



Shepherd CONNECT

CONNECT WITH SHEPHERD CENTER
FOR WORLD-CLASS CARE



Shepherd Center

ShepherdCONNECT

Connect with Shepherd Center for World-Class Care

EMPLOYERS

ShepherdConnect for Executives and HR Professionals

Employers face challenges such as the rising cost of healthcare, as well as recruiting and retaining a strong workforce. Connect with Shepherd Center to better manage healthcare expenses and empower employees with access to world-class rehabilitation care for brain injury, spinal cord injury and stroke. Learn more on page 4.

Reduce long-term healthcare costs. Shepherd Center:

- Patients return to their communities nearly 90% of the time.
- Helps reduce costly hospital transfers and/or hospital readmissions.
- Patients are more independent when they return home.
- Follows high-risk patients post-discharge.
- Helps patients return to work after rehabilitation.

HOSPITALS

ShepherdConnect for Healthcare Leaders

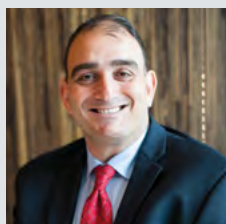
Hospitals are concerned about their patients' quality of care and making sure they aren't readmitted unnecessarily. Connect with Shepherd Center as a partner to provide specialized and experienced, post-acute rehabilitation care to patients with complex brain injuries, spinal cord injuries and stroke. Our programs can help reduce hospital readmissions. Learn more on page 6.

Partner with Shepherd to:

- Achieve optimal patient outcomes, including for those with the most complex cases.
- Help reduce hospital readmission rates and costly transfers by using our on-site ICU.
- Give patients access to cutting-edge research and services by working with a specialized rehabilitation facility that treats one of the nation's highest volumes of patients in this population.
- Support patients' quality of life once they return to your community.

« See the "Top 10 Reasons to Connect with Shepherd Center," located in the front pocket.

Return to Work, Return to Life



Shepherd Center Helps Coca-Cola Innovation Employee Return to Work

Read more on page 2.



Physical Therapist Travels to Georgia for Specialized Care, Returns to Her Health System to Complete Healing

Read more on pages 7 and 8.



“When I came back to work, I was ready.”

VINCENZO PISCOPO

Community and Stakeholder Relations Director
The Coca-Cola Company

Shepherd Center Helps Coca-Cola Innovation Employee Return to Work

Vincenzo Piscopo knotted his tie, made breakfast for his family and headed to Coca-Cola’s headquarters every day.

But when his young twin daughters were just five years old, a spinal cord injury hospitalized him and put his routine on hold.

After surgery, healthcare providers at an Atlanta health system referred him to Shepherd Center because of the high volume of neurorehabilitation patients and specialized level of expertise and care Shepherd provides. **With an average patient age of just 42 years old, Shepherd Center teaches patients and families the skills and strategies they need. This allows patients to return to home and work and lead productive and meaningful lives.**

As it began to sink in that he wouldn’t walk again, Vincenzo sunk into a deep depression.

“I will go back to work,” he would say to himself repeatedly.

His wife, Gabriela, reassured him they would travel again. His children asked for homework help. His boss at Coca-Cola called to share words of encouragement and to discuss general work developments so that Vincenzo would remain engaged. Their collective belief gave him confidence that he could master his new normal.

At Shepherd Center, Vincenzo’s treatment team pushed him to do what he thought he couldn’t.

- They visited his workplace to navigate familiar territory in a wheelchair. Some doors were difficult to open, so his therapist taught him techniques to open heavy doors.
- They helped him adapt his vehicle and taught him to drive using hand controls.
- Vincenzo says an air travel tour and training session by Shepherd Center, in partnership with Delta Air Lines, was useful.

Vincenzo recalls that Coca-Cola, his boss and his assistant were accommodating, and happy to make adjustments, such as repositioning his desk height and moving his cubicle for smoother navigation around the office. Later, they created an outdoor release area when Vincenzo got a service dog.

Today, Vincenzo travels for pleasure and business as often as he did before. He started with a trip to Miami and then Ecuador with the assistance of his wife. He recalls that it was scary the first time he flew alone, all the way to Dubai. Then, he went to Japan, China, Europe, Argentina and Chile. Now, traveling is as normal as taking his kids to school every day.

“When I came back to work, I was ready,” he says. “I wanted to get my life back.”

Why Shepherd Center Leads the Country

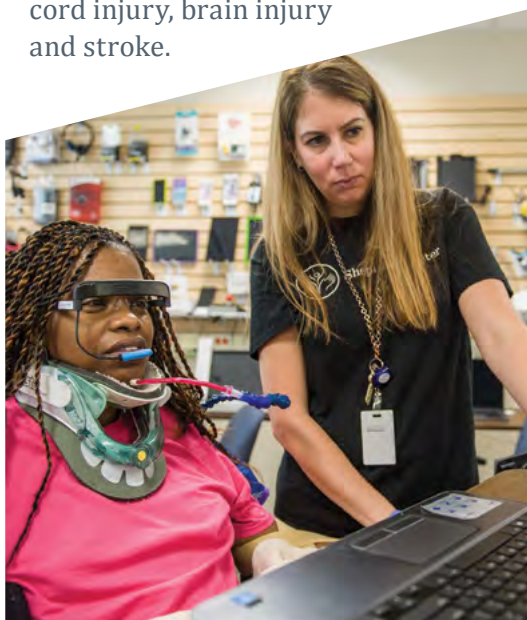
After a spinal cord injury, brain injury or stroke, patients have a better chance for recovery at Shepherd Center. That’s because of the team’s expertise and high-quality care.

Shepherd Center is in the 99th percentile for the volume of patients treated for traumatic spinal cord or traumatic brain injury, compared to more than 1,000 other rehabilitation facilities, according to national statistics. A higher volume of these types of medical cases means Shepherd’s 1,700 employees provide an unparalleled level of expertise compared with any other general rehabilitation hospital in the United States. Higher volume and expertise lead to optimal patient outcomes.

Here are some other key facts that distinguish Shepherd Center:

- More than half of our inpatients travel from outside of Georgia to Shepherd Center for care due to its specialization and reputation for excellence.
- We are often a beta site for developing and testing new therapeutic equipment and technology. This gives patients access to advanced treatment before it is available elsewhere.
- Shepherd Center has been ranked among the top 10 rehabilitation facilities in the nation by *U.S. News and World Report* for more than a decade.

- The hospital is accredited by The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF). The 10 designations from CARF cover inpatient and outpatient care for adults and adolescents with spinal cord injury, brain injury and stroke.



Shepherd Center’s Value-Added Services

- Peer Support
- Housing for Family Members
- Recreation Therapy
- Patient Outings
- Animal-Assisted Therapy
- Assistive Technology
- Chaplaincy
- Return-to-School Program
- Research Participation
- Transition Support After Discharge

Shepherd **CONNECT** *for* **EMPLOYERS**

Why Employers Connect with Shepherd Center

Employers today face many challenges in improving the delivery and quality of healthcare for their employees. They also want to provide better value for the healthcare services their employees utilize. Thus, a growing number of self-insured employers (nearly 20 percent, according to a 2019 survey by the National Business Group on Health) now choose to partner directly with healthcare facilities to offer excellent benefits packages while controlling costs, especially those associated with catastrophic injuries.

Offer Value to Employees and Recruits

Shepherd Center connects with human resources, benefits and risk management professionals to help organizations enhance their prestige, empower employees and recruit top talent. By partnering with Shepherd Center in Atlanta, you can:

- **Expand healthcare choices for your employees and their family members. Give them direct access to a nationally acclaimed rehabilitation hospital for brain injury, spinal cord injury, stroke and multiple sclerosis.**
- **Offer additional value to your existing healthcare programs with voluntary benefits, such as Shepherd Center's injury prevention programs.**

In the unfortunate event that one of your employees sustains a spinal cord injury, brain injury or stroke, a Shepherd Center case manager will provide a timely, on-site evaluation in the patient's acute care hospital anywhere in the United States. The case manager will also help arrange cost-effective medical transportation to Shepherd Center, among other concierge-like services.

At Shepherd Center, your employee will experience a transformative healthcare environment. Their treatment will provide

the therapy, skills and training they need for a successful return to home and work. Our team motivates patients to optimize their recovery and reinvent themselves so they can live as independently and fully as possible.

Manage Healthcare Costs

Rising healthcare costs are a top concern. Connect with Shepherd Center to help better manage healthcare costs associated with hospital readmissions after discharge, as well as prolonged disability expense.

One way we help you manage healthcare costs is reducing transfers between hospitals. According to the U.S. Department of Health and Human Services, nearly 25% of patients experience at least one transfer. **Shepherd Center's on-site ICU allows patients to receive intensive care and specialized therapy in the same facility without the cost of a transfer.**

Shepherd Center's data on discharges of patients covered by all payor types reveals a 5% readmission rate within 30 days after discharge. That figure is significantly lower than the 24.6% industry average readmission rate for facilities with similar licensure, based on publicly available data.

Here are some other factors to consider:

- Employees who complete rehabilitation and are able to return to work sooner may not need an extended leave covered by disability insurance or workers' compensation benefits.
- More than half of Shepherd Center inpatients travel to the hospital from outside of Georgia. So, we provide up to 30 days of housing to families of newly injured rehabilitation inpatients, if both the family and patient live more than 60 miles from the hospital.



IT'S EASY TO CONNECT WITH SHEPHERD CENTER

For a virtual tour, visit shepherd.org/video-tour or call 404-350-7313 to learn more.

It only takes a moment to partner with one of the country's most renowned rehabilitation facilities. To connect with Shepherd Center:

- 1 Simply sign the enclosed Letter of Agreement at the back of this folder and email to connect@shepherd.org or mail to Partnerships Department, Shepherd Center, 2020 Peachtree Road NW, Atlanta, GA 30309.
- 2 Communicate your preference to your group health plan's Administrative Service Organization and/or Workers' Compensation third-party administrator. Ask them to offer Shepherd Center as a Center of Excellence option along with local providers.
- 3 Schedule an information session with us to educate your human resources team about rehabilitation care options at Shepherd Center by calling 404-350-7313.

Shepherd **CONNECT** *for* **HOSPITALS**

Hospitals and Health Systems Connect with Shepherd Center via an Enhanced Transfer Agreement

Healthcare executives are expanding their post-acute continuum of care to provide patients with high-quality care and to reduce hospital readmissions. For highly specialized services, that can mean partnerships with complex care providers outside the system. With Shepherd Center, that means completion of an Enhanced Transfer Agreement (*more details at right*).

Partner for Highly Specialized Treatment

Shepherd Center serves healthcare systems from across the nation as a partner in providing highly specialized, transformative treatment and rehabilitation for patients with brain injury, spinal cord injury, stroke and multiple sclerosis

Here are some factors to consider:

- More than 500 U.S. hospitals, including major trauma centers, refer their patients to Shepherd Center, a leading destination medical facility in Atlanta.
- Atlanta has a rehabilitation-friendly, temperate climate and is easily accessible via air and highways.
- Shepherd Center has treated more than 30,000 inpatients, who traveled to Atlanta for care from all 50 states and more than 50 foreign countries.
- Shepherd Center provides housing for out-of-town patients' family members so they can provide vital support to their loved ones.
- Shepherd Center clinicians serve as complex care partners, collaborating with you to help your patients achieve optimal outcomes here and when they return to you for ongoing care.
- Shepherd Center is often an option when patients don't meet the admission criteria (e.g., age, acuity, discharge plan) of your system or local inpatient rehabilitation facility.

Educate Your Team

Shepherd Center offers educational resources and continuing education credits for clinicians in trauma and neurorehabilitation care delivery.

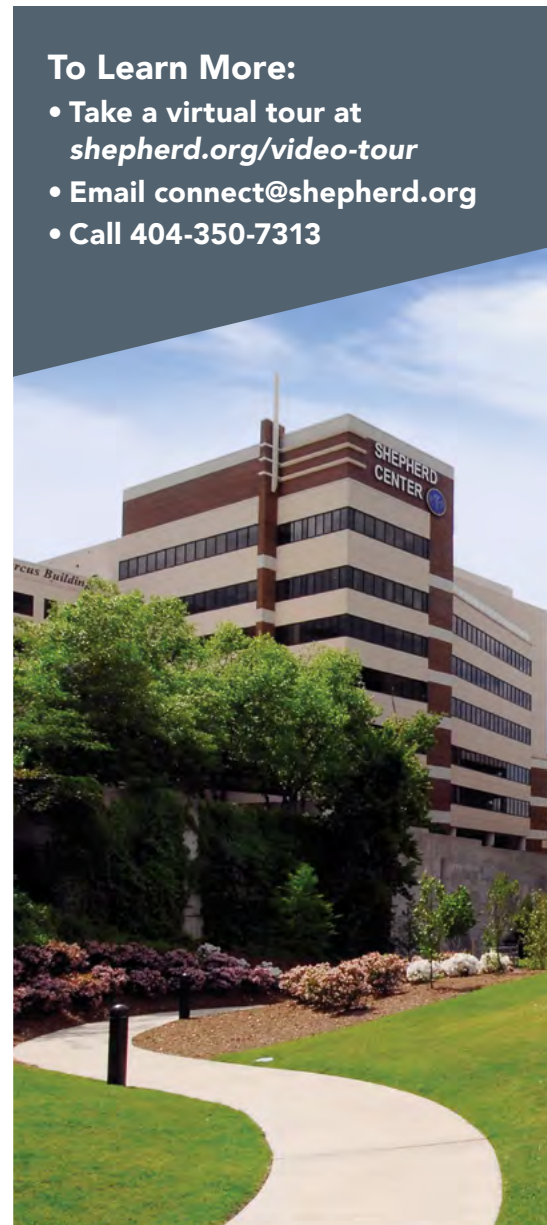
Partner with Shepherd Center

It only takes a moment to partner with one of the most renowned rehabilitation facilities in the country to elevate your patient outcomes.

For a partnership with Shepherd Center, simply sign and return the enclosed Enhanced Transfer Agreement. This agreement is unique in that it also includes your company's employees, physicians, board members, donors and patients when they need our services.

To Learn More:

- **Take a virtual tour at shepherd.org/video-tour**
- **Email connect@shepherd.org**
- **Call 404-350-7313**





Physical Therapist Travels to Georgia for Specialized Care, Returns to Her Health System to Complete Healing

It carries a lot of weight when one healthcare provider speaks highly of another from personal experience. That's why it means so much when Rachel Johnson, a physical therapist at University of Tennessee Medical Center in Knoxville, says, "Therapists at Shepherd Center push you in all the right ways."

Rachel often works with patients with brain injuries. After Rachel sustained a brain injury herself, she spent two-and-half weeks at Vanderbilt University Medical Center in Nashville, Tennessee, and another two weeks at Select Specialty Hospital in Knoxville.

While she received excellent care at both facilities, she required more intensive therapy. So, Rachel was transferred to Shepherd Center in Atlanta. She went from using a wheelchair and having limited cognitive awareness to walking and thinking through jigsaw puzzles and logic problems.

After a month of inpatient rehabilitation, she spent another six weeks in Shepherd Center's rehabilitation day program for people who are recovering from brain injuries.

"Dr. Ford Vox and my therapists were so great to me," she recalls. "After I left Shepherd Center, I didn't need to have follow-up visits with them. They knew I was going to be taken care of at Vanderbilt."

To read more of Rachel's story, go to page 8.

Read More about Rachel Johnson's Road to Recovery

As a 28-year-old physical therapist at the University of Tennessee Medical Center in Knoxville, Rachel Johnson helped patients reclaim their bodies and lives. Outside work, she enjoyed a physically active lifestyle.

But, in 2018, Rachel sustained a traumatic brain injury when a car struck her as she rode an electric scooter. The injury, a disorder of consciousness, put her in a coma for nine days.

She doesn't remember the accident or anything that followed for an extended period of time. She first received excellent care at two Tennessee hospitals. **When Rachel needed more intensive therapy, her family decided to have her transferred to Shepherd Center because of its success rate in helping patients emerge from coma.**

"I had to relearn how to walk and talk and eat and think and do everything really," Rachel says.

Rachel's treatment team included:

- A physiatrist who specializes in brain injury
- Physical, occupational, speech and recreation therapists
- Neuropsychologist
- Exercise specialist
- Dietitian

Her parents stayed in on-campus housing provided by Shepherd Center. When Rachel moved from inpatient care to the hospital's day program, she also moved into Shepherd's housing with her parents.

"It is one of the best things they do for families," she says. "There are not many facilities like Shepherd Center."

During her time in the outpatient day program, Rachel worked with a vocational specialist to prepare for her return to work.

"My biggest goal was to get back to work because I love my job," she recalls. "Shepherd Center's therapy was very intensive. I don't think I'd be doing as well without it."

The vocational program helped build Rachel's endurance to meet the demands of a typical workday schedule. It also improved her communication, conflict management and problem-solving skills.

Today, Rachel is back at work as a physical therapist at UT Medical Center.

"Rachel has been an inspiration to so many people since her accident and subsequent return to work," said Whit Greer, clinical manager of Rehabilitation Services at The University of Tennessee Medical Center. "She has demonstrated a strong determined spirit to overcome any challenges on her journey to recovery. It has been a remarkable thing to experience."

Now, Rachel's life is full:

- She is a peer supporter for other trauma survivors.
- She has become an advocate for e-scooter safety.
- She drives again.
- She runs marathon relays.
- She bought her first house and lives independently.

"You only live once and you never know what the next day is going to bring," she says. "I'm very lucky to be back doing things I never thought I'd do again."



"I'm very lucky to be back doing things I never thought I'd do again."

RACHEL JOHNSON

Physical Therapist

The University of Tennessee
Medical Center in Knoxville

Shepherd Center's Value-Added Services

- Family Housing
- Recreation Therapy
- Patient Outings
- Vocational Counseling
- Animal-Assisted Therapy
- Peer Support