided by IRS regulations. Pennsylvania law requires us to inform you of the following: The official registration and financial information of Good Shepherd Rehabilitation Network may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

Our Mission

Motivated by the divine Good Shepherd and the physical and cognitive rehabilitation needs of our communities, our mission is to enhance lives, maximize function, inspire hope, and promote dignity and well-being with expertise and compassion.

Good Shepherd Rehabilitation Network

850 S. Fifth Street, Allentown, PA 18103

www.GoodShepherdRehab.org

1-888-44-REHAB (73422)

Photography: Randy Monceaux

Design: Debra Martin Graphic Design

Writing and Editing:

Carry Gerber, Patricia Pologruto, Emily Eider



Our Core Values

Compassionate Care

Excellent Service

Community Partnership