Patient and Family Education
Comprehensive Acute Rehabilitation Unit
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Introduction

Welcome to the Comprehensive Acute Rehabilitation Unit at Thomas Jefferson University Hospital. We provide the following information to help you and your family make the transition to the Comprehensive Acute Rehabilitation Unit (CARU).

The staff of the CARU wants to provide you with the highest quality of care possible. We do this by emphasizing your strengths, not your disabilities. We will help you reach a level of function so that you may resume your daily activities as much as possible.

Mission Statement

The mission of the Comprehensive Acute Rehabilitation Unit is to foster excellence in-patient focused care, family, staff and community education and research. Our interdisciplinary team of physiatrists, occupational therapists, physical therapists, speech-language pathologists, social worker/case managers, psychologists, rehabilitation nurses and recreational therapists provide state-of-the-art rehabilitative care to all patients.

Mission Statement of the General Rehabilitation Program

The General Rehabilitation Program of the Comprehensive Acute Rehabilitation Unit serves adults with neurological, orthopedic, oncologic, medical or surgical impairments and/or disabilities. The mission of the General Rehabilitation Program is to provide our patients with medical care as well as emotional, social, psychological and physical rehabilitation to help them reach their optimal independence and return to their home and community.

Mission Statement of the Spinal Cord Injury Program

The Spinal Cord Injury Program at the Comprehensive Acute Rehabilitation Unit has been an integral component of the Regional Spinal Cord Injury Center of the Delaware Valley since 1978. This program provides a coordinated, interdisciplinary system of rehabilitative care for persons with spinal cord injuries – from the moment of injury through the acute care and rehabilitative phases to return to the community and lifetime follow-up care (in conjunction with Magee Rehabilitation Hospital). The mission of the Spinal Cord Injury Program is to optimize the patient’s medical status, promote the acquisition of functional skills and plan for the patient’s return to the community.
Core Value Statements

**We value human dignity.**
We believe that all people are complete and complex individuals – whatever their physical, cognitive and/or social challenges. We see each person as a whole human being who deserves our utmost attention and respect.

**We value individuality.**
We make the treatment of each patient as personalized as possible. Our team approach enables us to devise a plan of care that addresses the patient’s physical, psychological and emotional needs.

**We value creativity.**
The nature of neurological and musculoskeletal conditions means that their effects are often as unique as the persons who experience them. We do not follow a “cookbook” of care. Instead, we rely on experience and flexibility to find the best method to help each person achieve his or her rehabilitation goals.

**We value family.**
Families are crucial to the recovery process. We involve them in the care of their family member and we support them as they provide strength and support to their loved one. We help families work through the necessary process of healing that follows a crisis of injury or illness.

**We value courage.**
It is only logical that we should. Our patients display personal courage every hour of every day. They set the standard for us.

**We value honesty, advocacy and inclusion.**
Summary of Thomas Jefferson University Hospitals Code of Ethics

Thomas Jefferson University Hospitals (TJUH) has adopted the Code of Organization Ethics in recognition of its mission, vision and values, and its responsibility to its patients, visitors, physicians, employees and the communities it serves. It is the responsibility of every member of TJUH, Inc. to act in a manner that is consistent with this Code of Ethics and its supporting policies. Behavior will be guided by the following general principle:

All patients, visitors, physicians, employees, volunteers and students deserve to be treated with dignity, respect and courtesy.

Respect for the patient
We treat all patients with dignity, respect and courtesy in accordance with standards set forth in the Patient’s Bill of Rights and Responsibilities.

Assurance of Ethical Standards in the Provision of Patient Services
TJUH is dedicated to planning and providing care based on the specific needs of the patient. Policies are non-discriminatory, stimulate patient participation and choice, and are in accordance with the applicable laws and regulations. Emergency care shall be rendered without regard for insurance type or ability to pay.

Integrity in Clinical Decision Making
TJUH makes every effort to assure that clinical decisions are made based on identified patient needs, quality patient care and accepted state-of-the-art clinical practices and knowledge.

Demonstrates Integrity in Billing Practices
It is our policy to engage in reasonable billing and collection procedures that are compatible with generally accepted practice and applicable State and Federal laws and regulations. We will provide assistance to patients seeking to understand the costs relative to their care and attempt to resolve questions and objections to the satisfaction of the patient.
Responsible and Ethical Marketing and Advertising
All marketing and public relation efforts are truthful and fair and respect the privacy of our patients. Comparisons with other healthcare providers are objectively measured and fully substantiated.

Assurance of Confidentiality
Information concerning patients, including their condition and treatment, should be discussed within the organization only as necessary and disclosed outside the organization only as legally permitted.

TJUH is committed to act with integrity in all of our activities and to treat the organization’s patients, visitors, physicians, employees, volunteers, students and the many constituents we serve with the utmost respect. Existing institutional policies and procedures further define and describe our required standards of ethical conduct in the above and other areas of hospital operations.

Funding Sources
We accept most insurance policies, along with Medicare (Managed Medicare) and Medicaid.
General Information

Your Room
Patient rooms on the CARU may accommodate up to four patients. Rooms are assigned according to availability.

Visiting Hours
In accordance with hospital policy (102.39) children under the age of 13 are not permitted in patient rooms and must be accompanied by an adult elsewhere in the hospital. Please discuss visitation options for children with the nurse manager or nursing supervisor.
We know that visitors are important to your well-being and recovery. Since your therapy sessions are so important to your treatment plan, visiting hours are 4 p.m. to 8 p.m. Monday to Friday and noon to 8 p.m. on the weekends. Your visitors are also welcome to visit you during lunch from noon to 1 p.m.

Family training sessions, scheduled by the social worker/case manager, are an exception to the visiting hours policy.

* The nurse manager and the rehabilitation team must approve any other exception to this policy.

For your comfort and the comfort of all patients, please limit visitors in your room to two at a time. Should you have more than two visitors, feel free to entertain them in the Patient/Family Activities Room where there is ample seating. We ask that visitors leave promptly at 8 p.m. so that we may continue to provide the care that you need during the evening.

Quiet Hours
Since your rest and sleep are important to your recovery, quiet hours are from 10 p.m. to 7 a.m. If you wish to watch television or listen to the radio during this time, you must use earphones so that you do not disturb other patients. Earphones are available free of charge, simply ask your nurse.
Smoke-Free Policy

Thomas Jefferson University Hospital is committed to restoring and maintaining good health. Our smoke-free policy reinforces this pledge to provide a healthy and safe environment for you, your visitors and our employees. The CARU makes every effort to abide by this policy. Smoking, the use of alcohol or any non-prescription drug is not permitted in any hospital area.

Infection Precautions

For your safety and to prevent the possible spread of infection, a sign may be placed on the door of your room. This will let the staff and visitors know what precautions to take. Your nurse will explain these precautions to you. If you have any questions or concerns about this, please ask.

Your Treatment Team

Rehabilitation is a specialty that uses a team approach to coordinate your care. A team of professional rehabilitation staff works together to develop a personalized treatment plan for you. The team members will meet with you frequently to discuss your treatment goals and plans.

You and Your Family

You and your family are the most important members of the rehabilitation team. You will be involved in setting goals, learning about your care, directing your treatment program, problem solving and planning for you discharge.

Rehabilitation Doctor (Physiatrist)

An attending physician, rehabilitation residents or a nurse practitioner will work with you and the treatment team to plan the best care for you. The physiatrist, with input from you and your treatment team, will be prescribing any medications, therapies, diagnostic and consultative interventions that he or she feels are appropriate. Your physician will visit you daily to assess your progress, answer any questions and modify your treatment plan as needed. Because the rehabilitation physicians hold teaching appointments at Jefferson Medical College, medical students may accompany your physician.
Nurse Practitioner

Nurse practitioners are advanced practice registered nurses. The nurse practitioner works in collaboration with the rehabilitation physicians (Physiatrist) to manage your medical care on the rehabilitation unit. The nurse practitioner receives input from all the members of the rehabilitation team to modify your treatment plan as needed. The nurse practitioner assists with the education process to provide patients the ability to manage their medical care when discharged.

Rehabilitation Nurse

Rehabilitation nurses are specially trained in caring for persons with disabilities. They will teach you and your family the skills needed to care for yourself so that you are safe and comfortable for discharge. The nurses will help you progress from being dependent in care to being a partner in care and, eventually, to being independent in directing your care or caring for yourself. Rehabilitation nurses will also provide all of your nursing care, medications and treatments needed during your hospital stay.

Thomas Jefferson University Hospital has been awarded Magnet® Recognition from the American Nurses Credentialing Center (ANCC). Magnet® Recognition acknowledges the strength and quality of our nursing programs hospital-wide. In addition, a large percentage of our nursing staff on the Comprehensive Acute Rehabilitation Unit has a National Certification in Rehabilitation Nursing (Certified Rehabilitation Registered Nurse).

The nurse manager oversees the nurses and activities of the unit. If you or your family has any special needs or concerns, please speak to the nurse manager.

Physical Therapist

Your physical therapist (PT) will evaluate your mobility skills and design a treatment program especially for you. The physical therapist will focus on flexibility, strength, endurance, coordination walking and/or wheelchair management, balance and work-related skills. Your program will be designed to help you return home and be as independent as possible. It may also include equipment to help you be safe and independent. The physical therapist will also teach your family and/or friends how to assist you as needed and help in your recovery. Depending on you progress, your physical therapist may recommend continued therapy after discharge.
**Occupational Therapist**

An occupational therapist (OT) is specially trained to evaluate your ability to perform activities of daily living (ADL). ADLs include everything from putting on clothes to dialing a telephone to planning a meal or trip to the supermarket. The occupational therapist will teach you the other ways to perform activities that may be difficult for you. This may include special equipment, adaptations to your home or workplace, or simply a different way of doing things. Your occupational therapy treatment may take place in your room, the OT gym (group or individual) and/or outside in the community. Depending on your progress, your occupational therapist may recommend continued therapy after discharge.

**Speech-Language Pathologist**

A speech-language pathologist (SLP) may see you for an evaluation and treatment if you or any other team member feels that you may have a communication or swallowing problem.

Communication problems may include difficulty in thinking of what you want to say, producing words clearly, or understanding spoken or written information. An evaluation and treatment plan will be developed to help you communicate effectively. If you have difficulty with eating and/or drinking, the speech-language pathologist will evaluate you and develop a treatment plan that will allow you to eat and drink safely.

Your family members and/or friends are part of the treatment plan and can participate in treatment with you. If necessary, these treatments will be continued after your discharge.

**Social Worker/Case Manager**

The social worker/case manager provides counseling, guidance and emotional support to you and your family. They can help you and your family cope with social, emotional or environmental problems related to your disability. Your social worker/case manager coordinates your care with the various team members. They will help you understand your rehabilitation program, represent your needs to the staff and assist you with your discharge arrangements. The social worker/case manager may arrange meeting and training sessions with your family before your discharge. They can also provide resource information and suggest referrals to appropriate agencies for your care after you leave the hospital. The
social worker/case manager will also be in contact with your insurance company regarding coverage for your hospitalization, equipment, home-care and/or outpatient therapy. All questions regarding your insurance coverage should be discussed with your social worker/case manager.

**Psychologist**

Physical illness, serious injury and disability may be emotionally stressful for you and your family. Your doctor may suggest that you meet with the psychologist. He or she can provide supportive psychotherapy, relaxation training, stress management and family counseling to help you understand and cope with your disability and changes in your life. He or she may also give you tests to determine whether your illness or injury has affected your memory, concentration, language or other such skills.

**Recreational Therapist**

A certified therapeutic recreational specialist (TR), also referred to as recreational therapist will meet with you to discuss your past leisure interests and assist you in returning to your previous lifestyle. This may include adaptive equipment or a different way of doing things. The recreational therapist will help you to learn something new! The therapist is also available to help you locate groups or recreational activities in your area. The sessions provided by the recreational therapist may include crafts, games, social activities, leisure education and community outings.

**Registered Dietician**

Since nutrition plays such an important role in your total recovery, the dietician will follow you during your stay on the CARU. The services they provide will include, but are not limited to, monitoring how much food you eat, diet order evaluation and diet instruction, as appropriate. The dietician also provides input in discharge planning to ensure a smooth transition from the hospital to home.
Your Treatment Program

What You Will Need

Bringing your clothing and personal possessions from home will help make your stay on the CARU more comfortable.

During your stay, you will dress each morning as you would at home. This will help you regain your independence and prepare you for your discharge. You will need four to seven changes of clothing including socks and undergarments. For both men and women, loose fitting pants with elastic waistbands (such as sweatpants) are usually preferred since the therapists will be exercising your legs. You may also wish to have a sweater, as it is sometimes cool. Having comfortable but sturdy footwear is important; sneakers or lace shoes are best.

Your family will need to launder your clothing at home. If this is not possible, please speak to your OT to make other arrangements. Your family will also want to bring your own toiletries such as shampoo, powder, deodorant, toothbrush and paste, shaving supplies and cosmetics.

Your Daily Routine

Your day on the CARU will be filled with many activities that are part of your treatment plan. The day begins at approximately 7 a.m. when the nursing staff will wake you and take your vital signs and discuss your activities for the day. During the time before your first scheduled therapy session, the nursing staff will be assisting you with personal care activities and give you any medications your doctor has ordered. Although the nursing staff is there to assist you, you will be encouraged to do as much as possible on your own. This is an important part of your treatment plan. An occupational therapist may also see you in your room to teach you new skills for eating, grooming, bathing, dressing and toileting.

You will have about four sessions of therapy per day. In most cases, you will have two 45-minute OT sessions and two 45-minute PT sessions per day. Usually, two of these sessions are scheduled in the morning and two in the afternoon. Depending on your needs, you may also receive speech, psychology and recreational therapy. Your therapy schedule is posted at your bedside and outside your door.
You may use a wheelchair to get around on the CARU. If you are not able to manage your wheelchair, the staff will assist you. The nurses will take you to therapy and the therapist will bring you back to your room.

The PT and OT gyms, the Patient/Family Activities room and the speech, recreation, psychology and social work offices are just down the hall from your room.

You may have a bath or shower every other day either in the morning or evening. Our unit has special shower facilities and equipment that permit even patients with severe limitations to enjoy a shower.

Dinner is served in your room between 5 and 6 p.m.

In the evening, you may receive additional care based on what your doctor has ordered.

**Team Conference**

Once a week, typically on Tuesday or Thursday, your treatment team will meet to discuss your goals, concerns, progress and discharge plans. After the conference, your physician will review this information with you. We look forward to working with you and appreciate your feedback.

**Family Training and Meetings**

During the course of your stay on the CARU, we may ask your family members to come in for training during the day and/or in the evening to learn about your care from nursing, PT, OT and Speech in preparation for discharge. These sessions will be scheduled ahead of time.

We may also hold family meetings to help plan for your discharge. Your social worker/case manager will arrange these meetings to include you, your family, the doctors, nurses and therapists. Please feel free to bring your concerns to the staff at any time and we will try to assist you in any way possible. Remember, good communication is important when working together as a team.
**Education Classes**

TJUH – CARU offers stroke, spinal cord injury, diabetes and cancer education classes for both patients and their families on Monday, Tuesday and Wednesday afternoons. An occupational therapist and the clinical nurse specialist jointly teach these classes.

**Therapeutic Pass Policy**

Your team members may ask you to participate in a community skills therapy session. PT, OT and recreational therapy staff conducts these sessions outside the hospital. For this, you will be given a pass.

To go out of the hospital for any other reason, your doctor must first decide if you are medically able. Then, you and your team must plan for the pass during a conference and arrange for your family to learn the care you will need (such as transfers, weight shifts, medications and treatments). Once this has been completed, your doctor may decide to give you a pass. The pass allows you to leave the hospital for up to six hours during the daytime only. If there are special circumstances, please discuss them with the team.

**Patient Satisfaction and Outcomes**

We hope that your stay at the CARU will meet your expectations. Your suggestions and comments are always welcome. There is a suggestion box in the main hallway where you can make comments and/or suggestions that may help us improve the rehabilitation program at the CARU. After you leave, a confidential satisfaction survey will be mailed to your home for you to complete and send back to us. Also, someone from our team may call you at home to ask questions about your equipment, follow-up arrangements and your ability to do things for yourself. This confidential information helps us to monitor the quality and outcomes of the rehabilitation programs we provide. We hope you will feel free to be completely honest in your comments as this information helps us to continuously improve our services to patients and their families.

*The Comprehensive Acute Rehabilitation Unit is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for Comprehensive Integrated Inpatient Rehabilitation and the Stroke Specialty Program.*

**Thank you for choosing the Comprehensive Acute Rehabilitation Unit at Jefferson Hospital!**