

reConnections

JOURNAL FOR WAKEMED REHAB



YOU ARE HERE!

WAKEMED IS THE PLACE
FOR COMPLEX SPINAL
CORD INJURY CARE

// PLUS //

THAT ALONE FEELING
HOW YOU AND YOUR TEAM CAN FIGHT IT
WAKEMED CONCUSSION CLINIC
DISASTER!
ARE YOU PREPARED?

reConnections

JOURNAL FOR WAKEMED REHAB

Reconnections is published periodically for referring physicians and patients associated with WakeMed Rehabilitation. Reproduction or use, without permission, of editorial or graphic content in any manner is prohibited. Information in this publication is not a substitute for medical advice or treatment. Please see your doctor if you have any questions about your medical care.

Editor: Christopher Schmidt,
Senior Specialist, WakeMed Public
Relations

Contributor: Becky Scolio

A publication of WakeMed
Health & Hospitals

President & CEO:

William K. Atkinson, PhD, MPH

Executive Vice President & COO:

Thomas Gettinger, MHA

Executive Director, WakeMed

Rehabilitation Services: Elaine Rohlik

Comments or request for removal from
the mailing list may be sent to WakeMed
Public Relations, 3000 New Bern
Avenue, Raleigh, NC 27610

Supporting WakeMed Rehabilitation Services

The WakeMed Foundation is the charitable resource for WakeMed Health & Hospitals. Often, gratitude for outstanding care is expressed with a financial contribution in honor of a particular facility, service, unit or caregiver. The Foundation welcomes many types of contributions.

A Foundation representative will work with you or your financial advisor to determine the type of gift best suited to meet your needs and wishes. For more information, please call 919-350-7656 or visit www.wakemed.org and click on Charitable Giving.

WakeMed Rehabilitation Locations

Inpatient Location

WakeMed Rehabilitation Hospital

3000 New Bern Avenue

Raleigh, NC 27610

919-350-7876

Outpatient Locations

WakeMed Raleigh Campus

Outpatient Rehab Program

3000 New Bern Avenue

Raleigh, NC 27610

WakeMed Healthworks

3000 New Bern Avenue

Raleigh, NC 27610

WakeMed Clayton Medical Park

555 Medical Park Place

Clayton, NC 27520

Alexander Family YMCA

1603 Hillsborough Street

Raleigh, NC 27605

Banks D. Kerr Family YMCA

2500 Wakefield Pines Drive

Raleigh, NC 27614

Cary Family YMCA

101 YMCA Drive

Cary, NC 27513

Kraft Family YMCA

8921 Holly Springs Road

Apex, NC 27539

WakeMed Wake Forest Road

Outpatient Rehab Center

3701 Wake Forest Road

Raleigh, NC 27609

WakeMed North Healthplex

Physicians Office Pavilion

10010 Falls of Neuse Road, Suite 015

Raleigh, NC 27614

WakeMed Fuquay-Varina Outpatient & Skilled Nursing Facility

400 W. Ransom Street

Fuquay-Varina, NC 27526

WakeMed Zebulon/Wendell

Outpatient & Skilled Nursing Facility

535 W. Gannon Avenue

Zebulon, NC 27597

Home Health

WakeMed Home Health

2920 Highwoods Boulevard

Raleigh, NC 27604

To Make a Referral to WakeMed Rehab

Inpatient: 919-350-7876

Outpatient: 919-350-7000

Achieving Happiness & Independence



Visit www.wakemed.org and click on “Our Patients’ Stories” to view the television commercial and story about Kevin Bailey and his dramatic recovery from a 25-foot fall from a rooftop. Kevin’s can-do attitude combined with the expert care he received through the WakeMed Spinal Cord Injury Program continue to help him lead a vibrant life.

O’Brien Named Health Care Hero



WakeMed congratulates Patrick James O’Brien, MD, for his recent Triangle Business Journal Health Care Heroes award. Nominated by their peers, honorees are selected for exemplary work in serving those in need, striving for innovation or operating facilities that meet specific community health care needs.

Dr. O’Brien’s coworkers call him “an extraordinary physician who not only treats patients who have had catastrophic, unplanned, sudden spinal cord and brain injuries, but he also manages the business aspect of taking care of these patients who have lifelong needs.”

Dr. O’Brien is the medical director for the WakeMed Rehabilitation Hospital, Bryant T. Aldridge Rehabilitation Center in Rocky Mount, Cary Health and Rehabilitation Center, Blue Ridge Healthcare Center, and Rex Rehab and Nursing Care Center of Apex.



Carlton Amey

Complex Spinal Cord Injury Care without Leaving the Triangle

Pictured are several patients who lead healthy, vibrant lives with the help of the WakeMed Spinal Cord Injury Program



4

Tonia Manzulick



Nic Manning

PATIENTS WITH HIGH CERVICAL SPINE INJURIES resulting in quadriplegia no longer need to leave the Triangle for comprehensive acute and rehabilitative care.

Thanks to coordinated efforts among WakeMed Raleigh Campus trauma and acute care specialists and WakeMed Rehabilitation Hospital leadership, physicians and staff, it's now available right here in Wake County.

“About a year and a half ago, I had a brief but impactful conversation with Dr. Osi Udekwu, WakeMed’s Chief Trauma Surgeon,” recalled Elaine Rohlik, executive director of WakeMed Rehabilitation & Trauma Services. “He had come out of a peer review meeting. The



Christian Kohlrausch; At right: Dr. Udekwu (far right) consults with members of the Spinal Cord Injury Team in the Neuro Critical Care Unit, including staff from rehab, respiratory therapy and nursing.

case being reviewed involved the care continuum for a patient with quadriplegia. The Trauma Team recognized a distinct need for our acute care providers and rehabilitation care providers to come together and build a fabulous spinal cord injury program for our patients.”

That conversation launched a concerted improvement effort to:

- > Significantly enhance acute care services for patients with quadriplegia having temporary or permanent disabilities and related complications
- > Capitalize on the expertise available on the acute care and rehabilitation sides to create seamless transitions in patient care

continued



Ted Baumeister



David Ayscue

“We have built a strong rehabilitation program for patients with spinal cord injuries and provided best-practice care to patients with quadriplegia for many years,” said Rohlik. “To bring trauma and acute care up to the same advanced level, we worked with Dr. Udekwu and many staff members to implement CARF specialty spinal cord injury standards into their practices in the critical care setting.” CARF stands for Commission on Accreditation of Rehabilitation Facilities. We also took the important step to involve our patients in process improvements efforts, and we incorporated their needs and desires into our practices.

“This is a low-volume patient population but these patients carry a significant risk for complications,” said Dr. Udekwu. “We needed special training and protocols right from the point of admission in the emergency department to properly care for these patients resulting in the best possible outcomes.”

Now, when a patient with a spinal cord injury arrives at the WakeMed Emergency Department and is assessed, a team of trauma, acute care and rehabilitation experts “sweeps” in to activate specialized protocols. The team follows the patient through surgery, intensive care, neuro intensive care, onto the nursing unit and into the WakeMed Rehabilitation Hospital. Providers in WakeMed’s specialized outpatient Day Treatment Program then follow these patients and help transition them back into their communities. Through the WakeMed Day Treatment Program, patients also build a lifelong support network of people with spinal cord injuries. The clinical and strategic planning teams are led by Kathy Thompson, Spinal Cord Injury Program director.

“For example, if a patient with a spinal cord injury is in our ICU and his protocol requires him to be up and out of bed every day, we now have a trained team in place to follow that protocol day and night,” said Dr. Udekwu. “These patients deserve the best acute and rehabilitative care so they can move on with their lives without complications or needing to leave town for services. We now have all sides of the care continuum covered for these patients, and we are seeing very positive results.”

The WakeMed Spinal Cord Injury protocols for patients with C-spine injuries are yielding positive results. Since 2009:

- > **Average Length of Stay: 21-day decrease**
- > **Average Days on Ventilator: 10-day decrease**
- > **Average Total Charges: \$200,000 decrease**

It is important to note that, though overall patient charges are declining, there is an uptick in therapy and nursing charges and care because of the additional training and services now available in acute care.

“We also focus on our patients’ psychosocial status, what we can do to keep depression at bay and to engage them in their recovery,” said Rohlik. “As always, patient and family education is key in this and all aspects of a patient’s care.”

The WakeMed Spinal Cord Injury Program also offers patients with quadriplegia in the Triangle another very important advantage: no trips out of town for care. “Now that we have ‘best-of-breed’ acute care protocols in place, these patients can stay here for care,” said Rohlik. “They no longer need to travel to specialty centers in other states.”

For information about the WakeMed Spinal Cord Injury Program for patients with quadriplegia and all patients with spinal cord injuries, please visit www.wakemed.org and search on “Spinal Cord Injury” or utilize “Contact Us” to connect with a member of our leadership team.

Jason DuFour



We've Moved!

The WakeMed Day Treatment Program Is Now Located at the Raleigh Campus



Nick Manning makes great strides in the WakeMed Day Treatment Program.

THE RELOCATION OF THE WakeMed Day Treatment Program to the WakeMed Raleigh Campus is proving to be the right strategic move for patients who have a neurological condition or change in their neurological condition and need at least two intensive treatments a day after discharge from a rehabilitation hospital. This move means the entire continuum of care for these patients is available in one location. Therefore, patients and their families can anticipate next steps in the recovery process.

“Our program gives patients the opportunity to receive the intensive treatment they need without a hospital stay,” said Kathy Thompson, manager, WakeMed Outpatient Rehabilitation. “It’s another way we encourage patients to work toward independence in their daily lives.”

Depending on their needs, patients enrolled in the WakeMed Day Treatment Program benefit from the expertise of:

- > Physical/Occupational therapists
- > Speech therapists
- > Neurological specialists
- > Rehabilitation nurses
- > Clinical case managers
- > Neuropsychologists

“Having the resources of the WakeMed Health Park at our fingertips is also a big plus,” added Thompson. The WakeMed Health Park is a world-class facility equipped with a walking track, car, putting green, pool, billiard table and more. Patients relearn to do everyday things in a safe environment and enjoy socializing with other patients.

For more information or to refer a patient to the WakeMed Day Treatment Program, call 919-350-1711.

By the Numbers

WakeMed Rehabilitation Day Treatment Program

MANY THANKS TO THE PROVIDERS who refer to us and our patients who support us as we work to enhance the quality of care we provide through our Day Treatment Program. The following data is derived from WakeMed Outpatient Rehabilitation admission and discharge information from October 1, 2009, through September 30, 2010.

Total Day Treatment Discharges – 151

Total Visits – 9,398

Overall Patient Satisfaction – 96%

Admission Diagnosis

- > CVA – 58%
- > Brain Injury – 21%
- > Spinal Cord Injury – 13%
- > Other Neuro Conditions – 4%
- > Multiple Trauma – 3%
- > Other – 1%

Our Spinal Cord Injury Patients

- > Total Discharges – 20
- > Average Age – 34
- > Average Length of Service – 135 days

Our Brain Injury Patients

- > Total Discharges – 32
- > Average Age – 36
- > Average Length of Service – 78 days

Our Neuro Rehab Program Pediatric Patients

(ages 4-17)

- > Total Number – 5
- > Average Age – 12
- > Average Length of Service – 71 days

Megan Holler, CCM, WakeMed Rehab, Christian Kohlrausch and Carlton Amey take time out to talk.



Happy Birthday, WakeMed!

THIS YEAR, WakeMed Health & Hospitals celebrates 50 years of caring for the community. Providing advanced, comprehensive critical care services to promote the best possible patient outcomes has been a part of WakeMed's mission since its establishment. WakeMed Rehabilitation Services plays an important role in helping the health system fulfill its mission. Here are several key milestones in Rehabilitation Services' history.

1961 – WakeMed Raleigh Campus opens for business. Physical and occupational therapy services are available from Day 1.

1985 – WakeMed Healthworks, complete with state-of-the-art exercise equipment, a gym and a pool, opens for business.

The WakeMed Cardiac Rehabilitation program is established.

1990 – The WakeMed Rehabilitation Hospital opens with 45 beds. It continues to be the only inpatient rehabilitation hospital in Wake County.

1992 – WakeMed's first off-site, outpatient rehabilitation facility opens.

1993 – WakeMed Rehabilitation receives its first CARF accreditation.

IO **1995** – Therapeutic services for homebound patients are strengthened with the establishment of WakeMed Home Health.

1996 – WakeMed Rehabilitation receives CARF Brain Injury Specialty Program accreditation.

WakeMed Rehabilitation's Contributions to a Vital Critical Care Continuum

1998 – The WakeMed Rehabilitation Hospital expands to 68 beds.

1999 – WakeMed Rehabilitation receives CARF Spinal Cord Injury Specialty Program accreditation.

2001 – The nationally recognized, 22,581 square-foot WakeMed Rehabilitation Health Park opens at the WakeMed Raleigh Campus. Equipped with a walking track, automobile, putting green, pool table and more, the Health Park helps patients reintegrate into the community and daily activities.

2004 – WakeMed Rehabilitation strengthens its support to people living with disabilities by opening Club REACH. Members enjoy recreation, leisure and fitness activities.

2005 – WakeMed and the YMCA of the Greater Triangle form a health care partnership.

2008 – WakeMed Rehabilitation creates the Pet Assisted Therapy (PAT) program and the employees and patients welcome a new furry staff member, Scully the therapy dog.

2008 – WakeMed Wound Care is established for the treatment of chronic wounds.

2008 – WakeMed Rehabilitation receives CARF Stroke Rehabilitation Specialty Program accreditation.

2009 – The WakeMed Rehabilitation Hospital expands to its current 84-bed capacity.



1961
1962
1963
1964
1965
1966
1967
1968
1969
1970
1971
1972
1973
1974
1975
1976
1977
1978
1979
1980
1981
1982
1990
1991
1992
1993
1994
1995
1996
1997
1998
1999
2000
2001
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011

Cardiac Rehab Program at Kraft Family YMCA

The WakeMed Cary Hospital Cardiac Rehabilitation Program is now available at Kraft Family YMCA – a nice convenience for residents of Apex and the surrounding area. Medically directed sessions meet Mondays, Wednesdays and Fridays from 7 to 8 am. Program coordinators hope to also make it available on Tuesday and Thursday mornings. The program is available by physician referral. For additional information, contact the WakeMed Cary Hospital Cardiac Rehabilitation Program at 919-350-1875 or visit www.wakemed.org.



Sporting a New Care Model

The treatment of sports-related and other orthopaedic injuries is now the exclusive focus for the WakeMed North Healthplex Outpatient Rehabilitation team of orthopaedic specialists. The new model helps the team’s physical therapists, occupational therapists, certified hand therapist and exercise specialist closely align their services to meet the orthopaedic and sports rehabilitation needs of the community and take recuperation from any injury to the next level.



NCAA Division II baseball player Trevor Schock rehabs his knee with WakeMed Rehabilitation. He plans to make a full recovery and continue playing baseball.

“Our treatment model is based on active patient involvement, national best-practice options, patient education, skilled manual therapy interventions, therapeutic exercise regimens and close collaboration with referring physicians,” said Brent Selman, manager, North Healthplex Outpatient Rehabilitation. Because each patient’s injury is unique, the model gives the team the flexibility to offer unique treatment plans to return patients to sports, work, play and simply enjoyable lives.

The WakeMed North Healthplex Outpatient Rehabilitation team treats orthopaedic and hand injuries as well as pre- and post-surgical conditions. Our therapy experts provide sports rehabilitation services for professional, retired professional and college players; high, middle and elementary school athletes; weekend warriors; and recreational and leisure sports participants referred from practices throughout the Triangle.

To refer a patient, please call 919-350-7000. For general information about our services, call 919-350-1508 or email cbilliar@wakemed.org.



The WakeMed Concussion Clinic

Caring for Our Community's Young Athletes

WITH THE PASSING OF THE Gfeller-Waller Concussion Awareness Act, high schools in North Carolina must adhere to North Carolina High School Athletic Association requirements for concussion education, treatment and return-to-play guidelines. In addition, high school athletes who suffer a concussion must receive written clearance from a physician to return-to-play.

At WakeMed, we applaud this legislative decision because we see the devastating effects mishandled concussions can have on a young person's life. Simply put, a child who suffers a head injury during an activity should not return to activity until the injury has resolved.

The tricky part is recognizing when the injury is healed. This takes the expertise of health care providers trained in concussion management. Enter the WakeMed Concussion Clinic.

The WakeMed Concussion Clinic offers:

- > Neuro-cognitive (ImPACT) testing to grade the severity of a patient's symptoms
- > Neurological examination by a physician
- > Assessment of balance and vestibular symptoms
- > Follow-up care
- > Assistance in determining when a child can return to play (according to North Carolina law)

The Team & Technology

A team of physical, occupational and speech therapists, nurses and physicians assess a young athlete's cognitive state, vital signs, neurological health, balance and other factors. They use this multidisciplinary approach to determine the best treatment. More than 400 athletes have benefited from the WakeMed Concussion Clinic's services since its establishment in 2009.

Contact the Concussion Clinic

Schools throughout the state are gearing up for fall sports. If you would like more information about the WakeMed Concussion Clinic, please call 919-350-4340. The WakeMed Concussion Clinic is located at the WakeMed Wake Forest Road Outpatient Rehabilitation Center, 3701 Wake Forest Road in Raleigh.

What Parents Can Do

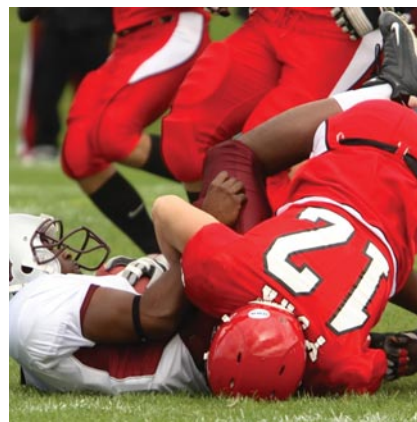
Here are important things your child needs after suffering a concussion:

- > Physical rest
- > Cognitive rest, which means no:
 - School
 - Texting
 - Computer/video games
 - TV
 - Homework
- > Make sure your child goes to all follow-up appointments with his/her physician or the WakeMed Concussion Clinic

Surprising Factors that Can Hinder Concussion Recovery

The following health conditions can prolong recovery from concussion.

- > History of Attention Deficit Disorder
- > History of Attention Deficit Hyperactivity Disorder
- > History of migraine headaches



An Amazing Recovery (and Attitude!)

How Advanced Wound Care, TLC and the Right Mindset Saved Allen's Leg



The Radford family, including Meadow, Allen's seeing-eye dog.

something frightening happened: Radford was diagnosed with osteomyelitis in his previously injured tibia. Osteomyelitis is a bacterial bone infection, which, if left untreated, can lead to extremely serious complications. Because Radford had no symptoms, his infection was advanced and had deteriorated his bone to the point where it left a grape-sized hole in his tibia.

“The first orthopaedic surgeon I saw used a bad word,” Radford said. That bad word was “amputation”. Radford was determined to save his leg, so he consulted another orthopaedic surgeon, Dr. Timothy Harris of Wake Orthopaedics. “Dr. Harris told me he thought he could save my leg, so we scheduled the surgery,” said Radford.

During this time, Radford was also falling in love. “I met Sheila on the transport bus on January 5, 2009,” said Radford. “I loved her voice and her laugh. A month later, I got up the nerve to ask her out.” The two became an item. When Radford learned his diagnosis, he told Sheila she could back out if she wanted. “She didn’t though; she stuck right by me,” he said.

Radford’s surgery proved to be very extensive involving the expertise of Dr. Harris as well as plastic surgeon Dr. Karl Schwarz who performed special skin flap procedures. After the surgery, Dr. Christopher Ingram, an infectious disease specialist with Raleigh Infectious Diseases, aggressively treated Radford’s infection.

“GENTLEMEN, START YOUR ENGINES!” These are Allen Radford’s four favorite words. Though completely blind from a degenerative disorder, Radford thrills at the sounds of NASCAR races and listens in from the green to the checkered flag. Radford always enjoyed cars, even after an auto accident severely injured his left leg from the knee down.

That accident was in 1979. After surgery and rehabilitation, Radford was back on his feet and moving on with life. Then, 30 years later,

For 42 days Radford received the antibiotic Ceftin through a peripherally inserted central catheter in his arm. He spent two weeks at WakeMed Raleigh Campus and another three weeks in the WakeMed Zebulon/Wendell Outpatient & Skilled Nursing Facility where he gave his all to regain his strength. “As I got stronger, they let me go to the physical therapy area twice a day,” Radford said.

Radford’s advanced infection also required the advanced technology and treatment available through WakeMed Wound Care, and that is exactly where Dr. Schwarz referred him. Under the direction of Dr. Patrick O’Brien, medical director of the WakeMed Rehabilitation Hospital, Dr. Wing Ng and the WakeMed Wound Care specialists helped Radford through 20 days of aggressive wound-healing treatments using hyperbaric oxygen therapy. The WakeMed Wound Care team includes Langdon Harris, PT, CWS; Cindy Wulffhaver, PTA, CHT; Christina Young, PT; Tara Marshall, PT; Lynne Boyd, RN; and clinical aides Keath Hewett and Connie Benton.

“At first I needed Valium to help me feel not so claustrophobic in the hyperbaric chamber,” said Radford. “You feel like you are in a peanut butter jar tipped on its side.” Radford quickly stopped needing the Valium and found comfort in the compassionate ways of the Wound Care staff.

“When they were taking me through what I would feel at different times through the therapy, they were also telling me about everyday things that were going on with them to keep my mind off any worries I had. Christina [a WakeMed Wound Care team member] would even play with Meadow and take her outside while she waited for me,” said Radford. Meadow is Radford’s trusted seeing-eye dog. Meadow also had her own water bowl and place to relax in Radford’s therapy room.

In addition to hyperbaric oxygen therapy, Radford also wore a special V.A.C. dressing and carried a negative pressure wound therapy unit with him to promote continuous healing.

Radford’s last day with the WakeMed Wound Care team was also the day before his wedding. “The staff chipped in and got me a wedding card written in Braille and gave me a Target gift card,” said Radford. “I was so touched!”

Today, Radford is happily married and, with the help of physicians, therapists and the entire WakeMed Wound Care team he successfully fought his deadly infection. His injured calf is now the same size as his healthy calf, and he is back to his busy volunteer schedule, culinary pursuits and listening to the roar of those NASCAR engines.

WAKEMED REHABILITATION HOSPITAL WINS 14 BEDS

WakeMed Rehabilitation Hospital will expand by 14 beds thanks to the recent approval from the North Carolina Division of Health Service Regulation.

WakeMed Rehabilitation Hospital’s inpatient occupancy rate is 92 percent on most days. The additional 14 beds – which will bring the rehabilitation hospital’s bed count up to 98 – will help WakeMed better accommodate patients who have suffered severe neurological, spinal cord or other traumatic injury, or neuromuscular disorder.

The WakeMed Rehabilitation Hospital is the only inpatient rehabilitation hospital in Wake County. Barring any competitive appeals, the new beds should be operational by the fall of 2012.

The Healing Ways of WakeMed Wound Care

The WakeMed Wound Care wound healing specialists offer a special tool to help patients with problematic wounds: education.

In addition to an individualized treatment plan, WakeMed Wound Care patients receive precise instruction on how to care for their wounds at home. “We also take into consideration our patients’ lifestyles and help them make changes to enhance the healing process and hopefully prevent a recurrence,” said Langdon Harris, PT, CWS supervisor, WakeMed Wound Care. Nutrition, smoking cessation, footwear and positioning are some of the types of considerations that factor into a patient’s educational plan.

Some of the types of wounds the WakeMed Wound Care team treats include:

- > Ulcers (diabetic, venous stasis, pressure and arterial)
- > Traumatic wounds
- > Surgical wounds
- > Lymphedema-associated wounds

- > Soft tissue radionecrosis
- > Compromised skin grafts and flaps
- > Necrotizing soft tissue infections
- > Wounds associated with certain skin conditions

We offer diverse treatment options ranging from the tried-and-true to state-of-the-art:

- > Hyperbaric oxygen treatment
- > Debridement
- > Hydrotherapy
- > Electrical stimulation
- > Serial casting for diabetic ulcers
- > Compression wraps
- > Dermal substitutes
- > Orthotic/prosthetic support

WakeMed Wound Care services are available by physician referral. Our center is located on the first floor of the WakeMed Raleigh Campus. Please call us at 919-350-4515 if you or a loved one is interested in treatment for a wound.

Flexibility for Referring Physicians

Once you refer a patient to WakeMed Wound Care, you can either:

- > Supervise your patient’s treatment, or
- > Have our physician team oversee your patient’s care

Either way, progress reports will be forwarded to you and your patients are returned to you for follow up care. For additional information or to refer a patient, please call us at 919-350-4515.



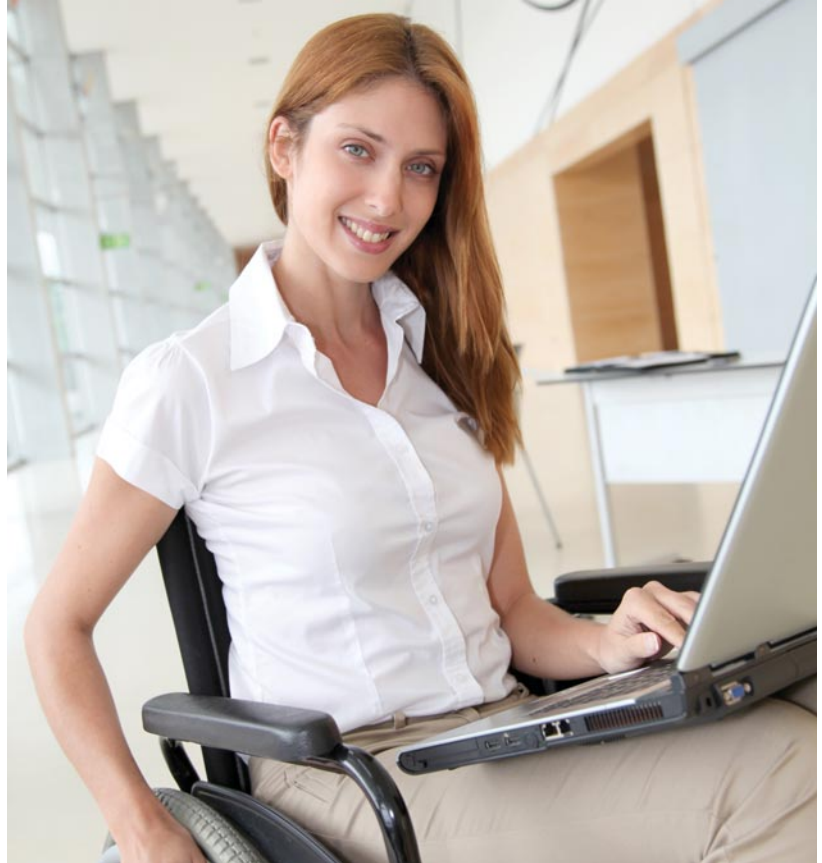
Langdon Harris, PT, CWS, a member of the WakeMed Wound Care team, works with a hyperbaric oxygen therapy patient.

Disaster!

Are You Prepared?

NATURAL OR MANMADE, a disaster can strike at anytime. It's important for everyone to be prepared. Fortunately, there are several great resources to help those who have had a stroke, brain injury or spinal cord injury, or have physical, cognitive, visual, hearing and speech disabilities from other illnesses or injuries. These resources address their special needs when preparing their homes, families and pets for disasters.

If you do not have access to the Internet, ask your physician or therapist for disaster preparedness information and materials. A great resource is also your local American Red Cross. The American Red Cross and the Federal Emergency Management Agency (FEMA) have produced a booklet titled *Preparing for Disaster for People with Disabilities and Other Special Needs* that offers easy instructions on what disabled persons can do to prepare for disasters.



The Triangle Area Chapter of the American Red Cross serves residents in need in Wake, Johnston, Franklin, Lee, Chatham and Warren counties and collaborates with neighboring chapters in Central North Carolina, Moore and Orange counties. Phone numbers for local American Red Cross chapters are:

- > **Raleigh** (main location) – 919-231-1602
- > **Smithfield** – 919-934-8481
- > **Sanford** – 919-774-6857

The Red Cross booklet and other easy-to-follow helpful disaster preparedness resources are available on the following web pages:

- > Preparing for Disaster for People with Disabilities and Other Special Needs – www.redcross.org/www-files/Documents/Preparing/A4497.pdf
- > www.disability.gov/emergency_preparedness
- > www.ready.gov/america/getakit/disabled.html
- > National Organization on Disability – Visit www.nod.org and use search words “Disaster readiness”
- > Preparedness for pets and service animals – www.ready.gov/america/getakit/pets.html



GAME ON!

A team approach to beating that
“alone feeling” after you leave the hospital

“PATIENTS COMMONLY REPORT FEELING ALONE when they are discharged,” said Jeanne Dibbert, LCSW, manager of WakeMed Rehabilitation Case Management. “During their stay in the rehab hospital, patients are surrounded by caregivers. All that changes when they return home. It’s understandable that they initially feel alone, but, with help from their team, they can overcome that feeling and live full, vital lives.”

So, who’s on your team as you prepare to leave the hospital? Think of it like a basketball team. There are five players on the court at a time. Each player has a specific role, and they work collectively to achieve one goal: to win the game.

The five main players on your team include:

- > WakeMed Rehab case managers
- > Physicians (specialists and your primary care provider)
- > Your health insurance company
- > Your support person (family member or friend)
- > YOU

Each player on a basketball team has a specific position. Likewise, each person involved in your care when you re-enter your life after a WakeMed Rehabilitation Hospital stay has a specific role.

Case Manager

During your hospital stay, your case manager is focused on your future and what you need to live a happy, healthy, well-adjusted life when you leave the hospital. WakeMed Rehabilitation Hospital has 10 master’s prepared, licensed social workers to help you determine your long-term needs. Your case manager’s responsibilities include coordinating all your needs for your return home, such as:

- > Assessing your family’s ability to assist you at home. Will you need additional assistance from an outside source?
- > Coordinating a home evaluation, if indicated, to determine if home modifications are needed to help you be independent.
- > Understanding your social, financial, transportation and emotional needs and linking you with the right resources in your community to assist you.
- > Identifying and helping you overcome barriers that hinder your recovery.
- > Coordinating training for your family members.
- > Connecting you with outpatient therapy or home health services, and providing you with the medical equipment you need to be safe.

Physicians

You should have a primary care doctor who will manage your general health care needs once you return home from the hospital. Information about your medications, therapies and other care you need are included in the discharge instructions which are prepared by your case manager and the attending physician who cared for you while you were in the hospital. This information is sent to your physician so he/she can pick up your medical care needs where the in-hospital staff left off. Your doctor's primary roles in your life after a rehab hospital stay include:

- > **Follow up** – Seeing you within 30 days after you return home from the hospital.
- > **Medication reconciliation** – Looking at all the medications you take, the dosages and the times of day you take them. Making sure you have the prescriptions you need and that you understand how and when to take them.
- > **Prevention** – Helping you prevent medical and emotional problems before they occur by listening carefully to your needs and helping you fulfill them.

Support Persons

Some people have family and friends to help them once they return home, and some do not. Before you leave WakeMed Rehabilitation Hospital, your case manager will work with you to determine who your key support persons are, if you need a community member to assist you or if you can

manage on your own. Your support person also has several roles in your life:

- > **Listen & understand** – Your support person must listen to you and be able to understand what you need to live your best life.
- > **Involvement** – From your inpatient stay in the hospital, to therapy sessions to household needs, your support persons should be involved in all stages of your care and should attend all support person training sessions.
- > **Asking questions** – Your support person should be interested in your care and should ask the questions you need answered if you forget to ask or cannot recall the answer.
- > **Advocacy** – It's important that you receive the care and services you need and deserve. Your support person should advocate for your needs when you have trouble accessing the proper care and services.

Insurance Company

A patient who has health insurance is in a far better position than a patient who does not. Views about health insurance companies are not always positive. This is unfortunate. Many health insurance companies are willing to help patients get the most out of their plans and the insurance provider has a definite role in your care during and after your hospital stay.

- > **Educator** – A good health insurance representative takes the time to thoroughly

continued

ADVOCATING FOR DISCHARGED PATIENTS

WakeMed Rehabilitation Hospital physicians, leaders and staff are committed to bridging the gap between in-hospital and local agency services so rehabilitation patients returning home after a hospital stay have the support they need to live high quality, healthy lives. As a member of Wake County's newly formed Person-Centered Hospital Discharge Planning Committee, WakeMed Rehabilitation Hospital is taking an active role in advocating for the needs of patients who have been discharged from hospitals with diverse social, medical, and emotional needs.

continued next page

educate you – particularly if you have both diverse and long-term needs – about your coverage and benefits.

- > **Thinker** – Your needs may be varied and long-term. Therefore, your insurance company representative needs to “think outside the box” to maximize your coverage for you.

You

Your happiness, your recovery and your ability to live as independently as possible is primarily up to you. Yes, many people are on your team, but in the end, it's up to you to make the game winning shot. Here are some of the things you can do to ensure you receive the care you need and to prevent relapses or future medical problems.

- > **Make yourself heard** – If you have a question, ask and ask again until you are heard and understand the answer.

- > **Go to your appointments** – You may have a lot of them, but go to all your doctor's appointments and therapy sessions. The more compliant you are with your care, the faster you will recover. You will also help prevent future issues and hospital stays.

- > **Work with your insurance company** – Talk to a representative at your health insurance company. Ask them to help you understand your benefits and work with you to maximize them.

- > **Choose your advocate wisely** – If you cannot speak for yourself, identify someone in your life who can or ask your case manager for help with enlisting an advocate.

Yes, you have challenges, and they may seem even greater when you return home. But, by working with your team, you can conquer that alone feeling and live a healthy, happy life.

[SAVE THE DATE]

Durable Medical Equipment Donation Day

Saturday, September 17

10 am – 2 pm

WakeMed Wake Forest Road Outpatient Rehab
Center

3701 Wake Forest Road
Raleigh, NC 27609

WakeMed and Sunstone Medical are teaming up to collect new or gently used medical equipment. All equipment donated will be inspected, repaired and given to patients in need. Suggested items for donation include canes, walkers, crutches, wheelchairs, ramps and vehicle lifts.

- 20 If you have an item that needs to be physically removed from your home, just call and we will make arrangements to pick it up at a time that is convenient for you. For in-home pick-up please call 919-872-8484.

Upper Extremity Spasticity Management Clinic

Saturday, October 8

10 am – 2 pm

WakeMed Rehabilitation Hospital, Health Park
3000 New Bern Avenue, Raleigh

Join the experts at WakeMed Rehab for a special Upper Extremity Spasticity Management Clinic, featuring a lunch and learn presentation by Dr. Patrick O'Brien, medical director, WakeMed Rehab Hospital. Learn about treatment options and meet vendors who offer equipment and therapies specifically for spasticity. Plus, free spasticity screenings and advice from clinical experts in the field of physical and occupational rehabilitation.

Reserve your place by calling 919-350-6344 or by emailing thillis@wakemed.org.

Sponsored by  WakeMed
Rehab

 Sunstone
medical

Brain Injury Support Groups

Raleigh – Meets the third Tuesday of each month at 7 pm in WakeMed Conference Dining on the WakeMed Raleigh Campus. For more information, please call the Brain Injury Association of North Carolina at 919-833-9634.

Cary – Meets the first Monday of each month from 6:30 to 8 pm in WakeMed Cary Hospital Conference Room A. For more information, call 919-460-9094.

Cardiac Rehabilitation

This is a state-certified, medically directed program offered to people who have suffered either a cardiac event or are at risk for developing heart disease. For more information, please call Healthworks at 919-350-8602.

Club REACH

Membership program designed for individuals with activity limitations who are independent with self-care and medical-care needs. Provides assistance and support with social, health, fitness and recreational needs. Meets every Tuesday and Thursday at WakeMed Raleigh Campus. Membership rates: \$125 per month for one day per week and \$250 per month for two days per week. For more information, call 919-350-2997.

CVA (Stroke) Support Groups

Raleigh – Meets the second Tuesday of each month from Noon to 1 pm at the WakeMed Raleigh Campus. For more information, call Tonya Gable at 919-350-4163.

Clayton – Meets the third Wednesday of each month from Noon to 1 pm at WakeMed Clayton Medical Park. For more information, call Bethanne Downhower at 919-350-4174.

Cary – Meets the first Monday of each month from 6:30 to 8 pm at WakeMed Cary Hospital Conference Room A. For more information, call 919-460-9094.

MS Support Groups

Cary Support Group

For information, call Mary Ann at 919-779-2101.

Raleigh Wellness “Making Waves”

Meets first Wednesday of the month. Call Kim for details at 919-832-2651.

Raleigh Evening Group

Meets third Thursday of the month at 6:30 pm. For location and more information, contact Holly at 919-779-3487 or Cherry at 919-720-4843.

African-American Group

Location and meeting times vary. For more information, contact Michelle at 919-844-6664.

Young Adult Group

For information, contact Leigh at 919-345-2598.

For more information or for additional self-help group listings, please contact the National Multiple Sclerosis Society, Eastern North Carolina Chapter at 919-834-0678 or check the web at nationalmssociety.org.

Spinal Cord Injury Support Group

Meets monthly at WakeMed Raleigh Campus. For more information, please call Karen Vasquez at 919-350-8137.

Amputee Support Group

Meets the second Thursday of each month from 4 to 5 pm in the Health Park Classroom at WakeMed Raleigh Campus. For information, call 919-350-8808 or Sheila McNair, 919-803-5956.

WakeMed Rehab Strategic Planning

STRATEGIC PLANNING IS A PRIMARY ACTIVITY of the WakeMed Rehab leadership team. Our strategic planning process includes obtaining input from all of our key stakeholder groups:

- The patients and families we serve
- Our referral sources
- Our employees

Next, we assess our stakeholder feedback and incorporate it into our goals and objectives to set the direction we take to achieve, sustain and advance our mission.

Recent Goals & Accomplishments

- **Spinal Cord Injury Project** – Acute Phase: WakeMed Rehab and WakeMed Trauma Program physicians, leaders, therapists and nurses worked together to establish best practice-care and optimal outcomes for traumatic spinal cord injury patients in the acute phase of hospitalization. In most cases, these patients no longer need to leave town for care.
- **Renovations** – Our Rehab Hospital nursing units have a new, updated look.
- **Home Care** – Expanded “telehealth” capabilities in WakeMed Home Health.
- **Discharge Improvements**
 - > Improved the percentage of patients who are discharged home from the Rehab Hospital.
 - > Improved patient satisfaction rates from good to excellent at discharge and 3-months post discharge.
 - > Initiated follow-up phone calls after discharge to verify a smooth transition to home and completion of outpatient rehab program.

- **Strong Bottom Line** – Sustained solid financial performance in Rehab Hospital, Home Health and Outpatient Rehab programs.
- **Concussion Clinic** – Initiated an outpatient Concussion Clinic for teen sports injuries in collaboration with Raleigh Neurology.
- **Redesigned WakeMed North Outpatient Rehab** as a specialty orthopaedic and sports injury center in collaboration with Wake Orthopaedics.

Current & Future Goals

- **Seamless Care** – Provide a seamless continuum of care from acute care hospitals and physician offices to WakeMed Rehabilitation Hospital, Outpatient Rehabilitation and Home Health that ensures optimal quality patient outcomes, safety and satisfaction.
- **Outpatient Satisfaction** – Focus our Outpatient Rehab patient satisfaction efforts on improving personalized care plans and prompt response to input.
- **Continue Development of Spinal Cord Injury Center of Excellence from Trauma through Rehab**
 - > Evaluate effectiveness of acute care interdisciplinary processes and impact on patient outcomes



vision

- > Improve skin care in the Rehabilitation Hospital
 - **More Beds** – Pursue additional Rehabilitation Hospital beds through Certificate of Need process. (Approved, see page 15 for details)
 - **Strong Advocacy** – Advocate for improved access to rehabilitation health services and payment for care of the underinsured. Stay current on, and adjust to, regulatory changes.
 - **Hire the Right People** – Attract, train and retain great staff. Invest in staff education and specialty skills especially related to care of the person with brain injury, limb loss, spinal cord injury, orthopaedics, stroke and multiple trauma.
 - **Children’s Rehab** – Collaborate with WakeMed Children’s to provide exceptional rehabilitation services for children throughout our continuum of rehabilitative care.
 - **Improve Patient/Family Education & Comprehension**
 - > Understanding of medical information
 - > Stroke Education
 - > Preparation for discharge
 - **Brain Injury (BI) Enhancements** – Restore BI Consultation utilization and introduce BI Team Conference in the acute care setting.
 - **Monitor & Improve Key Performance Indicators**
 - > Pain management
 - > Falls
 - > Re-hospitalization
 - > Hospital-acquired urinary tract infections
 - **More Private Rooms** – Increase the number of private patient rooms and treatment space in the Rehab Hospital.
- Obtaining input and feedback from our referring and participant community is important to the development of rehabilitation programs that meet our community’s needs. Please visit our website: www.wakemed.org and “contact us” if you have any ideas, concerns or issues you would like us to respond to.



Rehab

3000 New Bern Avenue
Post Office Box 14465
Raleigh, North Carolina 27610-4465

Non profit
Organization
U.S. Postage
P A I D
Raleigh, NC
Permit NO. 1307

inside

- Familiar Faces3
- Complex Spinal Cord Injury Care
without Leaving the Triangle 4
- WakeMed Day Treatment New Location 8
- Happy Birthday, WakeMed! 10
- Outpatient Offerings..... 11
- The WakeMed Concussion Clinic..... 12
- Patient Profile: An Amazing Recovery 14
- 14 New Rehab Beds 15
- The Healing Ways of Wound Care..... 16
- Disaster! Are You Prepared? 17
- Game on! Beating the Alone Feeling 18
- Save the Date 20
- Calendar 21
- Strategic Planning..... 22

