



2020-2021

Impact Report



Main Line Health®
Bryn Mawr Rehab Hospital



WHY CHOOSE

Bryn Mawr Rehab Hospital

Deciding where to go for rehabilitation is a critical step in your recovery. At Bryn Mawr Rehab, we offer private tours of our facility and clinical liaisons who provide one-on-one consultations with patients and caregivers. Our patients receive the highest quality therapy, nursing and physician care with experts to guide them on their recovery journey.

As one of the most comprehensive rehabilitation hospitals in Pennsylvania, we take a creative approach to a wide range of rehabilitation services to help patients re-establish their lives. Our dedicated team creates custom therapy plans for each patient, building on every moment of triumph along the way. Celebrating this incremental progress keeps us—and our patients—driven to keep improving every single day. For this reason, Bryn Mawr Rehab Hospital is being chosen by patients and their families more than ever as their destination for recovery.

TO LEARN MORE VISIT [MAINLINEHEALTH.ORG/REHAB](https://www.mainlinehealth.org/rehab)



A MESSAGE

From the President

2020-2021 HAS BEEN A YEAR UNLIKE MOST OF US HAVE EXPERIENCED.

In the wake of the pandemic, we all have had to shift our normal and familiar ways of doing things. Providing exceptional rehabilitative care to our patients is no exception. From expanded access to virtual therapy, adapting speech therapy methods for patients in isolation, exploring ways to keep patients and loved ones connected to aid in their recovery journey and much more, our expert team rose to these new challenges by developing innovative approaches to care.

We are pleased to share our 2020-2021 Impact Report, highlighting the leading-edge technologies, multidisciplinary team approach and expertise that distinguish us as a destination for rehabilitative care. But more importantly, we share two powerful stories of recovery from patients whose lives would have been permanently altered without the care they received at Bryn Mawr Rehab Hospital.

Bryn Mawr Rehab Hospital has been a part of the Greater Philadelphia region for more than 50 years. It is one of the largest inpatient rehabilitation hospitals in southeastern Pennsylvania with more than 148 beds. We are equipped with the latest rehabilitation technology, and our team of more than 650 physicians, therapists, nurses and volunteers creates evidence-based customized treatment plans to ensure our patients can return to their families and their lives as quickly as possible.

Patients recovering from traumatic injury or illness want the best care available in close, capable hands. They expect excellence in all aspects of rehabilitative care—skill, experience, expert decision-making, determination, ingenuity, compassion, comfort and the utmost in teamwork. This is what we aspire to achieve at Bryn Mawr Rehab Hospital.

A handwritten signature in black ink that reads "Donna M. Phillips". The signature is fluid and cursive.

Donna M. Phillips

PRESIDENT, BRYN MAWR REHAB HOSPITAL



BRYN MAWR REHAB
By the numbers

1,868

INPATIENT ADMISSIONS IN FY21

17.2

DAYS IN AVERAGE STAY

32,216

INPATIENT PATIENT DAYS

270,000

SQUARE-FOOT REHAB CENTER



40

ACRES OF LAND

148

NUMBER OF BEDS

88.3

AVERAGE BEDS OCCUPIED



110,741

OUTPATIENT VISITS IN FY21



SPECIALTY INPATIENT AND OUTPATIENT PROGRAMS:

Amputee Rehab	Medical Rehab
Brain Injury	Orthopaedic Rehab
Spinal Cord Injury	Pain Management
Stroke Recovery	Post-COVID Recovery
Cancer Rehab	
Comprehensive Concussion Program	



491

FULL-TIME EMPLOYEES

A man with grey hair, wearing a light blue polo shirt, light-colored shorts, and dark sneakers, stands on a green golf course. He is holding a golf club and looking towards the camera. In the background, there is a line of trees and a cloudy sky. A golf ball on a tee is visible on the grass to the right.

Relearning a new world

NAVIGATING LIFE AFTER A STROKE

STROKE, A LEADING CAUSE OF DEATH IN THE UNITED STATES, can happen to anyone at any time. Just ask husband, father, entrepreneur and athlete Steve Zarrilli. At 58-years old, he felt healthy and fit as he drove to Ocean City, New Jersey. Just a few weeks earlier, Zarrilli completed a 65-mile Philadelphia to Shore charity bike ride, and he was eager to return to the shore to enjoy some much-deserved rest and relaxation with his family.

Zarrilli didn't know his world was about to change as he drove down the highway on a bright and sunny July day in 2019.

"The last thing I remember is looking down and seeing my left hand resting limply in my lap and not understanding how that happened. I don't remember anything else after that," Zarrilli says.

He was experiencing a carotid artery dissection that led to a stroke in the right side of his brain. His car spun out of control and crashed into a guardrail. A good Samaritan called 911 and stayed with Zarrilli until the paramedics arrived.

Zarrilli was rushed to a local hospital for emergency care and then moved to an acute care hospital. He underwent an emergency craniectomy to temporarily remove part of his skull to relieve pressure in his swollen brain. Three weeks later, Zarrilli was transferred to Bryn Mawr Rehab Hospital.

"I couldn't even sit up when I first arrived, but my excellent care team encouraged me to get moving from day one. They never gave up on me," Zarrilli says.

Still wearing a helmet to protect his skull and exposed brain tissue, Zarrilli had to re-learn how to sit up, eat, walk and even talk. In addition to the physical challenges he faced, Zarrilli also had



to combat neuro fatigue, an extremely common condition after a brain injury in which the patient is both physically and mentally fatigued, making it hard to concentrate or remember details.

"Recovering from a stroke is a use-it-or-lose-it battle. I was tired all the time; just getting out of bed would exhaust me mentally and physically. But I was also determined—I wanted to get back to my old self as quickly as possible and my care team was there every step of the way to help make that happen. They struck the perfect balance of encouraging me to push myself and knowing when I needed to rest and heal," Zarrilli says.

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– STEVE ZARRILLI



HOLISTIC, FAMILY-CENTERED CARE

Bryn Mawr Rehab Hospital takes a holistic, family-centered approach to care to ensure cross-team collaboration and communication with the patient and their family. Zarrilli's team included physicians,

nurses, physical therapists, occupational therapists, speech therapists, psychology, case management and his family, including his wife, Carol, and their three children, Chris, Brendan and Melissa.

"When a family member is injured, it can change every aspect of a relationship. We work with families to try to get them all back to what can become their new normal," says physical therapist Mark Dewane, PT, DPT.

After three months as an inpatient, Zarrilli transitioned home, where his wife and children were ready to help with his recovery.

A HUMAN APPROACH TO ROBOTICS

Zarrilli also continued his care at Bryn Mawr Rehab Outpatient Network as an outpatient, three times a week. During outpatient therapy, he began using the exoskeleton robotic device to improve his strength to eventually stand and walk on his own.

"The exoskeleton gives therapists and patients a lot of real-time feedback to help improve the ability to walk. For Steve, we could see how he shifted his weight while walking, determine if he was relying more on

STROKE RECOVERY AT BRYN MAWR REHAB

At Bryn Mawr Rehab, we care for more than 600 patients recovering from stroke every year. Our intensive stroke recovery program is certified and accredited by several national health care organizations. Acute inpatient rehab begins as quickly as possible after a stroke. Patients receive a minimum of three hours of therapy a day, five days a week. Stroke patients have access to cutting-edge technology, including robotic exoskeletons, body weight supported walking devices and upper extremity robotic devices, which help the patient

rebuild the strength and coordination of movement and improve overall function. Technology, coupled with the skilled hands of our expert clinicians, provides our patients with the best opportunity for success. After the inpatient rehab stay has concluded, patients may benefit from ongoing specialized services in the outpatient stroke rehab program. We pride ourselves on a seamless continuum of care where an effective handoff occurs between the inpatient and outpatient care teams.

“I WANTED TO GET BACK TO MY OLD SELF AS QUICKLY AS POSSIBLE AND MY CARE TEAM WAS THERE EVERY STEP OF THE WAY TO HELP MAKE THAT HAPPEN.” - STEVE ZARRILLI

his left or right side and evaluate his stride length. All this information is essential to faster recovery,” says physical therapist Megan Cullen, PT, DPT.

Robotic devices, like the exoskeleton, lead to more productive physical therapy sessions because patients can advance quickly while still working directly with a physical therapist, allowing for a human approach to technological advances.

“The exoskeleton is superior because it puts the patient in a mechanically advantaged position and allows them to learn a repetitive pattern in an open space. Patients who work with a physical therapist alone might only be able to complete 10-20 steps in a session, but with this technology, a patient can take 100 or even 200 steps in one session, helping them recover much faster,” says Dewane.

Zarrilli adds, “Learning to walk again was the hardest challenge of my life, and the exoskeleton helped me understand exactly what I needed to do to make it happen.”

Today, Zarrilli’s outpatient therapy is complete, but he still works on his recovery every day at home, exercising and learning to navigate his new normal. Since his stroke, he retired from his career and is focused on his family, friends and philanthropic commitments.

He is dedicated to helping others recovering from a stroke. Zarrilli plans to become a regular volunteer at Bryn Mawr Rehab. He is also in the process of writing a book about his experiences to serve as a resource for other stroke patients and their families.

“I feel stronger and more independent every day. I hope my story can inspire others and encourage them to never give up on their own recovery,” Zarrilli says.



THE EksoNR EXOSKELETON ROBOTIC DEVICE

A wearable, battery-operated bionic exoskeleton, the EksoNR is designed to help patients learn to stand and walk during rehabilitation. The EksoNR is the first and only exoskeleton device to receive FDA approval for the rehabilitation of patients with acquired brain injury.

Bryn Mawr Rehab therapists use this device to help promote correct movement patterns in all recovery phases for patients who have experienced a brain injury, stroke or an incomplete spinal cord injury. Our therapists individually assess each patient to ensure that the exoskeleton robotic device is the proper treatment based on their injuries and goals. Each session is focused on specific gait training goals the patient and therapist established together. Feedback from the device is also used to help achieve these goals.



AWARDS AND ACCOLADES



CARF International three-year accreditation
(reaccredited in 2019)



Joint Commission
Gold Seal of Approval



System Magnet® designation



Nurses Improving Care for
Healthsystem Elders (NICHE) designation



Newsweek #1 Physical Rehabilitation
Hospital 2020





BRYN MAWR REHAB HOSPITAL, part of Main Line Health, is proud to provide exceptional multidisciplinary care to our patients and their families. For more than 50 years, we have been pioneering comprehensive physical and cognitive rehabilitation care by investing in state-of-the-art technologies and treatments as well as advancing our staff's continued training and education.

Bryn Mawr Rehab Hospital recently received its Magnet® designation, the nation's highest distinction for excellence in nursing care and became accredited by the Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF). In addition to these accomplishments, the hospital also ranked #1 in Pennsylvania for America's "Best Physical Rehabilitation Centers 2020" by *Newsweek* magazine. As part of our pandemic response efforts, Main Line Health also began a Post-COVID Recovery Program, available at Bryn Mawr Rehab, that offers personalized, multidisciplinary care with individualized treatment plans to assist patients recovering from the effects of the virus.

We are committed to our patients' recovery and are proud to always be a part of their journey as they move beyond their rehabilitation and return to their lives.

Jack Lynch
PRESIDENT AND CEO,
MAIN LINE HEALTH



2020-2021

Financials

(IN THOUSANDS OF DOLLARS)

Operating Revenue

NET PATIENT REVENUE

\$71,271

OTHER REVENUE

\$6,026

TOTAL

\$77,297

Operating Expenses

SALARIES & BENEFITS

\$48,472

SUPPLIES

\$2,763

PROFESSIONAL SERVICES

\$16,069

OTHER

\$9,077

TOTAL

\$76,382

FUNDS FOR REINVESTMENT

\$915



Finding new strength

BEATING THE ODDS AFTER COVID-19

“I WAS OVERCOME WITH EMOTION when I saw so many amazing people from my care team clapping for me as I was discharged from Bryn Mawr Rehab Hospital,” shares 72-year old Mike Capozzoli.

With the theme song to *Rocky* playing in the background, Capozzoli was reunited with his family after a months-long battle with COVID-19. Just like the title character in the movie, Capozzoli overcame the odds. It was the care he received at Bryn Mawr Rehab Hospital that made it happen.

FROM THE ICU TO REHAB

Capozzoli first received emergency care services for COVID-19 at a local hospital on March 27, 2020.

“Mike got sick in the very early days of the pandemic. I had to drop him off at the front door of the emergency room because I wasn’t allowed to go inside. It was devastating,” says Capozzoli’s wife, Eileen.

Eileen, also sick with COVID-19 but able to recover at home, had to remain in isolation while her husband fought for his life. Capozzoli was transferred to an acute care facility where he was intubated for more than two weeks. When he finally awoke, he was so weak he couldn’t even lift up a piece of paper.

“I couldn’t do anything for myself—I couldn’t feed myself, dress myself, or even sit up on my own. I didn’t think I would ever get better,” he says.

On April 27, one month to the day after first being admitted to the hospital with COVID-19, Capozzoli was transferred to Bryn Mawr Rehab Hospital to



continue his recovery. For the first week, he was in isolation on the COVID recovery floor.

When the pandemic first began in 2020, COVID-19 patients like Capozzoli had to be placed in isolation, and access to therapy was limited to in-room sessions with therapists in full PPE. Today, Bryn Mawr Rehab Hospital continues to implement all required COVID-19 protocols and has evolved its programs to create a rehab unit designed specifically for COVID-19 patients. This unit allows patients to access therapies and special equipment in a larger space outside of their rooms while keeping other patients and staff safe.

“Bryn Mawr Rehab’s multidisciplinary approach to care is more important than ever before as our team continues to develop innovative solutions to ensure superior patient care and keep patients, their families, and our staff safe. Throughout the pandemic, our goal has been and will remain to get our patients back to living their lives,” says Mithra Maneyapanda, MD, medical director of Bryn Mawr Rehab Hospital’s brain injury program.



PHOTO: Jennifer Kearney

“I COULDN’T DO ANYTHING FOR MYSELF—I COULDN’T FEED MYSELF, DRESS MYSELF, OR EVEN SIT UP ON MY OWN. I DIDN’T THINK I WOULD EVER GET BETTER.” – MIKE CAPOZZOLI

TRUSTING THE PROCESS

Capozzoli underwent physical, occupational and recreational therapy to help regain his physical and emotional strength. After a few weeks of hard work, he earned a “wheelchair license” and was allowed to take himself to his therapy sessions and regain some independence by spending time outside on the Hospital’s expansive grounds. But Capozzoli still had more work to do before he was ready for discharge.

“I would often get frustrated because I felt like my recovery wasn’t happening fast enough, especially because I couldn’t see my family. That’s when my therapists would step in and remind me that recovery is a process and that rest is just as important as my therapy sessions,” he says.

Bryn Mawr Rehab Hospital considers patient families to be an essential part of the care team. But because of COVID-19, families were not able to have the same in-person involvement that would typically be part of a recovery program.

“Normally, the family would be on-site, learning about patients’ therapies and how to recover at home. With COVID, we couldn’t do most of those sessions in person and had to rely on video conference calls,” says Eric Bull, MS, OTR/L, DRS, CDI.

To overcome this hurdle, Capozzoli’s family shared photos of his home to help his care team determine what equipment and therapy techniques would work best for his home recovery.



SPEECH THERAPY DURING COVID-19

Bryn Mawr Rehab provides expert diagnosis and treatment of speech, language, cognitive and swallowing disorders for both inpatients and outpatients. Our team works closely and collaboratively with patients, their families and the extended therapy team to support patients in their recovery.

During the COVID-19 pandemic, Bryn Mawr Rehab’s talented team developed innovative speech therapy solutions to ensure staff and patient safety while effectively addressing patient needs.

“Patients in our speech therapy programs often rely on visual cues centered around mouth and throat movements. While extremely important to slow the spread of COVID-19, PPE and face masks present unique challenges for speech therapy. I am so proud of how quickly the entire team came together to develop dynamic, innovative solutions for our staff and our patients so we could continue to offer excellent care, even during an unprecedented pandemic,” says Julie Klappert, speech pathologist at Bryn Mawr Rehab.

Therapists implement telehealth whenever possible and use plexiglass, face shields and transparent masks during in person patient sessions. In some instances, one therapist will enter the patient room in full PPE. At the same time, another stands in the doorway behind plexiglass, allowing the patient to see facial movements and other visual cues from one therapist while the other works directly with the patient.

“Our team will continue to find solutions and tackle any challenges that come our way until the pandemic is over,” Klappert says.

HOME AT LAST

After almost two months as an inpatient, Capozzoli was understandably eager to get home.

“I had an amazing experience at Bryn Mawr Rehab Hospital, but I was ready to be with my family. Plus, I felt guilty taking up a bed that could go to someone else who might need it more than me,” Capozzoli says.

“For Mike, it was more important to his psychological well-being to be together with his family and continue his recovery with them. Ultimately, he achieved independence following discharge,” Bull says.

But before he left, Capozzoli and his family had to share their gratitude with the Bryn Mawr Rehab team the best way they knew how—through food. As co-owner of his family’s 80-year old catering business, Capozzoli Catering, the Capozzoli family provided lunch for more than 300 team members.

“I can’t say enough good things about my team at Bryn Mawr Rehab Hospital. They truly became my second family. I tear up every time I think about them, from the kind and attentive nursing staff to my physicians and therapists, I wouldn’t be alive today without them,” Capozzoli says.

On June 3, 2020—68 days after he was first admitted to the emergency room with COVID-19—Capozzoli was discharged. He attended outpatient therapy until August 2020, when he was officially released from outpatient care.

“I left using a cane and transitioned to a leg brace by August. Today, I am back to doing what I love, spending time with family, cooking, and every once in a while, I am even back on the golf course.”



POST-COVID RECOVERY PROGRAM

The effects of COVID-19 can last for weeks or months, and some patients may even experience lifelong health issues due to “long hauler” syndrome. Post-COVID-19 physical complications may include impairments in muscle strength, memory difficulties or brain fog, heart and lung capacity, pain, balance, endurance and walking ability leading to a loss of function and independence.

To address the complex needs of patients who experience these symptoms for at least 30 days after testing positive for COVID-19, Bryn Mawr Rehab Outpatient Network now offers personalized, multidisciplinary care for patients’ physical rehabilitation from COVID-19 through its Post-COVID Recovery Program.

The program’s multidisciplinary, outpatient therapeutic approach offers patients access to specialty physicians, psychologists, case management, nutritionists and dietitians, and occupational, physical and speech therapists. Designed to extend beyond therapy, the recovery program’s team of specialists offers services and resources to treat the patient’s customized needs. A patient may be referred to the program directly by their primary care physician or specialist provider or require an evaluation by a physiatrist to assess their overall needs followed by an individualized therapy plan.

To refer a patient to the Post-COVID Recovery Program, call 484.596.5000.



Main Line Health®
Bryn Mawr Rehab Hospital

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mainlinehealth.org/rehab

Be seen.

