



**COMPREHENSIVE
MEDICAL
REHABILITATION
PROGRAM**

“... a journey ... begins with a single step.”



**AULTMAN
WOODLAWN**

Dear Patient:

Welcome to the Comprehensive Medical Rehabilitation Program at Aultman Woodlawn. You have been admitted into this program to improve your ability to care for yourself by strengthening weakened muscles, learning new or adapted ways to do self-care tasks and/or receive treatment for problems with communication.

We will help you reach your goals by working together as a team. You and your family are the most important members of the rehabilitation team. With your determination and hard work, combined with our staff of rehabilitation specialists using their knowledge and experience, we will work together to help you make progress toward your goals. We will keep you informed of your progress every step of the way.





**Table of
Contents**

| | |
|--|----|
| Philosophy of Rehabilitation | 2 |
| Mission..... | 2 |
| Program Participants | 3 |
| Admissions..... | 4 |
| Your Rehabilitation Team | 5 |
| Rehabilitation Outcomes..... | 5 |
| Family Participation | 6 |
| Discharge Information | 6 |
| Follow-up..... | 8 |
| Personal Needs..... | 9 |
| Caregivers..... | 10 |
| Services | 12 |
| Visiting Guidelines | 16 |
| Safety | 16 |
| Concern Resolution..... | 18 |
| Ethics Committee | 18 |
| Financial Assistance | 19 |
| Your Rights as a Patient | 21 |
| Patient and Family Responsibilities..... | 22 |
| Patient and Family Education..... | 23 |

Philosophy of Rehabilitation

Purpose: To provide a statement to govern the direction, character and operations of the rehabilitation program.

Rehabilitation is rooted in the belief that all individuals have inherent worth.

Rehabilitation strives in making the individual as functional as possible using the physical, emotional and spiritual resources possessed by the individual, followed by discharge to the least restrictive environment.

We will instill hope and encourage positive attitudes with our knowledgeable and supportive interdisciplinary team.

The philosophy behind rehabilitation recognizes that even a limited improvement is important if it adds some degree of independence.

Mission

The Aultman Woodlawn Rehabilitation Program abides by the mission, guiding principles and values set forth by the Aultman Health Foundation.

The Aultman Comprehensive Medical Rehabilitation Center's mission statement is:

To assist persons and their families with physical and cognitive disabilities to achieve the highest degree of social and physical independence within the community, through the provision of team-oriented, patient-focused, comprehensive rehabilitation services.

Program Participants

Individuals who are admitted to the Aultman Comprehensive Medical Rehabilitation Program are those who have experienced a recent disabling illness or injury and, as a result, need a specialized program to reacquire or maximize lost skills and/or functional abilities. This program continues as long as inpatient rehab criteria continue to be met. Your active participation will help ensure a positive outcome.

The rehabilitation program is in compliance with the provisions of the Federal Civil Rights Act of 1964. No person will be denied admissions on the grounds of age, race, color, national origin, ancestry, sex, religious creed or disability.



Admissions

The following are requirements for admission into the Aultman Comprehensive Rehabilitation Program:

1. Your doctor will make a referral to the rehabilitation program.
2. You will be evaluated by the interdisciplinary team.
3. You will need to require the services of two therapies such as occupational, physical or speech therapy.
4. You need to be able to participate for a minimum of three hours of therapy daily, five times per week.
5. You will need nursing care 24 hours a day, seven days per week.
6. Your admission will need approval from the medical director of the rehabilitation program.
7. You will need to show continuous improvement to remain in the program.

Patients with the following conditions can be considered for admissions to the rehabilitation program:

- Stroke
- Congenital Deformity
- Spinal Cord Injury
- Amputation
- Brain Injury
- Major Multiple Trauma
- Hip Fracture
- Neurological Disorders
- Burns
- Active, Polyarticular Rheumatoid Arthritis, Psoriatic Arthritis and Seronegative Arthropathies
- System Vasculidities with Joint Inflammation
- Severe or Advanced Osteoarthritis
- Knee or Hip Replacement (meeting appropriate criteria)

The Aultman Comprehensive Medical Rehabilitation Program staff consists of an interdisciplinary team of nurses, rehabilitation therapists (physical, occupational and speech), dietitians, social workers, pharmacists, rehabilitation psychologists and physicians. They meet regularly to discuss your stay and will work with you and your family to develop a plan of care specifically designed to meet your needs. The rehabilitation professionals will teach you and your family about your specific plan of care and treatments, therapies, support programs and community organizations.

**Your
Rehabilitation
Team**

Aultman participates in a national outcomes data bank, which allows us to measure patient improvement in such areas as mobility, communication and activities of daily living. The reports we receive provide us an opportunity to compare our overall outcomes to similar programs in the nation and region. We adapt our programs to better provide for the needs of those we serve.

**Rehabilitation
Outcomes**

All of the individuals admitted to the Aultman Comprehensive Medical Rehabilitation Program are scored according to their abilities to perform basic functional tasks.

Individuals served will receive patient follow-up surveys in the mail after discharge. You may be asked to participate in a focus group to provide input for continued program improvement. Patient and family participation is greatly appreciated.

Family Participation

Family and friends are an important part of your recovery, and we encourage their participation. Health care providers may request family participation for education and training purposes. Patients continue to recover and maintain functional ability long after discharge when family members know how to help the patient properly.

Discharge Information

Serious or chronic illness often brings emotional and/or financial stress to you and your family, affecting your ability to function and recover and your family's ability to cope. Our staff is available to you and your family members to help ease your transition after discharge. We offer a range of personal, family and community resources upon discharge.

Discharge planning begins at the time of admission. Throughout your stay, we are continuously planning for this special day.

The physician, along with the health care team, will help determine when you will be ready to leave. To plan your discharge properly, the rehabilitation team will discuss your living environment. We may even schedule a special trip with you to your home. This planning is essential to determine your equipment needs or the necessity of home modifications to help assure your success and safety. Your social

Discharge Information

worker and therapists will work with you to order any equipment you may need and arrange for any home health services, which may have been recommended by the team and ordered by your physician. The appropriate prescriptions will be given to you at discharge.

If you request to be discharged against the physician's advice, the unit will not be held liable for any injuries, harm or complications resulting from your discharge. Notify your nurse to discuss your reasons for leaving. The nurse will notify your physician. If after discussing issues you still decide you would like to leave, you will be given a form to fill out stating the unit will not be held liable. If your final decision is to leave, medical equipment and/or prescriptions may or may not be provided per the physician's discretion.



Follow-up

After discharge, we will try to stay in touch with you. You will receive a survey in the mail asking you to evaluate your overall rehabilitation experience. We know the only way to improve our service to our future patients is to hear candid, honest responses from patients who have experienced our services.

If needed, therapy will be arranged with you and/or your family prior to your dismissal. Therapies can be provided in multiple settings, as recommended by your physician.



Because the emphasis in this unit is on rehabilitation and restoration, you are encouraged to wear your own clothes to assist in improving your overall well-being.

Suggestions for clothing items include:

- Washable slacks or sweatpants (6-8 pairs).
- Shirts/blouses (6-8 buttons or zipper front closure recommended).
- Pajamas.
- Walking shoes.
- Undergarments (at least eight sets).
- Socks/stockings (at least eight pairs).
- During cold weather, a sweater may be advisable.
- Dresses are acceptable, if you prefer.

In addition to clothing, you will need toiletries. If desired, you may bring personal items such as reading materials, photographs and stationery. There are no laundry services available; this is a responsibility of the individual.

If you wear glasses, dentures, hearing aids or any prosthesis, please bring them with a storage case with personal identification so they will not be lost or damaged when not in use.

Caregivers

The following team members will be involved in providing your care:

Nursing Caregivers

The program director coordinates nursing services on the unit and assures safe and effective care is provided to each patient. A primary rehabilitation nursing team, consisting of registered nurses and nurse aides, will be assigned to provide your care. The team members will encourage you to learn how to regain your self-care abilities, and they are always ready to help you when needed. They will also teach you important information on self-care, medications, precautions and warning signs you will need to know when you return home. You will have opportunities to practice what you have learned in your therapy programs.

Rehabilitation Therapy

It is important to start your rehabilitation program as soon as possible. Shortly after admission, you will be evaluated by licensed therapists in the therapy programs your physician has ordered. The therapists will review all of your records sent from the acute care hospital, meet with you personally to evaluate your functional condition and start discussing your goals and discharge plans. Therapy will be delivered on a scheduled basis, and you will be consulted in establishing your therapy schedule.

Rehabilitation Social Worker

The social worker provides support to you and your family in the areas of lifestyle transition, planning for future therapy and for care after your stay with us. The social worker will assist you with your social needs during your stay and develop a comprehensive discharge plan to assist you with your return to the community, as well as provide counseling to you and your family and make referrals to appropriate community agencies and other resources.

Nutrition

Your diet will be prescribed by your physician based on your special medical needs. Family may bring in special foods from home, but it is necessary to discuss what foods meet your therapeutic diet plan with the nursing and dietary staff. All food brought in will need to be stored in airtight containers and labeled with your name and the date. A refrigerator is located on the unit for patient food storage. The dietary department can provide guest meals if requested. Please contact your nurse if you are interested in a guest meal. There is a nominal charge for this service.

Meals will be served in the dining room, centrally located in the rehabilitation unit. Meal times are:

| | |
|------------------|-------------------|
| Breakfast | 8:30 a.m. |
| Lunch | 12:30 p.m. |
| Dinner | 5:30 p.m. |

You will be expected to go to, or be assisted to go to, the dining room at the scheduled meal times. If you are unable to go to the dining room, your meal will be served in your room. If on a modified consistency diet, it may be necessary for you to eat in the dining room for safety reasons.

Mail

Volunteers will deliver and pick up patient mail in the morning. All incoming mail should be addressed with the patient's full name and without a room number, as follows:

**Harriet Jones (not Mrs. Robert Jones)
Aultman Woodlawn
2821 Woodlawn Ave.
Canton, Ohio 44708**

When you check out, all mail will be forwarded to the address on your admission form. If you would like it sent to a different address, please inform the receptionist in the lobby.

Telephone

Your room is equipped with a telephone for your use. Your telephone number is located on your bulletin board. If you prefer not to be disturbed, just dial 12 to block incoming calls. Dialing 11 cancels this function. The volume of the ringer can be adjusted by a button on the bottom of your phone. Large push-button telephones can be obtained for your use. Please notify the staff if you need this type of phone.

Incoming Calls: Dial 330-479-4800, and ask for the appropriate department or room number. Calls may be received from 7 a.m. to 11 p.m.

Outgoing Local Calls: Pick up the receiver, and dial 9. You will hear a dial tone. Then continue to dial the local number.

Outgoing Long-distance Calls: Pick up the receiver and dial 85, then 0, then the telephone number of the person you are calling. An operator will come on the line to assist you. This applies for collect, third-party billing or credit card calls.

To Use a Calling Card: Dial 9 and the 1-800 number listed on the back of your calling card.

Hearing Impaired

Telecommunication equipment is available for the deaf or hearing impaired. This equipment includes TDDs or text telephones, telephone amplifiers and a television decoder. Please notify your nurse if you are in need of this equipment.

Interpreters

Many Aultman employees and physicians are available as foreign language interpreters for our patients who do not speak English. Patients or their families should notify the rehabilitation social worker to obtain an interpreter's service. Aultman is affiliated with the Deaf Community of Stark County.

Valuables

We ask that you leave valuables such as jewelry, credit cards or large amounts of cash at home. If you have items of value with you, please ask the staff about securing them for you during your stay.

Parking

Visitors' parking is available in the main parking lot.

Transportation Arrangements

As a patient at Woodlawn, you may have the need to go to a follow-up appointment or testing either at a physician's office or the hospital. Woodlawn staff members will assist you in making those arrangements.

There are several ways you could be transported to these appointments. The staff at Woodlawn will assist you with making the choice of which route is the safest for you to travel. Medicare guidelines are very restrictive as are insurance plans and do not consider convenience as a consideration in the decision. Medicare will never pay for any type of ambulette transportation (wheelchair van) or ambulance transport to a physician's office.

Family will always be a first consideration when there is a non-emergent need to transport you. If your family is unable to transport you, the Woodlawn staff will offer assistance in making arrangements. Aultman Woodlawn has a special arrangement with Smith Ambulance of Stark/Summit to transport our patients in an ambulette (wheelchair van) for \$25 each way plus mileage. If you or your family feels you

need to go by ambulance and it is not a covered reason, the charge will be \$150 each way plus mileage. You are not obligated to use Smith Ambulance of Stark/Summit. If you wish to use another service, please inform an Aultman Woodlawn staff member. All covered ambulance transports will be billed to your Medicare or insurance for payment. Woodlawn staff does not accompany patients to doctors' visits. If you require someone to accompany you, family will be requested to do so. Some offices require someone be with the patient at all times.

Beauty Shop

Aultman Woodlawn has a beauty shop located within the facility. Please stop at the receptionist's desk in the front lobby for the most updated services and prices available.



Visiting Guidelines

Your loved ones are encouraged to visit at specified times and participate in your therapy sessions. The staff will discuss this with you.

Because of the scheduled therapy sessions throughout the day, visiting hours for persons other than those participating in your therapy is recommended to be kept to 4-8 p.m. Monday-Friday and 12-8 p.m. on Saturday and Sunday.

Suggestions for thoughtful visitors include:

- Limit visitors to two at a time.
- Make the visits brief.
- Check with a family member before visiting.
- Avoid visits if you are ill.
- Step out of the room if requested.
- Designate one family spokesperson for concerns or questions.

Safety

Smoking

In order to support our mission to “Lead Our Community to Improved Health,” all Aultman facilities are tobacco-free. Use of tobacco products is not permitted anywhere on Aultman property. We thank you for your cooperation in helping us provide a safe environment for patients, staff and visitors.

Electrical Appliances

If you bring any electrical appliances to Aultman Woodlawn, they must be checked by a maintenance staff member for electrical safety. Please inform your nurse of this after you are admitted.

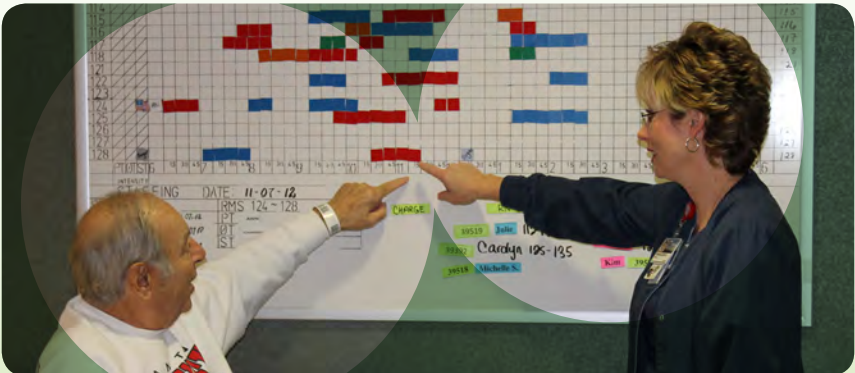
Fire Alarms

Aultman Woodlawn conducts fire drills periodically. Should this occur during your stay, please remain in your room and follow the instructions given by the staff. Your door will be kept closed during the duration of the drill and reopened by the staff.

Fire alarms and extinguishers are located at each exit throughout the unit. The exits are located at the end of each hallway and in the dining room.

Accommodations for Visitors with Disabilities

Based upon current utilization, our building is handicapped accessible. If you require any additional assistance or special accommodations, please contact the nursing staff to discuss your needs prior to your visit.



Concern Resolution

In the event you have concerns about the services you are receiving, we are available to assist you. We pride ourselves on the quality of the staff and the services we provide to our patients.

If you have concerns regarding your stay, please contact a staff member. If this does not resolve your problem/concern, please contact the rehabilitation unit director at 330-479-4859.

To achieve the best possible outcome, it is important that our staff forms a partnership with the individuals we serve. You are the most important part of the interdisciplinary team, and we need your input and involvement in developing your plan of care. If you have concerns about your plan of care, please do not hesitate to contact the unit director – who will work with you and the interdisciplinary team members to resolve your concerns. The most important key is to communicate your needs to the staff as they arise.

Ethics Committee

The Aultman Ethics Committee meets quarterly or as needed to review policies related to ethical issues and discuss any issues that have been brought to the committee's attention. The members are available to convene in a special session in the event that an ethical issue/concern arises. The purpose of this advisory committee is to assist patients, families and the medical team when necessary to make informed and ethical decisions about your care and welfare.

Assistance in financial planning for your health care needs is available to you prior to admission and throughout your stay. Aultman accepts private health insurance, Medicare, Medicaid and private payment for our services. We strongly encourage you to consider a financial plan for payment prior to admission and discuss with the referring hospital social worker what resources may be available to you.

The admission coordinator, at the time of admission, can provide you with more specific information on what Medicare and your private insurance may cover. Remember that you are financially responsible for the services rendered, including charges from the physician. These charges may be billed separately from the Aultman statement. Please show your insurance card or information at the time of admission.

Your insurance coverage is a contract between you and your insurance company. While we will cooperate to the fullest extent in expediting your claim, you are ultimately responsible for payment of your account in case of delay or denial of payment. Also, it is important to keep in mind that if your rehabilitation coverage terminates, you will be charged full daily rates, including room and board, pharmacy, therapy, laboratory and supplies. If there are any questions concerning insurance coverage, we suggest that you consult with your insurance agent or the business office.

Financial Assistance

We will directly bill Medicare and Medicaid. We will also directly bill most private insurance companies if you have signed an admission consent form, which includes a payment and assignment of benefits section. You may request an itemized statement the month after discharge. If there is any balance not covered by your insurance company, you will receive a monthly statement of your account balance. Any questions about your bill should be directed to Aultman Patient Accounts at 330-363-6321. The rehabilitation social worker is available to assist you in securing assistance from governmental sources. However, due to the complexity of the process, it is of utmost importance that you keep us abreast of your needs on a timely basis.

In the event Medicare and your private health insurance coverage are not sufficient to cover your expenses, you may be eligible for a program called Medicaid. Medicaid provides funding for medical care for individuals who cannot afford to pay privately. It is possible to request an evaluation of your eligibility even before you wish to apply. For additional information on Medicaid and how to apply, contact the rehabilitation social worker on the unit.

- Admission for treatment and care regardless of race, color, nationality, religion or the nature or source of payment.
- Skillful, courteous and hospitable care in a safe environment.
- Receipt of information regarding your diagnosis, treatment and prognosis.
- Privacy, security and confidentiality within legal limits.
- Know by name and position the persons caring for you.
- Share in your plan of care through discussion with doctors and other hospital staff.
- Request reasonable efforts to provide assistance with communication if non-English speaking, blind or deaf.
- Discuss questions or concerns regarding your rights with unit supervisor or patient representative at 330-363-6222.
- Education about your role in the safe delivery of care.
- Appropriate assessment and management of pain.
- Examine a copy of and request assistance in understanding your hospital bill.
- Remain free from seclusion or restraints of any form that are not medically or behaviorally necessary.
- Formulate advance directives regarding health care and have hospital staff provide care, in compliance with these directives to the extent provided by the law.

- Provide, to the best of your knowledge, accurate and complete information about matters relating to your health status.
- Report unexpected changes in condition and perceived safety risks associated with your care.
- Provide feedback regarding service needs and expectations.
- Follow the treatment plan developed with the doctor and other hospital staff.
- Express any concerns regarding your ability to follow the recommended treatment plan.
- Ask questions regarding any information provided to you that is not clearly understood.
- Discuss and understand consequences should a decision be made not to follow the recommended treatment plan.
- Accept outcomes if you choose not to follow the care recommendations, services or proposed treatment plan.
- Provide notice if unable to keep an appointment.
- Follow the hospital's rules and regulations regarding patient care and conduct.
- Promptly meet any financial obligation to the hospital.
- Display consideration for the rights and property of other patients, visitors and hospital employees.
- Keep caregivers informed of your level of pain and the amount of relief.

We invite you and your family to participate in the many educational opportunities and support groups available on a monthly basis. Direct teaching about your care will be provided by the nursing staff. Special speakers and seminars on various topics will be posted on the unit when applicable.

In addition, here is a list of our ongoing meetings and support groups you and your family are invited to attend. Contact information for Aultman and The Joint Commission is also provided, should you want to share a concern.

A.L.S. (Lou Gehrig's disease) of Northeast Ohio

Amyotrophic Lateral Sclerosis

Monday-Friday, 9 a.m.-5 p.m.

330-497-1792

Amputees in Motion

Third Saturday of the Month

330-830-4340, ext. 2384

1-800-346-4869, ext. 2384

Aultman's Hotline for Concern

330-363-5418

Central Mental Health

330-455-9407

Head Injury Support Group

Second Tuesday of the Month

330-477-1130

Joint Commission Complaint Hotline (including request for a public information review)
1-800-994-6610

Multiple Sclerosis Society
Monday-Friday, 8:30 a.m.-4:30 p.m.
1-800-677-7131, ext. 22 for Akron

Myasthenia Gravis Foundation
Monday-Friday, 8:30-11:30 a.m.
330-477-7722 (answering machine in evenings)

Ohio Department of Health
PCSU Second Floor
246 North High St.
P.O. Box 118
Columbus, Ohio 43216-0118
1-800-342-0553

Stark County Stroke Club
330-489-1135

THINK Support Group (Together Helping Increase Neurological Knowledge)
Third Thursday of the Month
1-2:30 p.m.
RSVP to 330-479-4871 or 330-479-4853

You will be assigned specific caregivers to meet your individual needs and provide continuity of care. If your caregiver has a day off work, you will be reassigned to another caregiver. The staff will notify you of this change when possible.

Your care will be provided by the following individuals:

Medical Director

Rehabilitation: _____

Program Director: _____

Rehabilitation Nurse: _____

Nurse Aide: _____

Physical Therapist: _____

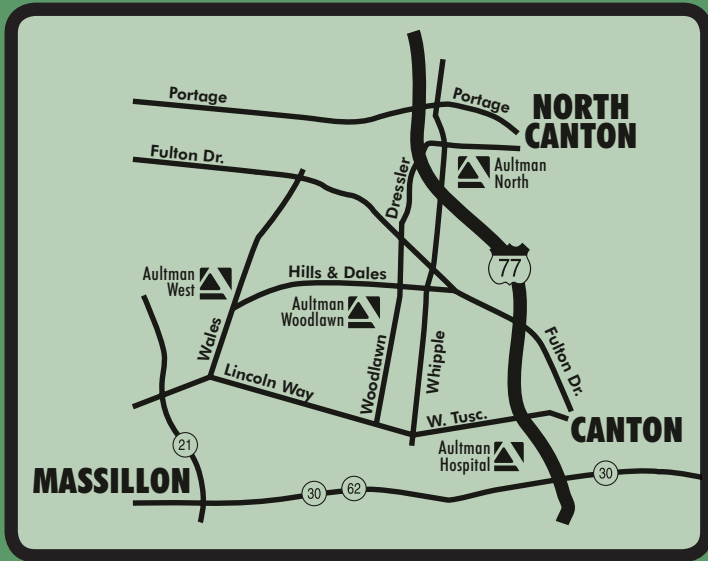
**Occupational
Therapist:** _____

**Speech/Language
Pathologist:** _____

**Rehabilitation
Social Worker:** _____

Dietitian: _____

If you have any questions regarding your care, please ask one of the above caregivers. They will try to answer your questions or direct you to the correct person to answer your question.



Rehabilitation Program

2821 Woodlawn Ave.

Canton, Ohio 44708

330-479-4853 (Rooms 131-147)

330-479-4854 (Rooms 112-128)