Heinz Rehab Hospital is part of Allied Services Integrated Health System, the premier post-acute health-care system in Northeast Pennsylvania, and is the region’s leading provider of inpatient brain injury rehabilitation. We are committed to providing our patients with quality rehabilitation health care services, and believe that our results demonstrate our fulfillment of that commitment. In fact, in 2015, the hospital received the Uniform Data System of Medical Rehabilitation’s TOP PERFORMER award. This award recognized Heinz Rehab among the top 9% of rehab hospitals nationwide in improving patient function and returning patients to their home. Heinz Rehab hospital has also earned accreditation for its Brain Injury Specialty Program, which serves adult and adolescent (12-17) populations, by the Commission on Accreditation of Rehabilitation Facilities (CARF).

**ADMISSION CRITERIA**
The program serves those patients who have a diagnosis of a brain injury. Comorbidities managed may include but are not limited to respiratory/cardiopulmonary compromise, dysphagia, obesity, renal dysfunction, psychiatric diagnoses, substance abuse, communication disorder and visual dysfunction. Patients admitted to Heinz Rehab must be medically stable, at least 12 years of age, weigh at least 75 lbs and require 24-hour nursing care, frequent monitoring by a rehabilitation physician, and at least 3 hours a day, a minimum of 5 days a week of at least two of the following services per day: physical therapy, occupational therapy, speech/language therapy, and/or prosthetic and orthotic services. The patient must have clear functional goals that are realistic, offer practical improvements, and are expected to be achieved within a reasonable time frame to warrant admission. Prior to admission, a rehabilitation physician evaluates each patient for acuity, medical stability, and readiness for rehabilitation.

**DISCHARGE/TRANSFER CRITERIA**
A discharge date will be planned when the treating physician and interdisciplinary team agree that the patient-specific rehabilitation goals have been achieved and patient’s post discharge care needs can be met at an alternative level of care. The follow criteria are considered in planning for discharge:
- Rehab goals have been achieved
- Patient’s post-discharge care needs are better met at an alternative level of care
- Patient’s does not require skilled therapy services in an inpatient rehabilitation facility
- Patient is not able to participate in 3 hours of therapy per day
- Patient’s medical needs are not capable of being met in a rehabilitation setting
- “Significant practical improvement” can not be achieved in a reasonable period of time
- Patient is not able to participate in therapy due to medical or cognitive reasons
OUR REHABILITATION PROGRAM
The overall goals of the Brain Injury Program are to assist the patient to achieve functional independence, to improve his/her quality of life and to provide effective patient/family education. Patients typically admitted to inpatient Brain Injury Program may exhibit decreased strength, impaired posture, impaired movement/balance, impaired communication/cognition, and difficulty swallowing. These deficits may interfere with the patient's ability to walk, communicate with others, and/or perform activities of daily living such as dressing, bathing, feeding, and toileting. The goal of the rehab process is to maximize independence regarding the patient's ability to return to life roles and activities that include driving, working, social events, and community activities. The Brain Injury Rehab Team at Heinz Rehab Hospital works in developing individualized treatment plans aimed at assessing patient risk, promoting functional gains and teaching the patient/family effective coping skills for life after discharge from rehab. Patients and their families are taught about risk factors, recognizing the signs/symptoms of Brain Injury, and prevention strategies.

Prior to admission, a rehab physician evaluates each patient for acuity, medical stability, and readiness for rehabilitation. Once admitted, the team performs a thorough evaluation and establishes realistic goals that address each patient's unique medical, social, emotional, spiritual, cultural, vocational, and personal needs. Goals are established in collaboration with the patient and family/support system. In addition to traditional rehabilitation techniques, patients may participate in the latest technological advancements in rehabilitation care including neuromuscular electrical stimulation, aquatic therapy, Zero G technology, Bioness, REO and vital stim. Along with the latest technology, Heinz Rehab provides the necessary training in self care and mobility skills, nutrition and psychological support to assist patients with personal independence. Patient and family education, family conferences, and, as appropriate, community outings are utilized to progress each patient towards the goal of returning home. These techniques combined with our experienced staff give us the ability to address the full range of physical, social, emotional, cultural, and vocational needs of each patient and their family. As the patient achieves his/her goals, the team modifies the program to provide continuous challenges and encourage new levels of independence, while always ensuring the patient’s safety and well being.

OUR REHABILITATION TEAM
The Brain Injury Rehab Team has a dedicated team of experienced professionals. Each individual's treatment team is made up of a physiatrist (a doctor who specializes in physical medicine and rehabilitation therapy), a physical therapist, occupational therapist, speech therapist, recreational therapist, a respiratory therapist, a neuropsychologist, psychology staff, rehabilitation nurses, a medical social worker, and a dietician, as appropriate. They work together with the patient and their family/support system to meet the unique physical, cognitive, social and emotional needs of the patient.

As appropriate, psychology services are provided to assist with adjustment of patient and family to the patient’s disability. Psychology staff may provide feedback and counseling to patients regarding behaviors that may negatively impact the rehabilitation process. As a medical rehabilitation facility, Heinz Rehab will not admit patients into the inpatient program for the purpose of treating psychiatric diagnoses. There may be occasions when patients who are being treated for appropriate medical rehabilitation diagnoses are also found to concurrently have a psychiatric diagnosis. When necessary, patients can be transferred to local facilities for further evaluation and treatment of psychiatric issues.

Rehabilitation psychology staff, other clinicians, and brain injury survivors assist patients and their family members/support system with learning techniques for coping and adapting to life after a brain injury. Brain injury affects the whole family and so involvement of spouses, children, and others in the

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patient’s support system is a vital part of recovery. Our Brain Injury Program supports this through family/support system involvement in education/training, support groups, brain injury education classes, and through counseling. Monthly support group meetings are also open to the community.

Patients receive at least 3 hours of Physical Therapy, Occupational Therapy and/or Speech Therapy, a minimum of 5 days per week. Schedules can be adjusted to allow patients to participate in cultural and spiritual activities as they desire. Nursing care is provided on a 24-hour per day basis, and therapy services are available 7 days a week.

FAMILY CONFERENCES
Family conferences are an integral part of the Brain Injury Program’s rehabilitation process. All brain injury patients are scheduled for a family conference during their admission. Attending the conference is the physiatrist, social worker, administrative Brain Injury Program coordinator, nursing supervisor, psychology department staff and the patient or family. Family conferences are designed to communicate information regarding discharge plans, current patient functional status, medical issues or concerns, education, discharge options, concerns of the patient/family or other team members. The aim is to better coordinate care and plan for a smooth and safe discharge.

SCOPE OF PROGRAM SERVICES
Patients are typically referred to Heinz for services from local and regional hospitals, though some patients are admitted after a stay at a skilled nursing facility, or directly from home. Approximately 78% of patients admitted to Heinz Rehab Hospital are covered by Medicare, with the remainder paid by Medicaid and private insurances such as Geisinger and Blue Cross/Blue Shield. Information regarding insurance coverage and the patient’s financial responsibility (i.e. copays/fees) are provided to patients during the admissions process. Patients can discuss any questions or concerns with an admissions representative or with a medical social worker.

Patients receive at least 3 hours of Physical Therapy, Occupational Therapy and/or Speech Therapy, a minimum of 5 days per week. Schedules can be adjusted to allow patients to participate in cultural and spiritual activities as they desire. Nursing care is provided on a 24-hour per day basis, and therapy services are available 7 days a week (Mon–Fri, 6:30 am to 4:30 pm; Sat/Sun, 6:30 am to noon).

Several factors influence whether or not a patient receives therapy on weekend days including but not limited to: day of admission, clinical need, medical issues, and absences from therapy during the week. The hospital adheres to insurance guidelines that can impact how much therapy patients receive in order to be compliant with inpatient rehabilitation regulations.

The Stroke Program scope of service provides care to patients according to their level of impairment, activity limitations, and participation restrictions. Heinz Stroke Program is based on an integrated treatment approach that will focus on normal movements and achieving symmetry of body and movement. Emphasis is placed on re-establishing normal function instead of compensation, though compensation techniques will also be utilized to maximize function when necessary. An individualized approach to patient and family needs is critical in establishing a treatment plan, realistic goals, and appropriate progression through the continuum of care.

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The following areas are addressed, as appropriate:

- Anxiety
- Aphasia and other communication disorders
- Cardiovascular status
- Cognitive function
- Co-morbidities
- Continence
- Depression
- Dysphagia
- Health promotion and screenings
- Hearing
- Hydration
- Mood disturbances
- Motor function
- Nutrition
- Patient/family/support system education
- Perceptual deficits
- Psychosocial issues
- Services to prevent illness
- Sexuality and intimacy
- Skin integrity
- Visual

Arrangements for Other Medical Services: Heinz is committed to delivering quality patient care services. While our focus is on rehabilitation, there may be times during your stay that you require additional medical services or testing. To ensure that patient care services are available in a timely manner to meet your medical needs, Heinz Rehab contracts with external agencies to provide laboratory and radiology services directly in your room. If your physician requests laboratory testing or diagnostic imaging for you, nursing staff will schedule these services either immediately (in case of an urgent medical situation), or the next day (for routine testing). Results will be provided to your physician within a few hours in the case of an urgent situation, or by the following day for routine testing. If you require an MRI, CT scan, or other specialized testing, the nursing staff will make arrangements for you to be transported to an appropriate accredited facility to receive those services. Results will be obtained from the facility where the testing was completed. During your stay at Heinz Rehab, if it becomes necessary for you to visit with a physician specialist (surgeon, cardiologist, nephrologist, etc), every attempt will be made for consultation within the facility, otherwise a member of the nursing staff will accompany you while you are outside of our facility.

PLAN OF CARE
Patients and their families are encouraged to be active participants in the care and discharge planning process. Weekly team meetings are held to discuss each patient’s individualized plan of care and discharge plan. The medical social worker updates the patient and his/her caregiver to ensure full understanding of the current treatment plan and to address each patient’s concerns and challenges. Upon discharge, patients continue with treatments designed to continue the transition toward an active, independent lifestyle. Heinz Rehab remains a lifetime resource for the patient and their family. The Rehab team also communicates with each patient’s physician to ensure the complete coordination of care throughout the recovery process.

TRANSITION HOME / FOLLOW UP CARE
The ability to resume one’s life role and participate in the community to the extent desired is another goal of the Brain Injury Program. Community integration skills are taught as part of therapy and activities are practiced during the rehabilitation process.

Patients and their caregivers receive education and training based upon the patient’s goals and lifestyle. Patients and, as appropriate, their caregivers are taught how to direct their care and what to do if emergencies arise. When appropriate, patients are given opportunities to practice these skills in

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the transitional apartment. This apartment helps the patients and their families get ready for the challenges they will face at home. When appropriate, the team may perform evaluations of the home, school or work site to identify barriers and make recommendations for accessibility. The family works closely with the Occupational Therapist to assess the home and make accessibility changes as recommended.

At Heinz Rehab, rehabilitation does not end when a patient is discharged. In addition to inpatient rehabilitation, we offer a wide range of post-acute care services to meet the needs of the patients we serve including: Transitional Rehab, Home Health, In Home Services, Outpatient Rehab, Long-Term Care and Personal Care. At discharge, patients and families are provided with instructions to ensure appropriate follow up care. Discharge plans may include additional services such as those mentioned above through Allied and/or through other community agencies. To facilitate a safe and smooth transition, all pertinent discharge information is forwarded to the patient’s primary care physician, and as appropriate, to the provider of the next level of care. After discharge, patients receive surveys and follow up phone calls to assess their satisfaction with their service, assess their functional status and determine if there are any on-going needs.

COMMUNITY INVOLVEMENT
Community awareness regarding brain injury prevention is important to our staff. Former Brain Injury Program patients and Heinz Rehab staff participate in a nationally recognized program dedicated to preventing traumatic brain and spinal cord injuries in young people called “Think First.” This program’s central message is safety through awareness and prevention of disabilities. Today, the program exits in every state, and we are proud to participate.

WHO ARE THE PATIENTS WE SERVE?
Heinz Rehab Hospital serves both adults and adolescents (ages 12-17). Our Brain Injury Rehabilitation Program serves approximately 200 patients each year with an average age of 69 years old. The chart shown below shows the average age of our patients in 2015 compared to national benchmarks.
WHAT ARE THE RESULTS OF THE SERVICES WE PROVIDE?
This section summarizes several important outcomes (for 2015) of the services we provide including: Effectiveness, Efficiency, Satisfaction, Length of Stay and Discharge Destination.

DOES HEINZ REHAB HOSPITAL ACHIEVE RESULTS?
Heinz is committed to helping every patient meet and exceed their rehabilitation goals and maximize quality of life by reducing activity limitations and participation restrictions. For a rehabilitation hospital, effectiveness is about patients making significant improvements in important functional activities like being able to walk, taking care of themselves, and participating in community activities. We measure the effectiveness using a tool called FIM™, which gauges the amount of functional improvement patients make. The chart below shows our FIM™ improvements compared to national benchmarks for 2015.

In addition to measuring how much improvement patients make, it is important to measure how quickly those results are achieved. In other words, how efficient are the services we provide? We measure efficiency by looking at how much functional improvement patients make each day they are at our facility using a measure called Length of Stay Efficiency. The chart below compares our Length of Stay Efficiency to national benchmarks for 2015.
WHAT DO OUR PATIENTS SAY?
After discharge, each of our patients is mailed a brief survey by Press Ganey, a healthcare consulting firm, to ask about their satisfaction with the care, treatment and services they received at Heinz. We ask patients to give the following statements a rating from Very Poor to Very Good:
- Overall rating of care you received
- How well staff prepared you to function at home
- Likelihood of recommending our facility to others

In 2015, patients in our Brain Injury Program rated their care substantially better than the National Average.

HOW LONG WILL I STAY AT HEINZ REHAB HOSPITAL?
Patients in our Brain Injury program stay for about 14 days. The chart shown below compares the average length of stay for our patients compared to national benchmarks for 2015.
WHAT HAPPENS AFTER REHABILITATION?
Upon discharge, about 73% of our Brain Injury patients return to their homes. However, whether a patient is able to return home depends upon the type and severity of each patient’s diagnosis and other unique circumstances. Our goal is to return the patient home. However, urgent medical issues may arise that require a transfer to an acute care facility for treatment of those issues. Once those issues are resolved, patients may return to Heinz Rehab to continue with the rehabilitation process. In some circumstances, patients may require transfer to a skilled nursing facility to continue rehabilitation. For patients who return home, they can continue to participate in the rehabilitation process through outpatient or home health referrals. The chart below shows the percentage of patients who returned home immediately after their stay at Heinz Rehab Hospital compared to national benchmarks in 2015.

QUESTIONS?
For additional information, please contact Ann Pat Sullivan (570-826-3839) or visit our website, www.allied-services.org.