

Patient and Family Education

Jefferson Acute Rehabilitation Unit



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Introduction

Welcome to the Jefferson Acute Rehabilitation Unit at Thomas Jefferson University Hospital. We provide the following information to help you and your family transition from your acute care stay through the rehabilitation process.

The staff of the Jefferson Acute Rehabilitation Unit 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 Jefferson Acute Rehabilitation Unit is to foster excellence inpatient focused care. Our interdisciplinary team of physiatrists, occupational therapists, physical therapists, speech-language pathologists, social worker/case manager, rehabilitation psychologist, rehabilitation nurses and therapeutic recreation specialist provide state-of-the-art rehabilitative care to all persons served.

Mission Statement of the General Rehabilitation Program

The General Rehabilitation Program of the Jefferson 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 Jefferson 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.

Mission Statement of the Stroke Specialty Program

The Stroke Specialty Program of the Comprehensive Acute Rehabilitation Unit serves adults with a diagnosis of stroke. The mission of the Stroke Specialty Program is to provide our patients with medical care as well as emotional, social, vocational, psychological and physical rehabilitation to help them reach their optimal independence and return to their home and community.

It is a part of the continuum of care with Jefferson's Acute Stroke Center, provided at Thomas Jefferson University Hospital for stroke patients.

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 Hospital Principles of our Code of Conduct and Ethical Behavior

Members of the Thomas Jefferson University Hospital and Jefferson Health community (collectively known as “Jefferson”) share responsibility to maintain excellence and integrity in all we do. This shared responsibility forms the foundation of our *Code of Conduct and Ethical Behavior* (the “Code”).

Principle 1: Treat all Members of the Jefferson Community with Respect and Fairness

Principle 2: Exercise Honesty and Integrity

Principle 3: Maintain the Highest Standards of Patient Care

Principle 4: Maintain Confidentiality of Information and Records

Principle 5: Avoid Conflicts of Interest and Maintain the Highest Standards of Business Ethics and Integrity

Principle 6: Uphold the Highest Standards of Academic and Research Integrity

Principle 7: Maintain a Relationship of Integrity with Each Payer

Principle 8: Conduct Political Activity and Governmental Activity in Accordance with the Law

Principle 9: Foster a Safe and Healthy Environment

Funding Sources

We accept most insurance policies, along with Medicare (Managed Medicare) and Medicaid (Managed Medicaid).

General Information

Your Room

Patient rooms on the Jefferson Acute Rehabilitation Unit may accommodate up to four patients. Rooms are assigned according to availability, and medical needs.

Visitor Policy

Generally, children under 13 should not visit in patient rooms, for their safety and the safety of the patient, unless approved by a provider on the treatment team. Children 12 and under must also be accompanied by an adult during such visits and elsewhere in the hospital.

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 12:30 p.m. to 1:30 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 5 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 Jefferson Acute Rehabilitation Unit 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.

Interpreter Services

Thomas Jefferson University Hospital recognizes the patient's right and need for effective communication. The Hospital therefore supports the needs of limited and non-English speaking patients, and deaf and hearing-impaired patients, who may require assistance in communicating with Hospital staff. These services will be scheduled by your rehabilitation team.

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 your discharge.

Rehabilitation Doctor (Physiatrist)

A physiatrist is a rehabilitation physician that focuses on maximizing your function. 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 based on your medical needs. Your physician will visit you daily to assess your progress, answer any questions and modify your treatment plan as needed. Since our rehabilitation physicians hold teaching appointments at Sidney Kimmel 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 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 you the ability to manage your 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 needing assistance with care to either being independent to direct your care or caring for yourself independently. 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 Jefferson Acute Rehabilitation Unit have 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 either at home or an outpatient setting.

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 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 either at home or an outpatient setting.

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 discharge either at home or an outpatient setting.

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 a meeting or 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 or discharge plan should be discussed with your social worker/case manager prior to discharge.

Rehabilitation 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, biofeedback 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.

Therapeutic Recreation Specialist

A certified therapeutic recreational specialist (CTRS), also referred to as recreation therapist will meet with you to discuss your past leisure interests and assist you in returning to your previous lifestyle. People recovering from physical injuries or adapting to disabilities stay healthier longer when they are physically and socially active. The recreation therapist will use individual and group counseling techniques and play, recreation and other activity-based interventions to maximize an individual's functioning and promote quality of life. The recreation therapist is available to help you locate support groups, activities, and resources in your area. The treatment provided by the recreation therapist may include crafts, games, social activities, leisure education, support groups 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 Jefferson Acute Rehabilitation Unit. The services they provide will include, but are not limited to, monitoring how much food you eat, diet order evaluation and diet instruction, and education for dietary medications based on your medical condition as appropriate. The dietician also provides input in discharge planning to ensure a smooth transition from the hospital to home.

Facility Dog

A facility dog is bred and expertly trained to partner with a facilitator in a professional setting to assist you with achieving your therapy goals. Facility dogs work side-by-side with trained professionals to engage you in sessions designed to improve functional outcomes, stimulate healing and recovery, and help you meet specific, planned goals that are relative to your individualized plan of care. A facility dog is trained to perform over 40 commands designed to motivate and inspire you with rehabilitation needs. Please inform our staff of any concerns you may have working with our facility dog.

Your Treatment Program

What You Will Need

We ask you to bring your clothing and personal possessions from home. This will help make your stay on the Jefferson Acute Rehabilitation Unit 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 Jefferson Acute Rehabilitation Unit 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 assist 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 participate in three hours of therapy per day at least 5 days a week to include weekends if necessary. Depending on your needs, you may also receive speech language pathology, psychology, or therapeutic recreation. Your therapy schedule is posted daily at your bedside and outside your door.

You may use a wheelchair to get around on the Jefferson Acute Rehabilitation Unit. 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 social worker/case manager or member of the medical team 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 Jefferson Acute Rehabilitation Unit, 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

Jefferson Acute Rehabilitation Unit offers stroke, spinal cord injury, diabetes and cancer education classes for both patients and their families as needed. An occupational therapist and the clinical nurse specialist jointly teach these classes.

Community Living Skills Outing

Treatment outside the facility including community living skills (CLS) and home visits may be beneficial and necessary for home and/or community reintegration. This practice allows the therapist to evaluate you in real life situations and teach you strategies to function more independently. Your team members may ask you to participate in a community living skills therapy session. Therapy staff conducts these sessions outside on the hospital campus. Your physician will write an order for this treatment session.

Patient Satisfaction and Outcomes

We hope that your stay at the Jefferson Acute Rehabilitation Unit 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 Jefferson Acute Rehabilitation Unit. After you leave, a confidential Press Ganey satisfaction survey will be mailed to your home for you to complete and send back to us. Also, someone from our team will 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 Jefferson Acute Rehabilitation Unit is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for Comprehensive Integrated Inpatient Rehabilitation Program and the Stroke Speciality Program.

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



Thomas Jefferson University Hospital
is a Magnet® recognized hospital



