

CUSTOMER STORY · CONTRACT THERAPY & SKILLED NURSING · MEDICARE PART B

Fewer falls, more referrals. An 11x return in 90 days.

How Signature Rehab's therapy teams used OneStep to screen long-term residents continuously — cutting falls, finding the residents who needed skilled therapy, and earning back eleven times what they spent.

11x

return on investment in the first 90 days

31%

fewer fall events among residents in 90 days

13%

more Medicare Part B referrals to skilled therapy

Long-term residents were screened once a quarter. Decline doesn't wait for the quarter.

ORGANIZATION

Signature Rehab

WHAT THEY DO

Family-owned contract therapy across 10 states

SETTINGS

Skilled nursing, rehab, home health, assisted living, memory and cognitive care, telemedicine

WHO USES ONESTEP

Therapists, restorative nursing assistants, rehab leadership

PERIOD

First 90 days, 2024

USE CASES

Fall-risk screening, restorative nursing, Part B referrals, RTM

MEET SIGNATURE REHAB

Signature Rehab is a family-owned contract therapy company serving the full continuum of post-acute care. It came to OneStep with three goals: reduce falls and functional decline among long-term residents, routinely screen Medicare Part B residents who should return to skilled therapy, and open a new revenue stream through Remote Therapeutic Monitoring without adding work for therapists.

THE CHALLENGE

The therapy team learned about declines and fall risk from nursing reports and quarterly screening protocols. That was slow for therapists and reactive for residents: by the time a decline was documented, it had often been under way for weeks. Once a resident was discharged to a Restorative Nursing Program, therapists lost sight of them entirely unless they asked nursing for an update. And every one of those missed declines was also a missed clinical opportunity — a resident who should have been back on skilled therapy, and wasn't.

THREE PROBLEMS, ONE TOOL

1 Screening that doesn't wait

Residents are measured on ordinary walks with a phone, routinely, and the care team is notified automatically when fall risk or function changes.

2 Eyes on restorative nursing

RNAs record measurements in the app as part of the restorative plan, so therapists keep seeing how a resident is doing after discharge.

3 Referrals and RTM with evidence

Objective data justifies a return to skilled therapy, and the same measurements qualify for Remote Therapeutic Monitoring reimbursement.

The first 90 days

31%

decrease in fall events among residents

42%

of residents not on therapy identified by OneStep's data as clinically in need of skilled therapy

13%

average increase in Medicare Part B referrals to skilled therapy

With OneStep in its facilities, Signature Rehab captures objective mobility data on a routine, ongoing basis and receives automated notifications when a resident is at risk of a fall or decline. Screening stopped being a quarterly event and became a continuous signal. The therapy team used it to bring the right residents back onto a therapy program quickly — improving outcomes and reimbursement at the same time.

WHAT ONESTEP FOUND	WHAT SIGNATURE REHAB DID	RESULT IN 90 DAYS
Residents at rising fall risk	Proactive intervention before the fall	31% fewer fall events
Residents not on therapy who clinically needed it	Referral to skilled therapy under Medicare Part B	42% identified · 13% more referrals
Restorative-program residents declining or stalled	Returned to skilled therapy	18% referred back
Monthly measurements across 4 facilities	Not yet billed — fall prevention came first	\$10,500 / month available in RTM

\$12,000 in Medicare Part B revenue from referrals to skilled therapy in the first 90 days — eleven times what Signature Rehab spent on OneStep over the same period.

“OneStep provided us with the visibility we needed to stay on top of clinical opportunities that without OneStep could have gone unnoticed.”

Anne Martin, OTR/L · Rehab Services Manager, Signature Rehab

Therapists kept seeing residents after discharge

Before OneStep, a resident discharged to a Restorative Nursing Program disappeared from the therapy team's view. Now restorative nursing assistants record measurements in the OneStep app as they carry out the restorative plan, and therapists see the same data. They can confirm the resident is transitioning well and that the program fits their performance — and when a resident declines or stalls, the data makes the case for returning them to skilled therapy.

18%

of residents on a Restorative Nursing Program were identified as needing treatment and referred back to skilled therapy

What the care team sees

A care action is created when a resident's gait speed declines significantly — with the data behind it, and a one-click referral to therapy.

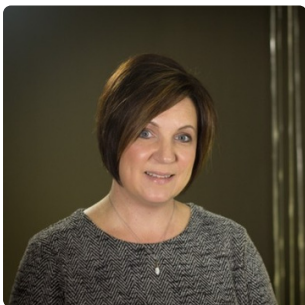
Care Actions

✓ #fall risk

This patient's gait speed has significantly declined.
Her data indicates further screening is appropriate.

Refer to Therapy

OneStep care action for a resident whose gait speed has declined. Shown with placeholder data.



“We use OneStep as a complementary tool for the standard falls assessment we do with our residents on a quarterly basis. OneStep allows us to predict falls much more accurately than before.”

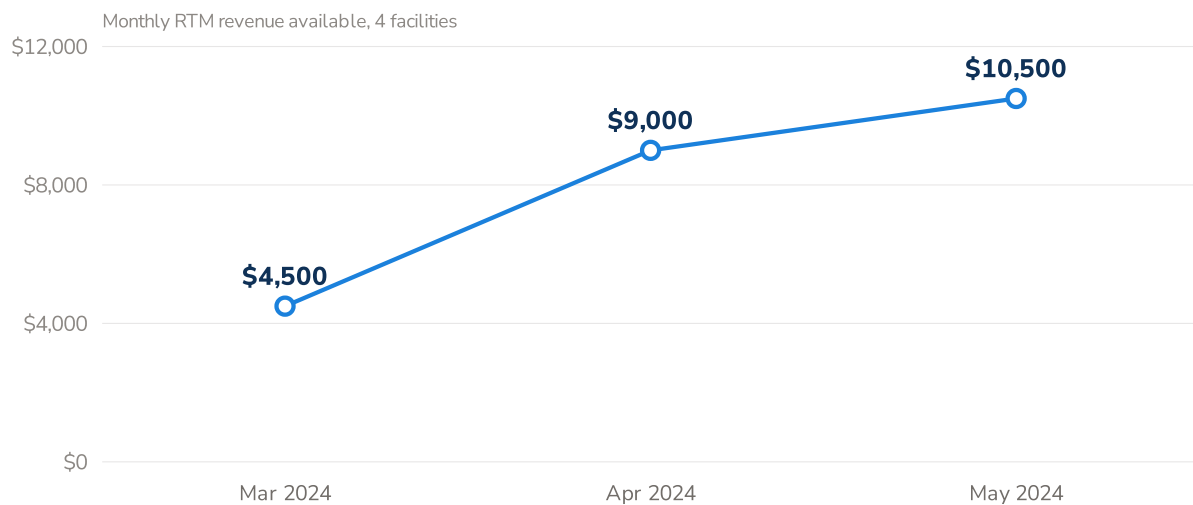
Christine Busby, MS, CCC-SLP, MBA · Chief Operating Officer, Signature Rehab

A revenue stream that was already there

Signature Rehab chose to establish its fall-prevention protocols before turning on Remote Therapeutic Monitoring. But the measurements RNAs and therapists were already recording qualify for RTM reimbursement. Based on actual utilization in the first 90 days, monthly RTM revenue across four facilities would have been \$10,500 — before a single extra measurement.

RTM REVENUE AVAILABLE, MARCH – MAY 2024

Based on measurements already recorded in 4 facilities



WHY ELSE SIGNATURE REHAB'S TEAMS USE IT

Residents

4.5× more engaged when they get motion feedback they can share with family and caregivers.

Clinicians

About four minutes saved per note with one-click progress notes and EMR integration.

The organization

Stronger referrals and brand awareness from using a technology with proven clinical results.

What one resident's decline looked like

A resident in her late seventies with dementia was measured with OneStep to establish a mobility baseline and then monitored over two weeks. When several gait parameters began to decline, OneStep flagged her as a very high fall risk and notified her care team automatically. Identifying details have been removed.

MEASURE	WHAT CHANGED OVER TWO WEEKS
Gait speed	0.6 m/s → 0.5 m/s
Gait consistency	6% decrease — less uniform strides
Step-length asymmetry	13% increase
Double support	Above the 40% threshold — both feet on the ground far longer than normal

Why 0.1 m/s matters

A decline in gait speed of just 0.1 m/s is associated with a 7% higher fall risk, 12% higher mortality risk and 8% higher cardiovascular disease risk. The naked eye does not see 0.1 m/s. The phone does.

She was referred to therapy, where her clinicians addressed her gait speed and consistency using OneStep. Her mobility improved quickly, and she stayed safe and independent in the facility.



“OneStep has transformed our restorative nursing programs — now we instantly spot changes in mobility and act fast. Collaborating with entire care teams and monitoring patients on and off therapy has never been easier.”

Christine Busby, MS, CCC-SLP, MBA · Chief Operating Officer, Signature Rehab

LOOKING AHEAD

With fall-prevention protocols in place, Signature Rehab is turning on Remote Therapeutic Monitoring on the measurements its teams already record — adding reimbursement to the clinical gains of the first 90 days.

Ready to learn how OneStep can help your organization?

Email us at info@onestep.co