



MeritCare Rehabilitation Acute Inpatient Rehabilitation Scope of Service

Provide Service to:

MeritCare Rehabilitation provides service to people who have temporary, progressive or permanent illness or disability that interrupts physical function, language, cognitive adaptation, social, vocational and economic status.

Common diagnosis served:

- Acquired brain injury due to stroke, trauma, or tumor.
- Neurological or metabolic disorder.
- Hip fracture.
- Joint replacement.
- Arthritis.
- Amputation debility due to cardiac or pulmonary illness or procedure.
- Multiple trauma.
- All levels of spinal cord injury, traumatic and non-traumatic, complete and incomplete.

Admission Criteria:

1. Evaluation by a physiatrist (physical medicine and rehabilitation doctor) and pre-admission screening is completed.
2. Patient remains medically acute with initial testing and evaluation completed for treating diagnosis. Patient will participate in a daily three-hour therapy program or show progress towards tolerating three-hours of therapy a day.
3. If traumatically brain injured, patient demonstrates cognitive functioning at a minimum of Rancho Los Amigos Scale of 4.
4. Demonstrates the ability and desire to improve their physical, cognitive and functional skills. Patient is unable to do at least two of the following:
 - Complete activities of daily living.
 - Move self from place to place.
 - Manage elimination needs.
 - Communicate or understand information.
 - Cognitively process information, memory and reasoning.
5. Person's condition requires an integrated team approach of intensive daily therapies and 24-hours a day, seven days a week rehabilitation nursing care.
6. Discharge plan is in place prior to admission.

7. Service is not provided to those on mechanical ventilation.

Ages Served:

Adolescents 14 years – 18 years through adults.

Medical management:

Rehabilitation care is directed by a board-certified physiatrist who specializes in physical medicine and rehabilitation and is available 24-hours a day, seven days a week.

- Therapy Services are provided minimally three hours a day, five days a week.
- Rehabilitation Nursing is provided 24-hours a day, seven days a week.

Accreditation

- CARF; Commission on Accreditation of Rehabilitation Facilities: General Inpatient Rehabilitation and Inpatient Brain Injury Programming for children and adults.
- JCAHO; Joint Commission on Accreditation of Health Care Organizations.

Mission:

Our mission is to provide quality, cost effective, comprehensive rehabilitation to those who have the potential and wish to attain a higher level of self-sufficiency and to minimize the human and economic cost of illness and injury.

Values:

People: We will treat people with dignity, respect and courtesy.

Quality: We will strive to achieve excellence in all we do. We seek to understand and to learn. We seek creative and innovative solutions to meet patient needs.

Integrity: We strive to be honest and fair in our relationship with others. We do what we say we do.

Unity: We honor the interrelationship between body, mind and spirit. We work together as partners and team members to achieve desired results with those we serve.

Program Evaluation:

As a service we evaluate our clinical, financial, workforce, service and operational excellence.

Knowing how we have done our jobs is important to us and will help us in improving our care programs and meeting the needs of the individuals we serve.

As patients and families, we will seek your feedback through a survey sent to your home at discharge and a follow up call when you are home. We welcome your feedback and suggestions.

As professional stakeholders we seek input through annual survey and personal feedback.

We seek to provide outcome data to the professional and local communities through meritcare.com.

Program Demographics Fiscal Year 2009

Impairment	Number	Avg. length of stay
Stroke	103	15
Brain Injury	81	16
Orthopedic disorder	63	
Fracture lower extremity		10
Total Joint Replacement		7
Other orthopedic		11
Amputee	18	10
Spinal cord	31	21
Trauma	15	13
Neuro	16	16
Guillain Barre	5	14
Burns	3	25
Other	38	12.7
All patients	361	15.75

Discharge Location Fiscal Year 2009

Impairment	Community Setting	Skilled Nursing Facility	Acute Care
Stroke	63%	29%	8%
Brain Injury	76%	12%	12%*
Orthopedic	86%	7%	4%
Amputee	85%	8%	0%
Spinal cord	72%	9%	9%
Trauma	75%	0%	25%
Neuro	100%	0%	0%
All patients	76%	14%	10%

Satisfaction with Quality and Service

Patient satisfaction at discharge with overall quality and care was 95% satisfaction.

Code of Ethics

- Respect for patient.
- Respect for Meritcare associates.

- Fair and honest business practices.
- Confidentiality of patient on proprietary information.
- Honesty and fairness in information provided to the community.

Conflicts of Interest:

Transactions are evaluated based on MeritCare's best interest rather than personal interest of associates.

Compliance and reporting of violations will be reported to the Clinical Ethics Committee, Billing Compliance manager or legal counsel as pertinent. If patients have any concerns, they should contact the specific service area manager.

Payer Information:

- Medicare: pays for the cost of inpatient rehabilitation provided you meet the criteria. The physiatrist will make the decision, however it is subject to review by Medicare.
- Benefits will be verified prior to admission and pre-authorization for admission obtained from insurance, medical assistance and managed care.
- Self-payment can be arranged through consultation with financial counselors at MeritCare.
- Each patient approved will receive a financial disclosure regarding benefits from the business office.
- Case management and/or social workers will consult with your insurance case manager for continued authorization during your stay. They may also guide you in filing for additional financial assistance if necessary.

For people who do not meet admission criteria, the physiatrist makes recommendations for alternative rehabilitation services and discharge.

After Hospitalization:

MeritCare has the following services to support you:

- Physical Medicine and Rehabilitation Clinic.
- Outpatient Rehabilitation: physical, occupational and speech therapy.
- Neuropsychology Clinic.
- Coordinated Treatment Center, Neurorehabilitation Clinic & Spinal Cord Clinic.
- Brain Injury Support Group.
- Survivors of Stroke Support Group.
- Home Health.
- Driver's evaluation and retraining.
- HealthCare Accessories for orthotics, prosthetics and durable medial equipment.

Community-based Services:

- North Dakota Brain Injury Association.
- Minnesota Brain Injury Association.
- Freedom Resource Center.

- Judy Siegle, Disability Counselor.
- Interagency Program for Assistive Technology (IPAT).
- National Organizations such as; MS Society, MD Association, ALS Association, Paralyzed Vets, Amputee Association.
- Accessible transportation resources.
- Accessible recreation resources.

Credits

Medical Reviewer: Janie Olson, RN

Last Updated: August 2009