

# **Scope of Services**

Select Rehabilitation Hospital of Denton is committed to providing the highest level of safe, quality care to those we serve. Our teams of medical rehabilitation specialists deliver carefully coordinated, comprehensive treatment to advance individual recovery. We embrace industry-recognized standards of excellence and strive for continuous quality improvement to optimize patient outcomes. These efforts have helped us earn the trust of patients, families and colleagues across our community.

Our 44-bed hospital is located near N I-35, across the street from Texas Health Presbyterian Hospital Denton and less than 10 miles from Medical City Denton. We offer highly integrated programs of care to treat each patient's complex medical rehabilitation needs.

Select Rehabilitation Hospital of Denton is accredited by The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF) for comprehensive, integrated inpatient rehabilitation for adults. Additionally, we are accredited by CARF for our stroke specialty program.

#### Who we serve

#### Patient profile

Comprehensive inpatient rehabilitation services are provided to adults 18 years and older, who have experienced an injury or illness resulting in the loss of function (abilities) in activities of daily living (ADLs), mobility, cognition and/or communication.

#### **Diagnoses treated**

Our patients' diagnoses include, but are not limited to stroke, brain injury, spinal cord injury, neurological diseases (e.g., multiple sclerosis, ALS, polyneuropathy, Guillain-Barré syndrome, motor neuron disease), amputation, orthopedic injuries, including complex fractures and joint replacement, major multiple trauma, cardiac conditions and cancer.

## **Admission guidelines**

To be considered for admission, patients must be medically stable yet still require care by rehabilitation physicians and nurses. They must also have physical and/or functional needs that require highly-coordinated physical, occupational and/or speech therapies and the capacity to participate in and benefit from such services within an established timeframe (average length of stay is 10-14 days).

We are committed to providing an inclusive rehabilitation environment, respectful of all individuals' race, color, religion, creed and/or national origin, ethnicity/cultural background, gender identity/expression, sexual orientation, marital status, mental or physical disability and military/veteran status.

Patients who do not meet our hospital's admission criteria include those who present with

behavioral limitations that pose an imminent risk to themselves or others and/or limit participating in an acute rehabilitation program, actively require psychiatric services or have medical needs beyond the scope of services offered.

#### Referrals

Referrals for admission are accepted from private physicians, hospitals, other post-acute providers, insurance companies and agencies serving persons with disabilities. Patients may be admitted from a hospital, surgery center, clinic, skilled nursing and long-term care facilities, as well as from home.

#### Insurance

Our hospital participates with Medicare and most managed care plans, as well as workers' compensation, no-fault and other insurance providers. Fee schedules are available upon request. We are also committed to assisting those in need in Denton proper and therefore take charity patients if they fit the required inpatient criteria and have a discharge plan in place.

## Assessing patient needs

All patients are evaluated prior to admission to determine their potential to participate in and benefit from inpatient rehabilitation. This includes a review of their medical, physical, and cognitive condition, previous and current levels of function, and psychosocial and cultural background.

Once admitted, patients are assessed by the rehabilitation team – including physiatrists (doctors specializing in physical medicine and rehabilitation); nurses; physical, occupational and, if indicated, speech therapists; dietitians and case managers. A behavioral assessment may also be conducted, if warranted, and appropriate referrals to counseling be made. The team will then work with the patient to establish goals and tailor treatment to address impairments in mobility, self-care, speech, cognition and other areas. Recreational therapy may also be consulted based on the patient's specific needs. This plan is documented to guide care delivery and monitor outcomes and is modified as needed.

#### Special needs

Our hospital also accommodates patients requiring special care needs, including colostomy care, gastrointestinal (PEG) feeding tubes, halo devices and external fixators, indwelling catheter, intravenous lines (e.g., PICC lines, Hickman and Broviac catheters, ongoing IV therapy), Lifevest, nasogastric (NG) tubes for feeding and hydration, negative pressure wound therapy, orthotic and prosthetic prescription and training and tracheostomy tube.

## **Provision of care**

#### Hours of service

Inpatient care is provided 24 hours a day, seven days per week, including on-site physician, nursing, respiratory therapy, pharmacy, laboratory and radiology services. Physical, occupational and speech therapies are available daily from 6:30 a.m. to 6:00 p.m. on weekdays, 6:30 a.m. to 4:30 p.m. on Saturdays, and 7:15 a.m. to 4:30 p.m. on Sundays depending on the patient's needs and therapist availability. Patients' schedules are established by the care team and individualized to meet the patient's specific needs.

#### Rehabilitation team

The rehabilitation team is led by a physiatrist, a board-certified physician specializing in physical medicine and rehabilitation, and includes rehabilitation nurses, physical and occupational therapists, speech language pathologists, recreational therapists; respiratory therapists,

dietitians, pharmacists, case managers/social workers, licensed counselors, and other clinical, support and administrative staff.

A majority of our staff have advanced degrees and specialty certifications that enhance the delivery of expert care. This includes certified rehabilitation registered nurses (CRRN); board certified clinical specialists in neurologic physical therapy (NCS), speech language pathologists certified in AmpCare, physical, occupational, and speech therapists certified in Lee Silverman Voice Treatment (LSVT) LOUD and BIG; certified brain injury specialists (CBIS), certified stroke rehabilitation specialists (CSRS), vestibular certified specialists and lymphedema certified specialists.

## **Staffing**

Staffing is based on census, diagnosis, severity of injury/illness and intensity of services required by each patient, as well as by state practice guidelines for each discipline. Contract staff is available for coverage as needed.

### Therapy schedules

The rehabilitation team sets each patient's treatment schedule. Patients are expected to participate in three hours of physical, occupational and/or speech therapy per day, five days per week. If unable to tolerate these hours due to certain medical issues (e.g., chemotherapy, radiation, and/or dialysis) or other extenuating circumstances, they may engage in 15 hours of therapy over their first seven-day period with physician approval within the first 48 hours of their stay. On average, our patients participate in three to four hours of therapy each day Monday through Friday, with less on Saturday via primarily individual therapy sessions.

## Scope of treatment

We offer a wide range of evidenced-based treatments, advanced techniques and innovative technologies to help rebuild strength and skills, restore function and mobility and maximize independence. This carefully coordinated, individualized approach guides patients toward their goals, including a safe and timely discharge to home or the next appropriate level of care.

#### Additional services

To best meet patients' complex needs, our hospitals offer additional or ancillary services, including but is not limited to: nutritional guidance and dietary services, pharmacy services, respiratory therapy, recreational therapy, diagnostic radiology (including modified barium swallow evaluations), laboratory services, counseling services and neuropsychology services when indicated. Chaplaincy services/pastoral care are arranged upon request.

We offer an on-site and in-person support group on the second Thursday of every month from 5:30 to 7:00 p.m. for those that have survived strokes, brain injuries, amputations and Parkinson's disease. We also have a support group session for caregivers. Dinner is provided during the group and most months the groups meet together in their respective diagnoses.

We offer weekly virtual caregiver education for those with loved ones that have sustained a brain injury on Tuesdays at 1:00 p.m. and for those that have suffered a stroke on Wednesdays at 3:30 p.m. We also offer a virtual dementia caregiver support group at 2:00 p.m. on the first and third Thursdays of the month.

Also available are prosthetic and orthotic services, wheelchair and mobility evaluations, vocational rehabilitation and vision assessments for patients with neuro-visual impairments. The interdisciplinary rehabilitation team helps determine and arrange for these services.

#### Role of family/support network

The involvement of family and caregivers is key to a patient's successful rehabilitation and safe

discharge. The team will assess the family's ability and willingness to support and participate in the plan of care. Education, training, home evaluations, counseling and advocacy will be provided to help prepare them to meet the patient's needs going forward. A Care Partner meeting with the primary caregiver will be scheduled within the patient's first six days of their stay in order to communicate expectations of the patient's needed care upon discharge and to receive feedback from the care partner.

## **Practice guidelines**

Our hospital follows the standards and guidelines established by federal, state, local and industry agencies, including the Centers for Medicare & Medicaid Services (CMS), Commission on Accreditation of Rehabilitation Facilities (CARF), The Joint Commission and national boards/associations of medicine, nursing, therapy, pharmacy and others.

## **Evaluating and documenting patient progress**

Ongoing assessment of a patient's medical condition, progress and changing rehabilitation needs is documented through the individualized, interdisciplinary plan of care, progress notes, team conference report, discharge summary and the 90-day post-discharge follow-up call.

#### Patient feedback

We gather patient feedback through patient/family conferences, education and training sessions, leadership rounding, patient satisfaction questionnaires (e-Rehab survey), 90-day post-discharge follow-up call and both inpatient and outpatient support groups. Also in place is a complaint/grievance process should any concerns arise.

## Discharge planning

Returning a patient to home and/or the community is the goal of rehabilitation. Our case managers work closely with the patient, family and rehabilitation team to determine the most appropriate discharge setting. The planning process begins at the time of admission and continues throughout the patient's stay with Care Partner meetings, multiple hands-on family training sessions and individual activities that support the successful transition from hospital to home.

As needed, therapists may provide an on-site or virtual home assessment to recommend modifications or special equipment that may help to ensure a safe discharge. The team will also assist in identifying vendors and other resources.

## Our specialized programs and services

The guiding philosophy of all our programs and services is to provide comprehensive, compassionate care and advanced treatment to individuals with complex medical rehabilitation needs from the time of injury or illness through long-term community follow-up. Our goal is to maximize each patient's medical, physical, psychological, behavioral, cognitive, social, recreational and vocational potential and quality of life.

## Spinal cord injury program

Our hospital's spinal cord injury (SCI) program provides a highly structured, carefully coordinated system of care for persons with SCI. This includes individuals with spinal dysfunction due to traumatic injury resulting from motor vehicle crashes, falls, acts of violence, sports or recreational activities, etc., or from a non-traumatic disease, such as tumors, infection, cervical stenosis with myelopathy or surgery.

Patients with complete or incomplete spinal injuries at the C4 level and below may be admitted

into our program. Individuals on a ventilator are not accepted. We also admit patients with a concurrent brain injury, fractures, cardiac issues and other conditions. Additional patient populations, including those with multiple sclerosis, Guillain-Barré syndrome and motor neuron disease, may also be considered for admission.

Our team of SCI specialists addresses the wide range of individual needs, including bladder, bowel or respiratory function, mobility, skin integrity, nutrition, cognition, and emotional, behavioral or sexual concerns and other issues/co-morbidities. This includes the use of a digital pressure mapping to ensure skin integrity in the bed and while seated in the wheelchair is maintained.

### Stroke program

Our stroke rehabilitation program focuses on the often complex needs of individuals who have experienced an ischemic stroke (when blood flow to the brain is blocked), hemorrhagic stroke (bleeding in the brain) or transient ischemic attack (TIA or a mini-stroke).

In addition to medical and nursing oversight, our experienced team of stroke/neuro rehabilitation specialists provide a range of physical, occupational, speech and cognitive therapies to improve recovery. This includes hands-on treatment and advanced technologies, such as videofluoroscopy and electrical stimulation to help diagnose and treat swallowing disorders; body-weight supported treadmill training (BWSTT) and Andago to improve gait performance and mobility; constraint induced movement therapy (CIMT), mirror therapy and virtual reality to strengthen motor function; robotic therapies, including the EksoNR exoskeleton and Armeo Spring Trainer, to help build new neural pathways; and prism adaptation treatment and neuro sensorimotor integrator to address visual impairments.

## **Brain injury program**

The Brain injury (BI) program provides a continuum of services from inpatient acute rehabilitation to outpatient services to long-term follow up. Individuals may be admitted to this program with an acquired BI including, but not limited to, traumatic, non-traumatic or anoxic BI, brain tumor or aneurysm. They must also be assessed at Level II or higher on the standardized Rancho Los Amigos Scale of cognitive functioning to be considered for admission. Patients in a coma or persistent vegetative state who do not demonstrate a purposeful response to their surroundings are not appropriate candidates for admission.

Inpatient rehabilitation focuses on restoring the individual's strengths, skills and functional independence. In addition, our Cognitive Rehabilitation Program (CRP) provides comprehensive post-acute community re-entry services, helping to prepare persons with acquired BI to return to independent living and productive activity at home and/or in the community.

We also serve as an important resource to brain injury providers, organizations and other entities both in our local communities and across the country.

## **Amputation program**

Focusing on post-surgical, prosthetic and outpatient/community reintegration, our program advances the recovery for individuals with upper or lower extremity limb loss due to a traumatic injury or surgery resulting from vascular disease, diabetes, cancer, infection, excessive tissue damage, neuropathies or other conditions.

Our holistic, interdisciplinary approach assures proper wound care and limb management; increases an individual's strength, coordination and endurance and decrease pain; provides the expert fitting and custom-manufacture of a prosthesis to meet personal lifestyle needs; trains individuals on the use and maintenance of their device; helps to avoid secondary complications

and facilitates the transition to life ahead. We also introduce advances in prosthetic design, make adjustments to current devices, offer guidance to meet changing lifestyle needs and provide access to a variety of resources.

In addition to support groups, our Peer Visitor Program, developed in cooperation with the national Amputee Coalition, brings together patients and families with specially trained, certified amputee volunteers for peer-to-peer mentoring.

## Orthopedic program

Individuals who have undergone joint replacement, experienced a musculoskeletal injury, sustained bone trauma or have been diagnosed with a degenerative joint disease may be candidates for this specialized orthopedic rehabilitation program. Treatment is tailored to individual needs to build strength and endurance, restore physical function and mobility, minimize pain and avoid complications.

Among the range of treatment offered are electrical stimulation, treadmill training, assistive equipment and technologies, advanced pain management, including pharmacological intervention and alternative treatment, such as acupuncture and therapeutic taping, as appropriate.

### Neurological program

Our hospital's neurorehabilitation program offers a coordinated, interdisciplinary continuum of inpatient through outpatient care for individuals with multiple sclerosis (MS), Guillain-Barré syndrome, critical illness myopathy, dementia and other neurological diseases. Treatment is tailored to address acute or changing needs related to balance, strength, endurance, mobility cognition, communication, swallowing, bowel/bladder function, vision, self-care and participation in activities of daily living.

The rehabilitation team includes MS, LSVT Big and Loud, and PT neuro certified specialists, licensed counselors, wheelchair seating and assistive technology practitioners and cognitive rehabilitation specialists. Patients may also benefit from the hospital's support groups, community integration activities and MS wellness program.

## **Medically complex program**

Our hospital provides an interdisciplinary program of care to meet the needs of individuals of individuals following organ transplantation, infections, pulmonary disease, post-COVID issues and other complex medical issues. This program addresses the scope of a the patient's rehabilitation needs, including strength, endurance, mobility, activities of daily living skills, cognition and respiratory issues.

#### Cancer rehabilitation program

We offer cancer survivors the coordinated treatment, education and support to help restore or maintain function. This program addresses the wide range of issues patients experience as a result of this disease and its treatment, including but not limited to musculoskeletal and/or neuromuscular disorders, radiation fibrosis, lymphedema, post-surgical pain syndromes and fatigue. Through the program's restorative, transitional and supportive pathways, we work to optimize the individual's quality of life, focusing on strength, endurance, balance, mobility, functional abilities, memory and concentration, speech and swallowing, pain management, fatigue and lymphedema reduction.

#### Cardiac recovery program

The cardiac recovery program is an inpatient, acute rehabilitation level of for individuals who have undergone recent cardiac surgery, including coronary artery bypass, valve replacement,

aortic aneurysm repair, or heart transplant. It is designed to help patients manage the healing process and regain the strength, skills and strategies to return home safely. An interdisciplinary team of medical rehabilitation specialists, as well as consulting cardiologists, pulmonologists and others as needed, coordinate care and provide the education and support to patients and families.