

CELEBRATING

110 Years

OF SERVICE



2018

REPORT TO THE COMMUNITY

GOOD SHEPHERD
REHABILITATION



Dear Friends,

In 1907, the Rev. John and Estella Raker celebrated the birth, and sadly, mourned the death, of their daughter, Viola. Returning home from their daughter's funeral, the Rakers found a letter from a local minister asking if they had room in their Lutheran Church for a disabled child. Ironically, her name, too, was Viola.



Viola Hunt

Thankfully, the Rakers opened their church, home and hearts to Viola Hunt, and on February 21, 1908, so began the fledgling Good Shepherd Home in Allentown, Pennsylvania.

One hundred and ten years later, the same compassion, dedication and commitment to service guide our organization's mission, core values and family-like culture. At Good Shepherd Rehabilitation Network (GSRN), we care for our patients and residents like we would our own families. It is one of the many things that make the Good Shepherd experience unique and our brand of care so highly regarded.



Founding family member and long-time administrator, Conrad W. Raker, planting a tree with children

More than a century after the Rakers planted roots in South Allentown to serve in ministry and service, Good Shepherd continues to nourish our roots through purposeful and passionate support for our local communities and the greater fellowship of individuals who are living with disabilities.

You can read more about our community benefit efforts throughout this report, including vital programs and services created to meet unmet needs, industry leading quality standards, partnerships with like-minded organizations, corporate support and employee volunteerism.

This year, as Good Shepherd celebrates 110 years of continuous service, we renew our commitment to serve the rehabilitation needs of our communities, enhance lives, maximize function, inspire hope and promote dignity and well-being with expertise and compassion.

Thank you for your continued support.

Sincerely,

A handwritten signature in cursive script that reads 'Gary Schmidt'.

Gary Schmidt, MA
Chair, Board of Trustees

A handwritten signature in cursive script that reads 'John Kristel'.

John Kristel, MBA, MPT, FACHE
President & CEO



Paving the Road to Wellness

In Fiscal Year 2018, Good Shepherd introduced an Integrative Wellness Program to help the body heal itself and reduce the need for other medical treatments.

Integrative wellness is a holistic approach that focuses on how the body's systems work together. The program, led by Psychiatrist Ayanna S. Kersey-McMullen, DO, uses traditional medicine, psychology and wellness coaching, nutrition and therapy to meet each patient's needs.



The program is very helpful for people with chronic health problems, including diabetes, obesity, pain, hypertension, general disability/deconditioning and headache.

Improving Access

Among other things, health-care consumers choose convenience, which is why Good Shepherd launched Centralized Patient Services - a newly created team aimed to improve the overall patient experience and access to services.

Housed in a central location, knowledgeable and friendly patient service representatives answer thousands of calls per week, schedule appointments, facilitate insurance authorization and verification and provide vital information to callers.

Raker Home

Delivering Better Connected Care

This year, we also launched a new electronic health records (EHR) system in order to deliver better-connected care to patients. We dubbed the technological initiative "Patient Connect" to emphasize its aim to enhance the patient experience.

Eighty plus Associates worked diligently for more than a year to design the new EHR system. From inpatient admission and internal work flows to outpatient registration, scheduling and charting, the entire episode of care can be captured and optimized by the new system to enhance safety and efficiency.

Partnering for Better Communities

Good Shepherd has a strong commitment to building healthier, more connected communities through strategic partnerships with organizations whose vision and values reflect our own.





Good Shepherd Penn Partners CELEBRATING

10 Years OF SERVICE

Ten years ago, Good Shepherd was at the forefront of developing health-care partnerships when we teamed up with Penn Medicine to form Good Shepherd Penn Partners (GSPP) - the official therapy provider for Penn Medicine.



The joint venture has nearly tripled in size since its inception a decade ago. GSPP, which began with 7 outpatient sites, has now grown to more than 20. In Fiscal Year 2018, Kinetic Rehabilitation Services, P.C.,

joined the Good Shepherd family. Kinetic Rehabilitation has been providing physical and occupational therapy services to clients in Central Bucks County and the Doylestown area for more than 28 years.

Good Shepherd Rehabilitation at Penn State Health St. Joseph

In March 2018, Good Shepherd announced a partnership with Penn State Health to open a 14-bed inpatient rehabilitation facility in Berks County at Penn State Health St. Joseph.

With four successful, existing Good Shepherd outpatient sites in the region, and an outpatient physical medicine and rehabilitation physician practice opening soon, we look forward to delivering world-class inpatient rehab close to home for Berks County residents in the near future.





Residents of the Good Shepherd Home playing baseball, 1917

Recognizing Excellence

Good Shepherd’s Associates and high quality programs have been recognized for excellence nationally and locally. Accolades during 2018 included:

- Good Shepherd’s Vision Rehabilitation Team was named a “Health Care Hero” by *Lehigh Valley Business* for its contributions to improving the health of our community.



- Two Good Shepherd physicians received leadership awards from the Brain Injury Association of Pennsylvania (BIAPA). Martin Diorio, PhD, and Deborah Kimmel, MD, were honored for improving the quality of life for people with brain injuries, their families and friends and advancing the field of brain injury rehabilitation.

- The National Stroke Association (NSA) recognized Good Shepherd Rehabilitation Hospital’s Stroke Team for excellence in stroke care with a RAISE Award to recognize its commitment to raising stroke awareness.



- The National MS Society designated Good Shepherd as a Partner in MS Care, a testament to the high quality services and specialized support that Good Shepherd provides to individuals living with multiple sclerosis.
- Good Shepherd’s Vice President, Government & Community Relations, Cynthia A. Lambert, MEd (since retired) was named a 2018 Woman of Influence by *Lehigh Valley Business* for her contributions to Good Shepherd and the community at large.

Assessing Community Health Needs

Good Shepherd partnered with the Disability Friendly Community of the Lehigh Valley and Muhlenberg College’s Institute of Public Opinion to embark on our fifth Community Health Needs Assessment.

The process kicked off with a public forum to solicit input from people living with disabilities, caregivers and service providers, which will be used to help shape a more inclusive and accessible community. The knowledge we gain through the forum and targeted focus groups will be blended with state and national data to produce a report detailing what we can and should do to effect change.



Good Shepherd's Skilled Nursing Building, Allentown, 1926

Caring for the Caregiver

Knowing the challenges faced by many caregivers, Good Shepherd created a support group to provide these individuals with needed encouragement. Meetings offer opportunities for participants to share experiences and support one another. Anyone in a caregiver role for a child or adult living with any medical condition can join the group, which is led by rehabilitation psychologist, Mary Brownsberger, PsyD, ABPP.

Giving Back: Good Shepherd Charity Care and Community Benefit

Good Shepherd is committed to improving the health and function of all members of our community. When Good Shepherd provides free or significantly discounted care to under-insured or uninsured people, this is considered community benefit. Community benefit includes activities and initiatives that improve community health.

2018 initiatives included:

- Educating nursing and therapy students and providing internships and shadowing experiences for people exploring health-care professions

- Providing health screenings and wellness events for community members as well as educational symposiums and seminars for health-care professionals
- Serving on boards and advisory committees for several dozen non-profit and government entities



- Sponsoring, attending and/or participating in more than 128 community events, such as walks, runs and senior fairs
- Providing care to men, women and children regardless of their ability to pay
- Hosting a soccer clinic for children with disabilities



Good Shepherd Charity Care and Community Benefits

Uncompensated care and community services are directed toward the mission and history of Good Shepherd. During FY 18, Good Shepherd provided uncompensated care and community services valued at \$11.0 million compared to \$10.3 million in FY 17. The table below delineates the individual components:

Community Support

One thing that has not changed in 110 years of service is Good Shepherd's unwavering charitable care and community support. Good Shepherd contributed \$11.0 million in total quantifiable community benefits in FY18.

(rounded to the nearest thousand)

	2018	2017
Benefits for Individuals Living in Poverty		
Charity Care at Cost	\$196,000	\$141,000
Unreimbursed Costs of Public Programs		
Medicaid	2,025,000	2,077,000
Subsidized Health Services	1,387,000	1,805,000
Total Quantifiable Benefits for Individuals Living in Poverty	3,608,000	4,023,000
Benefits to the Broader Community*		
Community Health Improvement Services	49,000	95,000
Health Professions Education	7,222,000	6,074,000
Subsidized Health Services	1,000	3,000
Research	29,000	0
Financial and In-kind Contributions to Other Community Groups	75,000	63,000
Community-building Activities	2,000	6,000
Community Benefit Operations	0	1,000
Total Quantifiable Benefits to the Broader Community	7,378,000	6,242,000
Total Quantifiable Community Benefits	10,986,000	10,265,000
Total Expenses	140,845,182	131,662,836
Community Benefits as a Percentage of Total Expenses	7.8%	7.8%

*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 healthcare 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.

The Good Shepherd Home Boys Band on tour

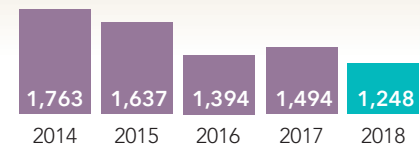


Good Shepherd Financial Highlights Fiscal Year 2018

Patient Utilization

	2018	2017	% Change
Rehabilitation Hospital Admissions	1,248	1,494	-16%
Specialty Hospital Admissions	382	364	5%
Outpatient Visits	248,111	233,152	6%
Long-Term Care Occupancy Rates	99.6%	99.7%	0%

Rehabilitation Hospital Admissions



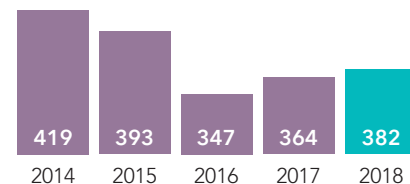
Financial Performance

(dollars rounded to the nearest thousand)

Unrestricted Revenues, Gains and Other Support

Net Patient Service Revenues	\$118,799	\$117,652	1%
Other Operating Revenues	4,669	4,282	9%
Professional Service Revenue	3,161	4,223	-25%
Contributions	2,094	2,445	-14%
Income on Investment in			
Unconsolidated Subsidiary	5,140	2,821	82%
Gain (Loss) on Disposal of Equipment	-	(95)	0%
Net Assets Released from Restriction	4,372	3,022	45%

Specialty Hospital Admissions

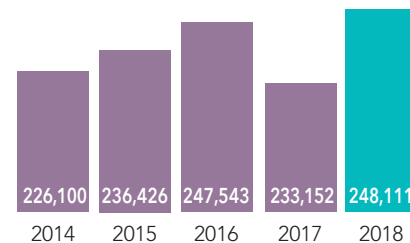


Total Unrestricted Revenues, Gains and Other Support	138,234	134,349	3%
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Expenses

Salaries and Wages	76,141	69,813	9%
Employee Benefits	16,943	19,317	-12%
Interest	3,895	4,067	-4%
Depreciation and Amortization	7,320	6,766	8%
Supplies and Other Expenses	36,546	31,700	15%
Total Expenses	140,845	131,663	7%

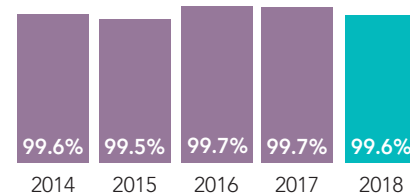
Outpatient Visits



Operating Income (Loss)	(2,611)	2,686	-197%
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Loss on extinguishment of debt	-	-	-
Investment Income and Gains	12,725	19,175	-34%
Loss on Refinancing	-	-	-

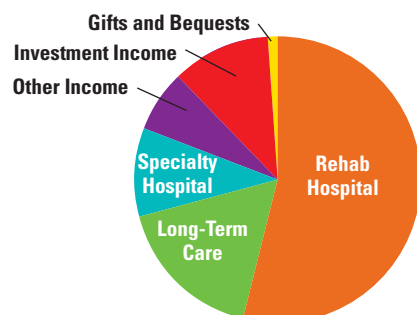
Long-Term Care Occupancy Rates



Revenues in Excess of Expenses	\$10,114	\$21,860	-54%
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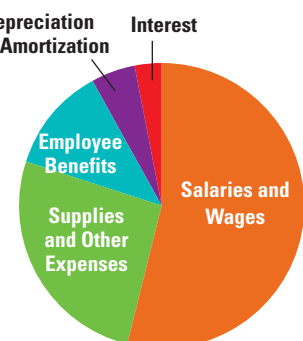
Revenue Composition by Business Line

Rehab Hospital	54%
Long-Term Care	17%
Specialty Hospital	10%
Investment Income	11%
Other Income**	7%
Gifts and Bequests	1%



Expense Breakdown

Salaries and Wages	54%
Supplies and Other Expenses	26%
Employee Benefits	12%
Depreciation and Amortization	5%
Interest	3%



** Includes GSPP gain on invest in unconsol. sub. of \$5.1M

Good Shepherd Endowment Funds

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 that 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 current annual distribution from each endowment account is 5 percent of the 3-year rolling average fair market value.

Following is a summary of the existing endowment funds at the end of FY 18.

Unrestricted - Used towards general operations of the entities within Good Shepherd. This includes the Robert and Marion Edwards Endowment, George A. Sanderson Fund, Ralph D. and Gayle D. Stoneback Endowment Fund and the Richard and Catherine Youngdahl Endowment.

The Joseph and Marjorie Correll Pediatric Chair - Supports Good Shepherd's pediatrics program.

Donley Family Pediatrics Endowment - Supports operating expenses associated with the Pediatrics Program.

Dornsife Pediatric Endowment - Supports the Dornsife Pediatric Center.

Fleming Family Endowment - Supports the Assistive Technology and Research programs at Good Shepherd.

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

Linny and Beall Fowler Endowment for Pediatrics - Benefits all children served by Good Shepherd's Pediatrics Program.

Sally Gammon Endowment for Pediatrics - Supports Good Shepherd's Pediatrics Program.

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

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

John and Mary Lee Pediatric Endowment - Supports Good Shepherd's Pediatrics program.

Long-Term Care Endowment - Supports operating needs of the Conrad W. Raker Center and the Good Shepherd Home - Bethlehem. This includes the John R. and Eva W. Eichler Endowment Fund.

Walter W. and Jacqueline G. Mock Fund for Pediatrics - Supports charitable care, staff education, technology, research and expenses of the Pediatrics Program.

Walter Mock, Sr. and Marie Mock Fund for Research and Technology - Supports technology and research programs at Good Shepherd.

Oberly-Allen Nursing Scholarship Endowment - Provides funding for the education and training of Good Shepherd nurses.

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

Rehabilitation Hospital Endowment - Supports operating needs of the Rehabilitation Hospital.

Romig-DeYoung Community Access - Supports social and recreational enrichment of residents through community outings, events and activities.

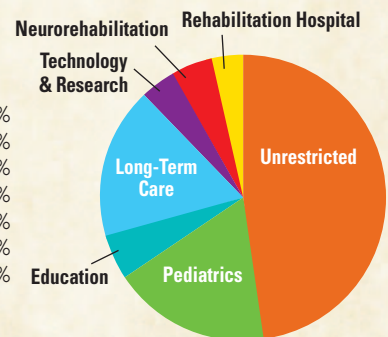
Therapy Scholarship Endowment - Supports education and training for Good Shepherd therapists.

Good Shepherd Endowment Summary - June 30, 2018 (dollars in thousands)

Permanent Endowments	Principal	Market
Unrestricted	\$7,991	\$10,285
The Joseph & Marjorie Correll Pediatric Chair	\$1,155	\$1,188
Donley Family Pediatrics	\$1,000	\$1,068
Dornsife Pediatric Endowment	\$100	\$139
Fleming Family Endowment	\$391	\$405
General Pediatric Endowment	\$1,927	\$2,122
Linny and Beall Fowler Endowment for Pediatrics	\$242	\$269
Sally Gammon Endowment for Pediatrics	\$254	\$275
John Raker Hudders for Education	\$106	\$120
Jaindl Family Neurologic	\$1,005	\$1,137
Long-Term Care	\$2,139	\$2,698
Walter W. and Jacqueline G. Mock Fund for Pediatrics	\$255	\$261
Walter Mock Sr. and Marie Mock Fund for Research and Technology	\$254	\$291
Oberly-Allen Nursing Scholarship Endowment	\$725	\$767
Conrad W. Raker-Education	\$887	\$983
Rehabilitation Hospital	\$536	\$611
Romig-DeYoung Community Access	\$1,129	\$1,564
Therapy Scholarship Endowment Fund	\$104	\$106
Total Endowments	\$20,200	\$24,289

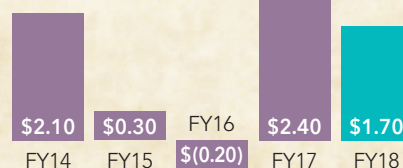
Endowment Funds by Purpose

Unrestricted	42.3%
Pediatrics	21.9%
Education	8.1%
Long-Term Care	17.5%
Technology & Research	2.9%
Neurorehabilitation	4.7%
Rehabilitation Hospital	2.5%



Endowment Funds Growth

(in millions)
(Fiscal year Ends June 30)



Board of Trustees and Administration

We gratefully acknowledge all those who served on Good Shepherd's Board of Trustees, our facility medical directors and our administrators for Fiscal Year 2018.

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Good Shepherd Home – Bethlehem
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Good Shepherd Home - Raker Center

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Human Resources



This photo graced the cover of "Sweet Charity," Good Shepherd's magazine, in 1975.

Good Shepherd Locations

INPATIENT REHABILITATION

Allentown

Good Shepherd Rehabilitation Hospital
850 South 5th Street, Allentown, PA 18103
610-776-3100

Bethlehem

Good Shepherd Rehabilitation Hospital Pediatric Unit
2855 Schoenersville Road
Bethlehem, PA 18017
610-807-4200

Honesdale

Good Shepherd-Wayne Memorial Inpatient Rehabilitation Center*
601 Park Street, Honesdale, PA 18431
570-253-8732

Stroudsburg

Good Shepherd Rehabilitation at St. Luke's Monroe Campus
100 St. Luke's Lane
Stroudsburg, PA 18360 • 272-212-4400

LONG-TERM ACUTE CARE

Bethlehem

Good Shepherd Specialty Hospital
At Lehigh Valley Hospital—Muhlenberg
South Entrance, 3rd and 4th Floors
2545 Schoenersville Road
Bethlehem, PA 18017
484-884-5000

OUTPATIENT REHABILITATION/ PHYSICAL THERAPY

Allentown

Good Shepherd Rehabilitation - CedarPointe
1651 North Cedar Crest Boulevard
Suite 100, Allentown, PA 18104
484-788-0701

Good Shepherd Health & Technology Center

850 South 5th Street
Allentown, PA 18103 • 610-778-1000

Harry C. Trexler Center for Assistive Technology

Robert & Marian Edwards Center
850 South 5th Street
Allentown, PA 18103 • 610-776-3517

Bangor (Slate Belt)

Good Shepherd Physical Therapy - Slate Belt
422 Blue Valley Drive
Bangor, PA 18013 • 610-863-6966

Bethlehem

Good Shepherd Physical Therapy - Bethlehem/Performing Arts Rehabilitation Center
800 Eaton Avenue • Bethlehem, PA 18018
610-868-2805

Bethlehem Rehabilitation Specialists

A Service of Good Shepherd Rehabilitation Hospital
41 East Elizabeth Avenue
Bethlehem, PA 18018 • 610-868-2211

Bethlehem Township

Good Shepherd Physical Therapy - North Bethlehem/CORE Physical Therapy
3201 Highfield Drive, Suite F
Bethlehem, PA 18020 • 610-882-9611

Blandon

Good Shepherd Physical Therapy - Blandon
850 Golden Drive, Suites 13 & 14
Blandon, PA 19510 • 610-944-6504

Center Valley

Good Shepherd Physical Therapy - Center Valley
4883 Route 309 • Center Valley, PA 18034
610-797-0999

Coopersburg

Good Shepherd Physical Therapy - Coopersburg
101 S. Main Street
(entrance is in back of building)
Coopersburg, PA 18036 • 610-282-1385

East Greenville

Good Shepherd Physical Therapy - East Greenville
622 Gravel Pike, Suite 110
East Greenville, PA 18041 • 215-679-4105

Hamburg

Good Shepherd Physical Therapy - Hamburg
Hamburg Square
500 Hawk Ridge Drive
Hamburg, PA 19526 • 610-562-3523

Kutztown

Good Shepherd Physical Therapy - Kutztown
Weis Plaza, 15260 Kutztown Road,
Suite 170, Kutztown, PA 19530
610-683-5390

Laurys Station

Good Shepherd Physical Therapy - Laurys Station
5649 Wynnewood Drive, Suite 103
Laurys Station, PA 18059 • 610-262-6773

Macungie

Good Shepherd Physical Therapy - Macungie
6465 Village Lane, Suite 5
Macungie, PA 18062 • 484-519-3801

Northampton

Good Shepherd Physical Therapy - Northampton
44 W. 21st Street
Northampton, PA 18067 • 610-261-4292

Palmer Township

Good Shepherd Physical Therapy - Palmer Township
833 South 25th Street • Palmer Town Center
Palmer Township, PA 18045 • 610-250-1966

Palmerton

Good Shepherd Physical Therapy - Palmerton
3295 Forest Inn Road
Palmerton, PA 18071 • 610-824-7440

Pottsville

Pottsville Area Physical Therapy
A Service of Good Shepherd Rehabilitation Hospital
2655 Woodglen Road
Pottsville, PA 17901 • 570-622-6648

Quakertown

Good Shepherd Physical Therapy - Quakertown
134 Mill Road, Suite 3
Quakertown, PA 18951 • 215-536-2220

Schnecksville

Good Shepherd Physical Therapy - Schnecksville
4110 Independence Drive (rear), Suite 200
Schnecksville, PA 18078 • 610-769-7299

Souderton

Good Shepherd Physical Therapy - Souderton
4036 Bethlehem Pike • Telford, PA 18969
215-721-1871

Stroudsburg

Good Shepherd Physical Therapy - Stroudsburg
1619 N. Ninth St., Stroud Commons #4
Stroudsburg, PA 18360 • 570-421-6110

RESIDENTIAL FACILITIES

Allentown

Good Shepherd Home - Raker Center
601 St. John Street
Allentown, PA 18103 • 610-776-3199

Allentown

Good Shepherd Supported Independent Living Apartments
909 South 6th Street
Allentown, PA 18103 • 610-841-4752

Bethlehem

Good Shepherd Home - Bethlehem
2855 Schoenersville Road
Bethlehem, PA 18017 • 610-807-5600

CONSUMER AND BUSINESS SERVICES

Allentown

Good Shepherd General Store/Rehability™
850 South 5th Street, Allentown, PA 18103
610-776-3554 • 1-888-873-4224 (toll free)
www.RehabilityStores.com

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

NEW IN
2018

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.

A nurse extending Good Shepherd's trademark compassionate care, 1966



GOOD SHEPHERD REHABILITATION



Good Shepherd Rehabilitation Network

850 S. 5th Street, Allentown, PA 18103

GoodShepherdRehab.org

1-888-44-REHAB (73422)

The Baby Cottage at the Good Shepherd Home



Good Shepherd Rehabilitation Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Good Shepherd Rehabilitation Network cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Early therapy photo from Good Shepherd Rehabilitation Hospital

