

Large Employer of the Year Nominee



Name of Business: Post Acute Medical Rehabilitation Hospital of Dover
Address: 1240 McKee Road, Dover, Delaware 19904
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Describe the business:

Mission/Philosophy: Post Acute Medical is committed to providing high quality patient care and outstanding customer service, coupled with loyal, dedicated, and highly trained staff, to be the most trusted source for post-acute services in every community it serves.

Primary good or service provided: Our acute inpatient rehabilitation hospitals provide specialized physical medicine and rehabilitation to patients recovering from a recent hospitalization or a decline in health in order to regain independence and return safely to their homes.

Number of years in business: PAM Dover: 1 year

How did your business start?

PAM Rehabilitation Hospital of Dover is part of the Post Acute Medical network of hospitals and outpatient clinics that specialize in post-acute care and rehabilitation services.

Number of employees: Full-time – 102; Part-time – 84

Describe the growth of your business:

In staffing increases: fully staffed upon opening

In Sales: inpatient – 1,107 admissions

Describe the challenges facing your business:

- 1) Physician recruitment in specific specialties
- 2) Growth/Expansion Needs

Describe solutions developed to address those challenges:

Market Variances: Focus to shift with the new additions to the marketing team, increasing referrals and admissions from New Castle and northern areas and Eastern Maryland referral sources.

Physician Development: Continue to build strong physician champions, and community physician support

Business Development Activities: Continuing to work toward disease specific certifications

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

The Rehab Department utilizes a hand and wrist rehab robot, the BIONIK Arm, which has shown great results for our patients in the recovery of many conditions. We are excited to continue our growth and expand our capabilities that we provide to our community.

What are the goals for your business in the next three to five years?

- 1) Our Vision: The Post Acute Medical system continues to build upon its history as a respected provider of quality healthcare services by continuing to develop an environment that fosters meaningful improvement and recovery for people with injuries, illness, and disabilities.
- 2) Expansion of services in Sussex County, Delaware.

What distinguishes your business from the others?

The Joint Commission (TJC) has accredited all of our rehabilitation hospitals, demonstrating our commitment to high quality hospital level care. In addition, we are committed to meeting specialized standards for certain programs through TJC's Disease Specific Certification Programs.

Physician visits: 7 days/week

Type of physician: Psychiatrist (Rehab) and Internal Medicine-24 hour availability

Specialists: Neurology, Pulmonary, Cardiology, Nephrology, etc.

Radiology & Lab: On site

Hours of nursing care: 24 hour availability. 1 Nurse to 6-7 patients

Level of care: Complex

Typical length of stay: 7-12 days

Therapy Intensity: 3 plus hours daily

What contributions have you made in the community?

Serving on boards/committees: Medical Executive Committee, PAM Dover; Governing Board Member, PAM Dover; Policy Committee, Delaware Healthcare Association; Board Member, Brain Injury Association of Delaware; Member, Delaware Chamber of Commerce; Executive Leadership, Mentor, Penn State University

Serving as a volunteer: Judge for Dover Arts Festival

Providing in-kind services: PAM Dover has contributed in kind donations to local school by sponsoring a back to school campaign as well as a holiday gift campaign and food drive. We have also reached out to a local assisted living and organized a sock campaign in addition to supporting a local domestic abuse organization.