



Acute Rehabilitation Unit

PATIENT HANDBOOK



ACUTE REHABILITATION UNIT AT MONTROSE REGIONAL HEALTH

As you enter our facility, you are saying “yes” to the opportunity to pursue independence and meet the challenges of daily living with renewed confidence and enthusiasm. You are here because your physician and other members of your healthcare team believe you have the potential to regain your highest level of function and independence.

We are a comprehensive medical rehabilitation program; a place where those who have suffered disabling illness or injury will find a new opportunity to rebuild their lives. Our program offers patients and their families a relaxed environment with an organized, professional approach to optimal recovery.

WELCOME TO INCREASED INDEPENDENCE

The transition from illness or injury to the comprehensive medical rehabilitation unit is the first step toward increased independence. Here are some of the changes which you can expect in this setting:

- No more hospital gowns – you can wear comfortable clothes.
- You will be up and out of your bed, participating in therapy and activities every day.
- A full team of professionals will collaborate with you throughout your stay and 24-hour nursing support will be available for your comfort and safety.
- Meals in the dining room will give you the opportunity to share experiences and socialize with others on a similar journey or you may elect to dine in your room.
- As you make progress toward your recovery goals, you may have the opportunity to try your new skills in your home setting with a therapist.
- We encourage participation from family and friends.
- You will be pursuing independence in an atmosphere of support, compassion, and encouragement.

WHAT WILL YOUR INSURANCE COVER?

Most insurance policies, including Medicare, cover all or a portion of the cost of the services provided by our team.

Before your admission, the Case Coordinator from our program will verify your benefits. We will explain to you and your family which services are covered and any co-payments that you may be responsible for. Most Medicare Advantage plans do have a co-pay.

The Acute Rehabilitation Center at Montrose Regional Health delivers care based on an interdisciplinary team approach. This means that all members of your treatment team are equally responsible for your overall improvement in every aspect of your care.

This team collaborates with you and your family to assess your needs and determine the most appropriate course of therapy. A team conference will be held within one week of your admission to develop an initial program for your treatment plan and a target discharge date. Your social worker/case manager and other team members will discuss your goals and treatment plan with you. The team will meet regularly to reassess and progress your treatment plan. When appropriate, the team will meet to assess your continuing needs and offer discharge recommendations to you and a family member or friend.

YOU are the most important member of the team! Your input is vital to a sound team effort. If you are ready to discharge prior to the proposed date, we will work to accommodate an earlier date as appropriate.

OUR MISSION

The Acute Rehabilitation Unit's mission is to create a supportive environment which fosters compassion, facilitates return towards independence, and transforms lives through excellence in rehabilitation.

OUR VALUES

Our values are:

- Honesty and Integrity
- Quality Care
- Respect
- Safety
- Empowerment
- Communication
- Accountability

OUR VISION

Our vision is that we will continually redefine and enhance our program collaboration with our healthcare partners, to meet the ever-changing needs of the communities we serve.

OUR GOALS

Our goal is to be recognized by our local community and the patients/families we serve as a center for excellence.

We will provide care and service to our patients in the same manner we would as we would our own family.

CODE OF ETHICS

We are committed to providing quality care that is sensitive, compassionate, promptly delivered, and cost-effective. We promise that all staff collaborating with the unit will abide by the following:

- All policies and procedures regarding ethical conduct and practices.
- All professional practice acts as established by their professional licensing board in the state of Colorado and by their national associations.
- We will respect the privacy of our clients and hold in confidence all information obtained during the course of evaluation and treatment.
- We will maintain the dignity and rights of our clients.
- We will maintain the highest standards of personal and professional conduct.

ADMISSION CRITERIA

Persons admitted to our program must:

- Have a diagnosis which requires regular physician oversight in an inpatient setting with twenty-four-hour nursing care
- Be medically stable
- Have a physician's order
- Require at least two skilled rehabilitative services
- Demonstrate the ability to participate in three hours of therapy a day, five days a week
- Require an inpatient setting with 24-hour nursing capability
- **Demonstrate potential for meaningful gains (important)**

You may obtain more information regarding admission procedures by contacting the Case Coordinator for the Acute Rehab Unit at 970-252-2996.

CONTINUED STAY CRITERIA

To continue as a patient in the rehabilitation program, a person must:

- Demonstrate continued need of the interdisciplinary approach
- Demonstrate continued progress toward stated goals
- Demonstrate a need for continued treatment following a brief cessation in treatment due to complications
- If unable to meet continued stay criteria, see section on ***Involuntary Discharge***

DISCHARGE CRITERIA

Discharge from our rehabilitation program will occur when one or more of the following criteria are met:

- The patient has received maximum benefit from the program through attainment of rehabilitation goals.
- After comprehensive evaluation, the patient is determined to have no potential to benefit from a comprehensive rehabilitation program.

- After adequate trial, the patient is unable to make further progress toward rehabilitation goals.
- The patient no longer requires coordinated, interdisciplinary services to achieve rehabilitation goals.
- The patient experiences a major intervening surgical, medical, or psychological problem that precludes benefit from a continued intensive rehabilitation program.
- The patient and/or family is no longer willing to be an active participant in the program.
- The patient no longer requires, at a minimum, physician services, rehabilitation nursing and two therapy services.
- The patient/family exercises legal rights and denies service.

SERVICES PROVIDED

Our program provides the following services based on your program goals and/or needs:

- Diagnostic radiology
- Laboratory services
- Orthotics/prosthetics
- Access to area pastors
- Respiratory therapy
- Nutritional counseling
- Pharmacy services
- Vocational rehabilitation

We are unable to provide the following services, but can make referrals to external providers:

- Pediatric rehabilitation
- Ventilator-dependent care
- Driver assessment/education
- Rehabilitation engineering
- Chemical dependency counseling

PATIENT SATISFACTION SURVEYS

You will be receiving a customer satisfaction survey before you are discharged from the Acute Rehabilitation Unit. Your comments and suggestions are very important to us and help us continuously improve our programs and patient care.

MEMBERS OF YOUR INPATIENT REHABILITATION TEAM

Medical Director

Our Medical Director is credentialed and has experience in physical medicine and rehabilitation. He works closely with your physician, consulting specialists and team of therapists and nurses to coordinate your individual treatment program. As the leader of your rehabilitation team, the Medical Director monitors your medical status and manages your entire rehabilitative program.

Rehabilitation Nurse

The rehabilitation nurse cares for your medical needs in addition to providing education for self-care, independent living, and disease and disability management. This member of the team is responsible for ensuring that the skills learned during sessions are carried over into evening activities. The rehabilitation nurse ensures continuum of care.

Physical Therapist

Following a thorough evaluation, the physical therapist works with you to increase your strength, muscle tone, coordination, posture, endurance, flexibility, and mobility through the use of therapeutic techniques and equipment.

Occupational Therapist

The occupational therapist will help you learn how to adapt your physical capabilities to activities of daily living, such as bathing, grooming, and dressing and using specialized equipment through individualized exercises and activities. Treatment includes exercise, training, and education. Often compensatory techniques and adaptive equipment help facilitate independence.

Speech/Language Pathologist

This specialist identifies areas of deficit to visual and auditory comprehension, attention, memory, communication skill, oral and pharyngeal sensory motor function, and swallowing. The goal of speech/language pathology is independent communication and appropriate oral function.

Dietitian

The dietitian attends to your individual dietary needs and develops a plan for you to follow after you are discharged.

Social Worker/Case Manager

The social worker/case manager provides support and counseling to you and your family and serves as a liaison between the team and all other concerned parties, including your family, funding sources, support networks, and other medical facilities.

Family/Loved Ones

Absolutely essential in the recovery process is the involvement of your loved ones. They will help you by providing your treatment team with information about you before your illness or injury, your interests, your learning styles, and any other information that will be important to your comfort and progress. This information, along with your input and that of the staff, will be used to guide treatment strategies and goals. We will also provide educational and support services to them. We will provide demonstrations for your loved ones on what to expect once you are discharged. This helps to reduce the fear of your pending discharge. When indicated, a home visit will be made to assess your post discharge environment and to recommend equipment or structural changes to be made before your discharge.

TYPICAL PATIENT DAY

Your daily activities will be structured to provide a coordinated program of intensive therapeutic services that have been tailored to meet your individual rehabilitation needs. Although the schedule and actual therapy program will vary, most of your day will be spent in active therapy. A typical day (M-F) includes approximately three hours of therapy (based solely on your therapeutic needs and prescribed rehabilitation program). On Saturdays, the therapy schedule is generally 1 to 1.5 hours, to give you Sunday to rest. You will be given more information regarding your therapy schedule during your orientation to the Acute Rehabilitation Unit.

VISITING HOURS

Family members and friends are welcome to visit. This is an open unit and visitors are welcome anytime, unless posted otherwise. Please note that the majority of therapies are performance mostly during the middle of the day. No visitors are allowed in the gym area, except for family training. Visitors must not interfere with therapy sessions.

HOSPITAL PET POLICY

Pets are allowed on the Acute Rehabilitation Unit. We follow Montrose Regional Health's policy on visitation of service therapy, and personal pets.

WHAT TO BRING

You will be encouraged to progress in your own independence. For comfort, we recommend casual, everyday clothing. A washer and dryer are available on site for patient use. You will want to bring the following items with you:

- Comfortable jogging suits, slacks, shorts (elastic waist bands and easy closures are recommended), and comfortable shirts: enough clothing for five days
- Sweater or light jacket
- Underclothing
- Pajamas, gowns, robes, nonskid house shoes
- Flat, nonskid walking or tennis shoes
- Personal items – razor, toothbrush, comb, brush, toiletries and cosmetics as desired
- Assistive devices you may already have (cane, wheelchair, walker, braces, eyeglasses, hearing aid, dentures, etc.)
- Mementos from home to make your stay pleasant such as photos, memorabilia, stationery, cassette player and tapes
- Items that assist you in spiritual comfort

- Hobby items such as needlecrafts, reading materials, etc.
- A list of medications you are currently taking

WHAT NOT TO BRING

For your comfort and safety, we ask that you not bring:

- Medications – these will be administered and supervised by your nurse
- Excessive or expensive jewelry or other valuables
- Credit cards, checkbooks, or large amounts of cash
- Family keepsakes or other personal items that can't be replaced

PERSONAL VALUABLES

We discourage bringing money, jewelry, or credit cards with you. However, if necessary, a safe is available in the business office. We are not responsible for any money or articles you have brought with you. For fire and safety purposes, electrical appliances (hair dryers, radios, etc.) will be inspected by our staff prior to use. All personal items will be inventoried by our staff with or without security pending your preference.

MEALS SERVED

Choose from our wide varieties of meals prepared by our chefs at the Lobby Grille. All meals are prepared under the supervision of a registered dietitian. Meals are offered in the program's dining room at 8 a.m., 12:00 p.m. and 5:00 p.m. You are encouraged to join the patients at mealtime to enjoy your food in a friendly social atmosphere. If you would prefer, you may also dine in your patient room.

SMOKING POLICY

This is a smoke-free campus. We do not permit alcohol or illegal drugs inside, outside or on the grounds of the facility.

TELEPHONE CALLS

For your convenience, all patient rooms are equipped with direct dial telephones. Incoming calls may be received between 7 a.m. and 9 p.m. Please inform your friends and family of your phone number after you are admitted.

Telephone Directions:

- To call a hospital department, dial the last four digits of the telephone number
- To make a local call: dial 8, listen for the dial tone and then dial the telephone number.

MAIL AND FLOWERS

We will deliver your mail and/or flowers to your room. The mail sent to you after you have been discharged will be forwarded to your home address unless otherwise specified. Please have your mail addressed to:

Your Name
c/o Acute Rehab Unit
Montrose Regional Health
800 S. Third Street
Montrose, CO 81401

DISCHARGE

Discharge planning from the Acute Rehabilitation Unit actually begins the day you are admitted. Your treatment team determines your discharge date according to your goals and progress. The team will assist you and your family by recommending any additional community resources or adaptive equipment that you might need, as well as providing education and training to your family to assist in your transition. Before your discharge day, your family may wish to begin removing your personal belongings to simplify the discharge process.

Discharges from the Acute Rehabilitation Unit are scheduled with you and your caregiver. We do encourage morning

discharges. Patients and/or their families are responsible for making transportation arrangements following discharge. Please speak with your nurse or social worker if you need assistance with discharge arrangements.

DISCHARGE AGAINST MEDICAL ADVICE (AMA)

Mechanisms have been established so a legally competent adult patient has the right to participate in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.

Upon the decision of a patient to leave the hospital “against medical advice” (AMA), the physicians and/or nurse will advise the patient of the potential health risks and possible consequences of leaving AMA. The patient will be asked to sign a “Release from Responsibility for Discharge” form before leaving.

AFTER CARE

Rehabilitation may continue upon completing your inpatient care program, either on an outpatient basis or in your home. Your treatment team will assist you in arranging follow up care. The team will facilitate access or referral to additional services. Please do not hesitate to call us at 972-252-2990 if questions arise after your discharge.

INVOLUNTARY DISCHARGE

There may be times when a patient is discharged before their rehabilitation program is complete. This may occur if there is a change in the condition of the patient, affecting participation and/or progress, or if the health and safety of the patient and/or others in the Rehabilitation Center are at risk.

YOUR RIGHTS AS A PATIENT

- You have the right to reasonable response to your requests and needs for treatment or service within the hospital's capacity (stated mission, applicable law, and

regulation).

- You have the right to have a family member or representative and your own physician notified promptly of your admission to this hospital.
- You have the right to be left out of the patient directory.
- You have the right to treatment or accommodations required by your primary and secondary medical systems, regardless of your race, creed, sex, or national origin.
- You have the right to effective pain management within the scope of medical practice.
- You have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity; your care includes considerations of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness.
- You have the right to know about and understand your physical condition.
- You have the right to participate in the development and implementation of your plan of care.
- You have the right to accept medical care or to refuse treatment, as permitted by law, and to be informed of the consequences of your refusal.
- You have the right, at your own expense, to consult with another physician or specialist.
- You have the right to the information necessary to enable you to make treatment decisions that reflect your wishes and give informed consent before any treatment and/or procedure.
- You have the right to formulate an advance directive, appoint a surrogate to make health care decisions on your behalf, and to have hospital staff and practitioners who provide care comply with these directives to the extent permitted by the law.
- You or your designated representative, have the right to

participate in the consideration of ethical issues that arise in your care.

- You have the right to expect that all communications and records regarding your care will be held confidential and that you or your legally designated representative have access to the information contained in your medical record within a reasonable time and within the limits of the law.
- You have the right to personal privacy, including visitors, mail and/or telephone conversations.
- You have the right to be informed of all hospital rules and regulations governing your conduct as a patient to understand the procedure for registering a complaint.
- You have the right to be informed and to refuse to participate in any research or education projects affecting your care or treatment.
- You have the right to be treated in a safe environment abuse or threat, including humiliating, threatening and/or exploitive actions.
- You have the right to be free from seclusion and restraints of any form that are not medically necessary or are used as a form of coercion, discipline, convenience or retaliation by the staff. A restraint may only be used if needed to improve the patient's well-being and less restrictive interventions are determined to be ineffective.
- You have the right to expect continuity of care and that you will not be discharged or transferred to another facility without prior notice.
- You have the right to communicate with anyone inside or outside of the hospital and to expect that an interpreter will be provided if language is a barrier.
- You have the right to have all information communicated to you in a manner and language that ensures understanding and respects your dignity.

YOUR RESPONSIBILITIES AS A PATIENT

- You are responsible for providing complete information about your health and for reporting effects of treatment.
- You will be responsible for participating in the development of your treatment plan.
- You will be responsible for attending scheduled therapy and participating in activities prescribed by your treatment plan.
- You will be responsible for considering the rights of other patients and hospital personnel during your treatment in this hospital.

RIGHT TO A LIVING WILL

The law entitles all persons to the right to control decisions relating to their own medical care, including the decision to have life- sustaining procedures withheld or withdrawn in instances where the individual is diagnosed as having a terminal and irreversible illness.

To make one's wishes known to a physician and other health care workers, a written declaration is needed, specifying one's wishes in the event one becomes incompetent or otherwise unable to make one's decision known.

Resuscitation procedures and withholding of resuscitation will be in compliance with Federal Patient Self Determination Act, OBRA 1990.

More detailed information about Living Wills, Advanced Directives, and/or Do Not Resuscitate (DNR) orders can be obtained from your physician, social worker or nurse.

ACUTE REHABILITATION UNIT GRIEVANCE POLICY

The rehabilitation team members are committed to excellent patient care and satisfaction. If you have a concern or complaint, please notify any staff member on the rehab unit and ask that a manager come speak to you. You may also complete the Patient Concern/Complaint report and return it to the Program Director.

All patient grievances will be addressed, and a verbal response will be given within ten working days.

ACCESS TO YOUR MEDICAL RECORD

Upon request of the patient and or legal guardian, he/she shall have access to his current medical record after signing a release with Medical Records.

The physician is the first to be notified prior to reviewing the record as he/she may want to be present at the time of the review.

A staff member from medical records is present during the patient and/or legal guardians review of the chart to maintain the completeness of the record and provide interpretation of the medical terms and/or abbreviations within the nurse's educational preparation.

It is the responsibility of the physician to interpret any reports or findings.

ETHICS COMMITTEE

Health care providers, patients and their families may face situations and/or dilemmas relating to complex moral and social issues. We recognize that these situations are stressful, and that support is needed for all involved.

You have the right to access the Ethics Committee for assistance in resolving conflicts that arise in the course of providing patient care and in making complex ethical decisions. Consultation is available 24 hours a day. You may request, through your physician or nurse, an evaluation of ethical issues.

- The patient no longer requires coordinated, interdisciplinary services to achieve rehabilitation goals.
- The patient experiences a major intervening surgical, medical, or psychological problem that precludes benefit

from a continued intensive rehabilitation program.

- The patient and/or family is no longer willing to be an active participant in the program.
- The patient no longer requires, at a nursing and one therapy service.
- The patient/family exercises legal rights and denies service.

If you have a concern or complaint, please notify any staff member on the rehab unit and ask that a manager come speak to you. You may also complete the Patient Concern/Complaint report and return it to the Program Director. All patient grievances will be addressed, and a verbal response will be given within ten working days.

NOTES

LOCATION

The Acute Rehabilitation Unit is located on the first floor inside Montrose Regional Health at 800 S. 3rd St., Montrose, CO 81401. Please follow the ARU signs to our rehab unit:

