

QUALITY REPORT

2026



INFINITY REHAB

INFINITY REHAB

REACH FURTHER



Our annual report showcasing company news and accomplishments for the calendar year 2025.

Founded in 1999 and based in Tualatin, Oregon, Infinity Rehab provides occupational, physical, and speech therapy wherever patients and residents call home. Through the leadership of industry-recognized therapists, Infinity Rehab serves nearly 100 skilled nursing, long-term care, home health, and hospital programs across 18 states.

As we reflect on another year of growth and progress, Infinity Rehab continues to evolve in meaningful ways. Our dedicated clinicians and teams achieved important milestones in 2025, and I am privileged, as President, to share highlights from the year. Our unwavering commitment to delivering exceptional, compassionate care remains the foundation of our success.

This year, we refreshed our core values to reflect better who we are and where we are headed:

Lead with Courage
Pursue the Extraordinary
Obsessed Over Outcomes
Boldly Innovate
Empowered Together

These values are more than words — they guide our decisions, shape our culture, and reinforce our commitment to delivering excellence in rehabilitation and successful aging.

Management by Infinity Rehab (MIR) continued to expand. Designed to empower providers to create high-performance therapy departments in fully capitated environments, MIR highlighted client success stories through case studies. These real-world examples showcase how our expert teams addressed client challenges and implemented thoughtful, data-driven solutions that improved outcomes and operational performance.

In 2025, we also launched our new employee referral platform, Boon, making it easier than ever for team members and external colleagues to help us grow by referring talented clinicians and professionals who align with our culture and mission.

We held our annual Employee Appreciation Event in August, where we honored career milestones and recognized six employees and teams across five awards. In addition, our teams gathered throughout the year for engaging team events designed to strengthen connection, collaboration, and culture across our organization.

Advocacy remains an important part of our leadership responsibility. This year, I had the opportunity to represent Infinity Rehab in Washington, D.C. at the Advion conference, where I met with members of Senator Ron Wyden's team to discuss key issues impacting rehabilitation providers and the patients we serve.

We also celebrated our healthcare heroes during Occupational Therapy Month (April), Better Hearing and Speech Month (May), and Physical Therapy Month (October), proudly highlighting the expertise and dedication of our clinicians.

We deeply appreciate your continued support as we strive to improve the health and well-being of all those we serve.



MIKE BILLINGS
PT, DHSc, MS
President and Co-Founder

INFINITY REHAB BY THE NUMBERS



21K
LIVES
ENHANCED



474K
PATIENT
VISITS



124
LOCATIONS &
MARKETS



11
NEW
CONTRACTS



ACTIVATED INSIGHTS
SURVEY RESULTS

4.62
*(National average
4.54)*
COMBINED
AVERAGE

AT OR ABOVE
NATIONAL
AVERAGE IN 8
OUT OF 12
PATIENT
SATISFACTION
CATEGORIES



18
STATES

INFINITY REHAB EMPLOYEES



TOTAL EMPLOYEES: 644



PT: 188
PTA: 110



OT: 144
OTA: 74



SLP: 82



**MOBILITY
SPECIALISTS:
17**



**REHAB AIDES/ADMIN
ASSISTANTS: 7**



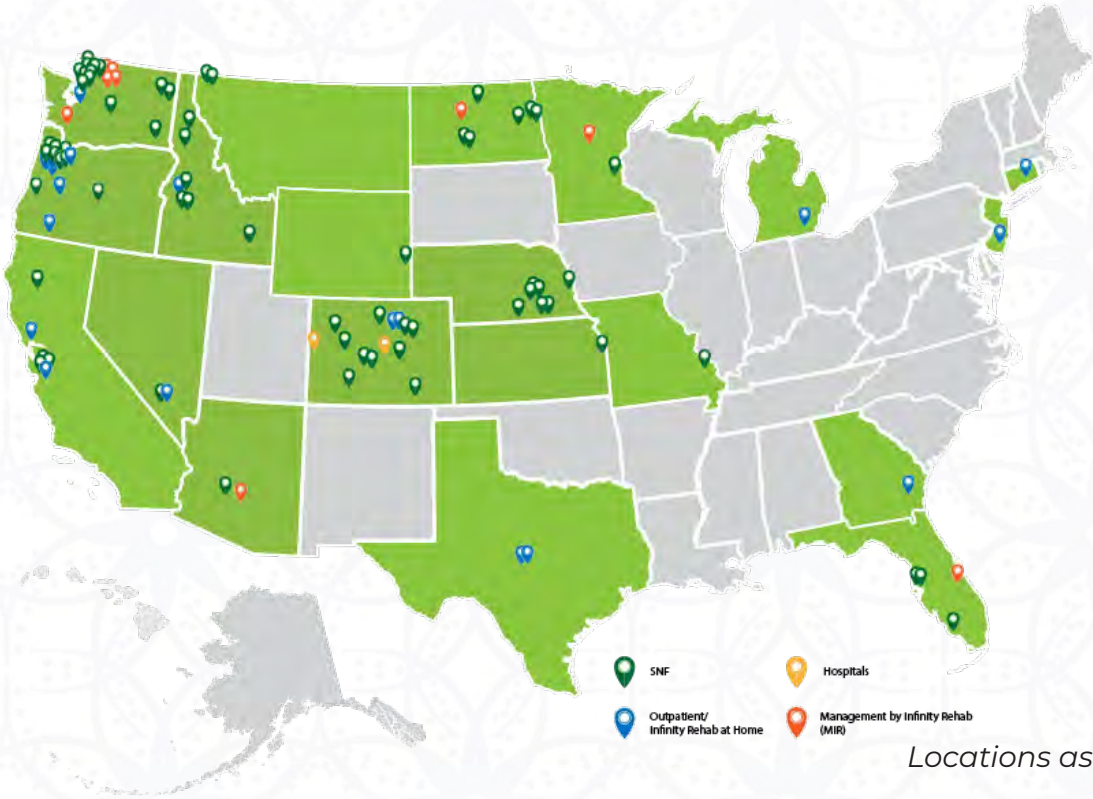
**RESTORATIVE
AID/COORDINATORS: 3**



**LEADERSHIP/HOME
OFFICE: 19**



CELEBRATING OVER 26 YEARS ENHANCING LIVES



WHY WE STAND OUT

Infinity Rehab is a leading provider of post-acute rehabilitation services, delivering exceptional physical, occupational, and speech therapy to senior living communities nationwide. We combine clinical excellence with operational expertise and deep industry insight.

Infinity Rehab has nearly thirty years of experience delivering high-quality, patient-centered rehabilitation services to skilled nursing facilities, assisted living communities, and senior living campuses. What sets us apart is our unwavering focus on clinical excellence, innovative use of technology, and commitment to measurable outcomes that matter most to providers, residents, and payers.

Headquartered in Tualatin, Oregon, Infinity Rehab proudly serves locations across 18 states, offering a range of contract models to meet the diverse needs of our clients.

Our services span post-acute care, inpatient and outpatient therapy, home health, long-term acute care, skilled nursing, and hospitals, ensuring comprehensive care for individuals at all stages of their healthcare journey.



WHAT SETS INFINITY REHAB APART



1. Clinical Impact

- High-intensity mobility and cognitive rehab programs proven to reduce falls and, hospital readmissions and prevent decline
- Transition-focused care models to increase safe discharges to home
- Integration with nursing and restorative programs
- Focus on movement – the most critical lifestyle factor that promotes vitality

2. Measurable Outcomes

- Real-time dashboards tracking GG scores, LOS, discharges to community, rehospitalizations, etc.
- Custom reporting aligned to our client's performance goals
- Quarterly business reviews to ensure accountability

3. Workforce Excellence

- Industry-leading therapist engagement and retention
- Robust clinician onboarding, mentorship, and leadership development
- AI-driven tools and documentation support to reduce burden

4. Financial & Operational Value

- PDPM expertise to optimize CMG classification and NTA capture
- Competitive pricing for maximum value—not just lowest cost
- Proven models of operational efficiency and patient throughput





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

- Lead with courage
- Pursue the extraordinary
- Obsessed over outcomes
- Boldly innovate
- Empowered together

We refreshed our core values in early 2025. Read our press release [here](#) about the update.



INFINITY REHAB

REACH FURTHER

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
PT, DHSc, MS
PRESIDENT AND CO-FOUNDER



STACEY TURNER
MS, CCC-SLP
*CHIEF OPERATIONS
OFFICER*



LAURA CANTRELL
PT, MS
*VICE PRESIDENT OF
HOSPITAL-BASED SERVICES*



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



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



MARK WILHELM
MS
*VICE PRESIDENT
OF SALES*



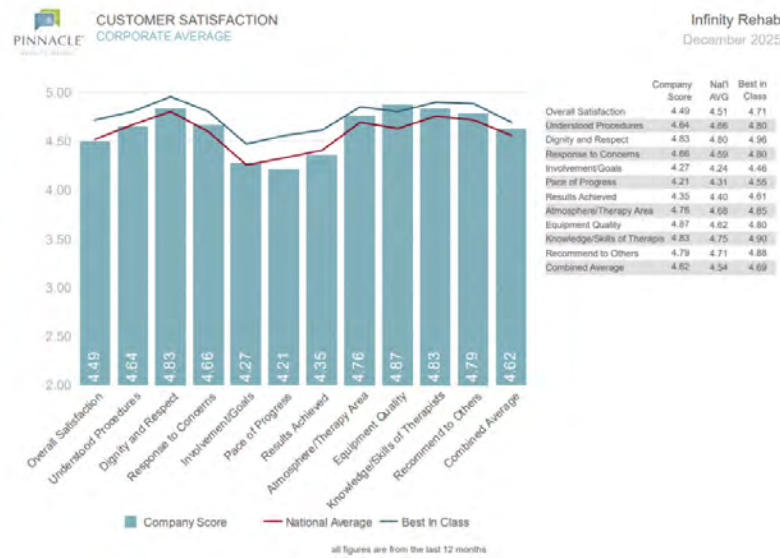
TY KEETER
PT, DPT, MHA
*REGIONAL DIRECTOR OF
OPERATIONS*



INDUSTRY AWARDS



Activated Insights released their annual survey results in the spring of 2026, with results for 2025. **Infinity Rehab** ranked at or above the national average in 8 of 12 categories for patient satisfaction and the customer experience.



Activated Insights

Our team at The Chateau Girardeau in Cape Girardeau, MO, is among the top teams identified by Activity Insights with their Customer Experience Award. This team has received this recognition every year. What makes them particularly unique is that they are recognized in 2025 for ranking among the top 15% of care providers nationally in all aspects of patient satisfaction:

4.62

COMBINED AVERAGE

(National average 4.54)



CHATEAU GIRARDEAU

Overall Satisfaction, Understood Procedures, Dignity and Respect, Response to Concerns, Involvement with Goals, Pace of Progress, Atmosphere/Therapy Area, Equipment Quality, Knowledge/Skills of Therapists, Recommend to Others, Overall Customer Experience

GROWTH UPDATE

NEW CONTRACTS: 11

Aidan Senior Living at Reedsport (Reedsport, OR.)

Benedictine Ellendale (Ellendale, ND.)

Benedictine LaMoure (LaMoure, ND.)

Boulder Post-Acute (Boulder, CO.)

Chaparral House (Berkeley, CA.)

East Cascade Retirement Community (Madras, OR.)

Robison Jewish Health Care Center (Portland, OR.)

Lincoln Health (Hugo, CO.)

Rangely District Hospital (Rangely, CO.)

Rio Grande Hospital (Del Norte, CO.)

Tierra Rose (Salem, OR.)



MANAGEMENT BY INFINITY REHAB (MIR) CONTINUES EXPANSION AND SUCCESS



Management by
Infinity Rehab (MIR)
gives healthcare
providers flexible
solutions.

Since 2022, Management by Infinity Rehab has given healthcare providers flexible solutions. The MIR 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 nearly 30 years of industry expertise serving skilled nursing facilities in capitated contract arrangements.

CUSTOMER SUCCESS SPOTLIGHT

Therapy Cost Controls Unlock Bottom-Line Growth

A new client engaged MIR to manage an underperforming in-house therapy program. Early analysis revealed a significant imbalance in the salary-to-income (SI) ratio, a critical metric that measures therapy labor costs against generated revenue. MIR conducted a comprehensive evaluation of the client's staffing and operational model and implemented a series of targeted optimizations designed to improve efficiency without compromising care quality.

The outcomes were both immediate and significant:

- **30% reduction in therapy costs**
- **\$250,000 improvement in net profit**
- **High-quality patient outcomes maintained**
- **Therapy workforce retained, supporting continuity of care**

Download all the full case study here.



MANAGEMENT BY INFINITY REHAB

MIR
MANAGEMENT BY INFINITY REHAB

**CASE STUDY—
UNLOCKING
BOTTOM LINE
THROUGH STRATEGIC
EXECUTIVE**

Management by Infinity Rehab (MIR) brings customers seamless. With every solution help you assess your readiness for each of making a change successful.

Our 25 years of experience running high-end arrangements give us the experience to take opportunities to improve performance and compliance into standards.

CLIENT CHALLENGE

A new client engaged MIR to manage their underperforming in-house therapy program. MIR closely monitors the salary-to-income (SI) ratio, a critical metric that measures the cost of delivering therapy services against generated revenue. The client's SI ratio was significantly imbalanced, signaling the need for targeted strategies to optimize costs and drive revenue growth.



RESULTS

- 30% REDUCTION IN THERAPY COSTS
- LED TO A \$250K IMPROVEMENT IN NET PROFIT
- QUALITY OUTCOMES FOR PATIENTS WHILE RETAINING THERAPY WORKFORCE

TESTIMONIAL

“Partnering with MIR has been transformative for our therapy program. Their strategic approach led to a 30% reduction in therapy costs which strengthened our bottom line by \$250,000. What impressed us most is that these changes didn't compromise the quality of care—our patients continue to receive excellent treatment, and we've retained our dedicated therapy workforce. MIR's expertise has made a significant difference for us.”

CONCLUSION

By implementing strategic cost-saving measures and optimizing operational efficiencies, MIR helped the client achieve a 30% reduction in therapy costs which translated to a \$250,000 increase to the bottom line. Most importantly, these improvements were accomplished while maintaining high-quality patient care and retaining the therapy workforce. This case highlights MIR's ability to deliver tailored, results-driven solutions that support both financial and clinical success.

FIND OUT MORE

For a personalized therapy management program designed for your specific needs, contact



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MWilhelm@infinityrehab.com
303.995.3338

QUALITY



INFINITY REHAB

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 time, energy, and resources to quantify systematically patient capacity on several 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 following figure.

QUALITY UPDATE

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

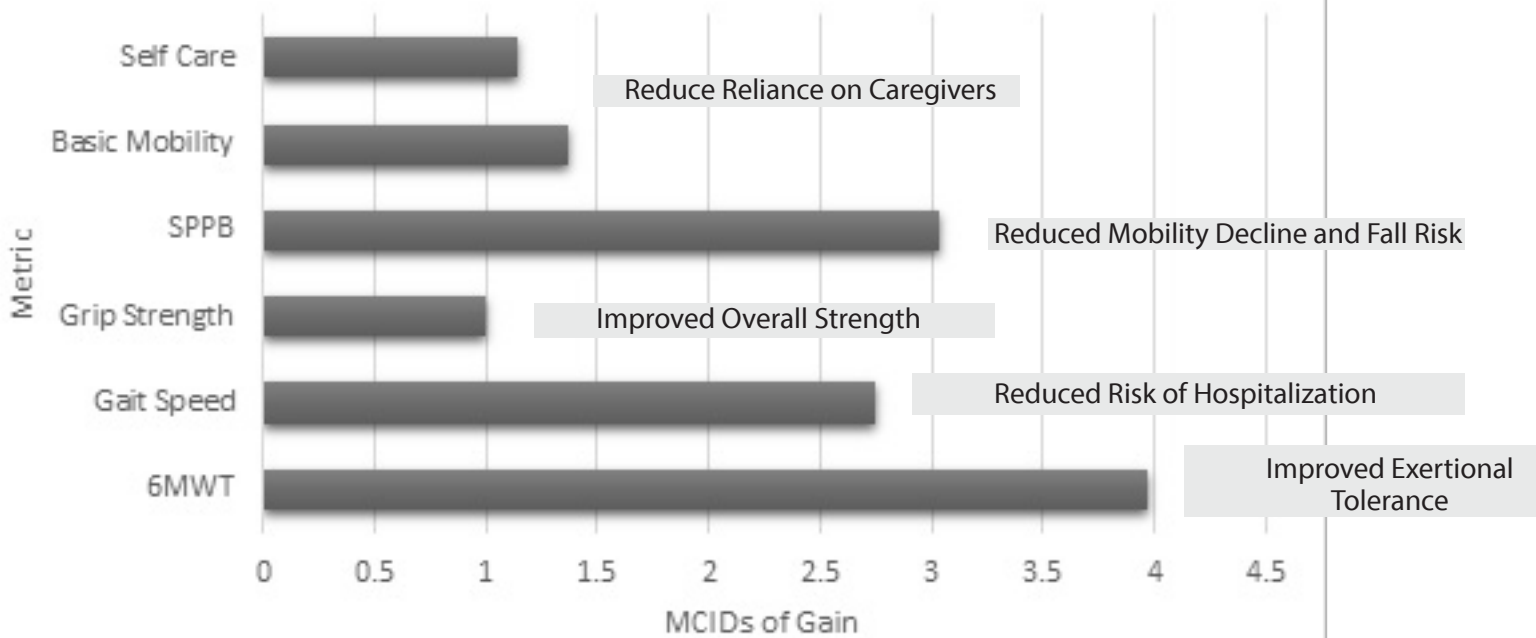
In recent years, researchers have introduced the idea of a minimal clinically important difference (MCID) to reflect the amount of change on a standardized measure that matters in a person's life. We apply this concept to help us better understand the extent to which we are not only assisting patients to 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.



QUALITY UPDATE

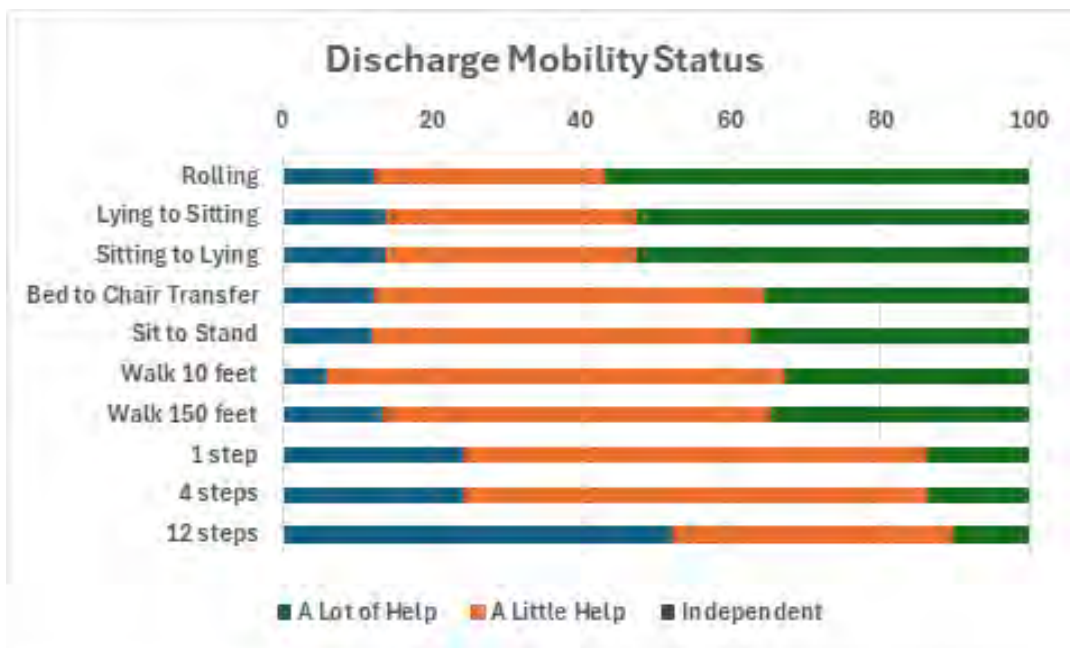
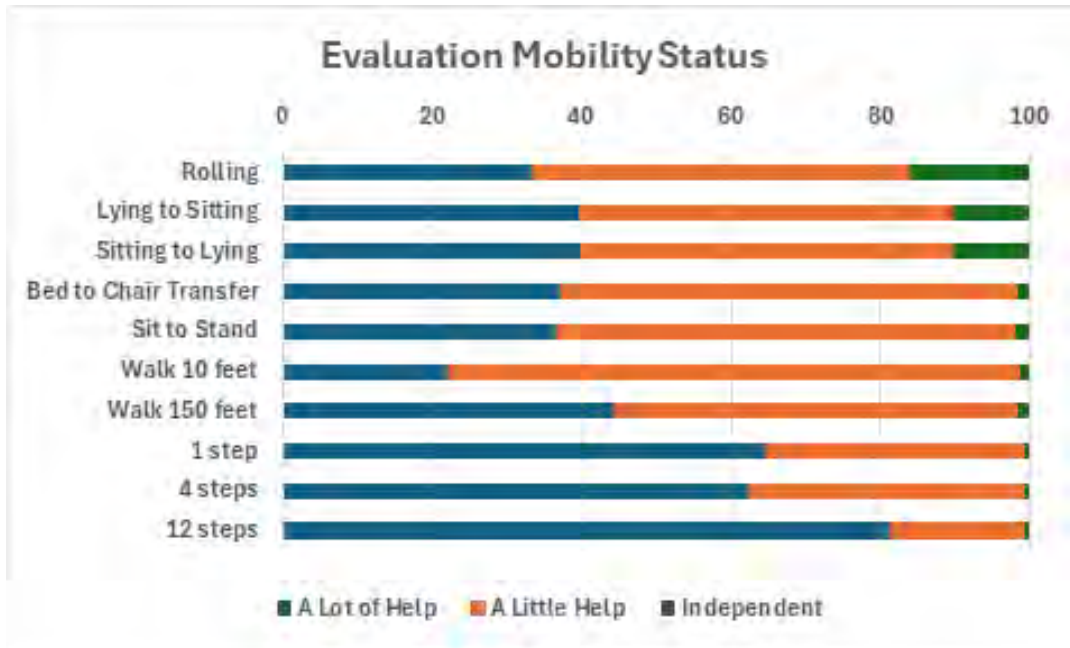
In the figure below, we plotted the average units of MCID for several measures. You can see that even more than helping patients reduce their reliance on caregivers as reflected in improvements in self-care and basic mobility, we are assisting patients to get stronger overall and within a functional 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.

Clinically Meaningful Improvement



QUALITY UPDATE

79% of our patients successfully discharge to the community where most continue their rehabilitation course at home. The figures below illustrate our patients' significant gains in critical mobility tasks. Most begin needing substantial help from a caregiver and leave independent or needing minor assistance with more complex tasks.





ROBUST DATA ANALYTICS

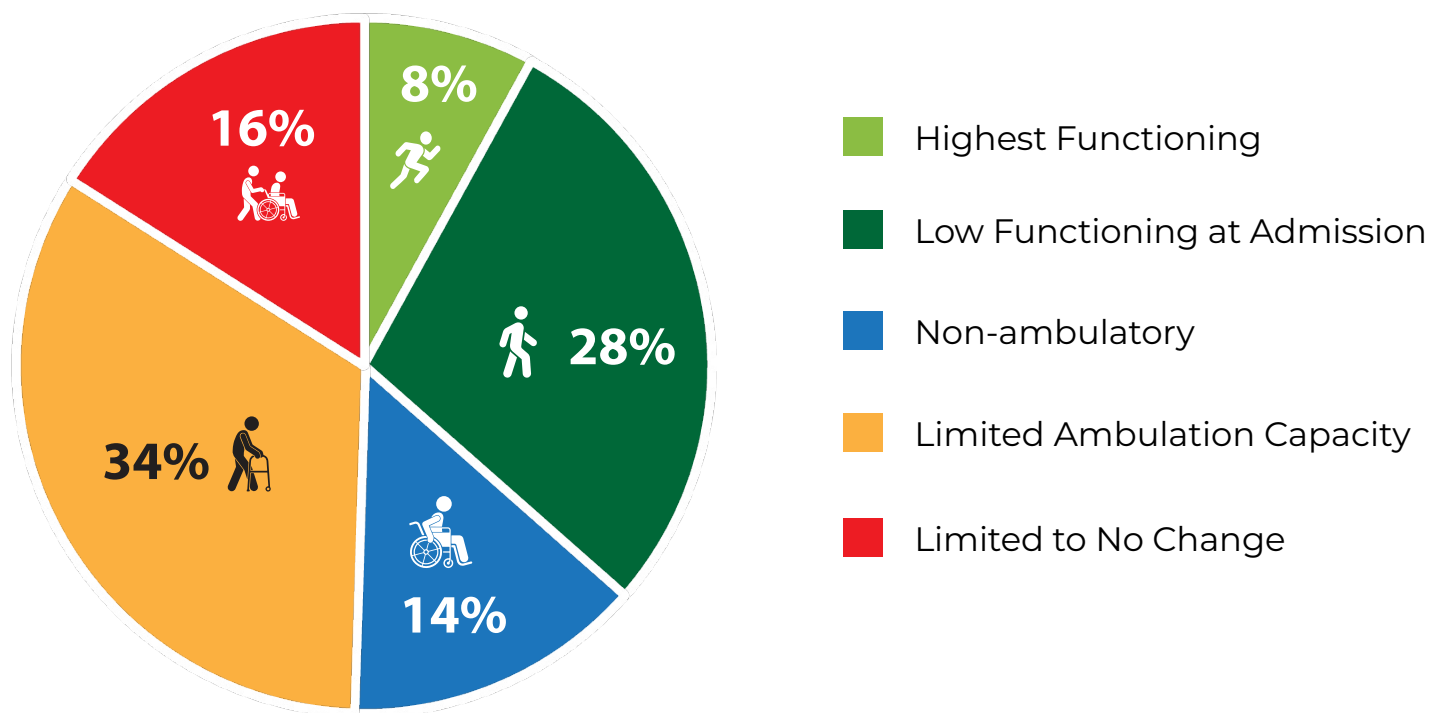
As mentioned previously, we have a standardized data collection process to have a comprehensive, standardized, and objective picture of each patient. These data are used at the individual patient level to understand current status, measure change over time, compare status to published normal values, benchmark current status against critical health-related thresholds, and 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 that 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 on the next page, 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).





Analysis of Skilled Nursing Rehab Patients




- 

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

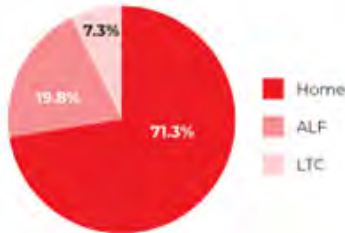
One of many ways we can appreciate the differences among these groups of patients is to visualize their living situation before admission and at discharge. In the figures on the next page, you can see more similarities among groups based on their prior living situation compared to the discharge destination. 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.




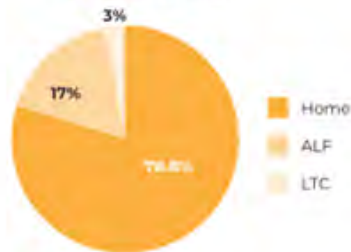
Since we can identify these patients early in their stay, we can assist the inter-disciplinary team, patient, and family in appropriate discharge planning that will maximize the patient's participation goals.


PRIOR LIVING SITUATION

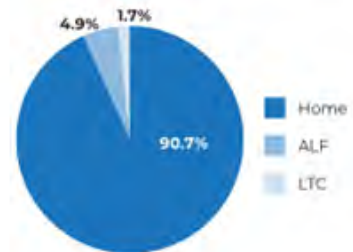
 Limited to No Change




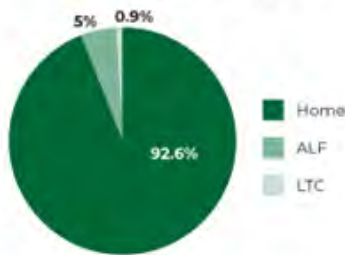
 Limited Ambulation Capacity



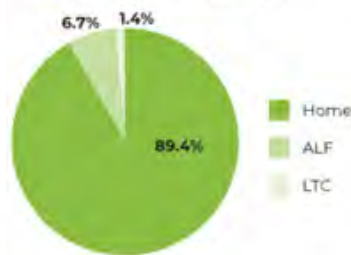
 Non-ambulatory



 Low Functioning at Admission

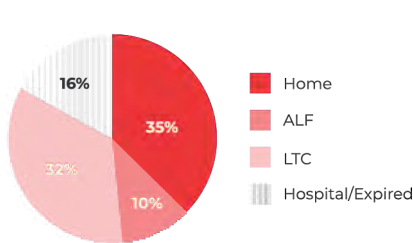


 Highest Functioning

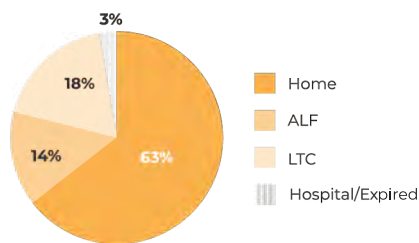


DISCHARGE DESTINATION

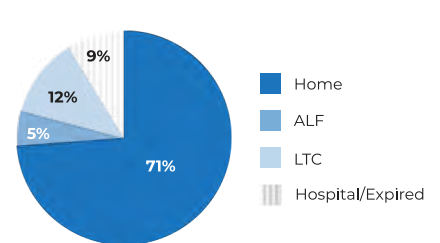
 Limited to No Change



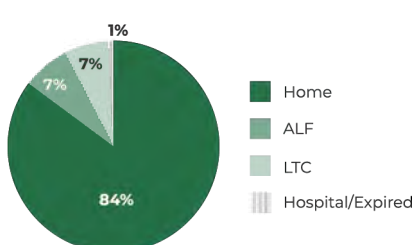
 Limited Ambulation Capacity



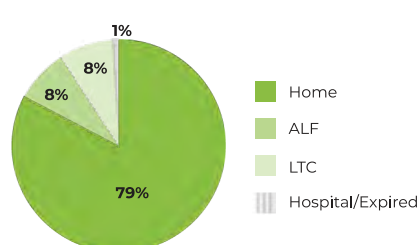
 Non-ambulatory



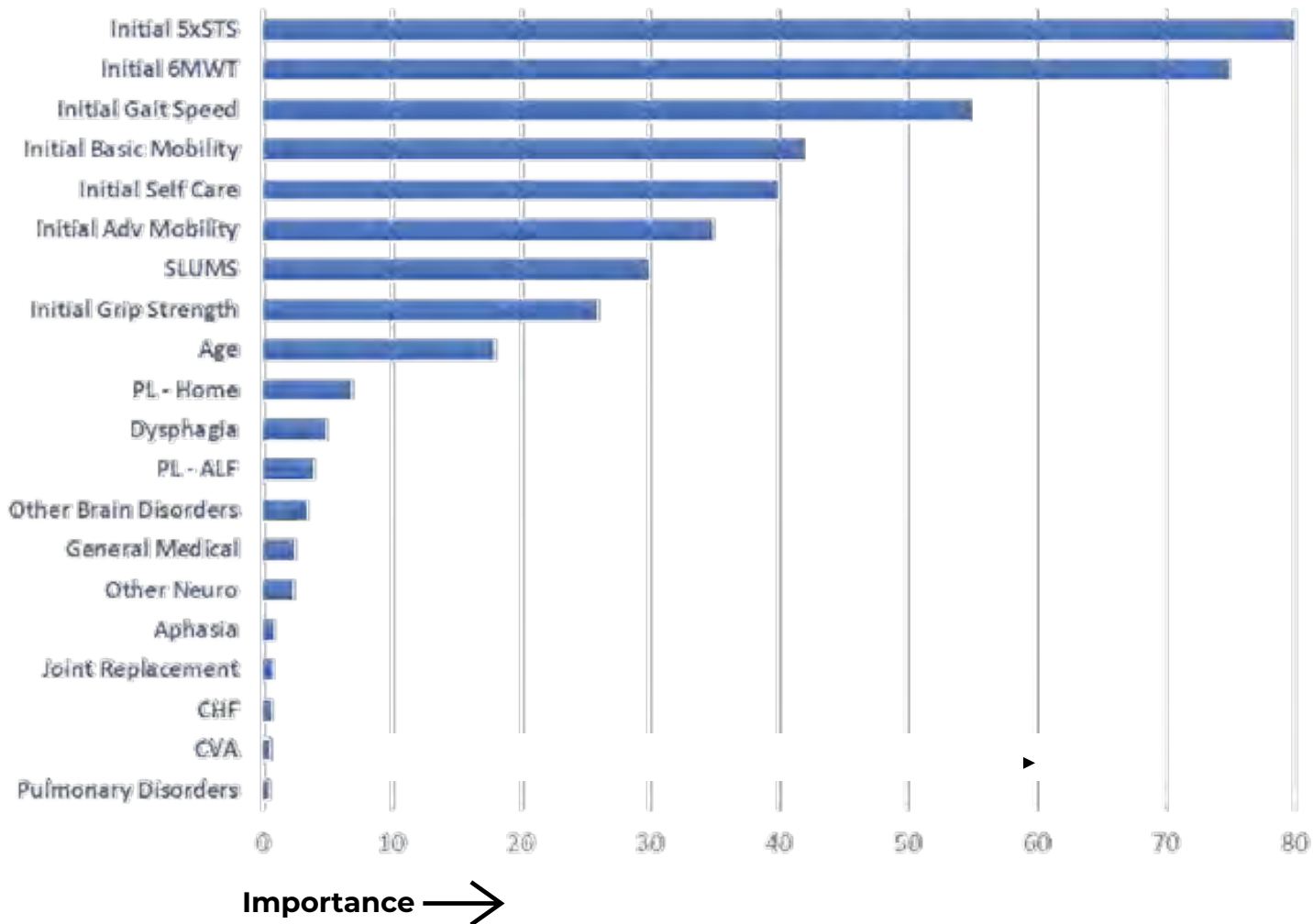
 Low Functioning at Admission



 Highest Functioning



This type of data analysis yields a list of features that are important in distinguishing one group from the other in order of 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 genuinely patient-centered.



QUALITY UPDATE

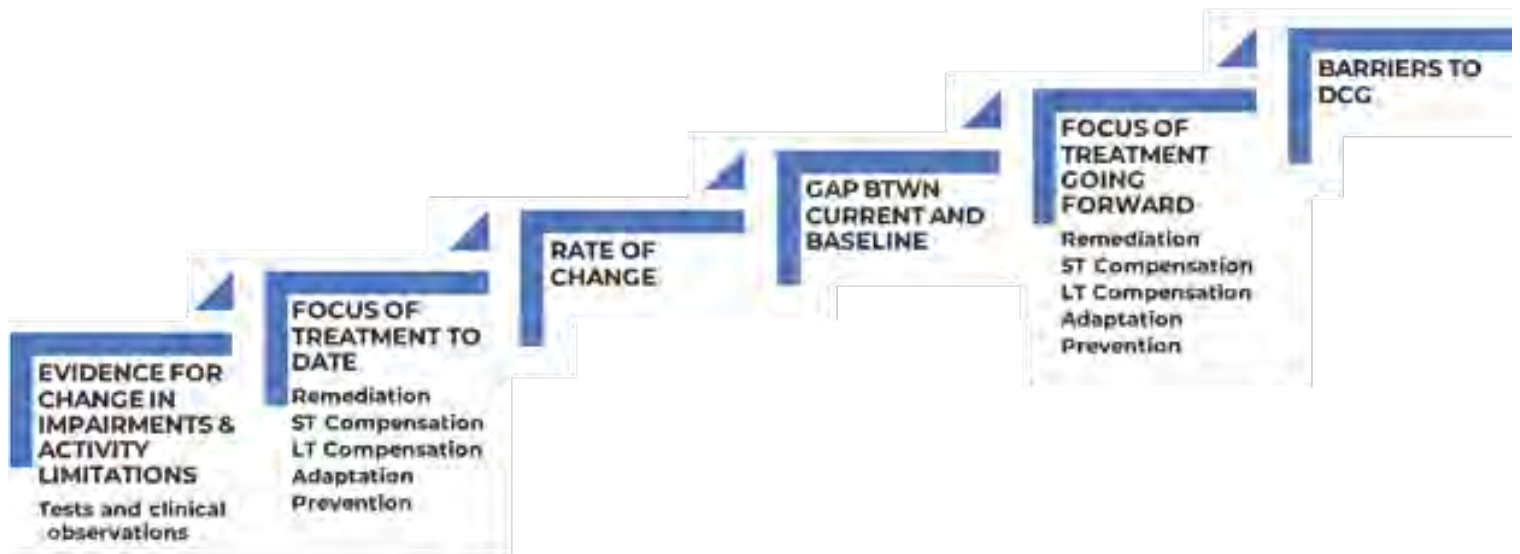
BUILDING AN EMR THAT SUPPORTS QUALITY CARE

Part of our company-wide ongoing performance improvement project centers around shortening the 17-year gap between what is known from research to be the best care and the care patients consistently receive. 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 the 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 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 and 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.



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.



MORE MOVEMENT MATTERS



We know that when older adults are hospitalized, they experience the unrecognized epidemic of low mobility which creates a cascade to dependence. This syndrome referred to as Hospital Associated Deconditioning (HAD) or Post Hospital Syndrome can lead to significant adverse events including risk for falls, weakness and deconditioning, decline in activities of daily living, risk for nursing home placement, and decline in caregiver health. Half of all Medicare beneficiaries who experience hospitalization do not recover to their prior level of function 1 year after their admission. Generalized activity and mobility, primarily centered on walking and upper and lower extremity exercise, has been shown to positively impact patient outcomes when provided in the acute care setting. Can it work in post-acute care also?

MORE MOVEMENT MATTERS

THE PROBLEM



Unrecognized epidemic of low mobility¹ during hospitalization begins the **cascade to dependence**.²

Now referred to as **Hospital Associated Deconditioning**³ or **Post Hospital Syndrome**.⁴



Risk for Falls⁵



Weakness and Deconditioning⁵⁻⁶



Decline in ADLs⁵



Risk for Nursing Home Placement⁵



Decline in Caregiver Health⁶

Generalized activity and mobility, largely centered on walking and upper and lower extremity exercise, has been shown to positively impact patient outcomes. The figure below illustrates the benefits of an interdisciplinary, multi-component activity and exercise program.



MORE MOVEMENT MATTERS

In our More Movement Matters program, we hire a Mobility Specialist and are collaborating with nursing for restorative supervision. The Mobility Specialist is a non-licensed staff member who provides general activities, such as extra walks in the community and exercise programs, which the physical therapist establishes. The evidence shows that this type of program improves not only walking-related outcomes but ADL performance as well. As a result, with More Movement Matters, rather than an even split between mobility and ADL training, we tilt the scale toward mobility to build capacity for ADL performance and layer on ADL training as needed.

An image of how the continuum of mobility and activity is provided through nursing, the mobility specialist, and skilled therapy is provided below.

■ HIGH-INTENSITY + MORE MOVEMENT MATTERS



MORE MOVEMENT MATTERS

In the assisted and independent living setting, More Movement Matters takes the form of the “longevity drug” as the central lifestyle factor that contributes to improvement in “healthspan” not just lifespan. This emerging concept in senior living is linked to longevity science and resident preferences. In the ICAA Wellness Think Tank 2025: Wellness Meets Longevity, the authors develop an argument for an urgent shift in senior living from reactive to proactive – from responding to problems and managing decline to cultivating purpose-filled living that supports longer and better years of living.ⁱ Evidence from the Pew Research Center indicates that the residents in senior living soon will not be satisfied with longer life alone but are seeking a pathway through aging filled with meaning, purpose, connection, and activity.ⁱⁱ

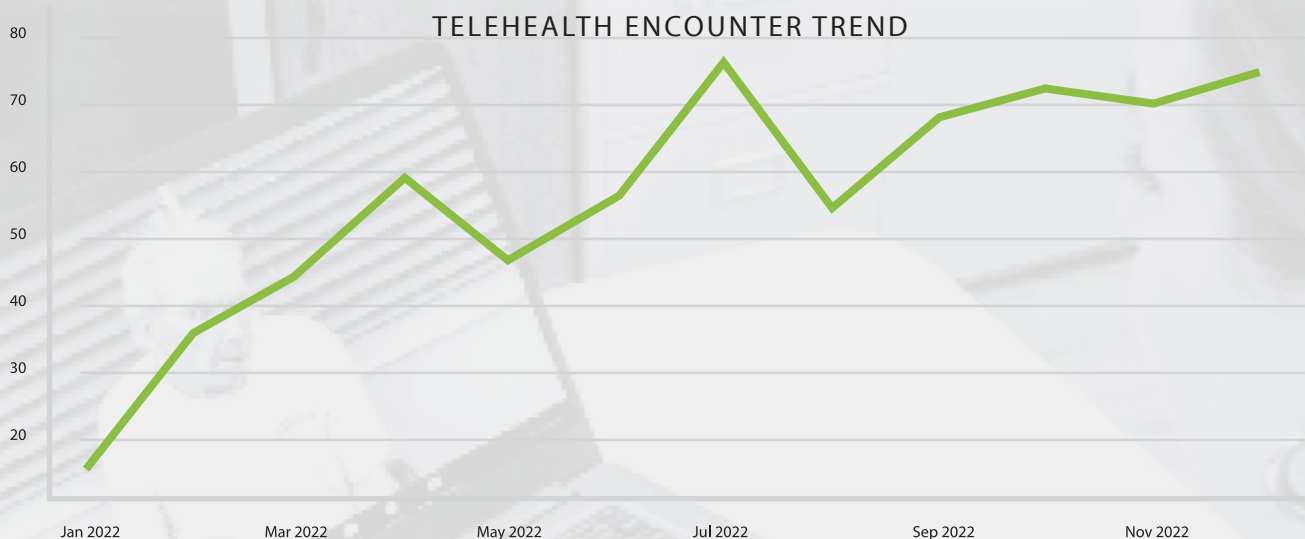
Imagine how exercise, physical activity, mobility, and movement becomes a unifying theme across all phases of a senior living community. With wearable technologies, gamification, and human competitiveness shaping an environment that is centered on the Geriatric 5 Ms: Multicomplexity, Mind, Mobility, Medications, and Matters Most.ⁱⁱⁱ The 5Ms serve as a practical framework for guiding holistic care for older adults which focuses on quality of life, not just treating diseases. Fully embracing the More Movement Matters concept can be the foundation for a senior living community’s shift to being transformational in the new era of aging.

Patient and family feedback has been overwhelmingly positive, and our community partners are thrilled with the added presence around activity and mobility in their communities.

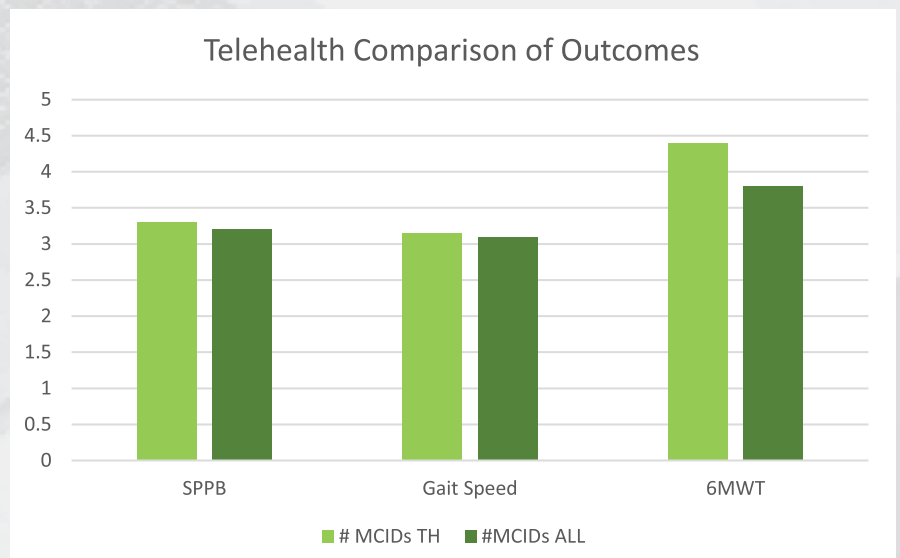
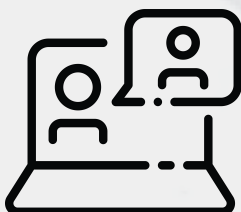


INFINITY REHAB CONTINUES TELEHEALTH INNOVATIONS IN 2025

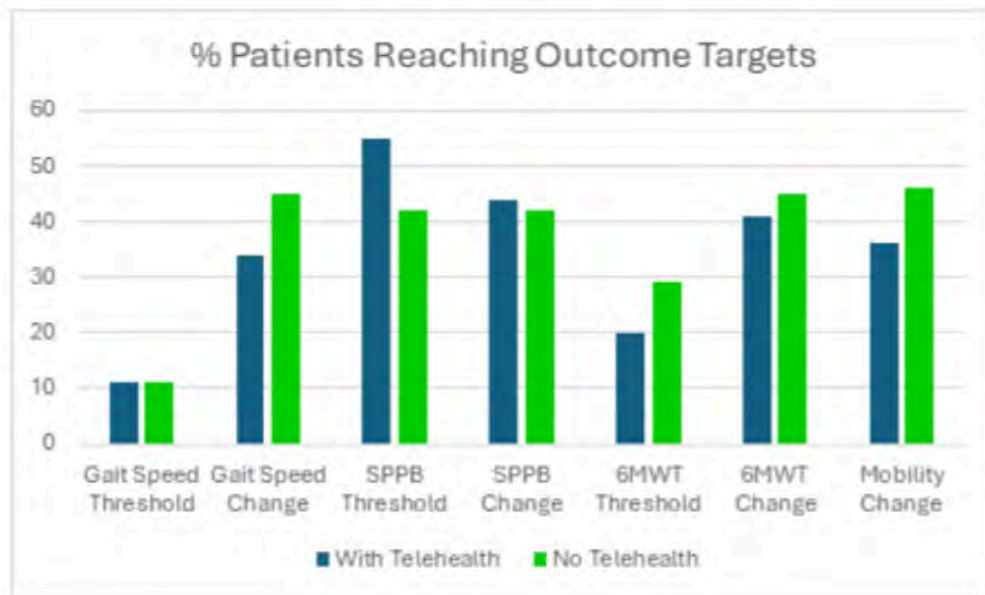
Infinity Rehab has been leading the way in providing telehealth services for over a decade. This mode of service delivery has enabled older adults in rural and underserved areas to receive the necessary rehabilitation for optimal recovery. In 2025, we provided over 7100 telehealth visits to patients in skilled nursing communities, who otherwise would have had a significant delay in their rehabilitation. In addition, we have continued to offer telehealth services to acute care patients receiving care at home, expanding into 2 new states for a total of 8 states. Our hospital at home services bring expert therapy and personalized care directly to the patients' doorstep. In addition to hospital at home services we have added services to a small number of critical access hospitals. Over 500 virtual visits were provided to these acute care patients and patients needing new seating systems. Providing therapy to individuals in their home environment allows patients increased access and flexibility in care as well as the ability for therapists to tailor the plan of care to their setting and surroundings. Feedback has been overwhelmingly positive as patients are thrilled to be receiving services in the comfort of their own home.



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 to the right..

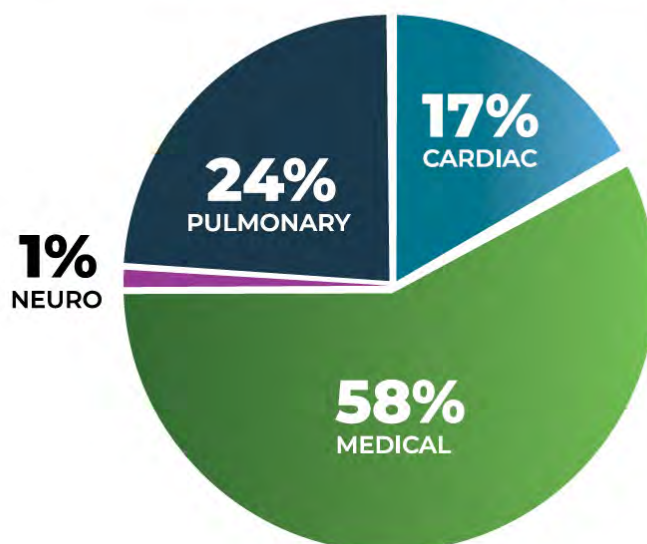


Our data show what others have shown: care provided via telehealth is of equal quality as compared to in-person care. All our telehealth providers complete training specific to the telehealth environment and regulations associated with this mode of care. We have partnered with our communities through telehealth services to shorten evaluation wait times and improve access.



For the last 5 years, we have partnered with Dispatch Health to provide Hospital at Home services, another value-driven strategy. While this patient population is somewhat different from our post-acute population, we are bringing our systematic approach to this setting by measuring outcomes and the use of technology using telehealth. In 2025 alone we have managed just under 300 patients in the Hospital at Home setting. You can see the diagnosis category breakdown in the figure below. The AMPAC-Basic Mobility scores for these patients range from 47-55, well above the cut-off for safety at home of 43 for this measure. These data support the role of telehealth in this new value-driven model.

DIAGNOSIS CATEGORIES —HOSPITAL AT HOME





BUILDING A CULTURE OF COMPLIANCE AND SAFETY

In 2025, we have focused on ensuring consistent, standardized processes consistent with regulatory best practices. Customization of the electronic medical record ensures that our clinicians interact with a tool daily that aids them in documenting essential elements from their daily practice. And it's working—2025 was another year in which we had no denials for payment related to skilled services provided. We maintain a steady quality assurance program focused on key areas of opportunity, staff education, and policy review directed by an active compliance committee.

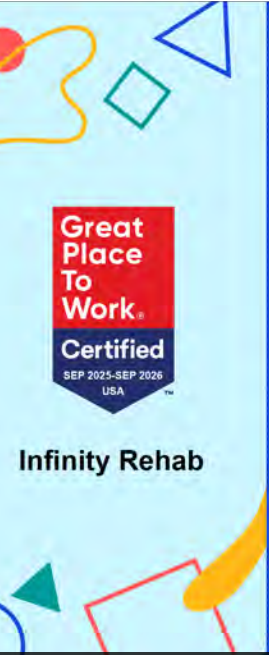
We diligently protect patient privacy through Information technology security best practices. Through our partnership with PrimeCare Technologies and Incovate Solutions, we are deepening our layers of security against cyber-based bad actors.



OUR PEOPLE



INFINITY REHAB



We're Great Place to Work-Certified™!

92%

of our employees said that when you join the company, you are made to feel welcome

Source: 2025 Great Place To Work Trust Index® Survey



INFINITY REHAB AWARDED GREAT PLACE TO WORK CERTIFICATION FOR A THIRD TIME

Infinity Rehab is proud to be Certified a Great Place to Work® for the third time, a distinction based entirely on employee feedback. This recognition reflects the strength of our culture and the experience of our team members across the organization.



Source: Great Place To Work® 2021 Global Employee Engagement Study.



Our employees have spoken! Our company culture is amazing and our Great Place to Work Certification™ proves it.

Source: 2025 Great Place To Work Trust Index® Survey





Boon, our innovative employee referral program, is designed to streamline and enhance the hiring process while **rewarding our employees** for connecting great talent to our team.

Launched in February 2025, Boon offers an effortless and efficient way to refer qualified candidates for open positions through an online referral portal. Both internal team members and external colleagues can refer and earn a bonus.



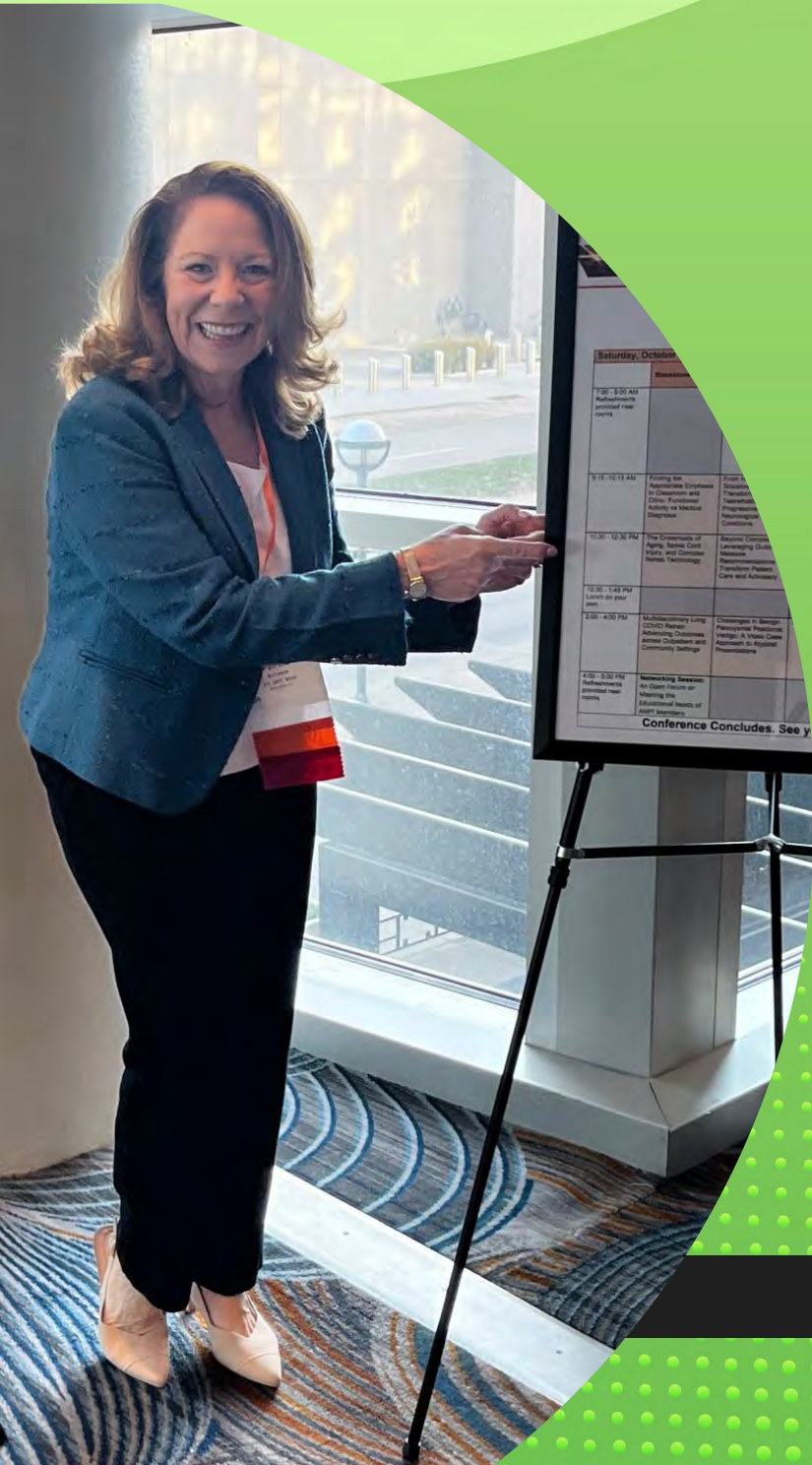
READ THE PRESS RELEASE

EMPLOYEE EXPERIENCE MATTERS



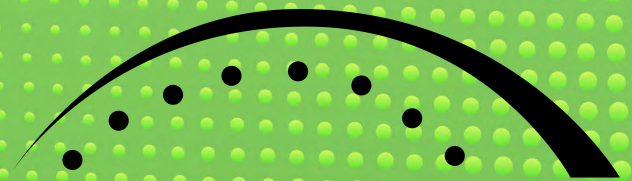
In 2024, our commitment to fostering a positive workplace culture was reflected in our **Employee Net Promoter Score (eNPS) of 41** (up from 27 in 2024). This strong score demonstrates our employees' confidence in Infinity Rehab as a great place to work and grow. We remain dedicated to listening, improving, and ensuring our team feels valued and supported.

EMPLOYEE RECOGNITION



Saturday, October 18	
Time	Topic
7:00 - 8:00 AM	Refreshments provided near lobby
8:15 - 10:15 AM	Finding the Appropriate Employee in Classroom and Other Functional Ability vs Medical Diagnosis
10:30 - 12:30 PM	The Importance of Aging, Social Care, Aging, Social Care, Aging, and Community Health, and Community Health, and Community Health
12:30 - 1:45 PM	Lunch on your own
2:00 - 4:30 PM	Multidisciplinary Long COVID Report: Addressing Outcomes across Outpatient and Community Settings
4:00 - 5:00 PM	Networking Session: An Open House on Educational Needs of Children

Conference Concludes. See you next year!



INFINITY REHAB

LEVEL TWO **CLINICAL CHAMPIONS**

Three of our dedicated clinicians reached an exciting milestone this year, achieving Level 2 in our Clinical Champions professional development program. This distinction reflects more than experience — it represents a commitment to excellence.



Level 2 clinicians demonstrate advanced clinical skills and a clear drive to continually elevate their practice. They actively push their own growth and development, seeking out opportunities to refine techniques, expand knowledge, and strengthen patient outcomes. Their dedication not only enhances the care they provide but also raises the standard for their peers and the communities we serve.



Luc Leech



Kota Miller



Rebecca Summerer

20-YEAR WORK ANNIVERSARY



Three amazing employees celebrated 20 years of employment with Infinity Rehab. We thank them for their commitment to our patients and residents as well as their love for the company they work for.



Jeff Brooks



Lucinda Carlson



Susan Lopez

EMPLOYEE RECOGNITION AND STORIES

CELEBRATING HEALTHCARE HEROES

SLP MONTH HEROES



LAURA HARPER, SLP

PT MONTH HEROES



YURI ZAHUI, PTA

OT MONTH HEROES



CAROL KARTYE, COTA

In 2025, 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 patients' lives every day. Their unwavering commitment to excellence and patient care is truly inspiring and deserving of recognition.

EMPLOYEE RECOGNITION AND STORIES

ANNUAL EMPLOYEE AWARDS



KATIE WALKER AWARD



Ioannis Eleftheriou, OT

KATIE WALKER AWARD

The Katie Walker Award was established in 2008 to publicly recognize an exceptional DOR/OPCD that impacts patient care, rehab team members, and communities in a unique & significant way.

The 2025 recipient of the Katie Walker award was **Ioannis Eleftheriou, OT** and Senior Director of Rehab in Las Vegas, Nevada.



Chalia Booker, OTA

PRN EXCELLENCE AWARD

New in 2025, the PRN Excellence Award recognizes one exceptional PRN clinician from each discipline who goes above and beyond in their role. These clinicians exemplify Infinity Rehab's core values and foster strong, meaningful connections with their teams.

The 2025 recipient of the PRN Excellence award was **Chalia Booker**.



EMPLOYEE RECOGNITION AND STORIES

ANNUAL EMPLOYEE AWARDS

HOME OFFICE AWARD

The Home Office Award was established in 2018 to publicly honor an Infinity Rehab home office employee who significantly impacts those they serve in a meaningful way.

The 2025 recipient of the Home Office Award was **Kelly Webb, IT Asset Coordinator**.



CLINICAL EXCELLENCE AWARD

The Team Clinical Excellence Award is awarded to recognize teams that have exhibited outstanding effort towards Infinity Rehab's clinical programs. This award will be presented to an Infinity team who met the following criteria for the prior year for which they are nominated.

The 2025 recipient of the Clinical Excellence Award is **Las Ventanas in Las Vegas, Nevada**.

Las Ventanas



EMPLOYEE RECOGNITION AND STORIES

ANNUAL EMPLOYEE AWARDS

RISING STAR AWARD

Newly introduced in 2023, the **Rising Star Award** traditionally honors one clinician from each discipline. The therapist or assistant embraces our mission and vision and has proven to be an innovator in their position. They are a leader and demonstrate our five leadership practices and bring a new energy and dedication to their team. Nominees can be full- and part-time employees or PRNs who have worked for Infinity Rehab for one year or less.

The Rising Star recipients for 2025 were:

- Physical Therapy: David Rubio, PTA
- Occupational Therapy: Michelle Kilborn, OT



David Rubio, PTA



Michelle Kilborn, OT









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