

# 2020 **QUALITY REPORT**



## ABOUT **INFINITY REHAB**

Founded in 1999, Infinity Rehab provides a full spectrum of rehabilitation services, including occupational, physical, and speech therapy. Their team of therapists and support staff serve over 185 skilled nursing, assisted living, and independent living communities across 19 states.

Infinity Rehab is proud to be certified a Great Place to Work for two consecutive years.

## MESSAGE FROM JOLYNN MUNRO



**48.6K**

Lives Enhanced



**1.3M**

Patient Visits



**1.6K**

Employees



**214**

Locations



**19**

States



Going into 2020, no one in our industry, country, or the world imagined what the year would bring. We were a few months into the new Patient-Driven Payment Model, had just recently celebrated our company's

20th anniversary, and were stepping into the new year with optimism, new goals, and excitement.

Then COVID-19 hit. Businesses closed their doors to the public, we as a society distanced ourselves, and our staff donned personal protective equipment. Amongst an unpredictable and immensely challenging time for our patients and employees, our clinicians and support staff continued providing high-quality services while following new safety measures to protect each other and their patients.

Marta Szabo and Shaun Kisser are just two of our many incredible clinicians who worked diligently during the pandemic, working a full caseload across all disciplines while fellow staff were in quarantine. As a company, we treated nearly 1,200 patients with COVID-19 and studied the impact this disease has on function. We validated that patients need more assistance at discharge than non-COVID-19 patients and a significant portion discharge to a higher level of care. The need for ongoing rehab for these patients is real and extended.

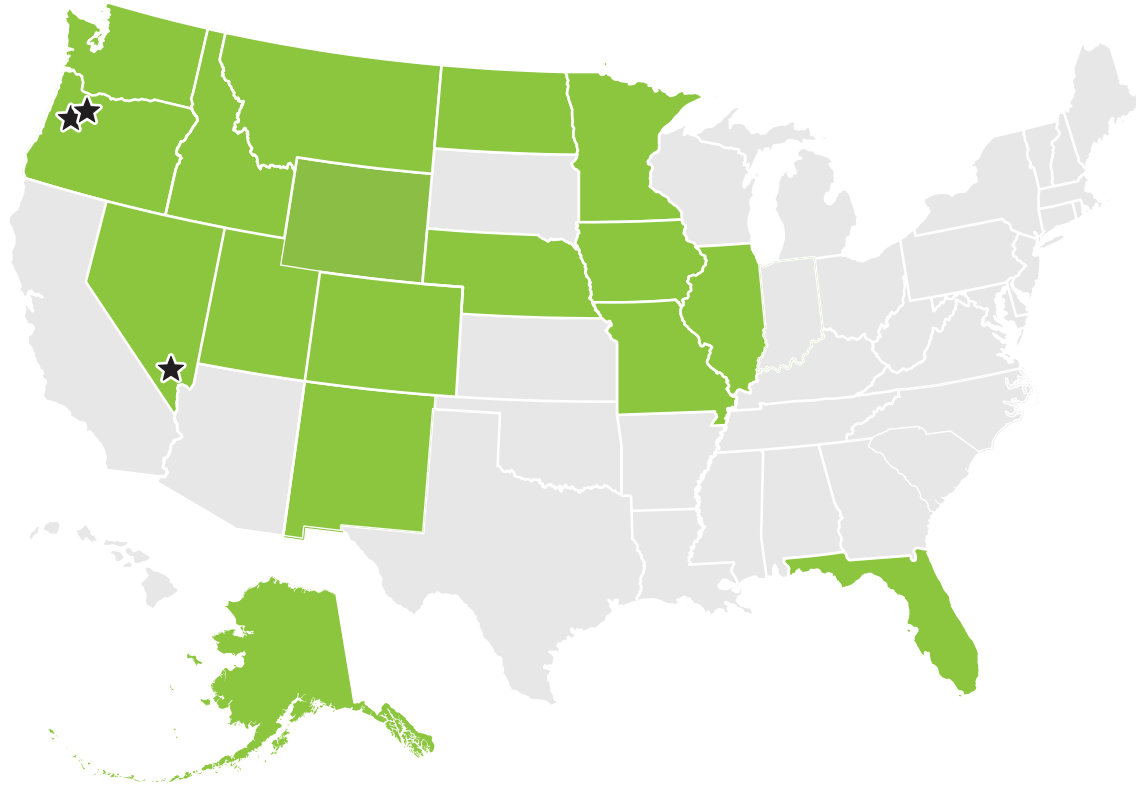
Team members also worked tirelessly to obtain PPE in high demand yet short supply. In a partnership with the University of Idaho-Moscow Infinity Rehab Area Rehab Director Robin Albers worked to help develop 3D-printed masks. The university graciously donated 50 face shields, at a value of \$600, to show appreciation for Infinity Rehab's partnership.

In 2020, we recommitted to diversity, equity, and inclusion. We support the message of our professional associations "Everyone should be able to participate fully in everyday living" (AOTA); "We respect the inherent dignity and rights of all individuals" (APTA); and "As stewards of the ability to communicate effectively, our first step is a self-accounting. What are we failing to hear? What are we failing to understand? What messages have we missed or overlooked? What injustices and inequities exist in our systems?" (ASHA). At Infinity Rehab, we are committed to continuing this work.

In 2021, we are focused on continuing the quality work already occurring in our practice settings while also focusing on expanding our model into home and community-based services. I look forward to Infinity Rehab's future as we continue to advocate for change, safety, and of course, outstanding patient outcomes.

JoLynn Munro, MS, OTR/L  
Division President, Infinity Rehab

## CELEBRATING OVER 20 YEARS OF ENHANCING LIVES



📍  
**214**  
Locations

★  
**3**  
New Locations  
Welcomed

Since 1999, customers have chosen Infinity Rehab's unique brand of clinically intensive, comprehensive occupational, physical, and speech therapy for our ability to achieve quality outcomes and manage rehab programs that provide better business results. Therapists choose us for our commitment to life-long learning, the significant resources we commit to professional development, and our forward-looking approach to standardizing care delivery to optimize outcomes.

Infinity Rehab began as a response to payment changes made to Medicare after the Balanced Budget Act of 1997. These changes provided for the implementation of a per diem Prospective Payment System (PPS) for skilled nursing facilities. Inspired by these changes, Rick Miller asked therapists Bob Thomas and Mike Billings to put together a strategic plan and lead the newly-formed company.

Starting with just seven employees and meeting in each other's homes to write policies and procedures,

the fledgling company ended 1999 with 84 employees at seven locations throughout Oregon. Today, Infinity Rehab employs over 2,000 therapists spanning over 214 locations across 17 states.

Once again, we find ourselves amid an evolution in reimbursement, and Infinity is leading the change from volume-based to value-based care. We are committed to improving the way therapy is delivered, reducing unnecessary hospital readmissions, and enhancing the patient experience.

As we transform our business model to meet the demands of a changing industry amidst the COVID-19 pandemic, our partners and team members will continue to experience a company that is passionate about its mission: to enhance the life of every person we serve. This mission that will continue to drive our success for many years to come.

# GREAT PLACE TO WORK



Infinity Rehab is Great Place to Work certified for the second year in a row!

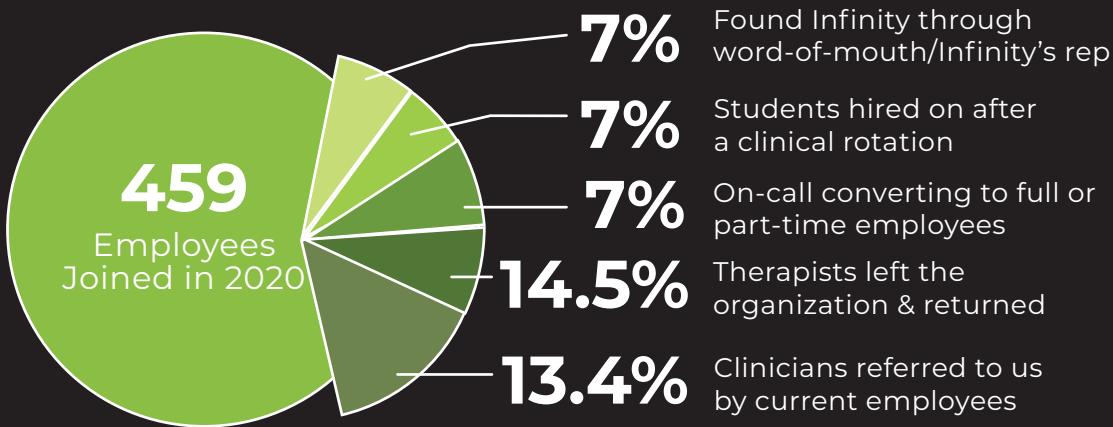
Great Place to Work Institute awarded Infinity Rehab this honorable title following a survey to over 1,000 company employees. Questions centered on employee pride in the organization's community impact, belief that their work makes a difference,

and feeling their work has special meaning. Rankings are based on employees' experiences.

Infinity Rehab Division President JoLynn Munro calls out Infinity Rehab employees for contributing to this honorable title for a second time.

"What an accomplishment to receive this honor two years in a row," noted JoLynn. "Our employees' commitment to quality, integrity, and respect for one another makes Infinity Rehab a truly great place to work."

## The Irresistible Draw of Infinity Rehab





## INDUSTRY AWARDS



Announced in April 2020 during a critical time in the healthcare industry and in the world, Infinity Rehab ranked above the national average in all 11 categories on the Pinnacle Quality Insight survey.

- Overall satisfaction
- Understood procedures
- Dignity and respect
- Response to concerns
- Involvement/goals
- Pace of progress
- Results achieved
- Atmosphere/therapy area
- Equipment quality
- Knowledge/skills of therapists
- Recommend to others



# 4.63

Overall Satisfaction



# 4.78

Recommend to  
Others



Nine senior communities where Infinity Rehab provides therapy earned the Best in Class distinction in several categories, ranking in the top 15% of senior communities nationwide across a 12-month average.

"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, Vice President of Operations**  
Infinity Rehab



## THERAPIST AWARDS AND RECOGNITION



**The American Board of Physical Therapy Specialties (ABPTS) granted Rachele Rothe, PT, DPT, GCS the honor of Specialist Certification in Geriatrics.**

The specialist certification program was established by ABPTS to provide formal recognition for physical therapists with advanced clinical knowledge, experience, and skills in a special area of practice and to assist consumers and the healthcare community in identifying these physical therapists.

Rachele first took the exam to be a Certified Geriatric Specialist in 2017. Certification lasts ten years, but therapists are required to submit a portfolio with a patient case study every three years to maintain their certification throughout this time period. Rachele completed this case study in the fall of 2020.



**Patty Scheets Re-Elected as President of the Academy of Neurologic Physical Therapy**

Patty Scheets, PT, DPT, NCS, Vice President of Quality and Clinical Outcomes for Infinity Rehab, was re-elected as president of the Academy of Neurologic Physical Therapy, a component of the American Physical Therapy Association.

She began her second term July 1, 2020, continuing her role as president through June 2023.

"It's an honor to be elected by my peers to lead an organization that has been a big part of my professional life," Patty stated. "Organizations go through cycles, and ANPT has experienced significant growth in the breadth of activity in which we are involved."



**Derek Fenwick Becomes APTA Centennial Scholar Mentor**

The American Physical Therapy Association (APTA) selected

Derek Fenwick, PT, MBA, SHRM-SCP and Senior Director of Human Resources for Infinity Rehab, as a mentor as part of their Centennial Scholars Program. This is the second time an Infinity Rehab therapist has been selected for the program.

The program began with Derek's first meeting in January 2021 in New York. The APTA Centennial Scholars curriculum will cover association leadership and management topics and be delivered through three face-to-face meetings and regularly scheduled virtual learning experiences during 2021.

"I'm very excited for this opportunity to help mentor these current and future leaders within the PT profession," says Derek. "I have benefitted from so much great mentoring from APTA members over the last 20 years, and I'm happy to get a chance to pay that forward to our next generation of APTA leaders."



**Kele Murdin Selected as APTA Centennial Scholar**

The Physical Therapy Association of Washington (PTWA) also selected Jessica "Kele" Murdin, PT, MPT, Clinical Knowledge Broker with Infinity Rehab, as part of the American Physical Therapy Association's (APTA) Centennial Scholars Program.

The program began with Kele's first meeting in January 2021 in New York. As part of this program, Kele will participate in leadership trainings and complete a capstone project with PTWA.

"I deeply believe in and am committed to physical therapy as a profession," Kele stated. "I see this profession as integral to the betterment and sustainability of our communities across the entire life span."

# QUALITY OUTCOMES REACHING FURTHER

## Response to COVID-19

Like all of the healthcare systems, the coronavirus and associated COVID-19 disease impacted the work of the Quality Department as we needed to sure-up our understanding of this new condition and the implications for our patients and the care they needed. Using our established performance improvement process, we rapidly entered the “plan” stage and started pursuing education and knowledge about the disease and rehabilitation indications and best practices. Much of the data and recommendations came from the acute care setting and needed to be adapted to the skilled nursing environment. Through an iterative and ongoing improvement process we entered the “do” phase by developing and implementing modifications to our existing practice framework for physical, occupational, and speech therapy.

Key elements of these recommendations include:

- Partnering with facility customers on the supporting evidence for the need for rehabilitation in patients with COVID-19
- Adjusting the intensity of aerobic and resistance training to match best practice recommendations for both the infectious and recovery phases
- Adding prone positioning and other respiratory strategies to reduce the work of breathing as needed
- Fully engaging in our patient self-management strategies as a means of increasing patient engagement and activation
- Increasing attention to patient signs of deleterious effects of social isolation, including depression and delirium in patients with and without COVID-19
- Increasing interdisciplinary collaboration using “while you are here” strategies to maximize the care opportunities for patients in isolation
- Increasing communication with physicians and related providers about cardiovascular

and pulmonary signs and symptoms and strategies for maximizing patient participation

- Expanding in-room treatment ideas to ensure delivering of best-evidence care without easy use of therapeutic equipment

Another important element of our COVID-19 response was the addition of a frontline clinician work group which met weekly to identify gaps between recommendations and ongoing needs, participate in case reviews, and share insights. Clinical resource tools were refined based on this feedback and continues.

Consistent with our data-driven approach to our work, we began to study the patients with a COVID-19 diagnosis. In addition to our existing data elements, we added the Charlson Comorbidity Index through manual chart audits of 250 cases across 33 practice sites. In this limited data set, all the patients had either moderate or significant comorbidity. Significant comorbidity was associated with lower baseline functional scores, less participation in gait training, and greater need for dysphagia intervention as compared to those with moderate comorbidity. The patients with moderate comorbidity saw a greater preservation of living situation as compared to those with significant comorbidity.



## PREDICT BY INFINITY REHAB

Predict uses past patient data to inform the now. This helps us to treat current patients by identifying characteristics and expected outcomes for current and future residents.

# QUALITY OUTCOMES REACHING FURTHER

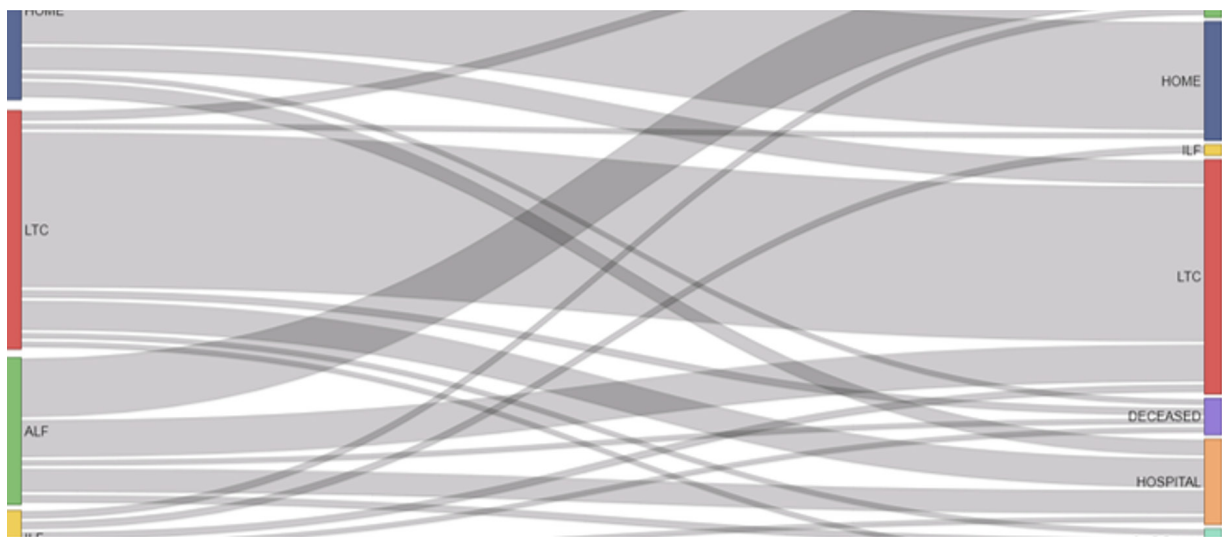
In addition to this focused review of early patients with COVID-19, we continued to extract data on all patients with COVID-19. During this first year of the pandemic, we treated 1,225 patients with a diagnosis of COVID-19. Of these, 66% were living in the community prior to admission and 34% were living in long-term care. Of those who were living in the community, 24% discharged to a setting that provided a higher level of care, 13% discharged to the hospital. Just under 4% of the patients died, and these patients admitted from home, independent and assisted living, and long-term care.

The figure below illustrates the change in living situation among these 1,225 individuals. The prior living situation is on the left of the figure and the discharge disposition is on the right.

When compared to patients without COVID-19, our patients with COVID-19 demonstrated more disability at baseline and discharge. In the figures below, comparing those with a COVID-19 diagnosis (top row) with those with other diagnoses in the same time period (bottom row), those with COVID-19 were somewhat more impaired in function at baseline but experienced higher levels of disability at discharge when compared to those without a COVID-19 diagnosis.

These data describe the significant impact of COVID-19 on function and related living situations for older adults. Patrick Hennessy and Patty Scheets, members of the quality team, presented these data at the National Association for the Support of Long-Term Care Rehabilitation Symposium in November and the Institute for Healthcare Improvement Summit in December.

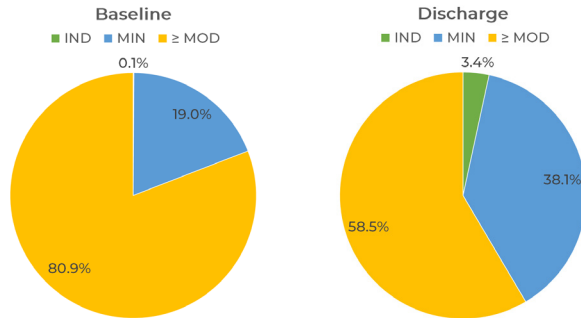
CHANGE IN LIVING SITUATION AFTER COVID-19



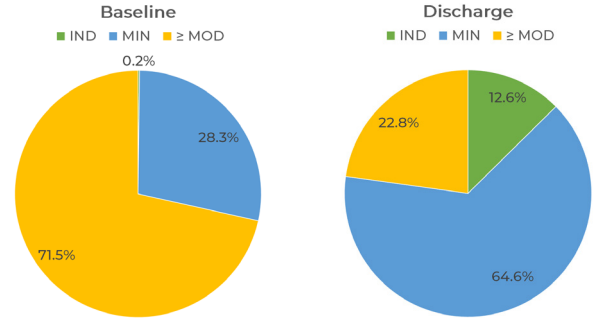


# COVID-19 TO NON-COVID-19 OUTCOME COMPARISON

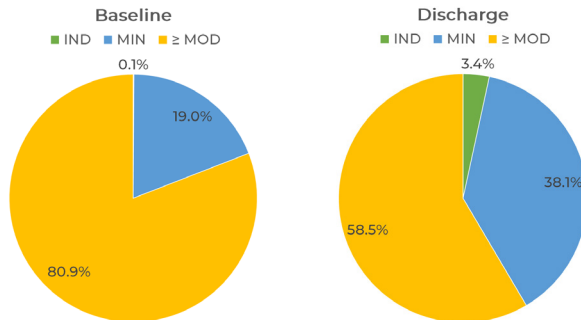
## SELF-CARE COVID-19



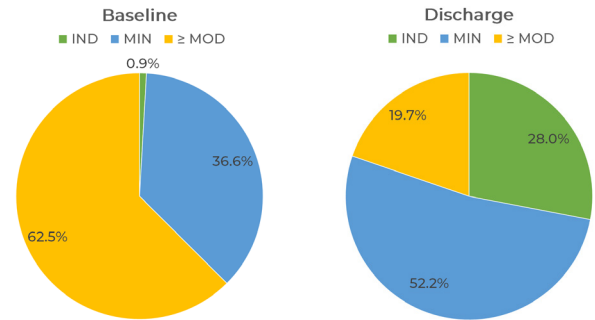
## SELF-CARE NON-COVID-19



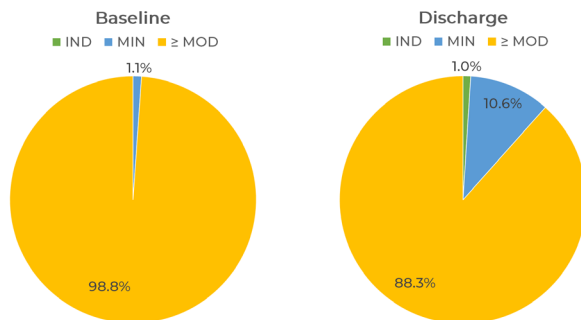
## BASIC MOBILITY COVID-19



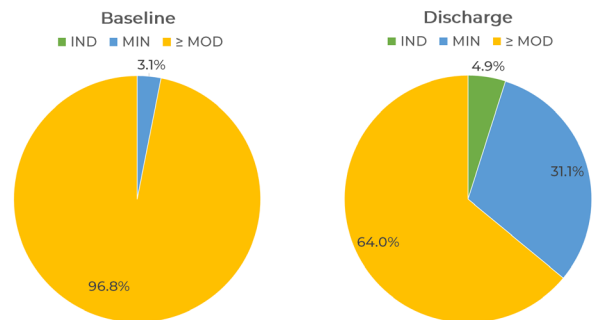
## BASIC MOBILITY NON-COVID-19



## ADV MOBILITY COVID-19



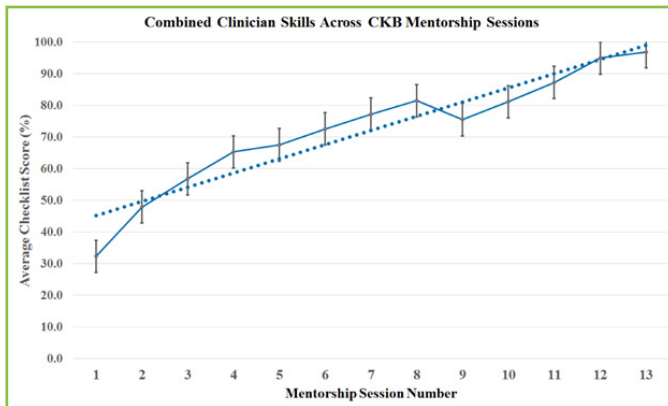
## ADV MOBILITY NON-COVID-19



# QUALITY OUTCOMES REACHING FURTHER

## Commitment to Evidence-Based Care

Beyond COVID-19, the Quality Department expanded the work of the clinical knowledge brokers. This unique quality-focused role at Infinity Rehab was developed to assist field clinicians in knowledge translation, the consistent delivery of evidence-based interventions, which are the cornerstone of our care delivery model. Pivoting from a face-to-face teaching and learning model, the knowledge brokers re-defined their process and began working with field clinicians using the virtual platform using a variety of knowledge translation strategies, including review of knowledge tools and materials, lab practice, co-treatments, providing positive reinforcement, and celebrating success. These efforts resulted in an average improvement in skills of 64.75% and are illustrated in the figure below.



Other important findings were that there was no difference in baseline or final performance between therapists and assistants, and improvements were made in both occupational and physical therapy with greater improvements in occupational therapy. Portions of these data were presented by Patty Scheets, Patrick Hennessy, J. Kele Murdin, and Sarah Townsend-Grant at the American Physical Therapy Association Combined Section Meeting, the Center on Health Services Training and Research Implementation Science Institute, and the American Congress of Rehabilitation Medicine Annual Conference.

## Expansion of Data-Driven Solutions

During 2020, we expanded the depth of our data analytics by enriching the data elements included

for analysis. This work expanded our understanding of the patients we see in skilled nursing and the data-driven clinical decision-making support we can provide. One of the key findings from our analysis is the identification of factors that drive differences in rehabilitation outcome. In order of importance, these are the initial levels of: the ability to stand from a chair without using the hands, activity tolerance as measured by the 6-minute walk test, walking speed, and basic mobility and self-care tasks.

The demonstration of the importance of physical performance measures over medical diagnosis as the driver of rehabilitation outcome is a significant finding that has the potential to impact care delivery and reimbursement.

Another important development needed to support our data-driven approach was the development of Infinity Predict-Precision 2.0. This interactive tool provides real-time data about individual patient status, daily required standards of care, expected discharge disposition and care giver burden, and projected length-of-stay.



## Clinical Academy

2020 was also the inaugural year of the Infinity Rehab Clinical Academy. This virtual training program was designed to raise up field clinicians to a higher level of proficiency with the care delivery model

who can provide additional support throughout the company. Clinicians engaged in individual and group learning, received personal feedback on clinical skills, learned to present a set of standardized learning opportunities, completed a knowledge check of required material, and produced a capstone case presentation to graduate. Participants reported that this rigorous program enriched their professional and personal lives and deepened their commitment to delivering evidence-based care.

## THERAPY ROLE IN THE AGE OF COVID-19

With a significant portion of our business in the Pacific Northwest, we experienced the impact of COVID-19 early in the pandemic. We used our cross-functional team approach to identify best practices and strategies for moving forward with plans to maximize patient outcomes while maintaining the safety and health of our employees and partners.

We capitalized on the learnings among our network of facilities to develop operational and clinical best practices. These were modified weekly in the early stages as information was evolving and have since been refined and tuned.

Our goal is to come alongside our facility partners so that we cannot only react when patients or staff become COVID-19 positive, but also develop a state of readiness through contingency planning.

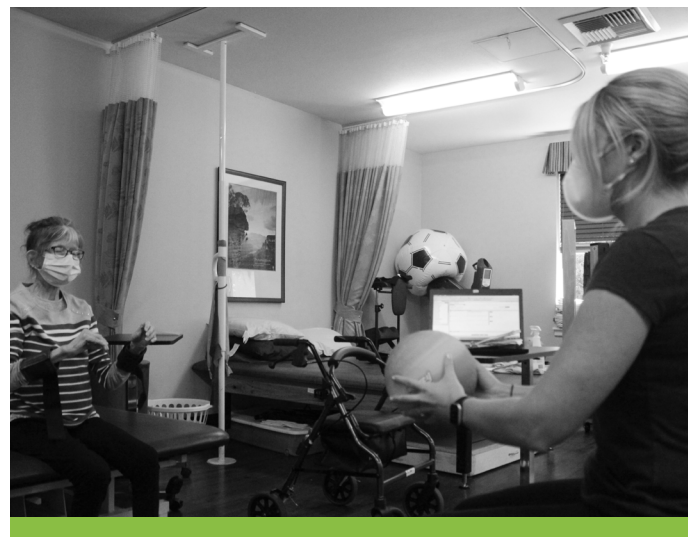
As an organization, we believe that learning from our care is key to improving our care, and this approach did not change when COVID-19 came crashing into our world. Immediately, we began analyzing our clinical data on patients with COVID-19, and while this analysis is ongoing, our early work yielded some interesting results:

- COVID-19 has a significant impact on older adult survivors. Thirty-two percent of patients who were living in the community either at home or in assisted living discharged from skilled care needing a higher level of care as compared to their prior living situation.
- The average number COVID-19 patients who received rehabilitation stayed relatively constant from May through October 2020. The proportion of these patients living in the community as opposed to long-term care started increasing in July 2020.
- Compared to patients who discharged from skilled care without COVID-19, patients with COVID-19 fail to improve to the same degree

functionally. COVID-19 leaves older adults who survive more functionally impaired than other health conditions.

- When using the Charlson Comorbidity Index as a measure and compared to other patients with COVID-19, patients in skilled nursing who discharge to the hospital or expire have statistically significant higher comorbidities are less likely to be ambulatory, demonstrate little to no change in self-care abilities, and have more need for dysphagia intervention.
- The group of patients who, on average, were living at home and discharged to home, constitute only 22% of the total group of patients with COVID-19.

As we transform our business model to meet the demands of a changing industry amidst the COVID-19 pandemic, our partners and team members will continue to experience a company that is passionate about its mission: to enhance the life of every person we serve. This mission that will continue to drive our success for many years to come.



# PROFESSIONAL DEVELOPMENT AT INFINITY REHAB

At Infinity Rehab, we foster an irresistible culture that inspires individuals to grow as leaders, clinicians, and innovators. We develop our employees through our extensive lineup of development programs, career path consulting, and engagement opportunities.

Our commitment to our people is what makes us the employer of choice in post-acute care rehab. Our workforce is made of a strong group of clinicians, managers, and leaders delivering high-quality outcomes found anywhere in the industry.

This year was unlike any in recent history, as the impact of COVID-19 tested the resilience of our people and our culture in new and challenging ways. We are proud to say that not only did we survive, in many ways we thrived. Here are our top stories of 2021.

**CLINICAL ACADEMY** - Our newest professional development program was introduced in August 2020. The academy is a six-month virtual immersion into the best-evidence elements of care which constitute the Infinity Rehab clinical model.

We featured two therapists who were part of the inaugural class on our blog. They shared their experiences with the new program.

Quincy Shaw, an occupational therapist at Queen Anne Healthcare in Seattle, Washington, was drawn to participating in the academy to learn more about Infinity Rehab's clinical model and to network with fellow clinicians. Learn more on the [Infinity blog](#).

Malerie Essner, a physical therapist at Chateau Girardeau in Cape Girardeau, Missouri, participated in the academy. For Malerie, Clinical Academy is building off her work as a level 2 Clinical Champion, another program offered by Infinity Rehab. Read her story on the [Infinity Rehab blog](#).

**DIVERSITY, EQUITY, AND INCLUSION** - This year we accelerated our commitment to creating a workplace where every employee feels valued and that they belong. We launched a DEI toolkit for our managers and employees, weaving education on these important topics right into day-to-day work and impacting the lives of our employees and our patients. We know our business is strongest when

different people's perspectives, experiences, and ways of thinking are encouraged to come together to create an environment where every person feels involved, respected, valued, and connected.

**FLAGSHIP PROGRAMS** - We successfully navigated through the COVID-19 pandemic, and although challenging, virtually developed over 100 employees through our legacy development programs, including:

- ➔ **Leadership Academy** - Our year-long experience that transforms employees into high-function leaders through project-based, experiential learning opportunities
- ➔ **Clinical Champions** - Our professional development advancement program that focuses on identifying and developing the clinical behaviors essential for effective clinical practice
- ➔ **D.I.G into Mentorship** - Our support program for all new graduate clinicians joining our team and for those who want a little extra help
- ➔ **New Hire Immersion Program** - Our structured approach to every employee's first 90 days, when clinicians get to know the company culture, meet their team, set professional goals, and fully immerse into their new role

For more information on these and other professional development stories, visit the Infinity Rehab blog at [infinityrehab.com/blog](https://infinityrehab.com/blog).

## Therapists by the Numbers

ROLE	2020 DATA
OTs	171
COTAs	144
PTs	204
PTAs	202
SLPs	115
PRNs	762
Restorative Aid/Coordinator	2
Rehab Aides/Admin Assist	35
Leadership/Home Office	38



# INFINITY REHAB

## PDPM



### Infinity Rehab and the PDPM Transition

#### ***Preparation. Partnership. Success.***

The Patient-Driven Payment Model (PDPM) was the biggest change to healthcare in 25 years. Infinity Rehab prepared for years for the October 2019 transition. Here's a look into how the therapy company successfully transitioned to this new payment model and how they continue to support and train their staff and customers.

#### **Clinical Model Sets Infinity Rehab Up for Success Under PDPM**

Infinity Rehab's clinical model primed the team for success under PDPM. Infinity Rehab leadership implemented new standards of care based on best-evidence practice in 2017 and through 2018. This clinical model combined with Infinity Rehab's diligent efforts to lower cost through personalized therapy plans provided a strong foundation for embracing a patient-focused and value-based payment model.

"PDPM provides us the opportunity to deliver a consistently high value care experience to all of our patients by matching the care we provide with the patient's level of responsiveness," stated Patty Scheets, Vice President of Quality and Clinical Outcomes for Infinity Rehab. "And we do that by truly practicing at the top of our license."

Infinity Rehab initiated PDPM plans long before the new model's implementation, going back five years before October 2019.

"We have been quite purposeful in our movement toward value-based care," Patty said.

In the five years leading up to PDPM, Infinity Rehab leadership provided their staff with training, resources, and a clinical model, including focuses on therapy intensity and patient engagement in their care.

Successful teams are agile and pivoting to thrive under PDPM as the Centers for Medicare & Medicaid Services enforces model updates. Infinity Rehab leaders continue to train and support their staff on PDPM to serve as a trusted resource for their customers and patients.

Watch Patty's video message on quality outcomes under PDPM at [InfinityRehab.com/pdpm-resource-page](https://InfinityRehab.com/pdpm-resource-page).



#### **Manage & Mitigate Risks**

Infinity Rehab has been mitigating risk and remaining compliant by actively monitoring clinical outcomes and care delivery under PDPM. This includes reviewing if the treatment was provided in an individual, concurrent, or group manner. Infinity Rehab leadership provided documentation and coding training to staff.

# INFINITY REHAB

## PDPM

### Maintain Staff for Quality Outcomes

New clinicians are trained on Infinity Rehab's clinical model as part of the 90-Day Immersion Program, an onboarding guide for a new therapist's first 90 days. Maintaining staff who are experienced with Infinity Rehab's clinical model contributes greatly to the company's goal for outstanding clinical outcomes. Standardized assessments based on external evidence, knowledge tools, and other data blend into a model for rehabilitation care to lead to positive patient results.

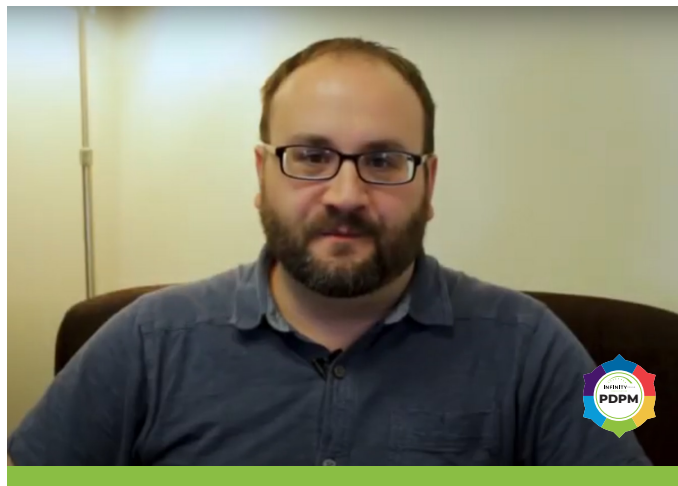
### Collaboration

PDPM united the entire healthcare industry in preparation for this major industry change. Infinity Rehab collaborated with multiple customers in collecting the most accurate clinical information about patients. This resulted in increased communication and more individualized care. Infinity Rehab partners with our customers to audit and analyze coding to determine that the clinical characteristics of patients are captured.

### Outstanding Outcomes Begin with an Irresistible Culture

Even through the PDPM transition, outstanding patient outcomes remained a top priority for Infinity Rehab. Company leadership started with their people

in their approach for outstanding patient outcomes. By creating an irresistible culture, Infinity Rehab prepares its partners and clinicians to achieve outstanding quality outcomes for the people they serve.



Watch Derek Fenwick explain the use of culture to drive PDPM results by visiting [infinityrehab.com/pdpm-resource-page](https://infinityrehab.com/pdpm-resource-page)

Bersin by Deloitte published a case study on Infinity Rehab, stating:

"Infinity Rehab's HR team aimed to create a culture that would support the high level of therapy excellence required under the new value-driven care delivery model. Creating this culture requires shared beliefs and values; leadership with a clear, shared vision; a drive for excellence with high expectations; and vital partnerships.

To accomplish this vision, the company prepared its workforce to deliver new models of care, reprogrammed from FFS to episodic thinking, redesigned the delivery of therapy for quality and value-driven outcomes, and created innovative partnerships to help face the evolving health care environment to reach these goals."

Read the full case study on [Infinity Rehab's blog](#).



## OUR PEOPLE

### Infinity Rehab Therapists Show Heroism Amidst COVID-19



Marta Szabo and Shaun Kisser are co-directors of rehab with Infinity Rehab at Josephine Caring Community. It was the first Infinity Rehab community that was hit with the COVID-19 pandemic.

Josephine Caring Community has a large, busy therapy program. Unfortunately, most of the staff were exposed to COVID-19 and therefore, had to be quarantined. Marta was the only therapist not exposed or quarantined and continued to work in these difficult circumstances. Shaun refused to leave Marta alone and because he was feeling well, worked with her.

Between the two of them, they treated the entire therapy caseload for several weeks across all therapy disciplines. Their caseload included patients who tested positive for COVID-19. Then, staff slowly started to return from quarantine. It certainly wasn't "business as normal," and they would require additional training and guidance amidst the pandemic.

Marta and Shaun pioneered this guidance and training, working side-by-side with the nursing staff on best practices for the treating COVID-19 patients overall, identifying best rehab practices for COVID-19 patients, as well as how to conserve and best use PPE in the arena of a dwindling PPE supply.

Shaun and Marta have demonstrated unwavering courage, tenacity, and commitment to their patients, the building, and Infinity Rehab.

### Infinity Rehab Therapist Assists with Wildfire Evacuation

Brandy Hoffert, a Director of Physical Therapy and Senior Director of Rehab with Infinity Rehab, works at Molalla Manor, a skilled nursing facility in Molalla, Oregon. She was returning to work from some time off for her birthday around September 8. She

had been in Southern Oregon, where it had been somewhat smoky. When she returned home and to work, it was a different story.

Her nursing staff were very stressed. The wildfire impact was much more intense in Molalla. One employee had lost their home in nearby Colton, Oregon. Another had horses that needed saving and a home in danger. They were also short-staffed.

While Brandy instructed her therapists to quickly finish treatment, she lent a hand to the nursing staff who were in need of help. Brandy quickly identified which patients would need stretchers or wheelchairs and which could walk on their own during evacuation. She helped assemble bags of essential items that each patient would need.

Brandy noted, "We had multiple staff from other buildings and tons of facility staff that were off-duty come to help the building when it was needed. It was such a wonderful team effort to witness and be a part of, even though it was a little scary. I am so proud of all of the staff at Molalla Manor!"







You can read both these stories in their entirety on the Infinity Rehab blog at [infinityrehab.com/blog](https://infinityrehab.com/blog).







503-570-3665 | [InfinityRehab.com](http://InfinityRehab.com)  
25117 SW Parkway Avenue #D  
Wilsonville, OR 97070

-  @infinityrehabcommunity
-  @infinityrehab
-  @infinityrehab
-  @infinity-rehab
-  @infinityrehab99
-  [InfinityRehab.com/blog](http://InfinityRehab.com/blog)