The Acute Rehabilitation Unit at Riverside Medical Center

Remarkable Care... For Life.

RIVERSIDE MEDICAL CENTER
At the Acute Rehabilitation Unit at Riverside Medical Center, comprehensive integrated inpatient rehabilitation programs and services are provided to persons served who have suffered functional loss due to a disabling illness or injury. Our goal is to improve a person's ability to provide self-care and to teach the patient and family how to cope and adapt to the changes in their lives resulting from limitations in mobility, safety, communication, cognition, and/or swallowing. We aim to help the person served return to their community so they can live as independently as possible.

The Acute Rehabilitation Unit believes the patient is at the center of the rehabilitation team. Every patient admitted to the program will receive a Patient Communication Book. This book will contain the most recent progress updates, and is an extension of the patient's record. The Acute Rehabilitation Center Team understands that a patient's privacy is very important. As owner of the information in the notebook, the patient or their designee can determine any persons outside the treatment team with whom they wish to share this information. Through active participation in their treatment plan, individuals are challenged to demonstrate personal responsibility and gain greater independence. Through mutual respect and a supportive healing environment, we believe our patients can achieve their full potential in every aspect of life and transition to their home or community setting.

The Acute Rehabilitation Unit at Riverside Medical Center program goals:

- Participation from the patient and the patient's family / support systems in the treatment process. This includes goal setting, therapy and education
- To maximize each persons recovery by helping each person served reach their best physical, emotional, reasoning, social and work potential via a collaborative team approach
- To teach the person served and their family about rehabilitation and how each team member assists in the treatment process
- To help the person served and their family adjust to a new or modified lifestyle
- To provide education to each person served, or their family/support system, on how to be an advocate for themselves in the community
- To maintain or improve the level of independence after discharge through the use of community resources

Our Mission and Vision

Life is a remarkable journey. Health impacts every step – how we connect with others, how we express our potential, how we pursue our dreams. At Riverside, our mission is to provide healthcare experiences that are just as remarkable. We do this for each and every person, regardless of their personal or economic circumstances. We offer our highest thinking, our kindest touch and our strongest commitment to excellence.

Our Values

**Integrity**
We respect human dignity and consistently promote fairness and honesty.

**Excellence**
We strive for clinical, operational, and service excellence by fostering professional development, accountability, teamwork, and commitment to high quality.

**Partnership**
We work in cooperation with other care providers, guided by open communication, trust, and shared decision making.

**Stewardship**
We advocate prudence in the use of our financial and human resources for the advantage of the communities we serve.
The Acute Rehabilitation Unit at Riverside Medical Center

Programs and Services
Inpatient comprehensive rehabilitation programs and services are provided for patients who have suffered functional loss due to a disabling illness. Individualized programs have been established to guide treatment for the following rehabilitation diagnosis:

- Stroke
- Brain dysfunction
- Spinal cord dysfunction
- Neurological disorders such as
  - Parkinson’s – Multiple Sclerosis – Guillain-Barre Syndrome – Neuromuscular disorders
- Amputation
- Major multiple trauma
- Orthopedic disorders
- Pulmonary disorders
- Other debilitating conditions as determined by the physiatrist and rehab team

Improving Functional Ability
The Acute Rehabilitation Unit uses terminology from the World Health Organization’s (WHO) International Classification of Functioning, Disability, and Health (ICF). In ICF, the term functioning refers to all body functions, activities, and participation, while disability is similarly an umbrella term for impairments, activity limitations, and participation restrictions. Environmental factors, which may be facilitators or barriers, interact with all of these components. Personal preferences of the person served are considered when developing the plan of care. The Acute Rehabilitation Unit program addresses deficits in the following areas through ongoing individualized assessment and treatment planning during the rehab stay:

- Physical mobility
- Self-care deficits (bathing, dressing, grooming, eating, toileting, etc.)
- Impaired cognition
- Sensory – perceptual deficits
- Impaired communication
- Alteration in urinary and/or bowel elimination
- Skin / wound care and education
- Potential for injury secondary to safety risks
- Impaired swallowing
- Impaired safety
- Health promotion and education
- Environmental factors for community re-integration
- Adaptive equipment
- Adjustment to disability
- Pain

The Acute Rehabilitation Unit at Riverside Medical Center and the Continuum of Care

The Acute Rehabilitation Unit is one component of a full-service Rehabilitation Continuum of Care. Patients participating in the Acute Rehabilitation Unit program may transition to another part of the continuum of care, including:

- Acute Care Therapies
- Neuro-Day Rehabilitation Referrals
- Local Home Care Agencies
- Outpatient Therapies and Services
- Skilled Nursing referrals in patient’s local community

The Acute Rehabilitation Unit
The Acute Rehabilitation Unit has a dedicated space within the acute care hospital. We strive to recreate all aspects of daily living while promoting a safe and independent lifestyle. All patient rooms are private and are equipped with specialized equipment as needed. There is a library with internet access available for patients served. Our large therapy gym has abundant natural light. During therapy, our patients benefit not only from traditional therapeutic interventions but they also have access to home like settings such as a fully equipped kitchen and laundry area where patients can safely practice homemaking tasks and other functional skills.

Criteria for Admission & Continuing Stay
To qualify for rehab admission and continued stay, the patient must:

- Have medical/surgical conditions under control and can be managed on the rehab unit
- Patient can tolerate a minimum of three (3) hours of therapy a minimum of five out of seven (7) days a week
- Require multidisciplinary services at an intensive inpatient level
- Require a minimum of two (2) therapies as well as rehabilitative nursing
- Demonstrate the willingness to participate in an intensive rehabilitation program
- Demonstrate ability to make significant practical improvement in a reasonable period of time, and have realistic goals for a transition to their community
- Must be 18 years of age or older

If a patient has needs outside of our scope of services, such as ventilator dependency, or does not meet inpatient rehabilitation admission criteria, The Acute Rehabilitation Unit at RMC can direct the patient to other resources as needed.
The Team Approach
Patients participating in the Acute Rehabilitation Unit will receive multidisciplinary care lead by 24-hour coverage of a physiatrist (a physician specializing in physical medicine and rehabilitation). Patients will receive coordinated services which may include:

Patient and Support System:
The patient and their support system are at the center of the rehabilitation team. Active involvement from the patient and support system is required in order to achieve optimal independence. A plan of care is developed and reviewed by the patient and their support system on an ongoing basis.

A formal Interdisciplinary Team Conference meeting is held weekly to discuss patient progress. On a daily basis, informal communication occurs between the patient and team members. Team members will also review goals and progress in the patient notebook. The individualized needs of each patient are discussed and documented in the patient’s plan of care. This plan of care is revised with input from the persons served.

Physiatrist:
Physiatrists specialize in the rehabilitative treatment of patients recovering from neurological disorders, stroke, brain injury, spinal injury, amputation, orthopedic conditions and other physically debilitating illnesses. The Acute Rehabilitation Unit has a team of physiatrists including our Medical Director that oversees the entire program.

Working with members of the Rehabilitation Team, the physiatrist coordinates and supervises a personalized program of therapy that begins with initial medical rehabilitation consultation/evaluation. The program continues with daily assessments of individual progress as well as medical management and the establishment of individualized goals for functional improvement. The physiatrist has expertise regarding techniques of therapeutic treatment, medication, orthotics and prosthetics. Consultations with the patients' personal physicians and other specialists occur as needed.

Social Work / Case Coordinator:
The Social Worker/Case Coordinator is the link between the family and the members of the patient’s interdisciplinary team. The Case Coordinator keeps families informed about their loved one’s progress and helps them make important discharge preparations. The Case Coordinator also serves as the point of contact for insurance issues, working closely with the family and insurer to identify and address any potential problems. An individualized written disclosure statement outlining scope and intensity of services, estimated length of stay, insurance coverage and alternative resources will be provided by the team.

Admissions Coordinator:
The Admissions Coordinator assists the Physiatrist and rehabilitation team with assessing individual rehabilitation needs prior to admission to the rehabilitation unit. A financial screening and pre-certification, if warranted, is done prior to admission. Questions or concerns regarding finances may be addressed with Staff Financial Counselors, the Admissions Coordinator, or the Social Worker.

Rehabilitation Nursing:
In addition to monitoring each patient’s medical status 24 hours a day, 7 days a week, registered nurses specializing in rehabilitation help patients practice techniques learned in therapy. The rehabilitation nurse will assess and assist with bowel and bladder continence or regulation, skin integrity (including positioning techniques and weight shifting to prevent pressure areas, checking for developing problems in areas with diminished or absent sensation, and care for wounds or areas of already compromised skin integrity), assessment of nutritional and hydration status in patients with swallowing impairments. Educational interventions are provided to the patient and/or family members/caregivers on how to maintain optimal health despite changes in the way the patient’s body functions. Information about their injury, condition, training in medical techniques (tracheotomy, tube feed, and catheter), medication administration is reviewed and provided. This information includes what to do in the event complications arise after discharge as well as planning for continued medical care. Rehabilitation Nurses are assisted by Nursing Assistants who always provide very good care with your personal needs.

Physical Therapy:
Licensed Physical Therapists evaluate individual functional deficits and offer treatment sessions specifically designed to improve joint range of motion, muscle strengthening, coordination, balance, mobility and physical capabilities. Treatments emphasize bed mobility, transfers, walking, stair climbing, and maneuvering around obstacles. Physical Therapists will assess the need for modalities to manage pain, provide treatment to increase range of motion and facilitate neurological return. Physical Therapists also assist in bracing and prosthetic evaluations, and equipment recommendations.

Occupational Therapy:
Licensed Occupational Therapists help patients re-learn or adapt ways to perform activities of daily living such as personal hygiene, dressing, bathing, feeding, handwriting, meal preparation, or basic housekeeping. An Occupational Therapist will provide activities to improve mobility, coordination and balance. For some patients, the Occupational Therapist will address cognitive function to improve problems in perception, loss of memory, decreased attention span, or impaired judgment. When needed, the Occupational Therapist will provide splinting to manage spasticity, provide treatment to increase range of motion or facilitate neurological return.
Speech Language Pathologists:
Speech-Language Pathologists focus on speech/language, swallowing, or cognitive problems resulting from stroke, head injury or neuromuscular disease. To address speech and language impairments, the Speech-Language Pathologists will assess and treat aphasia, dysarthria, apraxia and voice disorders. Speech-Language Pathologists provide interventions for reading and writing disorders, and provide augmentative communication devices if needed. Using state-of-the-are technology, a Speech-Language Pathologist can assess deficits in chewing or swallowing to assist with the prevention of aspiration of food or liquids due to impaired muscle control or weakness. For cognitive deficits, the Speech-Language Pathologists will assess and treat skills for memory, thought organization, reasoning and problem solving.

Neuropsychologist:
The Neuropsychologist is a specialist with a formally trained expertise in the differential diagnosis of disorders of higher cerebral functioning. Disorders may include aphasia, dementia, and specific disorders of attention that may impact memory and thinking ability.

The Neuropsychologist also assists patients and their families in understanding the emotional reactions associated with adaptation to disability. The Neuropsychologist assists the persons served in progression through the ARU program and provides opportunities to work through any feelings and problems which may arise as a result of dramatic change in lifestyle.

Dietitian:
Dietitians assess individual nutritional status and recommend a diet based on each patient’s specific needs. The dietician assists in maintaining appropriate nutrition keeping in mind the patient’s activity level while participating in therapies.

Chaplains:
Chaplains offer companionship, encouragement and spiritual comfort to patients and their families. Visits by your personal pastor/religious leader are welcomed. The Hospital Chapel is open for prayer 24 hours a day and meditation within an Interfaith Services on Sunday.

Other Rehabilitation Specialists:
Other services may include, but are not limited to, specialized physician consultations, respiratory therapy, orthotics and prosthetics, diagnostic imaging, laboratory services, therapeutic activities and pharmacy.

A Typical Day on the Acute Rehabilitation Unit at Riverside Medical Center

What to Expect:
When a patient first comes into our program, we conduct an evaluation to assess functioning in every area before we develop treatment objectives and specific plans for the patient. The patient and family meet with the treatment team to set short-term and long-term goals.

Therapy Schedule: Patients will spend a major portion of their day participating in therapy. Patients will be scheduled for a minimum of three (3) hours of therapy Monday – Friday. In addition, most patients receive therapy on Saturday or Sunday. New patient evaluations occur seven (7) days a week. Sessions are scheduled for mornings, afternoons and occasionally in the evening. Family members or care providers are encouraged to observe therapy sessions. Prior to discharge, family members or care providers may be requested to attend a therapy training session prior to discharge.

Clothing: Patients will be very active in therapy so we encourage our patients to dress in loose-fitting pants and shirts. Please bring typical undergarments, socks, night clothes and supportive athletic type shoes with non-skid soles.

Meals: Because rehabilitation is hard work, it is important for patients to maintain a high level of energy. This is why we serve three delicious and well-balanced meals each day. Each patient can select favorite foods from an individually prescribed diet.

Medications: Medication instruction is ongoing throughout the rehabilitation stay.

Visiting Hours: Visiting hours at the Acute Rehabilitation Unit are encouraged from 4:00 pm – 8:00 pm. However, family / caregivers are both welcomed and encouraged to visit during the day and participate in their family member’s rehabilitation.
Criteria for Discharge

- Achievement of established goals
- The patient's condition allows the patient to receive medically necessary services in a less intensive setting
- Other criteria as established by the physiatrist's assessment of medical/social issues
- Coordinated multidisciplinary care is no longer needed
- Documentation in the medical record does not support the need for intensive inpatient rehabilitation services

The above criteria has been developed in accordance with the concept of quality, individualized, rehabilitation care which is the philosophy of The Riverside Acute Rehabilitation Unit and in accordance with operational standards established by The Det Norske Veritas (DNV) Healthcare Accreditation, The Commission on Accreditation of Rehabilitation Facilities (CARF), and CMS/Medicare.

Outcomes Management

Evidence that the Acute Rehabilitation Unit makes a difference comes from information about the outcomes achieved, the efficiency of the program, and satisfaction with services delivered. Every patient admitted will receive an outcomes information packet.

The outcomes packet contains reports such as statistics outlining admission and discharge data, regional and national comparison data from Functional Independence Measure (FIM) and patient satisfaction survey results.

The Acute Rehabilitation Unit program provides a specific patient satisfaction survey to every patient prior to discharge. The Acute Rehabilitation Unit has built the program on feedback from the persons we serve and greatly values their input and comments.

The Acute Rehabilitation Unit publishes an Annual Report after reviewing outcome data and obtaining input from persons served. The annual report is designed to review the program's effectiveness and to note established goals that will enable the program to strengthen and improve services offered. If you would like a copy of the Acute Rehabilitation Unit at Riverside Medical Center Annual Report, please contact the director at 815-935-7514.

Preparing for Discharge

The goal of the Acute Rehabilitation Unit at Riverside Medical Center is to return patients to their home setting to live as safely and independently as possible. The Rehabilitation Team begins planning for each patient's discharge on the very first day.

Training for each patient's family or support person is a vital component of our treatment plan. In addition to training sessions on the rehab unit, the physiatrist may request an evaluation of the home setting. With additional training, some patients may participate in a home pass. The focus of the home pass is to allow for the patient to practice skills learned while on the rehabilitation unit in the setting of their own home. Any barriers identified on the pass are then a primary focus before discharge from the program.

In addition to contacting outside agencies which offer public resources and services to help meet discharge needs, the social worker may coordinate a physician-prescribed program of continued therapy, and arrange for equipment and services needed to further facilitate recovery.

All patients will receive a discharge plan. Educational materials will be included in the Patient Communication Book including information on how to develop a portable health profile. The portable health profile is a tool to help the patient and their family/support system ensure that they will receive ongoing quality care. The profile may include basic health information which is updated by the patient such as: advanced directives, allergies, emergency contact information, equipment and devices, functional status, health care providers involved in their care, hospital preference, immunization status, insurance information, medical diagnosis/conditions, medications, physicians involved with care, prosthetic and orthotic information if applicable, risk factors, swallowing, and any vision or hearing concerns.

The portable health profile will empower the patient to take responsibility for any important steps in their continued care.
Thank You

We hope your stay at the Acute Rehabilitation Unit at Riverside Medical Center will help you reach your goal of increased function. The Rehabilitation Team always wants to provide you with very good care.

The Acute Rehabilitation Unit at Riverside Medical Center respects diversity of the people it interacts with as it relates to culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

If you need assistance or information such as large print materials, information translated, a copy of the Patient Bill of Rights, or any clarification regarding your plan of care, please notify any staff member.

If you are not satisfied with your care, please ask to speak to a Manager or the Director of the program. If you have concerns that cannot be resolved, we can provide you a copy of our Patient Grievance Policy and assist you with the grievance process.

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Patients have unique medical and physical needs. At Riverside Medical Center we assess a patient’s individual needs and offer a personalized rehabilitation program. Our rehabilitation programs provide multiple levels of rehabilitation services that fit the medical and physical needs of the patient. In order to optimize each patient’s physical function, independence and self-sufficiency, our team will recommend the most appropriate level of care. The ARU at Riverside Medical Center offers intensive inpatient rehabilitation services. Less intensive programs are available at Riverside’s Miller Center.

The Acute Rehabilitation Unit (ARU) at Riverside Medical Center is an acute inpatient facility that provides inpatient rehabilitation services for the highest acuity of rehabilitation patients. Physiatrists, physicians specializing in physical medicine and rehabilitation, are available 24-hours a day to coordinate a plan of care.

Patients in this setting receive individualized intensive therapy aimed at maximizing their physical, cognitive, emotional, psychological and social function with a goal of the patient returning to his/her home and community environment.

Patients are scheduled for physical and occupational therapy for a minimum of three or more hours, five days a week. Speech therapy can also be provided when a patient demonstrates a need for services. The team also provides extensive patient, family and/or caregiver training.

One-on-one care is provided by a multidisciplinary team comprised of highly skilled professionals. Evidence based practices and technology are utilized in order to ensure better patient outcomes and excellent patient satisfaction.

Acute Inpatient Rehabilitation Requirements

1. Patient must have medical necessity, that is, have conditions that require ongoing medical management
2. Patient needs to be seen by a physiatrist (physician specializing in physical medicine and rehabilitation) on a regular basis
3. Patient requires two or more therapies (physical therapy, occupational therapy and/or speech therapy)
4. Patient must be able to participate in therapy a minimum of three hours a day, a minimum of five days a week
5. 24-hour rehabilitation nursing interventions and assessment by specially trained rehabilitation nurses
6. Patient must be age 18 or older

* ARU accepts patients requiring specialized care for tracheotomies, feeding tubes, wounds, wound vacs, and dialysis

How to Make A Referral

Referrals are accepted seven days a week. A written physician’s order is required for services.

Referrals or requests for assessments can be made by calling the intake coordinator.
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riversidehealthcare.org