

INFINITY REHAB

2024

QUALITY REPORT



Our annual report showcasing company news and accomplishments for the calendar year 2023.

Founded in 1999 and based in Tualatin, Oregon, **Infinity Rehab** provides occupational, physical, and speech therapy wherever patients call home. Through the leadership of industry-recognized therapists, **Infinity Rehab** serves skilled nursing, long-term care, home health, ACOs, critical access hospitals, assisted living, and independent living communities across 17 states.



As we stepped into our 24th year, **Infinity Rehab**, a leading therapy services company, witnessed a series of transformative changes. Our dedicated clinicians achieved numerous milestones, and I, as the President, am privileged to present the highlights of our journey in 2023. Our unwavering commitment to delivering top-notch, compassionate care to our patients has been the driving force behind our success, and I am delighted to share the tangible outcomes of our efforts with you.

The relaunch and rebranding of **Therapy Management** by **Infinity Rehab** (initially introduced in April 2022) as **Management by Infinity Rehab (MIR)** in March 2023 is a testament to our commitment to providing more options to healthcare providers interested in providing therapy services in-house. This program, built on **Infinity Rehab's** broad and successful experience, is designed to empower providers to create a high-performance therapy department in a fully capitated environment, thereby enhancing their value in the healthcare landscape.

In 2022, we reintroduced our staffing division, **Therapy Solutions**. In August 2023, this division underwent a significant transformation, announcing its new name and brand identity: **Therapy Solutions Collective (TSCO)**. TSCO, with its new name and brand identity, is dedicated to investing in its people and creating pathways for their success. With our extensive experience in the field, we specialize in matching qualified professionals with healthcare providers and schools, ensuring that the right expertise is always at hand.

The Symposium conference returned virtually in May 2023. Our team earned valuable continuing education requirements at the event, attended our Employee Appreciation event, and grew their leadership and clinical skills. A highlight for me was seeing all the creative team-building get-togethers throughout the summer after the conference. Some of the key outcomes of the meeting were education in health equity, vestibular rehabilitation, and leadership.

Throughout the year, our therapists were recognized in a variety of ways. Luc Leech, an OT and DOR in Idaho, was honored with the Becki Stephens Award of Excellence in Occupational Therapy from the Idaho Occupational Therapy Association (IOTA). This prestigious award has had a significant impact on Luc's career. Additionally, our flagship professional development program, Leadership Academy, recognized 13 graduates in the class of 2023.

We deeply appreciate your continued support as we strive to improve the health and well-being of all those we serve. Your unwavering commitment to our mission has been instrumental in our success, and we look forward to continuing this journey together.

Michael Billings



MIKE BILLINGS

PT, DHSc, MS

President and Co-Founder
Infinity Rehab

INFINITY REHAB BY THE NUMBERS

Note: this is for the calendar year January 1-December 31, 2023



78.3K

LIVES
ENHANCED



95.5K

PATIENT
VISITS



17

STATES



22

NEW
LOCATIONS

Terraces of Phoenix

Phoenix, AZ

Carlton Senior Living

San Jose, Fremont & San Leandro, CA

The Goodman Group

Arbor Ridge, Garden Ridge & Senita Ridge
Peoria, AZ

Vitality Senior Living

Hudson, FL

Roaring Fork Senior Living

Glenwood Springs, CO

Sopris Lodge

Carbondale, CO

Canfield Place

Beaverton, OR

Woodside Senior Living

Springfield, OR

The Springs at Anna Maria

Medford, OR

Evergreen Senior Living

Eugene, OR

Hover Community

Longmont, CO

Fieldstone

Seattle, WA area

Hillside

McMinnville, OR

Valley Vista

St. Maries, ID

Valley Vista

Sandpoint, ID

Meridian Meadows

Meridian, ID

Green House Homes at Mirasol

Loveland, CO

Oasis Pavilion

Casa Grande, AZ



PINNACLE SURVEY RESULTS
COMBINED AVERAGE OF ALL CATEGORIES

4.65/5

Infinity Rehab

4.54

National Average



PINNACLE SURVEY RESULTS
KNOWLEDGE/SKILLS OF THERAPISTS

4.86/5

Infinity Rehab

4.75

National Average

TOTAL EMPLOYEES: **1052**

TOTAL PTs: **134**

TOTAL PTAs: **131**

TOTAL OTs: **104**

TOTAL COTAs: **99**

TOTAL SLPs: **72**

PRNS:

51 COTA

114 OTS

146 PTs

81 PTAs

59 SLPS

RESTORATIVE AID/COORDINATORS: **8**

REHAB AIDES/ADMIN ASSISTANTS: **5**

LEADERSHIP/HOME OFFICE: **48**

As a company, we prioritize our people and culture, fostering a supportive and inclusive environment where every team member is valued and empowered to succeed. Our commitment to continuous learning and development ensures that our staff have the knowledge and skills to deliver the highest standard of care.

With a focus on quality outcomes, exceptional client service, and a thriving people-centered culture, **Infinity Rehab** continues to be a trusted partner in the healthcare industry, dedicated to positively impacting the lives of those we serve.

At **Infinity Rehab**, we aim to set the standard for rehabilitation by delivering the best of science with the art of caring. Here's what we know from rehabilitation science:

Not all rehabilitation interventions are of equal value when it comes to patient outcomes. While reimbursable, the evidence suggests that usual care in skilled nursing is low intensity, generalized, may not maximize physical function, and leaves patients vulnerable to rehospitalization, further disability, and higher mortality.^{1,2} Fully 50% of Medicare beneficiaries do not recover to their baseline functional performance up to a year after hospital admission.³ (ref). At **Infinity Rehab**, usual care is not enough.

The best way to look at rehabilitation outcomes is to systematically measure patients using good, standardized tests across body function and structure, activity, and participation domains. **Infinity Rehab**

has a core set of outcome measures used for all patients across these domains. The measures help us bring more precision to the discussion about individual patients and enable us to aggregate the data for study and care improvements.

There are large bodies of evidence to support the need for above-average, challenging treatments (Intensity), engaging patients and building their self-efficacy, focusing on wellness and prevention, and tailoring to cognitive needs. At **Infinity Rehab**, we culled the literature for these best-evidence practices, collated them into our Clinical Model, and are systematically working to deliver best-evidence standards of care. What's usual for us is highly unusual in the world of rehabilitation.

Our commitment to evidence is a cornerstone of our culture, but there's more. There's the art of caring. Our people are essential to providing a high-impact product and patient experience. Using our systematic approach, we've built a culture rooted in best-evidence people practices, helping drive performance, development, recognition, and appreciation throughout the company. This approach results in happy, engaged clinicians who put their heart into their work daily.



OUR MISSION

To set the standard in rehabilitation for successful aging by delivering the best of science with the art of caring



OUR VISION

To be the first choice for high-value rehabilitation in every home and community

CORE VALUES:

- Integrity above all else
- Passion for the quality of people's lives
- Quality that is obvious
- Innovation, not emulation
- A culture of trust and respect
- Reaching to learn, grow, and embrace change
- Teamwork, camaraderie, and fun



LEADERSHIP UPDATE



INFINITY REHAB 2024 QUALITY REPORT

LEADERSHIP



Our senior leadership team is comprised of licensed therapists and healthcare industry experts. Our leaders take great pride in guiding clients, and their patients, towards greater success. Our leaders have over **110 cumulative years** of elected and appointed leadership positions with rehabilitation associations, have led national presentations, hold nearly **30 awards and honors**, and have authored over **20 peer-reviewed publications and abstracts** related to clinical diagnosis and rehabilitation intervention.

OUR LEADERS



MIKE BILLINGS

MS, PT, DHSC
PRESIDENT AND CO-FOUNDER



STACEY TURNER

MS, CCC-SLP
*VICE PRESIDENT OF
OPERATIONS*



LAURA CANTRELL

MS, PT
*VICE PRESIDENT OF
COMMUNITY-BASED SERVICES*



DEREK FENWICK

PT, MBA, GCS, SHRM-SCP
*VICE PRESIDENT, PEOPLE
AND CULTURE*



PATTY SCHEETS

PT, DPT, NCS
*VICE PRESIDENT, QUALITY
AND COMPLIANCE*



MARK WILHELM

MS
*VICE PRESIDENT
OF SALES*



TY KEETER

PT, DPT, MHA
*REGIONAL DIRECTOR OF
OPERATIONS*

INDUSTRY AWARDS



INFINITY REHAB 2024 QUALITY REPORT

INDUSTRY AWARDS

Pinnacle Quality Insight released their annual survey results in the spring of 2024, with results for 2023.



4.65

INFINITY REHAB
OVERALL COMBINED
AVERAGE

(National Average = 4.54)

Five of our communities where **Infinity Rehab** provides therapy received a **Pinnacle Customer Experience Award** certificate, which means that the community has scored in the **top 15%** of the national across a 12-month average in any of the categories.

WEST HILLS HEALTH AND REHABILITATION

- Dignity and Respect
- Equipment Quality

SABAL PALMS HEALTH AND REHABILITATION

- Overall Satisfaction
- Understood Procedures
- Dignity and Respect
- Response to Concerns
- Involvement with Goals
- Pace of Progress
- Results Achieved
- Knowledge/Skills of Therapists
- Recommend to Others
- Overall Customer Experiences

SOMEREN GLEN

- Atmosphere of the Therapy Area

JOSEPHINE CARE CENTER

- Overall Satisfaction
- Dignity and Respect
- Knowledge/Skills of Therapists
- Recommend to Others

WESTCHESTER GARDENS

- Overall Satisfaction
- Dignity and Respect
- Knowledge/Skills of Therapists
- Recommend to Others



*We value quality care and outstanding outcomes at **Infinity Rehab**. Our glowing patient satisfaction results showcase the incredible dedication and care by our clinicians and leaders throughout **Infinity Rehab**."*



STACEY TURNER
VP of Operations

MANAGEMENT BY INFINITY REHAB



INFINITY REHAB 2024 QUALITY REPORT

THERAPY MANAGEMENT DIVISION **LAUNCHES**



Therapy Management by Infinity Rehab (originally introduced in April 2022) relaunched and rebranded in March 2023 as **Management by Infinity Rehab** (MIR). MIR gives healthcare providers flexible solutions. The program can help providers assess their readiness for rehab management options and determine the cost benefit of making a change successful. In addition, customer programs are created explicitly based on the needs of their patients, residents, and facility circumstances.

Management by Infinity Rehab (MIR) offers options to help customers determine their best course of action: from complete outsourcing to a hybrid management model, which includes training, recruiting, and performance monitoring. In addition, **Infinity Rehab** has 24+ years of industry expertise serving skilled nursing facilities in capitated contract arrangements.

Read more in the press release [here](#).



CUSTOMER SUCCESSES

>50%

increase in Part B revenues with increased Part B census

150%

improvement in Part B units per visit from January-December 2023

40%

savings in rehab labor costs through staffing model and clinical processes

THERAPY SOLUTIONS COLLECTIVE (TSCO)



INFINITY REHAB 2024 QUALITY REPORT

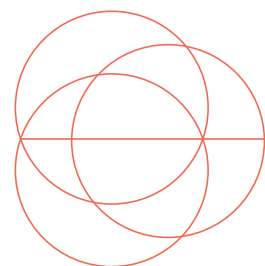


THERAPY SOLUTIONS COLLECTIVE

...not just another healthcare staffing agency

Therapy Solutions, an innovative staffing leader for healthcare providers and school districts, announced its updated name and rebranding in August 2023: **Therapy Solutions Collective (TSCO)**.

As **TSCO** has grown since its re-introduction in February 2022, Vice President Keri Crompton saw the need for the company to evolve in its messaging, iconography, and branding.



Staffing the allied healthcare workforce is more challenging than ever. We pride ourselves on building a supportive community, truly getting to know each of our therapists, what drives them, ultimately matching them to a position that aligns with their unique skills and preferences. We wanted our brand look and voice to match this."



KERI CROMPTON
TSCO Vice President

Therapy Solutions Collective (TSCO) provides specialized staffing solutions for school districts, hospitals, clinics, SNFs and other healthcare organizations that need contract clinical placements. **TSCO** is fully staffed with experienced clinicians who can respond quickly and efficiently for any type of coverage, from short to long term leave, or for a contract year and everything in between. Our collective is comprised of the most qualified and dedicated clinicians with specific in-depth knowledge and understanding of the processes for each care setting where they are contracted. Read more in the press release [here](#).

GROWTH HORIZON

Forecasting to quadruple our staff in 2024.

QUALITY UPDATE



INFINITY REHAB 2024 QUALITY REPORT

QUALITY: OUR UNWAVERING COMMITMENT AND INNOVATION

MEANINGFUL IMPROVEMENTS THAT MATTER

In addition to traditional measures of activity limitations, such as the level of assistance needed with activities of daily living, getting in and out of bed, and walking, at **Infinity Rehab** we have invested in the time, energy, and resources to systematically quantify patient capacity on a number of physical performance measures, the outcomes of which are related to overall health status and risk for adverse events. These additional data add depth to our understanding of a patient's condition, their readiness to return home, and their likelihood of success in staying in their home over time. These measures are named and described in the figure below.

PHYSICAL PERFORMANCE MEASURES



FUNCTIONAL STRENGTH

Repeated chair stands without UE support



ACTIVITY TOLERANCE

Six-Minute Walk Test (6MWT)



OVERALL STRENGTH

Grip strength



COGNITIVE SCREENING

SLUMS



GAIT SPEED

6th Vital Sign



FALL & MOBILITY DECLINE RISK

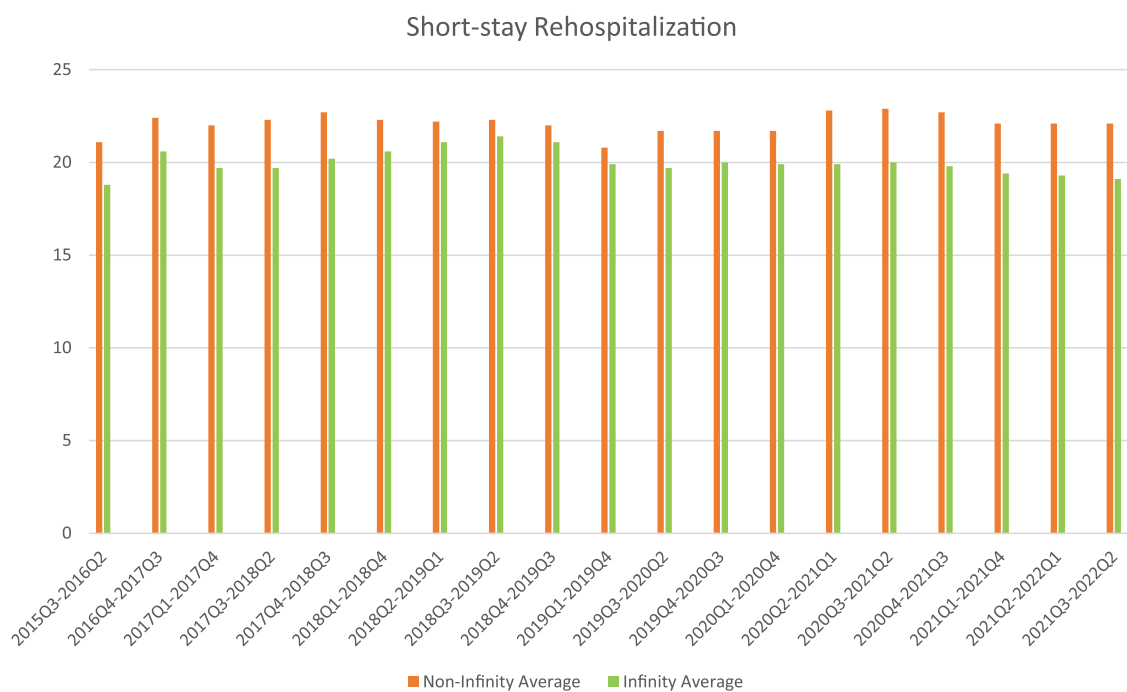
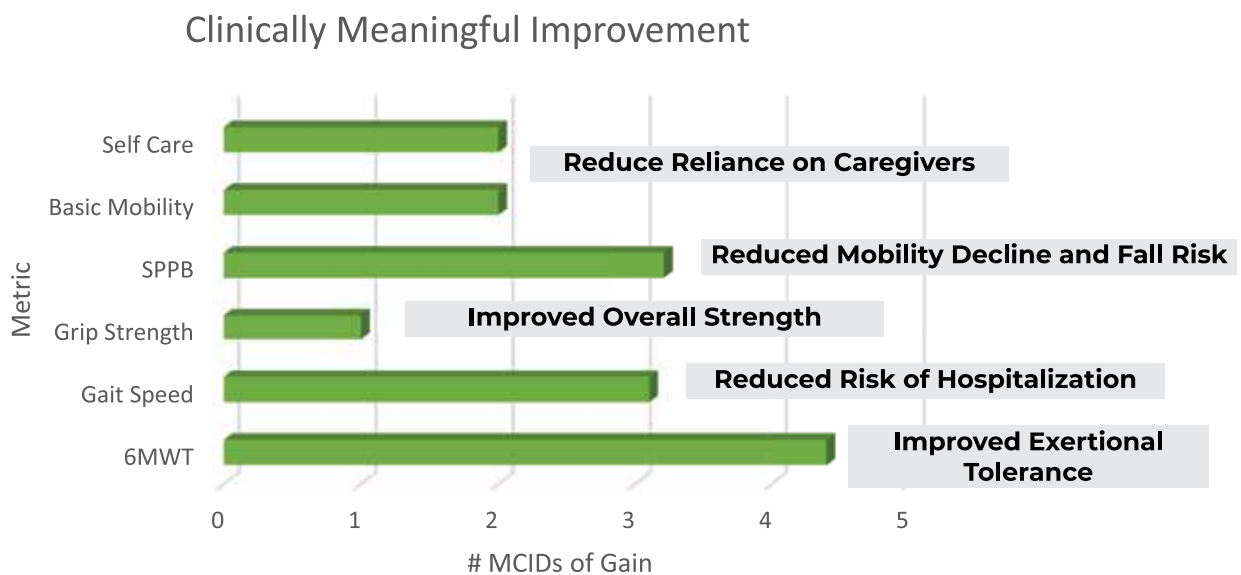
Short Physical Performance Battery (SPPB)



ACTIVITY/ FUNCTIONAL LIMITATIONS

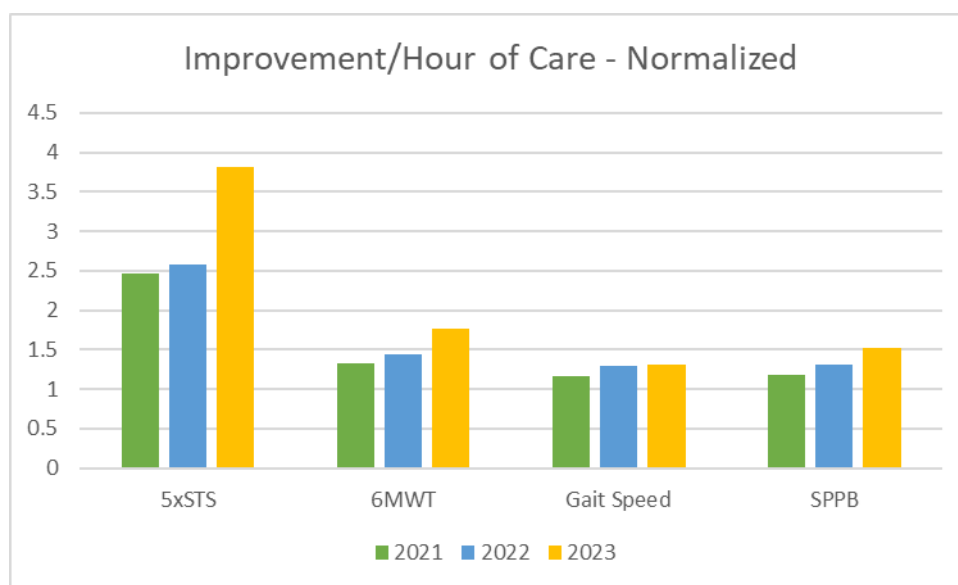
Caregiver burden

In recent years, researchers have introduced the idea of a minimal clinically important difference (MCID) to reflect the amount of change on a standardized measure that matters in a person’s life. We apply this concept to help us better understand the extent to which we are not only helping patients perform basic functions with less physical assistance, but also, and perhaps more importantly, to what degree are we helping the patient reduce their risk for adverse events. In the figure below, we plotted the average units of MCID for several measures. You can see that even more than helping patients reduce their reliance on caregivers as reflected in improvements in self-care and basic mobility, we are helping patients get stronger overall and within a functional task which reduces their risk for falls. We are helping patients reduce their risk for further mobility decline, hospitalization and even mortality. These improvements reflect the value of our services in improving overall health status which extends beyond the episode of care.



HIGHER VALUE CARE

At **Infinity Rehab**, we clinically prepared for PDPM by truly understanding our patient population through robust data analytics and developing best practices for maximizing clinical outcomes while controlling or reducing cost. During 2023, we continued to see an increase in value of our services as represented by the amount of gain patients made relative to the hours of care provided. The figure below represents the year over year gains in value of care during each of 2021, 2022, and 2023. This is good news as we continue in an environment of increasing staff shortages and heightened scrutiny from Medicare Advantage payers. And we believe this gain in value of care is related to our commitment to evidence-based care and a higher than industry standard therapist-to-assistant ratio of 53%.

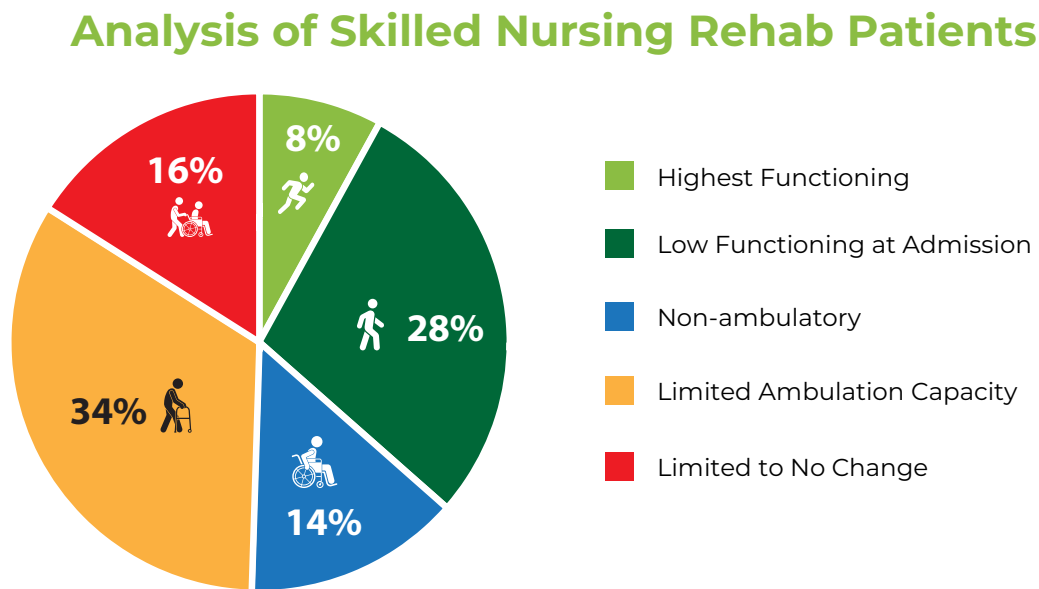


ROBUST DATA ANALYTICS

As mentioned previously, we have a standardized data collection process with the goal of having a comprehensive, standardized, and objective picture of each patient. These data are used at the individual patient level to understand current status, measure change over time, compare status to published normal values, benchmark current status against critical health-related thresholds, and to communicate with each other and other stakeholders including the patients themselves, families, and the inter-professional team. The systematic collection of these data is a foundational practice in our commitment to best evidence care.

In addition to using these data in managing individual patients, we have implemented a robust data analytics process which allows us to learn from the group of patients. We've taken what we've learned from the group of patients to inform and guide our practice of current and future patients. These steps illustrate our commitment to ongoing performance improvement and consistently bringing our very best to each patient.

We have identified five distinct clusters in our data set. In the figure below, you can see the proportion of these patient types followed by a brief summary of each group. It is interesting to note that since the COVID-19 pandemic, there are 17% fewer patients in the highest functioning group (light green) and a 14% increase in the limited ambulation group (gold).

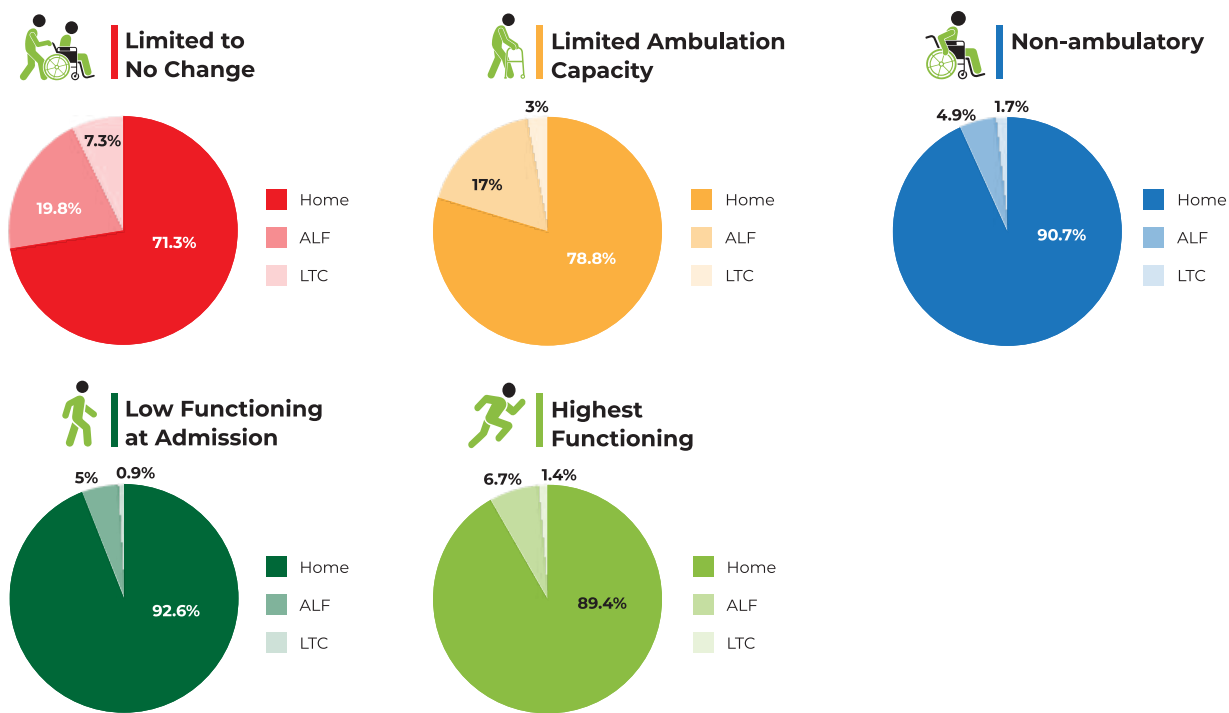


- Highest Functioning**
- Low Functioning at Admission**
 - Improve
 - Need to reach critical thresholds
- Non-ambulatory**
 - Improve
 - Short vs. long-term compensatory strategies
- Limited Ambulation Capacity**
 - Improve to some degree
 - “Holding on by a thread”
 - Traditionally low-value care
- Limited to No Change**
 - At risk for discharge to hospital and/or LTC
 - Neurological conditions
 - Traditionally low-value care

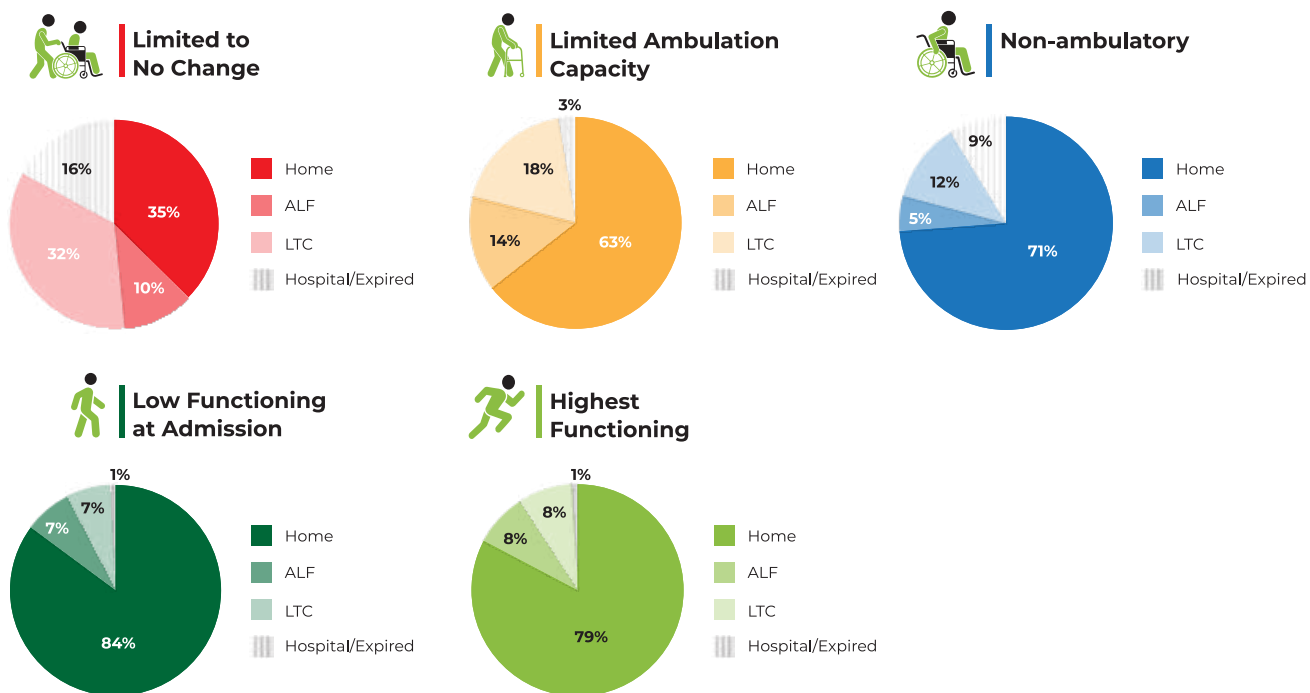
One of many ways we can appreciate the differences among these groups of patients is to visualize their living situation prior to admission and at discharge. In the figures below, you can see more similarity among groups based on their prior living situation as compared to the discharge destination. The patients who make limited to no change in activity limitations (red group) are also those most at risk for mortality, hospitalization, or new discharge to long-term care.

Since we can identify these patients early in their stay, we are able to assist the inter-disciplinary team, patient, and family in appropriate discharge planning that will maximize the patient’s participation goals.

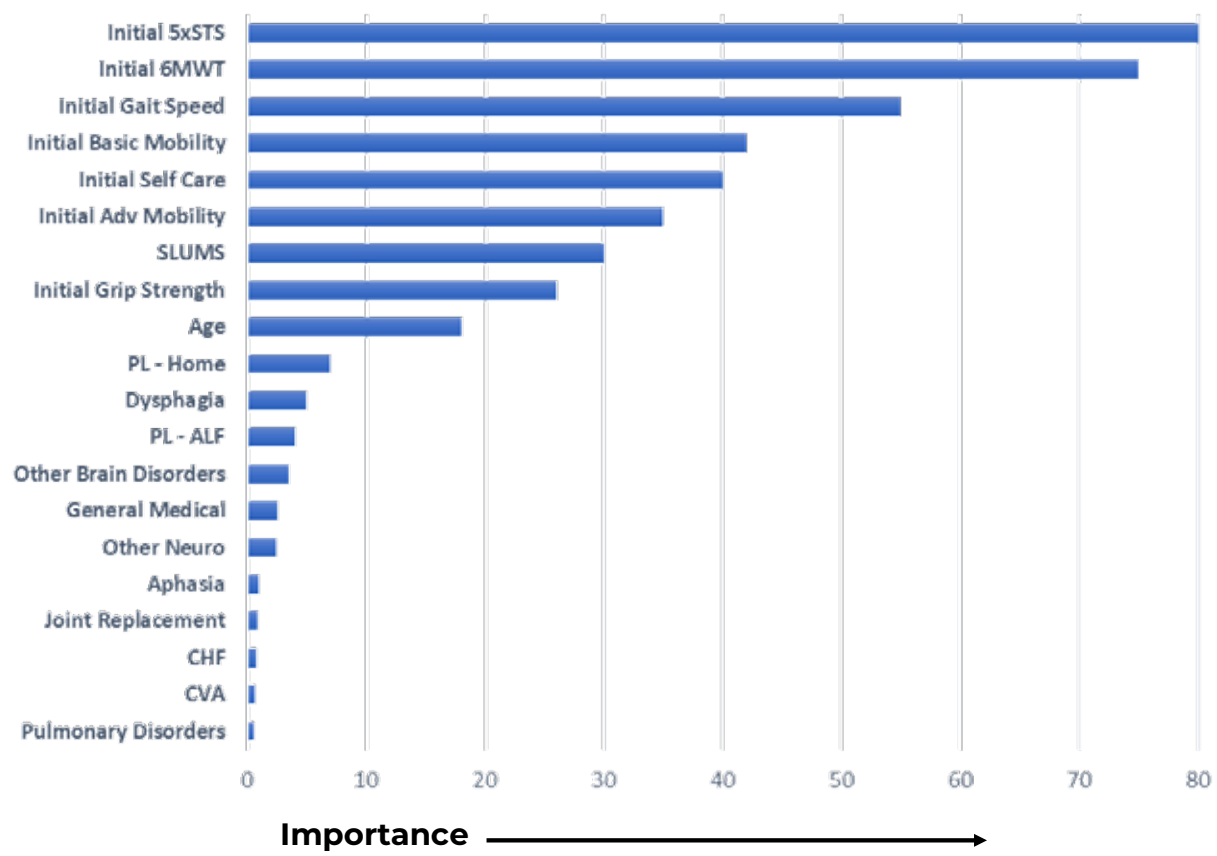
PRIOR LIVING SITUATION



DISCHARGE DESTINATION



This type of data analysis yields a list of features that are important in distinguishing one group from the other in order of their importance. In the figure below, you can see the visualization of this feature impact list. The length of the bar next to each variable reflects the importance of that feature in group assignment. Interestingly, you can see that the most important variables impacting group assignment are initial repeated chair stands (5XSTS), initial 6-minute walk test (6MWT), and walking speed.

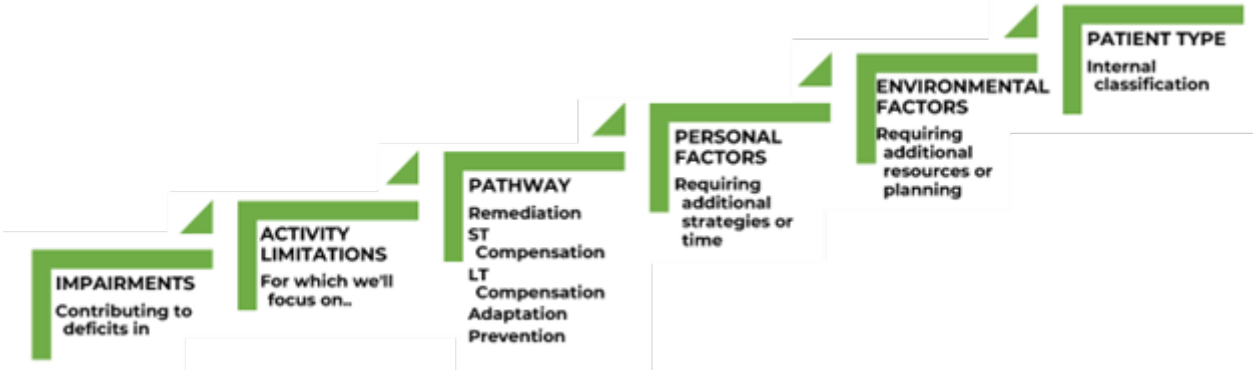


These measures of physical performance are more important than measures of activity limitation like mobility and self-care and significantly more important than health condition, or medical diagnoses. As you can see from the figure above, the first health condition is identified in the 13th position. We use the patient groupings from this analysis to assist us in tailoring the type, intensity, and amount of care provided to each patient, making our care truly patient-centered.

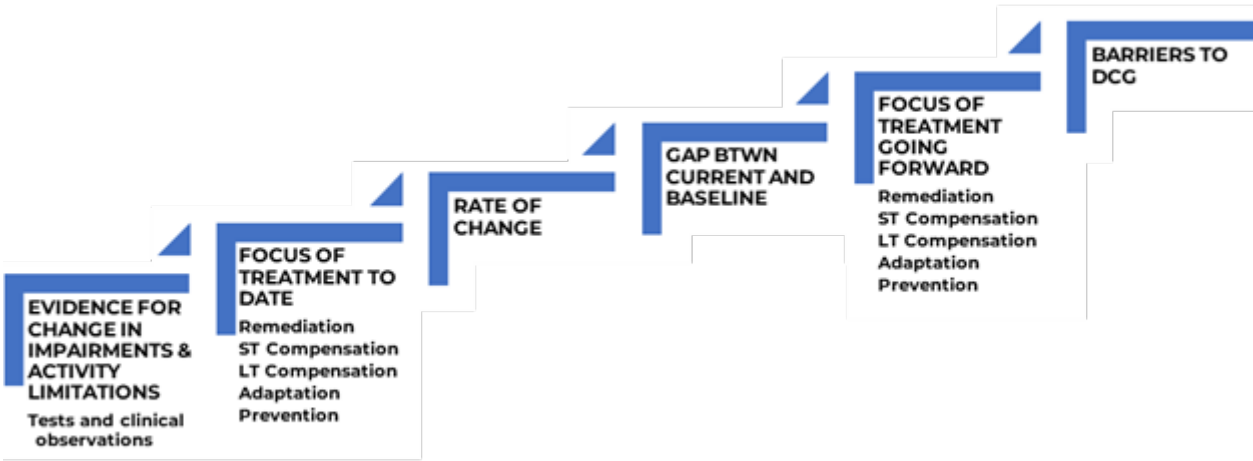
BUILDING AN EMR THAT SUPPORTS QUALITY CARE

Part of our company-wide ongoing performance improvement project centers around shortening the 17-year gap between what is known from research to be best care and the care patients are consistently receiving. Through this work, we discovered the power of the electronic medical record (EMR) in dictating and reinforcing clinical behavior, and so we set out to shape the content of the EMR to promote sound clinical decision making, meet regulatory standards, and support implementation of standardized evidence-based practices. This vision includes integrating critical aspects of standardized examination, evaluation, and intervention with key rehabilitation frameworks and concepts.

The library customizations were implemented during 2023 with updates in response to field feedback. The evaluation and progress report documents were successful immediately due to the integrated systematic decision-making process. The process for the evaluation is illustrated below. In it you can see how the therapist is guided to link the patient's impairments in body structure and function to their activity limitations then reflect on the best rehabilitation pathway. This decision is a critical step in directing the specifics of intervention and is related to the expected prognosis for improvement in impairments.



A similar systematic approach is used in the progress report (illustrated below) where the clinician reflects on the care to date, the patient's responsiveness, and makes adjustments to the treatment plan and further refinements to the discharge plan.



Since the implementation of the new library, the variability in performance on the evaluation and progress reports on audit has decreased and the average score increased to 80% or above.

The foundation of the treatment encounter note consists of best evidence interventions with tool tips and guides for the critical elements for each and clearly stated clinical behaviors that make intervention skilled.

GROUP AND CONCURRENT PROVES SUCCESSFUL

Infinity Rehab’s group and concurrent percentage is showing growth comparable to industry benchmarks.



We are seeing successes with group and concurrent in our communities. It is making an impact on our teams and the care we provide.

“ We (the therapists) have a good attitude about group and concurrent in our building, which creates a good culture (among nursing staff, administration, doctors) that group is a beneficial mode of treatment. Patients are increasingly anxious in the era of COVID, and seeing others going through similar experiences is immensely helpful!”



PATRICE WEIBLE
Director of Rehab and SLP

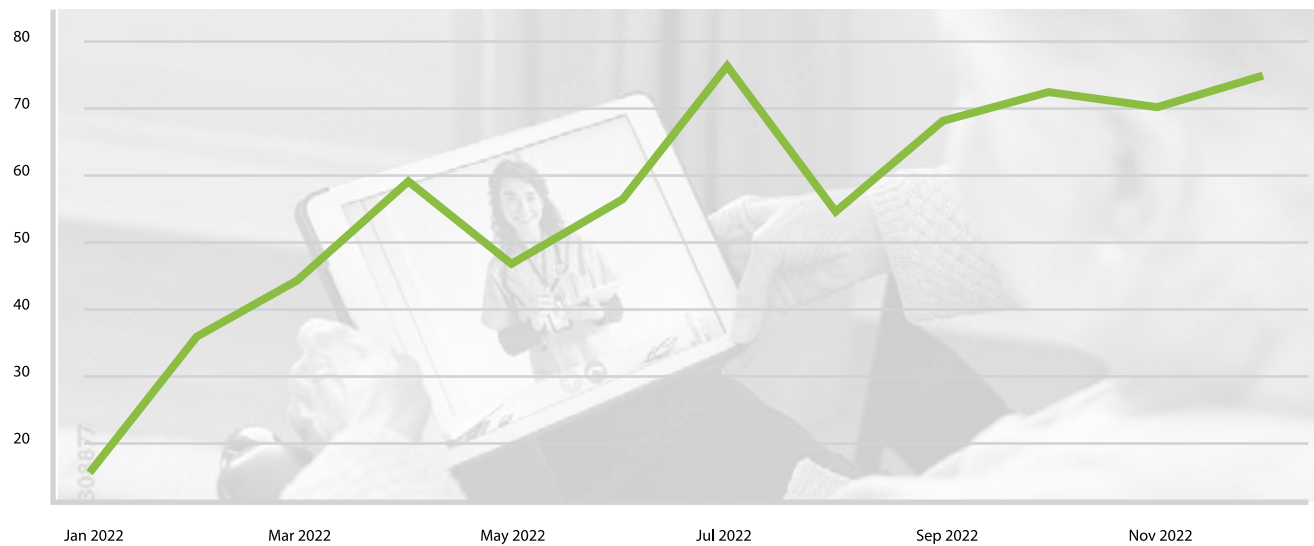
“ Groups can often be effective for patients with similar diagnoses, to see that they are not alone in their rehab journey and encourage others to progress in their therapy goals.”



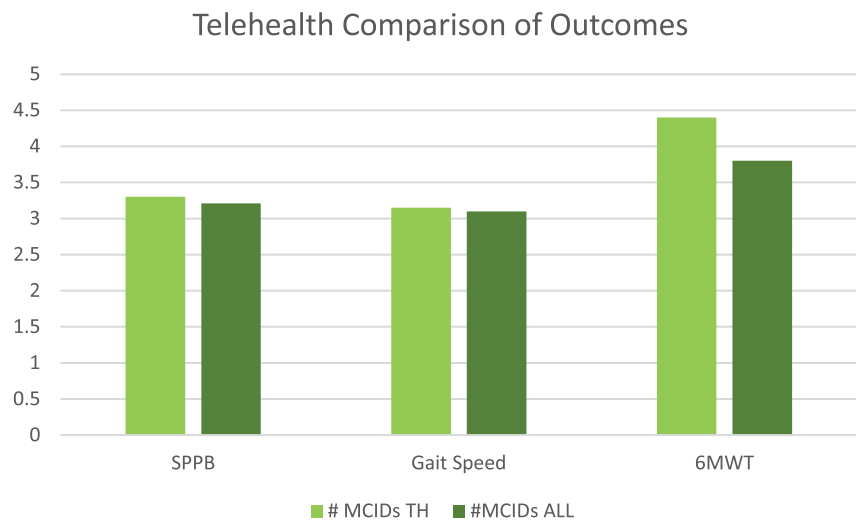
BECKY SAHADI
Director of Rehab and PT

TELEHEALTH OPENS DOORS TO NEW SERVICES

During 2023 we expanded our telehealth offerings to meet specialized needs of patients needing new seating devices and acute care patients receiving care at home. These niche practice areas are ways in which we connect with older adults wherever they are. And our patients are thrilled. We consistently hear feedback on how convenient it is for them to receive services in the comfort of their own home. We doubled the number of encounters we provided using telehealth as compared to 2021. The recent flexibility afforded rehabilitation providers in using telehealth allowed us to capitalize on our innovative practices to bring a high level of care to patients in underserved communities, remote or rural settings, and communities disproportionately affected by staffing shortages. The upward trend in telehealth visits is illustrated in the following figure.



And there’s no difference in the clinical quality of cases where patients received at least some telehealth as compared to the whole group. This is illustrated using a sampling of metrics in the figure below.





BUILDING A CULTURE OF COMPLIANCE

During 2023 we partnered with **PredictionHealth**, healthcare technology experts, to gain real-time information about our documentation relative to regulatory standards. We discovered overall we were doing very well meeting standards, and we had opportunities for improvement. Our clinicians loved seeing specific examples of how to improve the documentation of the care they were providing and alignment with best practices. Through these staff feedback and education efforts, we are confident in compliance with regulatory standards.



LORI WALLER

Compliance Auditor

We also maintain a steady quality assurance program focused on key areas of opportunity, staff education, and policy review. In our continued commitment to quality and compliance, we expanded our compliance committee and the role that Lori Waller, compliance auditor, plays with supporting our clients with records requests and denials and appeals management.

PROFESSIONAL DEVELOPMENT



INFINITY REHAB 2024 QUALITY REPORT



At **Infinity Rehab**, we believe it is our responsibility to uncover every individual's greatest professional potential.

INVESTING IN OUR PEOPLE FROM DAY ONE

Through our extensive lineup of development programs, we empower each employee to drive their career in the direction that meets their unique goals and passions. Our commitment to our people is what makes us the employer of choice in post-acute care rehab.

FLAGSHIP PROGRAMS

During 2023, we supported our employees in their career journey through our catered lineup of professional development programs:



90-Day Immersion Program

Our guided approach to an employee's first 90 days, when new employees get to know our company culture, interact with their team, set development goals, and fully immerse into their new role. We are proud to be one of the only healthcare employers offering this important option for new employees.



Clinical Champions

Our inclusive professional development advancement program that focuses on identifying and developing the clinical behaviors essential for effective clinical practice.

Level 1 behaviors are considered essential actions for producing outstanding patient care outcomes and required for all **Infinity Rehab** clinicians.

Level 2 & Level 3 are voluntary, designed to be challenging and paired with increased incentives and opportunities. Visit the employee stories section for details on which team members received level 3 status.



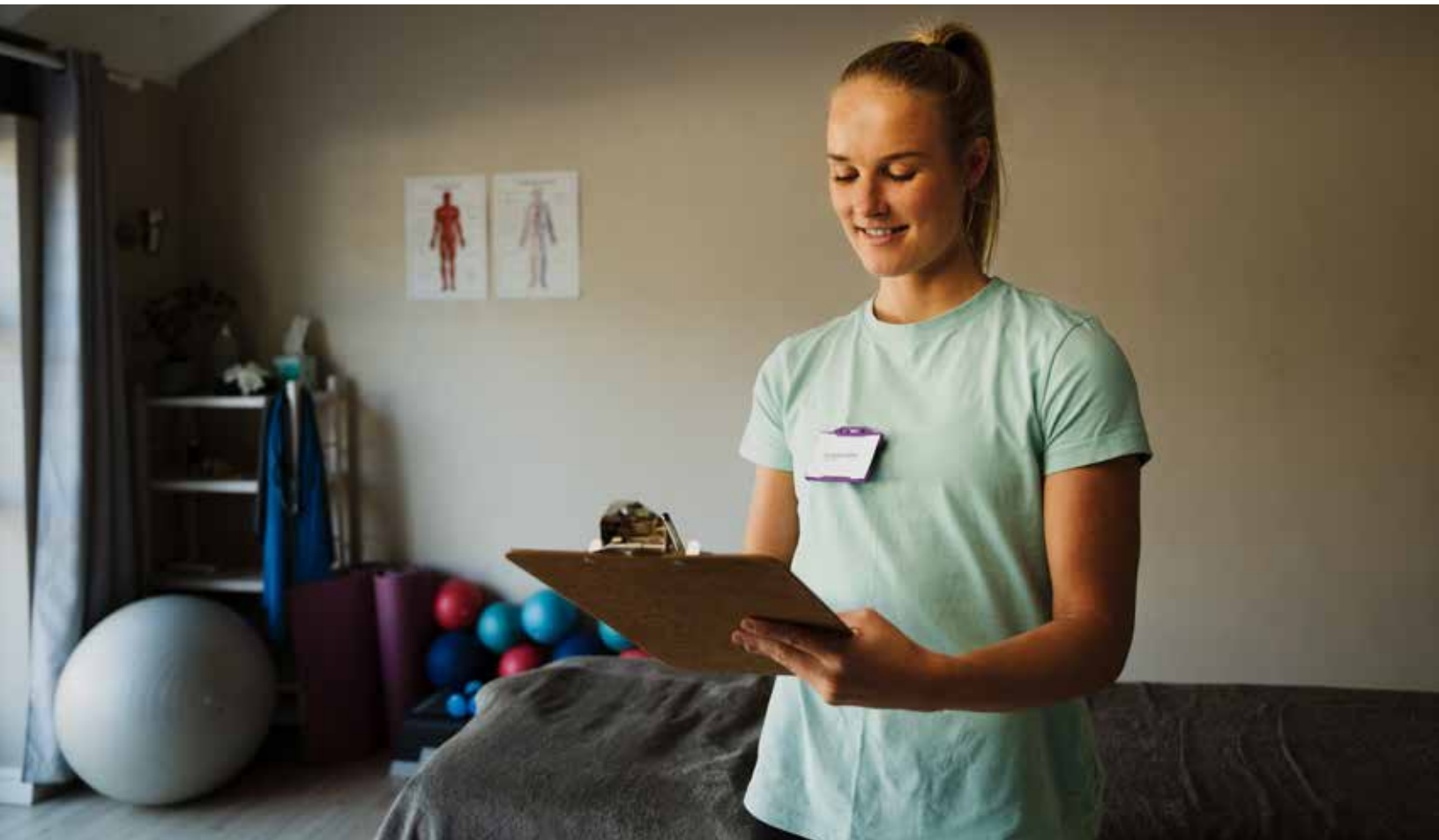
Director of Rehab-in-Training (DORit) Program

Our management development opportunity for staff clinicians to receive support toward the goal of becoming a program director.



Leadership Academy

Our year-long experience that transforms employees into high-function leaders recognized **13 leaders** at graduation.



For more information on these and other professional development stories, visit the **Infinity Rehab** blog at infinityrehab.com/blog.



SYMPOSIUM RETURNED VIRTUALLY

Our Symposium conference provides our employees with the opportunity to build their clinical skills, network with peers, have fun, and celebrate individual and team achievements.

Our Symposium returned virtually in 2023, kicked off by a 1-day live, online event, followed by one month of unlimited access to a lineup of high-impact continuing education courses.

Team members and clinicians at **Infinity Rehab**, as well as outside clinicians, attended from across the United States. During the one-day event, employees and healthcare professionals networked and learned by attending courses tailored specifically to them and their daily practice.

We welcomed veteran conference presenter Christopher Ridenhour to the conference. In his keynote address, Ridenhour presented *"Mindset Reset! Tuning in, Turning Up, or Tapping Out?"* The session transformed the energy traditionally reserved for handwringing, complaining, and worrying into strategies that will drastically increase one's influence and effectiveness.

The highlight of the Symposium was our employee appreciation event. Employees nominated their peers for four different awards to recognize them for delivering outstanding patient care, volunteering in humanitarian efforts, delivering exceptional support from the home office, and demonstrating team excellence in **Infinity Rehab's** clinical programs. We also recognized recipients of our **Shining Star** award, an internal recognition program celebrating employees who live out our core values in their work.

THERAPIST RECOGNITION AND STORIES



INFINITY REHAB 2024 QUALITY REPORT



ADVOCACY IN WASHINGTON, D.C.

Stacey Turner, Vice President of Operations, advocated for several healthcare and therapy issues on Capitol Hill in Washington, D.C. in March 2023. While attending the **Advion Legislative and Regulatory Conference**, she met with several senators to discuss important issues. It was the first time an **Infinity Rehab** leader has met in-person since 2019.

Turner visited Senator Jeff Merkley, Oregon, Senator Ron Wyden, Oregon, and Representative Cathy McMorris Rodgers, Washington.



CELEBRATING HEALTHCARE HEROES

In 2023, we honored our healthcare heroes by shining a spotlight on our dedicated clinicians during Occupational Therapy Month (April), Better Hearing and Speech Month (May), and Physical Therapy Month (October). These celebrations were a heartfelt tribute to the hard work, compassion, and expertise of our healthcare professionals, who play a vital role in improving the lives of patients every day. Their unwavering commitment to excellence and patient care is truly inspiring and deserving of recognition.



LUC LEECH AWARD OF EXCELLENCE

Luc Leech, Occupational Therapist (OT) and Director of Rehab (DOR) with **Infinity Rehab**, was recently honored with the **Becki Stephens Award of Excellence in Occupational Therapy** from the **Idaho Occupational Therapy Association (IOTA)**.

The award goes to an occupational therapy practitioner who demonstrates the passion, dedication, creativity, compassion, and ethical character that makes this practitioner a valued team member, role model to their peers, and a respected provider to the people and families they serve.

The winner of this award was announced at the conference and Leech admits he was surprised to hear his name called, as he noticed a lot of talented OTs in attendance.

Read more on our blog [here](#).



"I am very proud of the work my whole team does serving the Veterans and their families at the Idaho State Veterans Home in Pocatello and was proud to represent Infinity Rehab as an honored OT. I had just been discussing how excited our team was for several of our more complex patients transitioning successfully back into their own homes."



MIKE BILLINGS RECEIVES DISTINGUISHED ALUMNI AWARD

Mike Billings, President and Co-Founder of **Infinity Rehab**, was honored with the **Distinguished Alumni Award** from the Duke University School of Medicine Doctor of Physical Therapy program and the Duke Physical Therapy Alumni Association in December 2023.

The **Distinguished Alumni Award** is given to an individual who has demonstrated outstanding leadership, achievement, and service in advancing healthcare through the physical therapist profession. Additionally, they exemplify the mission and goals of the Duke PT professional program in one or more of the following ways: research and scholarship of clinical physical therapy practice, contributes to new models of practice, and contributes to advancing the standards of the Duke Doctor of Physical Therapy program.



"I'm thankful for the education and preparation I received from Duke University to put me in the best possible position to contribute positively to the physical therapy profession," notes Billings. "I'm especially grateful to my friends and colleagues who considered me worthy enough to nominate me for the Duke University PT Distinguished Alumni Award."



LEADERSHIP ACADEMY CLASS OF 2023

The **Infinity Rehab** Leadership Academy is a year-long experience that helps transform high potential employees into high impact leaders. The **Leadership Academy** curriculum brings **Infinity Rehab's** mission, vision, and values together with key leadership practices proven through research to be effective strategies in navigating real world challenges.



CONGRATULATIONS TO THE 2023 CLASS!

Alecia Arneson, SLP

Senior Director of Rehab

Zack Dodge

IT Manager

Kim Fischer, PTA

Director of Rehab

Tina Flesher

HR Manager

Jennifer Haunold, PT

Senior Therapist

Sara Johnson

Staffing Manager

Melanie Kaled, OT

Director of Rehab

Ian MacMurdie, PTA

Director of Rehab,

Gopi Malhotra, OT

Director of Rehab

Divya Mallar, PT

Outpatient Clinic Director

Josh Moss, PTA

Level 3 Clinical Champion

Wendy Rehfeld, OT

Director of Rehab

Becky Sahadi, PT

Director of Rehab



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