SPINAL CORD INJURY REHAB PROGRAM

Allied Rehab Hospital is part of Allied Services Integrated Health System, the premier post-acute healthcare system in Northeast Pennsylvania, and is the region’s leading provider of inpatient spinal cord injury rehabilitation. We are committed to providing our patients with quality rehabilitation health care services, and believe that our results demonstrate our fulfillment to that commitment. In fact, for 2015 the hospital received the Uniform Data System of Medical Rehabilitation's TOP PERFORMER award. This award recognized Allied Rehab among the top 2% of rehab hospitals nationwide in improving patient function and returning patients to their home. Allied Rehab's Main Campus hospital has also earned accreditation for its Spinal Cord System of Care Program, which serves adult and adolescent (12-17) populations, by the Commission on Accreditation of Rehabilitation Facilities (CARF).

ADMISSION CRITERIA
The program serves both traumatic and non-traumatic spinal cord injuries with incomplete and complete injuries at all spinal levels except for spinal cord injuries that require ventilator assistance. The program also serves patients with inflammatory conditions of the nervous system, such as Multiple Sclerosis and Guillian-Barre. Co-morbidities managed may include but are not limited to respiratory/cardiovascular compromise, dysphagia, obesity, renal dysfunction, psychiatric diagnoses, substances abuse, communication disorder, and visual dysfunction. Patients admitted to Allied Rehab must be medically stable, at least 12 years of age, weigh at least 75lbs and require 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 rehab physician evaluates each patient for medical acuity and 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 following 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 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 Spinal Cord 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 rehabilitation may exhibit decreased strength and sensation, impaired posture/balance, impaired movement/balance and impaired bowel/bladder function. These deficits may interfere with the patient’s ability to walk, 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, returning to school, social events, and community activities. The Spinal Cord Injury Rehab Team develops 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.

Once admitted, the team performs a thorough evaluation and establishes individualized realistic goals in collaboration with the patient and family/support system. The team addresses each patient’s unique medical, social, emotional, spiritual, cultural, vocational, and personal needs. In addition to traditional rehabilitation techniques, patients may participate in the latest technological advancements in rehabilitation care including neuromuscular electrical stimulation (Bioness, VitalStim, lower extremity ergometry), body weight supported ambulation training (Zero G system), robotic therapy (REO), and visual/perceptual motor training (Wii, virtual reality, Dynavision). Along with the latest technology, Allied 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 community outings may be utilized to progress each patient towards returning home. These techniques combined with our experienced staff give us the ability to address the full range of physical, social, emotional 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 ensuring the patient’s safety and well being.

Rehabilitation psychology staff, other clinicians, and individuals who have sustained a spinal cord injury assist patients and their family members/support system with learning techniques for coping and adapting to life after a spinal cord injury. A spinal cord injury affects the whole family and so involvement of spouses, children, and others in the patient’s support system is a vital part of recovery. Our Spinal Cord Injury Program achieves this through family/support system involvement in education/training, our peer support program, and through counseling.

OUR REHABILITATION TEAM

The Spinal Cord Injury Rehab Team has a dedicated team of experienced professionals. Each individual's treatment team is made up of a board certified physiatrist (a doctor who specializes in physical medicine and rehabilitation therapy) with a sub-speciality board certification in spinal cord injury medicine, a physical therapist, occupational therapist, speech therapist, recreational therapist, a respiratory therapist, 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. Psychology services are provided to assist the patient and family with the adjustment 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, Allied 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.

The Spinal Cord Team sees themselves not only as clinical caregivers, but also as teachers and coaches. Our treatment focus goes beyond the patient’s spinal cord injury, and focuses on minimizing impairments, activity limitations and participation restrictions produced by the injury. The team educates patients and their families in all aspects of their rehabilitation including the prevention of future problems and the development of strategies to manage unexpected complications.

**SCOPE OF PROGRAM SERVICES**

Patients are typically referred to Allied 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 76% of patient admitted to Allied 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, 6am to 4:30pm; Sat/Sun, 6am to noon). Outpatient services are available by appointment (Mon-Fri, 8am to 5pm).

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 Spinal Cord Injury Program scope of service provides care to patients with spinal cord dysfunction according to their level of impairment, activity, and participation. The following areas are addressed:

**MEDICAL/PHYSIOLOGICAL ISSUES ADDRESSED:**

- Autonomic dysreflexia
- Bowel and bladder function
- Circulation
- Dysphagia
- Fertility
- Infection disorders
- Medication
- Musculoskeletal complications
- Neurological changes
- Nutrition
- Pain
- Respiration
- Sexual function
- Skin integrity
- Spasticity
FUNCTIONAL COMPONENTS ADDRESSED:
- Activities of daily living
- Assistive technology
- Behavior
- Cognition
- Communication
- Community integration
- Driving
- Durable medical equipment
- Emergency preparedness
- Environmental modifications
- Leisure and recreation
- Mobility
- Orthoses
- Personal care assistants
- Prostheses
- Seating
- Vocational

PSYCHOSOCIAL ISSUES ADDRESSED:
- Behavioral health
- Substance Abuse
- Family/support system counseling
- Peer support
- Sexual adjustment

OTHER COMPONENTS PROVIDED:
- Education and training for the persons served, their families/support systems, the community, and the professional community.
- Research capability
- Aging, including aging with a disability, and spinal cord injury and dysfunction in an aging population
- Case management
- Resource management
- Transition planning
- Life-long follow-up
- Life-long health promotion
- Resources for independent living and community integration
- Prevention related to potential risks and complications due to impairments, activity limitations, participation restrictions, and the environment
- Safety for persons served and the environments in which they participate
- Links to external resources to provide services for behavioral health, independent living centers, clinical research centers, driver rehabilitation

Arrangements for Other Medical Services: Allied Services 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, Allied Services 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 hospital where the testing was completed. During your stay at Allied 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.
FAMILY CONFERENCES
As appropriate, patients in the Spinal Cord Injury Program are scheduled for a family conference during their stay to coordinate care and plan for a smooth and safe discharge. Attending the conference is the physiatrist, social worker, nurse, rehab counselor, physical therapist, occupational therapist and speech therapist as appropriate, and the patient and family/support system. The patient and/or their family/support system will receive information from the rehab team regarding discharge plans, current patient functional status, medical issues or concerns, education, and discharge options.

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

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 Spinal Cord 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 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 their home, school or work site to identify barriers and make recommendations for accessibility. The family works closely with the occupational therapist to assess their home and make accessibility changes as recommended.

At discharge, patients and families are provided written instructions to ensure necessary follow up care. Discharge plans may include additional services from a home health or outpatient facility. All pertinent discharge information is forwarded to the patient’s primary care physician and home health or outpatient provider to facilitate a smooth and safe transition. This continuity of care is a significant advantage for our patients. 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. Allied Rehab offers the only comprehensive outpatient Spinal Cord Program in the area. We provide the same excellent quality of outpatient therapy our patients grow accustomed to as inpatients in our rehab hospital. Additional specialized outpatient elements include a driver’s training assessment program, wheelchair seating clinic, computerized lower extremity ergometry, and membership to Allied Service’s Wellness Center upon discharge from therapy. After discharge, patients receive surveys and follow up phone calls to assess their satisfaction with their service and their functional status to determine if there are any needs or concerns.

A LIFETIME OF CARE
The Spinal Cord Injury Program provides lifetime follow-up with the use of our spinal cord injury follow-up clinic or individual physiatrist appointments. Spinal Cord Injury Follow-up Clinic
appointments are conducted by the interdisciplinary rehab team and are led by a physiatrist board certified in spinal cord injury. Allied Rehab remains a lifetime resource for the patient and their family.

SPORTS AND RECREATION
Participation in sports and recreation after a spinal cord injury can be challenging, but not impossible. At Allied Rehab we believe the benefits of being challenged and of exploring the boundaries of limitation are fulfilling and meaningful. Many patients enjoy such popular leisure activities as bowling, billiards, gardening, or camping with friends and family. Other, more competitive sports, such as tennis, basketball, skiing, hand cycling, and kayaking are more appropriate for the serious athlete who craves the spirit of competition and excitement. No matter the level of function or physical limitations, if a patient desires to try some sport or activity, the Spinal Cord Injury team at Allied Rehab helps to make it happen.

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

WHO ARE THE PATIENTS WE SERVE?
Allied Rehab Hospital serves both adults and adolescents (ages 12-17). Our Spinal Cord Injury Inpatient Rehabilitation Program serves approximately 100 patients each year with an average age of 63 years old. The table below provides the distribution of patients served in 2015 by age and location:

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Inpatient</th>
<th>Outpatient</th>
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<tbody>
<tr>
<td>12-17 Years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>18-64 Years</td>
<td>51</td>
<td>52</td>
</tr>
<tr>
<td>65 and up</td>
<td>48</td>
<td>18</td>
</tr>
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The chart shown below shows the distribution of spinal cord injury diagnoses seen at our inpatient facility:
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 ALLIED REHAB HOSPITAL ACHIEVE RESULTS?
Allied 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 walking, 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. It is our goal to have the Spinal Cord Program meet or exceed the national benchmarks provided by UDSMR for FIM™ Score Change, Length of Stay Efficiency, and Discharge to the Community. 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 Allied. 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, 93% of our Spinal Cord Injury Program patients rated their care favorably.
HOW LONG WILL I STAY AT ALLIED REHAB HOSPITAL?
Patients in our Spinal Cord 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.

![2015 - Average Length of Stay](chart.png)

WHAT HAPPENS AFTER REHABILITATION?
Upon discharge, about two-thirds of our Spinal Cord 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 Allied 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 where our spinal cord injury patients were discharged to in 2015.

![Patient Discharge Setting](chart2.png)

QUESTIONS? For additional information, please contact Bill Harrington, Director of Medical Social Work (570-348-1390) or visit our website, [www.allied-services.org](http://www.allied-services.org)