

Adult Residential Treatment Program 2023

The Lighthouse provides residential treatment and comprehensive neurological rehabilitation programs in Caro and Traverse City, Michigan. The programs are dedicated to helping each individual achieve their highest level of independence while they are residing in a home-like environment and receiving phenomenal care.



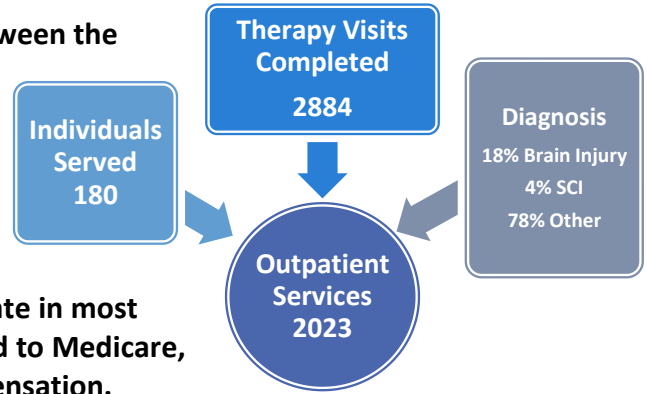
Adult Residential Program Outcomes		Target	Achieved
Access to Services	When staffing levels permit, individuals will be removed from the waiting list and admitted within 10 days.	80%	64% = 7 were less than 10 days 36% = 4 were more than 10 days
Efficiency	Conduct a new hire training at least one time monthly, with at least 8 new hires per session for 10 months.	90%	Goal not achieved 67% The goal started in March 9 months monitored. The two-month goal was not achieved due to vacations/ holidays and training instructors on vacation. No new hire groups conducted. 1 month very small hire group was hired short by 2 new employees.
Efficiency	Maintain or reduce the number of staffing hours per resident to avoid understaffing or overstaffing the homes. Staffing hours will remain consistent or below number of hours per resident	90%	85% Goal not met because of new admissions requiring 1:1 staffing due to being more behavioral.
Effectiveness	Provide therapies at prescribed amounts either in person or via telehealth	80%	90%
Effectiveness	Residents who are medically and behaviorally stable for community integration receive at least 6 outings per month.	80%	Goal not met. 78%
Satisfaction	Residents are satisfied with the assistance staff give them.	90%	TBI=88% SCI=100% BH=95% Other= 100%
Satisfaction	Guardians would recommend the Lighthouse to others.	90%	TBI= 100% BH= 100% SCI=100%
Satisfaction	Staff scheduling application implemented in at least 6 homes to provide earlier posting of schedules for direct care staff	90%	100% 3 locations in Caro. 2 locations are training on it. 3 locations are using it in Kingsley.

2023 in the light

- *Return of the Family Christmas Party and Family Picnic
- *Summer Concerts on campus
- *Addition of specific therapy groups to address aging, and managing social relationships
- *Legislative education and advocacy initiatives to address the needs of individuals with TBI or SCIs
- *Development of a comprehensive recreation center and pre-vocational workshop to expand life enrichment activities for all residents and outpatients
- *Expansion of employee stock ownership plan (ESOP) for staff development and program enhancement

Outpatient Therapy Program 2023

The Lighthouse Outpatient Therapy Program operates between the hours of 7:00 am and 6:00 pm, Monday through Friday, on both the Caro and Traverse City campuses. Services provided include Physical Therapy, Occupational Therapy, Speech Therapy, Recreational Therapy, Music Therapy, Psychology, Social Work, and Psychiatric Services. The programs are licensed by the Department of Community Health for the State of Michigan, and participate in most major third-party payor programs including but not limited to Medicare, BlueCross, Tri-Care, Auto No-Fault, and Workmen’s Compensation.

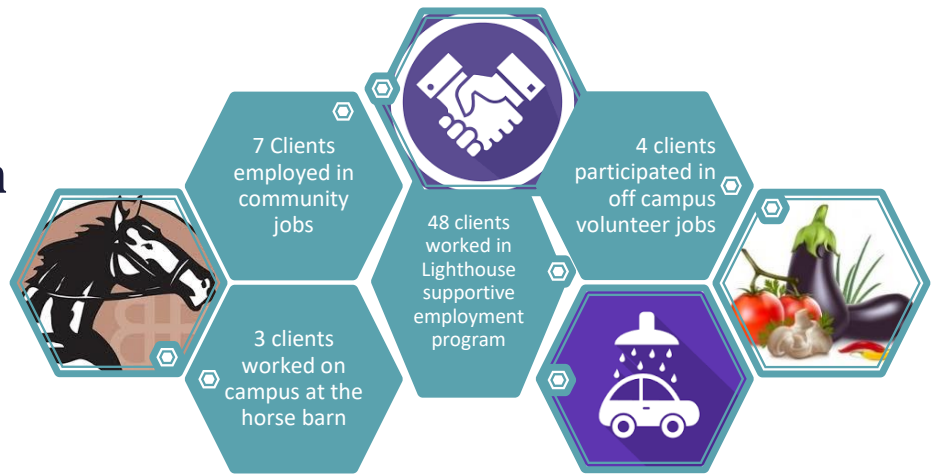


Outpatient Program Outcomes		Target	Achieved
Access to Outpatient Services	People referred for outpatient therapy are approved to begin therapy within 7 days	75%	Achieved at 95%
Efficiency	Documentation and billing practices result in ≤18% contractual adjustment of charges.	100%	100%
Effectiveness	Lighthouse demonstrates a 5% increase in outpatient visits compared to 2022.	100%	Not met decrease in outpatient therapies 2023=2884 number of outpatient therapies 2022=3104 therapies
Satisfaction	Clients report that the treatment makes them feel better	80 %	98%
Satisfaction	Case managers respond positively that they like the program at least 80% of the time.	80%	100%- TBI SCI- no return of Survey

2023 in the light:

- *Expansion of Parkinson-specific treatment modalities, LSVT
- *NMES therapy for diminished swallowing related disorders, Level II certifications for SLPs
- *Social work and counseling services for individuals and groups offered to outpatients including substance abuse services and social development groups for TBI survivors
- *Psychiatric services for outpatients for medications management available with nursing case management services
- *Adaptive sports clinics for Grand Traverse community and facilitated by LH therapists
- *Ongoing advocacy and education for legislative action for no-fault law

Vocational Program 2023



Vocational Program Outcomes		Target	Achieved
Access	Residents will be provided with a pre-vocational program within 30 days of admission.	80%	Achieved= 64% Not achieved 36% additional information: 3 residents' high behavioral acuity, 1 resident discharged in < 1 week
Efficiency	Residents in community jobs can work without a job coach within 6 months.	80%	100%
Effectiveness	Maintain on-campus employment opportunities at a level consistent with 2022.	90%	95%
Satisfaction	Vocational Surveys sent out to residents demonstrate they feel the vocational program enhances their life goals.	80%	86%
Satisfaction	Community employers report Satisfaction with Lighthouse residents and the Vocational dept.	90%	100%

2023 in the light:

- * Developed additional vocational activities for the residents.
- * Decrease utilization of Job coached in the community job.
- * Client mentoring at Recreation Center for Craft projects
- * Expanded to participate other farmers Market and festivals selling crafts.
- * Kinglsey had first Client to maintain employment for 2 years consistently.
- * Kingsley vocational Supervisor hired.
- * Workshop Director and Workshop Coordinator hired to help enhance the vocational program in Kingsley.
- Kingsley found a new vocational site for volunteer work at J & S Food pantry.