SPINAL CORD INJURY
OUTPATIENT REHAB PROGRAM

Allied Rehab in Scranton is the region’s leader for spinal cord injury outpatient rehabilitation. Allied Rehab is committed to providing our patients with quality rehabilitation health care services. Allied Services also earned accreditation for its Spinal Cord System of Care by the Commission on Accreditation of Rehabilitation Facilities (CARF), which includes both our Inpatient and Outpatient programs that serve the adult and adolescent (ages 12-17) populations.

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 Guillain-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 are admitted for outpatient rehabilitation without discrimination based on age, race, ethnicity, religion, cultural, socioeconomic status, source of payment, sex, sexual orientation and gender identity or expression as long as they meet the admission criteria described below.

1. The patient has a rehabilitation diagnosis and requires the services of a skilled therapist.
2. The patient has functional limitations in mobility, self-care and/or communication.
3. Significant functional improvement is expected in a reasonable time.
4. The patient has a current prescription from a physician for therapy services.
5. Services must be reasonable and necessary.
6. The patient is able to actively participate in therapy.
7. The patient is medically stable and does not require the intensity of inpatient rehabilitation services.

The treatment team may decide a caregiver is required to attend therapy with a patient if there are issues with toileting, medication management or safety. Patients may be deemed inappropriate for outpatient services, and with the approval of the referring physician, be referred to an alternate level of care if they present with one or more of the following:
1. The patient is medically unstable or has a communicable disease.
2. The patient refuses to participate in the outpatient rehabilitation process.
3. The patient lacks a rehabilitation diagnosis, deficits and/or goals.
4. The patient cannot safely leave his/her home.
5. The patient’s behavior cannot be controlled in the outpatient setting.

If the patient is deemed inappropriate for outpatient services, the referring physician and patient/family are notified and the appropriate alternatives recommended.

**DISCHARGE/TRANSFER CRITERIA**
Discharge planning is initiated on admission by the rehabilitation team incorporating the rehab diagnosis, plan of care and length of stay. The discharge plan is coordinated with the therapist, referring physician and case management, as necessary. Discharge/transfer criteria may include:
1. Rehab goals have been met.
2. Physician orders.
3. Patient’s rehab needs do not require services of a skilled therapist.
4. “Significant, practical improvement” will not be achieved in a reasonable period.
5. Patient is unable to participate in therapy sessions due to cognitive deficits.
6. Patient is homebound and requires home health services.
7. Unwillingness of patient and/or family to reasonably cooperate in achieving rehab goals consistent with patient’s overall status and prognosis.
8. Non compliance with attendance policy.
9. Hospitalization, in some cases

**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. The Spinal Cord Injury outpatient rehab team at Allied Rehab Scranton develops individualized treatments plans and training formats aimed at assessing patient risk, promoting functional gains and teaching the patient/family effective coping skills for life after a spinal cord injury.

After a thorough evaluation, the team establishes functional goals and provides care that addresses each patient’s unique medical rehabilitation needs. In addition to traditional rehabilitation techniques, patients may participate in the latest technological advancements in rehabilitation care including neuromuscular electrical stimulation (Bioness, vital stim, lower extremity ergometry), body weight support ambulation training (Zero G system), robotic therapy (REO), and visual/perceptual motor training (Wii, virtual reality, Dynavision). Additional specialized outpatient services may include a driver’s training assessment program, wheelchair evaluations, and aquatic therapy.

Along with the latest technology, Allied Rehab provides the necessary training in self-care and mobility skills. 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 always ensuring the patient’s safety and well-being.

**OUR OUTPATIENT REHABILITATION TEAM AND SERVICES**
The patient and their family are the core of our team and work with our team of specialized physical, occupational, and speech therapists. The Spinal Cord Rehab 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 any disabilities and limitations 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 by a physician from local and regional hospitals, inpatient rehabilitation facilities, skilled nursing facilities, home health organizations, or directly from physician offices. Approximately 33% of patients admitted to the Outpatient Spinal Cord Injury Program are covered by Medicare, 20% are covered by Medicaid, 37% utilize private insurance, and 10% receive benefits via Worker’s Compensation and auto insurance carriers. 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.

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Physical, occupational, and speech therapy services are available Monday through Friday, 8am to 5pm with a physician referral for required services. The Spinal Cord Injury Program provides care to patients with spinal cord dysfunction according to their level of impairment, activity, and participation. The following areas are addressed:

- Motor Function
- Spasticity Management
- Self-Care/Activities of Daily Living
- Mobility (i.e. walking and transfers)
- Swallowing
- Pain
- Communication
- Neuropsychological testing as needed
- Equipment Needs
- Health Promotion/Wellness Program
- Driving Referrals
- Resource Management
- Patient/Support System Education
- Cognition

POST DISCHARGE
After discharge, patients receive surveys to assess not only their satisfaction with their service, but also their functional status to determine if there are any needs or concerns. We offer membership to Allied Services’ Wellness Program at a reduced rate that includes access to exercise equipment and lower extremity functional electrical stimulation ergometry. Our fitness membership also includes a balance exercise program.

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 inpatient 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
In 2015, our outpatient Spinal Cord Injury Program served 71 patients. The proceeding chart illustrates the demographics and diagnostic mix of our outpatient Spinal Cord Injury program.

<table>
<thead>
<tr>
<th>Age Distribution</th>
<th>2015</th>
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<tbody>
<tr>
<td>12-17</td>
<td>0%</td>
</tr>
<tr>
<td>18-39</td>
<td>25%</td>
</tr>
<tr>
<td>40-64</td>
<td>49%</td>
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<tr>
<td>65+</td>
<td>26%</td>
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<table>
<thead>
<tr>
<th>Patient Diagnosis</th>
<th>Distribution of patients by diagnosis</th>
<th>Avg. # of Visits per patient</th>
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<tbody>
<tr>
<td>Guillian-Barre</td>
<td>6%</td>
<td>32</td>
</tr>
<tr>
<td>Multiple Sclerosis</td>
<td>44%</td>
<td>11</td>
</tr>
<tr>
<td>Other SCI</td>
<td>13%</td>
<td>27</td>
</tr>
<tr>
<td>Paraplegia</td>
<td>16%</td>
<td>47</td>
</tr>
<tr>
<td>Tetraplegia</td>
<td>21%</td>
<td>45</td>
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DO WE 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 an outpatient rehabilitation facility, effectiveness is about patients making significant, lasting improvements in important functional activities of daily living. We assess the durability of improvements in patients’ function 3 months after discharge from the Spinal Cord Program via a follow-up telephone survey. As shown below, most of our patients are able to maintain the gains they achieved while patients at Allied.

<table>
<thead>
<tr>
<th>Responses</th>
<th>2015</th>
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<tbody>
<tr>
<td>% rehospitalized</td>
<td>19%</td>
</tr>
<tr>
<td>Health is same or better</td>
<td>93%</td>
</tr>
<tr>
<td>Same or fewer limitations performing activities</td>
<td>97%</td>
</tr>
<tr>
<td>Same or fewer limitations participating in situations</td>
<td>93%</td>
</tr>
<tr>
<td>Little or no difficulty with physical and social environment</td>
<td>84%</td>
</tr>
<tr>
<td>Little or no difficulty obtaining services and equipment</td>
<td>90%</td>
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WHAT DO OUR PATIENTS SAY?
After discharge, each of our patients is mailed a brief survey by Press Ganey, a health care consulting firm, to ask about their satisfaction with the care, treatment, and services they received at Allied. Patients use a rating scale from very poor to very good.

In 2015, our Outpatient Spinal Cord Program patients ranked Allied in the top 1% of the nation for the overall care they received.

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<thead>
<tr>
<th></th>
<th>2015</th>
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<tbody>
<tr>
<td></td>
<td>All</td>
<td>SCI</td>
</tr>
<tr>
<td>National Ranking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentile Rank</td>
<td>80</td>
<td>99</td>
</tr>
<tr>
<td><strong>Patient Measures Scores (out of 100)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Therapy Progress Towards Goals</td>
<td>91.4</td>
<td>100.0</td>
</tr>
<tr>
<td>Overall Rating of Care Received</td>
<td>96.3</td>
<td>100.0</td>
</tr>
<tr>
<td>Likelihood of recommending facility</td>
<td>96.1</td>
<td>100.0</td>
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QUESTIONS?
For additional information, please contact Diana Pope, Assistant Vice-President of Outpatient Services at (570) 348-1305 or visit our website, www.allied-services.org.