

A physical therapist with blonde hair in a ponytail, wearing a black scrub top and pants, is assisting a patient. The patient, a woman with dark hair, is wearing a camouflage-patterned long-sleeved shirt, blue jeans, and a black exoskeleton device. She is also using a silver metal walker with four wheels. The therapist is holding the walker's handle on the left side, supporting the patient. The background shows a bright, modern hospital hallway with large windows and a light-colored floor.

# Mary Free Bed<sup>®</sup>

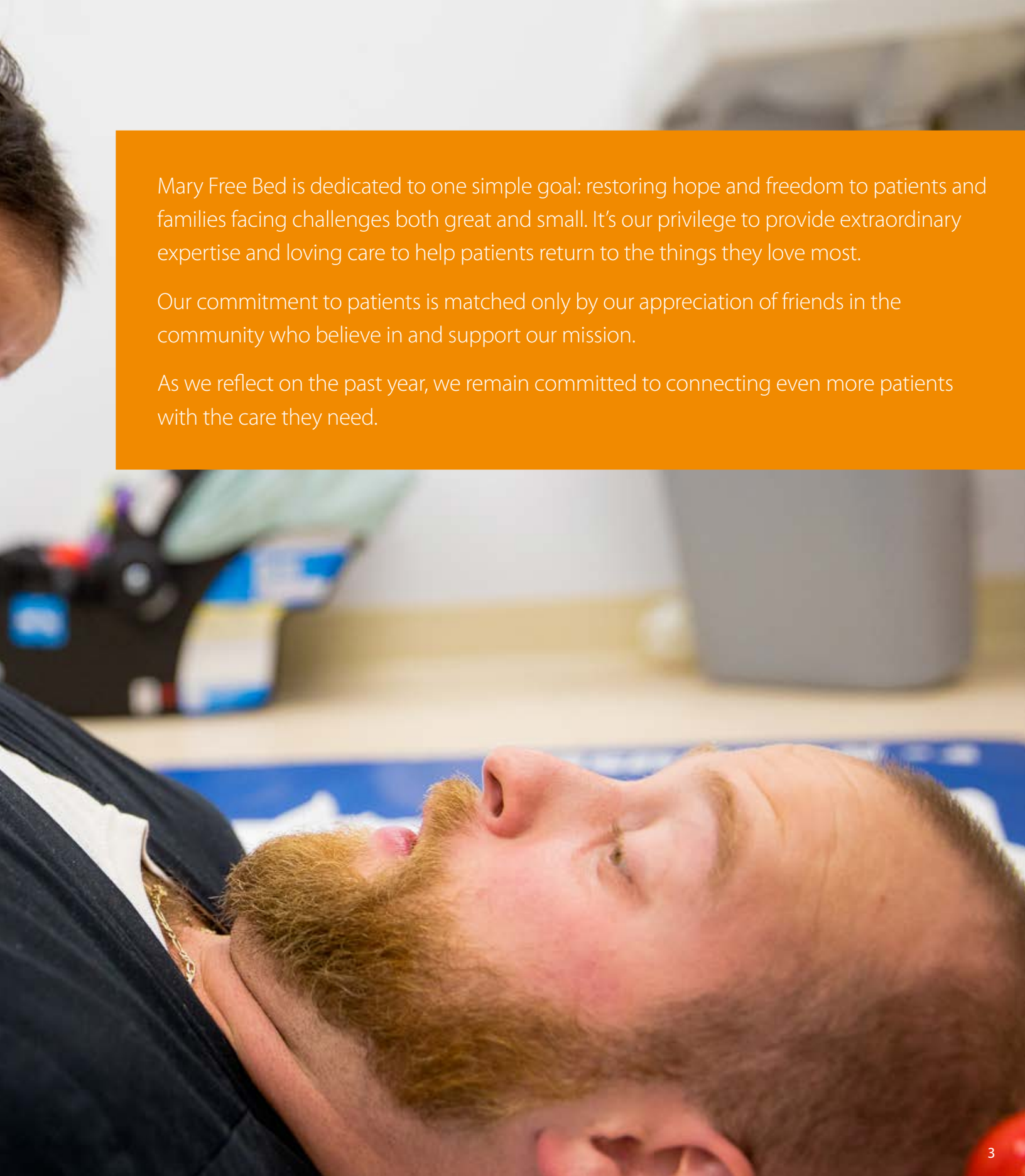
Rehabilitation Hospital

← *A 2013 car crash left  
Brittany paralyzed.*

← *The Indego<sup>®</sup> exoskeleton is a  
leading-edge robotic device ...*

← *that enables Brittany  
to walk.*



A close-up photograph of a man with a thick, reddish-brown beard and mustache lying down. He is looking upwards with a calm expression. A healthcare professional's hand is visible near his head, suggesting a medical or caregiving setting. The background is blurred, showing what appears to be a clinical or hospital environment.

Mary Free Bed is dedicated to one simple goal: restoring hope and freedom to patients and families facing challenges both great and small. It's our privilege to provide extraordinary expertise and loving care to help patients return to the things they love most.

Our commitment to patients is matched only by our appreciation of friends in the community who believe in and support our mission.

As we reflect on the past year, we remain committed to connecting even more patients with the care they need.



### INNOVATIVE PHYSICAL THERAPY TOOL DEFIES GRAVITY

Patients recovering from lower-body orthopedic conditions can benefit from the AlterG treadmill (pictured above), which uses an anti-gravity chamber developed with NASA technology.

Differential air pressure technology creates a near-weightless experience for patients recovering from injury or surgery, or who are deconditioned from illness. Therapists adjust the amount of body weight a patient puts on their lower extremities from 100 percent to as low as 20 percent. This reduces impact and pain while supporting movement and balance.

Mary Free Bed invested \$45,000 in the technology.

***“The AlterG enables patients to rehab sooner and safer.”***

– Chris Bajema, physical therapist

### ROBOTIC DEVICE HELPS PARALYZED PATIENTS WALK

Mary Free Bed was the first hospital in Michigan to provide treatment with the Indego® exoskeleton, a state-of-the-art robotic device that enables patients affected by spinal cord injuries to stand and walk. (See photo on cover.)

Mary Free Bed spent \$180,000 to acquire the Indego technology, which operates by sensing posture.

Patients wear the 26-pound, battery-powered device around the waist and legs, leaning forward to stand or walk, or backward to stop or sit. The therapist uses an iOS app to wirelessly control the device's operation and to capture data to track progress.

***“The Indego complements Mary Free Bed’s existing rehabilitation technology to improve mobility and independence after spinal cord injury.”***

– Kristy Simpson, physical therapist and certified Indego specialist



## **PARTNERS IN CARE: MOTION ANALYSIS LABORATORY A COLLABORATION BETWEEN GVSU, MARY FREE BED**

Grand Valley State University and Mary Free Bed are strengthening the region's health care talent pipeline while serving the needs of rehabilitation patients by sharing a Motion Analysis Laboratory.

Located in Grand Valley's Cook-DeVos Center for Health Sciences in downtown Grand Rapids, Mary Free Bed specialists conduct sophisticated studies of patient gait as part of treatment planning for patients with walking disorders. Our professionals also are preceptors to Grand Valley students and graduate fellows.

## **AMONG THE BEST IN NATION: SUB-ACUTE REHABILITATION, EMPLOYEE ENGAGEMENT**

It's an honor to be recognized for the work we do to restore independence to our patients. Our Sub-Acute Rehabilitation program earned a five-star rating from U.S. News & World Report to land a spot on its list of Best Nursing Homes for 2017-18. The program – located on the fifth floor of our Grand Rapids hospital – provides short-term inpatient rehabilitation to help patients recover from an illness, injury or surgery.

Mary Free Bed also was honored by Studer Group, an outcomes-based health care performance improvement firm, with an Excellence in Patient Care Award for employee engagement.

## **GROWTH: HELPING MORE PATIENTS IN NETWORK, OUTPATIENT LOCATIONS**

Covenant HealthCare in Saginaw joined the Mary Free Bed Rehabilitation Network, an alliance of more than 30 hospitals across Michigan, to expand our services and enhance theirs. (Turn to page 9 to learn more.)

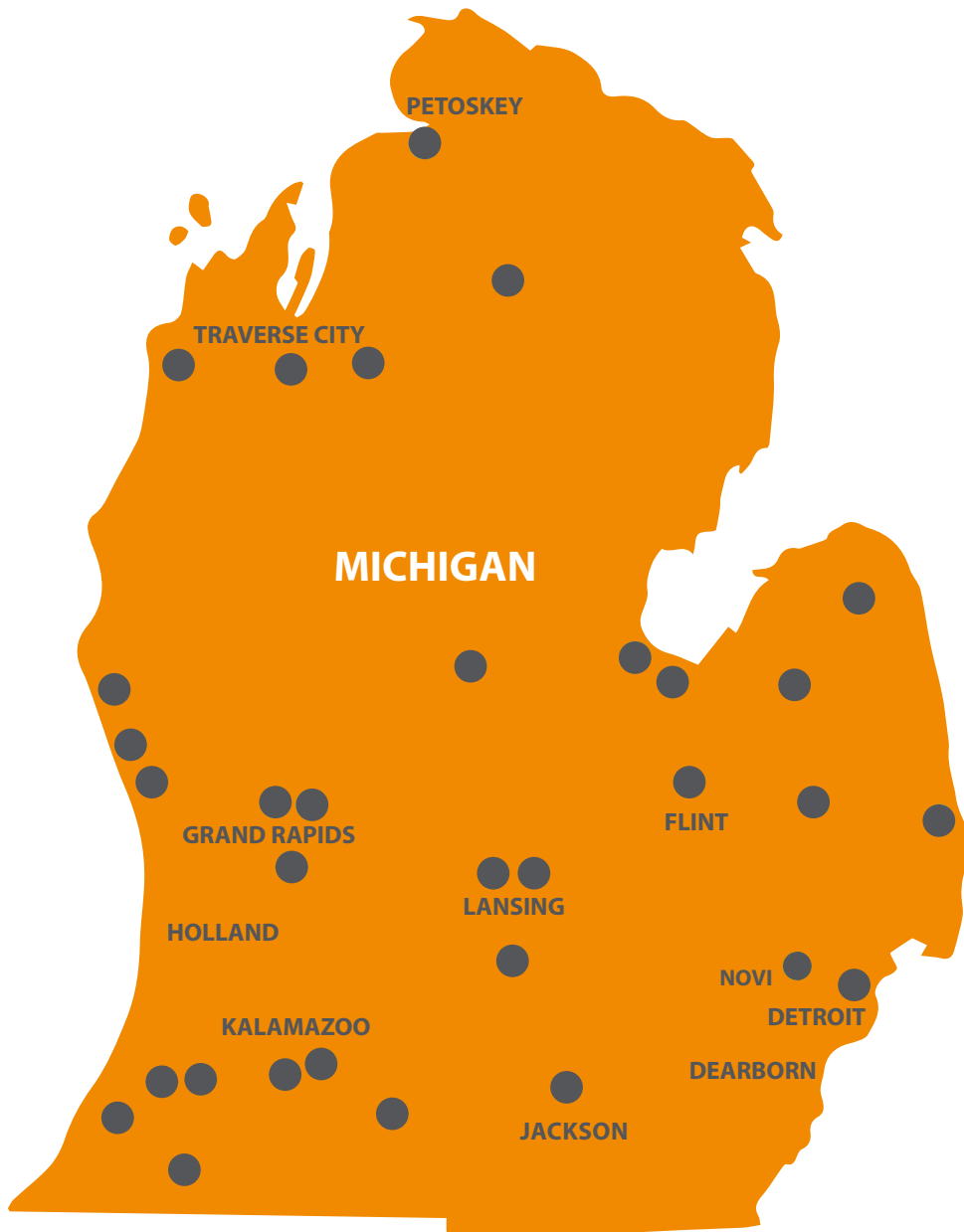
This year also saw Mary Free Bed expand its system of care to satellite locations in the Holland and Kalamazoo areas for people who need specialized outpatient rehabilitation.

## NEW PARTNERSHIP EXTENDS MARY FREE BED'S EXPERTISE

Covenant HealthCare joined the Mary Free Bed Rehabilitation Network with a 50-50 joint venture that brings advanced inpatient rehabilitation care to Saginaw and the Great Lakes Bay Region. The Mary Free Bed Rehabilitation Network has grown to more than 30 hospitals throughout Michigan.

*"Covenant is an organization with parallel values and a reputation for providing outstanding care."*

– Mary Free Bed CEO Kent Riddle



## FY18 NETWORK MEMBERS:

- Ascension Borgess, Kalamazoo
- Bronson Healthcare:
  - Bronson Battle Creek
  - Bronson LakeView, Paw Paw
  - Bronson Methodist, Kalamazoo
- Covenant HealthCare
- Henry Ford Allegiance Health, Jackson
- Lakeland Health:
  - Lakeland Hospital, Niles
  - Lakeland Medical Center, St. Joseph
  - Lakeland Hospital, Watervliet
- Mary Free Bed Rehabilitation Hospital, Grand Rapids
- McLaren Health System:
  - McLaren Bay Region, Bay City
  - McLaren Bay Special Care (LTACH), Bay City
  - McLaren Central Michigan, Mount Pleasant
  - McLaren Flint
  - McLaren Greater Lansing
  - McLaren Lapeer Region
  - McLaren Macomb, Mount Clemens
  - McLaren Northern Michigan, Petoskey
  - McLaren Oakland, Pontiac
  - McLaren Orthopedic Hospital, Lansing
  - McLaren Port Huron
- Mercy Health:
  - Mercy Health Hackley, Muskegon
  - Mercy Health Lakeshore, Shelby
  - Mercy Health Mercy, Muskegon
  - Mercy Health Saint Mary's, Grand Rapids
- Metro Health, University of Michigan Health, Wyoming
- Munson Healthcare:
  - Kalkaska Memorial Health Center
  - Munson Medical Center, Traverse City
  - Otsego Memorial Hospital, Gaylord
  - Paul Oliver Memorial Hospital, Frankfort
- Sparrow Hospital, Lansing



**36,396 PATIENTS SERVED**  
OUTPATIENT PROGRAMS THROUGHOUT SYSTEM



Stroke



Brain Injury



Multiple Trauma



Spinal Cord Injury



Amputation



Orthopedic



Cancer



Pediatric



Other

**5,351 ADULTS, 133 CHILDREN SERVED**  
INPATIENT PROGRAMS THROUGHOUT SYSTEM

## PATIENT STORIES



### LA SHON

La Shon Diallo was working overtime at her job as a Kalamazoo Metro Transit bus driver. She remembers the traffic light turning green. Then she remembers waking up in the hospital.

La Shon was seriously injured when a suspected drunken driver traveling over 100 mph struck the bus in May 2017. She sustained multiple injuries and her right leg was amputated above the knee. During her seven-week inpatient stay at Mary Free Bed, La Shon developed strong relationships with her therapists and her prosthetics team.

***"You need to trust yourself ... I think I'm going to be OK."***

— La Shon Diallo

### BRYCE

"Hope" was not a word in Bryce Baker's vocabulary for a very long time. He suffered for years from debilitating nerve pain that nearly crushed his dream of playing professional baseball.

The 6'4" left-handed pitcher had trained tirelessly for the opportunity to showcase his talent on the mound. In 2013, he was pitching for a collegiate team in Florida when he sustained a back injury that required multiple surgeries and months of therapy. Prescription medication barely touched his pain, and Bryce was convinced he would suffer for the rest of his life. But after he was referred to the Pain Rehabilitation Program at Mary Free Bed, Bryce became hopeful.

Bryce completed the outpatient program and learned to manage his pain. And he's off all pain medication.

***"Regardless of baseball's outcome, I know that my life has much more purpose."***



— Bryce Baker



### ELLA

When patients graduate from Mary Free Bed, they're given a green T-shirt signed by those who cared for them. The messages for Ella Merrill contained a couple of key words: "amazing" and "miracle."

When Ella came to Mary Free Bed in December 2017, the 16-year-old from Edwardsburg, Michigan, was in a coma. Two weeks earlier, she sustained a traumatic brain injury when the car she was driving struck a school bus on an icy roadway.

"When she arrived here, she was storming," said Dr. Lisa Voss, who explained that patients who are storming are unable to regulate their autonomic nervous system. "She couldn't control her blood pressure, she couldn't control her heart rate, she wasn't controlling her temperature. She had massive muscle spasms."

Ella also had other complications, and tests showed damage to her brain was worse than originally thought, leading doctors to believe she may remain in a vegetative state, Voss said.

Then Ella woke up.

She slowly began to regain consciousness, at first crying or laughing, or making small movements. She worked hard for several weeks, growing stronger, slowly learning to talk, stand and walk again. And her memory gradually began to return.

She even challenged Dr. Voss to a tennis match for a plate of bacon. Ella won.

***"I beat the odds."***

— Ella Merrill



## DARIO

In 2015, Dario Cook was diagnosed with ankylosing spondylitis, a form of arthritis that affects the spine and can lead to severe, chronic pain. That was nearly eight years after he first experienced symptoms, collapsing in pain while walking to work. He initially was diagnosed with a hip strain, but the pain never went away.

Dario's doctor referred him to Mary Free Bed, where he spent six weeks as an inpatient and continued therapy as an outpatient.

"The first time I met him, I couldn't touch his legs without (him being in) extreme pain," said Dr. Michael Wheaton.

"The last time I saw him, he danced a jig for me in the exam room."

***"No canes, no crutches, no wheelchairs ... just me again."***

– Dario Cook

## GINESSA

GiNESSA Aguirre is a spunky 10-year-old with a long brown ponytail who likes making slime, watching YouTube and cuddling with her cat. She also likes cooking and baking with her mom, Nora.

But what GiNESSA likes most is playing basketball. "I like to steal the ball," she said.

GiNESSA was just three years old when she sustained a spinal cord injury in a December 2010 car crash near her hometown of Hartford, Michigan. She spent one month in the inpatient Pediatric Program and the next seven months receiving outpatient care.

As she grew, GiNESSA sometimes returned to Mary Free Bed for therapy and was introduced to Wheelchair & Adaptive Sports. She joined the Junior Pacers Prep Team, one of 15 competitive teams for children and adults with physical disabilities.

***"When she tried wheelchair basketball with Mary Free Bed, she didn't want to play anything else. It makes her extremely happy."***

– Nora Aguirre



## DALE

Dale Lamps had a hemorrhagic stroke in September 2016, following an uneventful day of mowing the lawn and enjoying a pizza dinner with his wife, Dottie. An active retiree, he enjoys yard work, playing classical piano and dabbling with the violin. He wanted to get back to that life, and he knew Mary Free Bed could help.

Dale's son, Chris, was paralyzed as a young man and was an inpatient for several weeks. "It was mainly because of Chris' experience that we chose Mary Free Bed for my rehabilitation," Dale said.

Dale spent about three-and-a-half weeks as a Mary Free Bed inpatient followed by 16 weeks of outpatient therapy. He regained his leg strength, coordination and balance, and learned to adapt to some vision impairments. His grandchildren join him in having fun with "my new peculiarities."

"Because of my left visual field cut, they make a game of sneaking up on grandpa and getting right next to me without me realizing it," Dale said. "Originally I would pay a quarter if someone could do it. But that became too expensive. Now it earns a penny."

***"Mary Free Bed made it easy to look forward to therapy with a positive attitude."***

– Dale Lamps

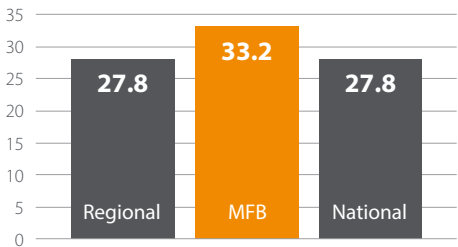


FUNCTIONAL INDEPENDENCE MEASURE

The FIM™ (Functional Independence Measure) scale is the most widely accepted functional assessment measurement system in inpatient medical rehabilitation.

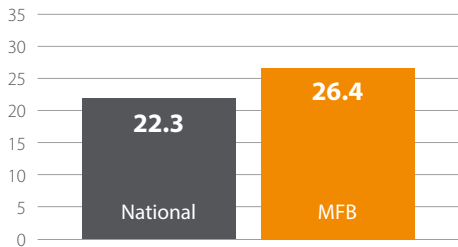


ADULT



Source: eRehab

PEDIATRIC

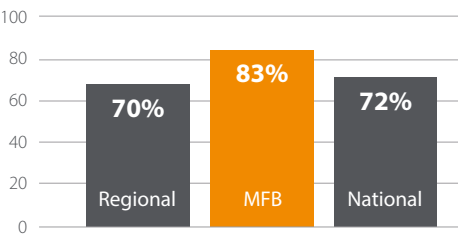


Source: UDS

DISCHARGE TO COMMUNITY

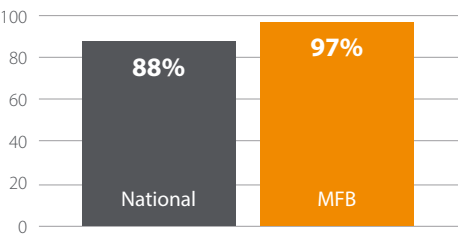
More Mary Free Bed patients return to a home or community setting than the regional and national averages.

ADULT



Source: eRehab

PEDIATRIC



Source: UDS

The FIM data set, measurement scale and impairment codes incorporated or referenced herein are the property of UB Foundation Activities, Inc. ©1993, 2001 Uniform Data Set for Medical Rehabilitation, a division of UB Foundation Activities, Inc. The FIM is a trademark of Uniform Data System for Medical Rehabilitation, a division of UB Foundation Activities, Inc.

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of Orthotics & Prosthetics + Bionics patients are very likely to recommend



in overall inpatient satisfaction scores



of patients in Amputation Program rate us as good or very good



of patients in Inpatient Stroke Program rank us as good or very good



of inpatient therapy per patient day (higher than national and regional averages)



of patients in Cancer Program rate us as good or very good

### PRESS GANEY RESULTS:

**Top of nation patient satisfaction for the following inpatient programs:**

- Amputee
- Cancer
- Pediatrics
- Spinal Cord Injury
- Stroke

### OUTSTANDING RESULTS FOR INPATIENT SAFETY:

- Lower patient fall rate (adult and pediatric) than national averages
- Lower health-acquired pressure ulcer rate (adults) than national averages
- Lower catheter-associated urinary tract infection rate (adult) than national averages

source: EQUADR

## STATEMENT OF REVENUES AND EXPENSES

### OPERATING REVENUE:

Net patient service revenue	\$125,544,000
Other revenue	\$3,591,000
Total:	\$129,135,000

### OPERATING EXPENSES:

Salaries and benefits	\$87,300,000
Other operating expenses	\$37,735,000
Total:	\$125,035,000

**Net income from operations for improvements, equipment and new services: \$4,100,000**

### CHARITABLE SERVICES RENDERED:

Uncompensated care (patients without funding):	\$1,204,000
Undercompensated care (underfunded government programs):	\$16,352,000



### High-intensity gait training proving to maximize stroke recovery

Researchers saw promising preliminary results from a study (pictured above) assessing whether high-intensity gait training improves walking after stroke. The long-term study, a collaboration between our John F. Butzer Center for Research & Innovation, Indiana University and Shirley Ryan Ability Lab in Chicago, has included 380 patients in Mary Free Bed's Stroke Program. Initial results were shared at national conferences.

### Study focuses on improved function and independence

A three-year study that measures how physical activity affects people with spinal cord injury launched last spring.

Researchers are measuring participants' progress in a specially designed exercise program at the Mary Free Bed YMCA. The study was made possible by a \$400,000 grant from the Craig H. Neilsen Foundation.



## PM&R Residency welcomes first class

Four physicians from across the country began their post-graduate training in physical medicine and rehabilitation as Mary Free Bed launched its first medical residency program. They are, pictured above, from left, Jason Coombs, DO; Thomas Hordt, MD; Anthony Truong, MD and Christopher Meadows, MD.

The rigorous three-year program, approved by the Accreditation Council for Graduate Medical Education, encompasses clinical, educational and research opportunities in all areas of PM&R, including spinal cord injury, brain injury, amputation care, pediatrics and cancer.

*"This inaugural class of residents will continue to shape Mary Free Bed as an innovative, academic institution."*

– Dr. Kelly Armstrong, residency co-director

### EDUCATION

Our Medical Education team provides continuing education opportunities for health care professionals as well as students. This includes a rigorous schedule of on-site and off-site learning opportunities.

#### Highlighted events included:

- West Michigan Brain Injury Network Symposium
- Betty Bloomer Ford Cancer Conference
- Spinal Cord Injury Symposium
- Mary Free Bed Stroke Conference
- Direct Caregivers Conference

### MEDICAL EDUCATION EVENTS

**10**  
**SPECIALTY**  
**WORKSHOPS**  
(355 ATTENDEES)

**18**  
**LUNCH AND**  
**LEARNS**  
(381 ATTENDEES)

**342**  
**THERAPY AND**  
**NURSING STUDENTS**

**92**  
**GRAND ROUNDS**  
(3,599 ATTENDEES)

**8**  
**CONFERENCES**  
(846 ATTENDEES)

### RESIDENCIES

- Neurologic Physical Therapy Residency
- Orthopedic Physical Therapy Residency
- Orthotics and Prosthetics Residency
- Pediatric Physical Therapy Residency
- Physical Medicine and Rehabilitation Residency
- Postdoctoral Residency in Clinical Neuropsychology



The Mary Free Bed Foundation is a critical community connection for Mary Free Bed. As a nonprofit organization, we rely on the generosity of donors to support programs, therapies and care that restores independence for patients.

The foundation was honored with the 2017 Excellence in Fundraising Award by the Association of Fundraising Professionals West Michigan Chapter.

SIGNATURE EVENTS

Three events are hosted each year by the Mary Free Bed Foundation, including the Let Freedom Spring Luncheon and the Wheelchair & Adaptive Sports Golf Outing.

The gala is the foundation’s premier fundraising event. The fun and uplifting celebration drew 860 people and raised \$275,000 to support pediatric rehabilitation.

Foundation: **\$674,274**  
Program Restricted: **\$870,561**  
Endowment: **\$31,000**

**Total: \$1,575,835**  
**1,518 gifts from 1,217 donors**



DONOR SPOTLIGHT

*“Mary Free Bed truly is a place that provides amazing care from an incredibly dedicated staff and the opportunity to rebuild body, mind and spirit. I’m honored to support the wonderful work being accomplished here.”*

– John Bertsch of Grand Rapids  
Annual Fund and capital campaign supporter, 1891 Legacy Society member



## VOLUNTEER DEDICATION

**423**  
Volunteers



 **18,487**  
Hours of service

## STAFF DEDICATION



**1,655**  
employees



**127 years**  
of providing rehabilitation

We welcomed  
**six new  
rehabilitation  
physicians**  
to our team of experts,  
**for a total of 41 specialized  
physicians** helping to restore hope  
and freedom to our patients.

**90th percentile nationally for employee engagement**

Source: Press Ganey

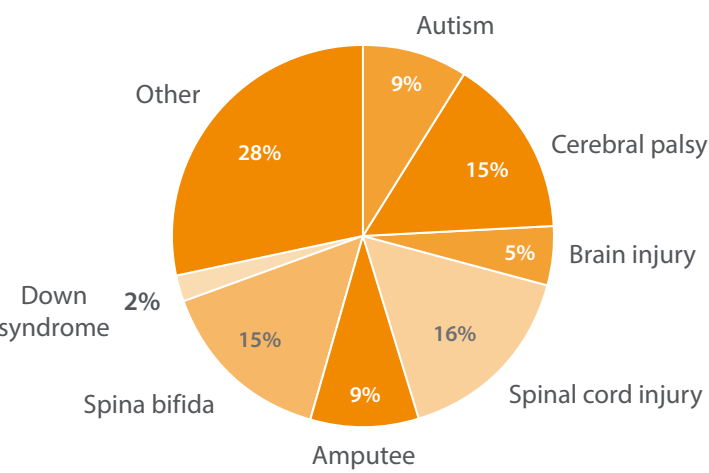


REEVE FOUNDATION GRANT ADDS BIKE TO FLEET,  
CREATES STATE’S ONLY OFF-ROAD HANDCYCLE PROGRAM

People with disabilities can go places that were inaccessible before, thanks to the Christopher & Dana Reeve Foundation. A \$10,000 Quality of Life grant enabled Mary Free Bed’s Wheelchair & Adaptive Sports Program to buy an Explorer III Off-Road Handcycle. No other hospital or organization in Michigan offers an adaptive program that enables people with disabilities to ride bikes on non-paved roads and trails. WAS is one of the largest programs of its kind in the country.

*Mary Free Bed’s Wheelchair & Adaptive Sports Program serves children as young as 3 years old, providing a variety of sports opportunities for a lifetime. There is no age limit to participate.*

DISABILITIES SERVED IN WAS:



13

Clinics



7

Classes



36

Programs



5

Events



- Bikes for the Rest of Us
- Fifth Third Riverbank Run 25K handcycle and wheelchair races
- Griffins vs. Sled Wings
- Junior Wheelchair Sports Camp
- Wheelchair & Adaptive Sports Golf Outing



413

Volunteers



15

Competitive Teams



- Junior Pacers win National Wheelchair Basketball Association Junior Division Championship
- Grand Rapids Sled Wings capture national championship at USA Hockey Disabled Festival

1,200 CHILDREN AND ADULTS SERVED IN WAS



55%  
youth

45%  
adult



A CULTURE OF HOPE AND FREEDOM





# Mary Free Bed<sup>®</sup>

Rehabilitation Hospital

616.840.8790 | 235 Wealthy St. SE | Grand Rapids, MI 49503



[www.MaryFreeBed.com](http://www.MaryFreeBed.com) | [www.AskForMary.com](http://www.AskForMary.com)