

# *Yes, Lourdes for rehab*

What to look for in choosing a Rehabilitation Center



**LOURDES**

Regional  
Rehabilitation  
Center

## What is rehabilitation medicine?

Simply speaking, it's often the key to recovery after serious health events. Rehabilitation medicine is the branch of health care responsible for helping patients recover physical, mental and functional abilities after orthopedic or neurologic incident or other conditions that would prevent them from normal life activities. Rehabilitation care is a multidisciplinary service, involving a team of medical and allied

health professionals. Patients come to rehabilitation for inpatient or outpatient care. They need different levels of intensity of care. The goal is to return to normal activities.

Finding the rehabilitation facility that offers high-quality care and that best matches the needs of patient and family is the important first step.



## How can this booklet help you?

Rehabilitation services and facilities vary widely. The scope, type and degree of experience of each program is different. Following are questions to use to help make the decision about where to go, or where to take your loved one, for rehabilitation.

These considerations have to do with finding good, complete care delivered at the right intensity for the patient's needs – and that comes with full support and education for the family. Whether you've already been recommended to a specific facility or are researching available centers on your own, you will want to look into these criteria and make a careful decision. The choice is critical to a patient's recovery and to the experience of family and loved ones.

Bring this booklet and ask these questions of the rehab facility you are considering.

## What should you look for in a rehab facility?

Every patient has a unique set of needs. Patients do best when care is highly individualized, both in terms of their care plan and the resources used at their rehab center. You'll want to find out how committed the facility is to providing rehabilitation.

You'll want to inquire about the type of patient population the rehab center handles primarily and how capable the staff is in customizing care to each patient and family's needs.

Whether patients are recovering from surgery, injury or a degenerative or neurological condition or event, they need to find care where the goal is to return them, to the maximum extent possible, to the



activities and independence to which they are accustomed. The center should meet their additional medical needs as well, such as safety, monitoring, testing, urgent care and special services.

When the objective is for all patients to resume their normal lives, then everyone benefits and comes as close to this hope as possible. A rehab center should change the focus from limitations to possibilities.



Staffing resources must match the patient's condition and requirements. The staff profile helps to determine under what class of rehabilitation a center falls.

In any rehabilitation service, you will want to look for a staff that works cohesively, providing a fluid system of teamwork among the physicians, nurses, therapists and other staff members. The group should have good communication with referring or consulting primary or specialty physicians and with family members.

Acute care facilities offer physician and nursing specialists in rehabilitation and a dedicated staff of other professionals. These centers provide a full-time staff of board-certified physicians specializing in rehabilitation medicine (physiatrists). This permits the center to better track and manage all aspects of care. (At facilities offering a less-intensive level of services, the doctors who see rehabilitation patients may not be rehabilitation specialists. Acute rehab centers offer physical, occupational, respiratory, and speech therapy, as well as other allied health services.)

A comprehensive, acute-care facility like Lourdes can provide a rare combination of quality and knowledge. Based in the hospital's respected Regional Rehabilitation Center, this center of excellence delivers

top-level services. The staff is accustomed to collaborating with professionals from other specialties, is involved in training specialists within their discipline and works at the leading edge of techniques and technology. The patient and family experience is enhanced through the support and coordination of skilled social workers.

To optimize the outcome of care, Lourdes staff members coordinate all aspects of an individual's recovery. Many on the nursing staff are certified in rehabilitation, having undergone rigorous testing and continuing education to achieve this distinction. Admission, care and discharge benefit from the leadership of skilled and experienced case managers. The rehabilitation team includes members from a number of disciplines:

- Audiology
- Nutrition
- Occupational Therapy
- Pharmacy
- Physical Medicine
- Physical Therapy
- Psychology
- Rehabilitation Nursing
- Social Work
- Speech-Language Pathology
- Therapeutic Recreation

## Does the center have full medical back up? Does it provide inpatient care, and does it have dedicated, specialized facilities?

Dedicated staff, space and equipment for rehabilitation indicates a higher level of care. Many patients who need rehabilitation and inpatient care, and who often have multiple medical conditions, must receive care at an acute rehabilitation center. Even for patients who are at an ambulatory (outpatient) stage of recovery, care at an acute center can be important, when there are special factors to be considered with respect to the patient's health and recovery. For any acute rehab patients, the care at a center housed within a general, full-service hospital provides advantages. Lourdes patients, for example, get thorough medical monitoring and back up, including medical testing or treatment during rehab care.

If a complication should arise during rehabilitative therapy, the Lourdes staff can address it without having to transport the

patient to another facility on an emergency basis or otherwise. Patients can then resume or continue rehabilitation with the least amount of interruption.

At Lourdes, medical and rehab care for patients takes place in the same building complex. This means prompt testing when needed, including fast access to CT, MRI or other radiologic studies, as well as ready transfer to cardiac or medical intensive care if necessary. Thus, families don't have to arrange transfers or visits to a separate acute care hospital. In addition, patients who have come to Lourdes for acute medical care may transfer directly from their medical or surgical inpatient unit to inpatient rehabilitation. Lourdes medical and rehabilitation services are integrated for patients with complex medical needs.

## What's the acute-care difference?

Many patients receive various types of non-intensive rehabilitation in convalescent or nursing facilities, including long-term care facilities. This sub-acute rehabilitation consists primarily of routine, light-to-moderate, physical therapy and typically involves contact with a physician only one or two times per week. The physician is often not a rehabilitation specialist, and care is limited in scope.

But at dedicated, top-level rehabilitation centers, such as that at Lourdes, patients can benefit from acute rehabilitation, which means that the staff is more specialized, the program is more intensive, and the patients appreciate higher functional improvement in a shorter time. Acute medical rehabilitation programs are located in freestanding rehabilitation hospitals or within general acute-care hospitals, and operate under the direction of a physician specializing in rehabilitation care. This specialist assesses and monitors each patient's medical and rehabilitation status daily, and helps to manage a comprehensive team of

rehabilitation professionals. The staff provides continuous rehabilitative care for inpatients, who participate in several hours of therapy each day. Patients may also participate in intensive outpatient therapy.



## Will the staff objectively counsel you on the best facility for care? Can the staff advise you on insurance benefits and coverage?

You want a staff that knows its field thoroughly and can advise you on where to find the rehabilitation care that is best for your circumstances. Just because a given facility may be the closest does not necessarily make it the right choice.

While some facilities may offer beautifully furnished and spa-like amenities, for many patients disabled by stroke, brain injury, neurologic disorders or significant physical or cognitive disabilities, a center must offer excellent and comprehensive medical programs and services, and the ability to provide full and immediate intervention in case of emergency. Often, patients sent to sub-acute centers qualify for and can benefit from treatment at an acute-care facility such as Lourdes. Conversely, some patients may need to recover at a sub-acute facility before they are

able to transfer to an acute rehab facility and participate in more intensive therapy. You need a staff fully experienced in making these assessments for you. To avail themselves of acute rehab, patients must have a qualifying diagnosis, ability to participate adequately in therapy, and potential for discharge to home within approximately two-four weeks following admission. (See Admission Criteria on page 8.)

For all these reasons, you need to consider a center with a depth of experience in assessing patients, and informing them on qualifications, costs and options. Some reimbursement questions in rehab are regulated. (However, insurance typically covers an approved stay at the Lourdes Regional Rehabilitation Center in the same way as a stay in a general, acute care hospital.)

## Why Lourdes is a top choice for acute rehab

The Regional Rehabilitation Center at Our Lady of Lourdes Medical Center is one of the most highly respected rehabilitation facilities in New Jersey and the region.

- Its staff includes physicians cited as “Top Docs” in South Jersey magazine.
- The Lourdes rehab center is the only comprehensive rehabilitation facility located in an acute-care hospital in southern New Jersey.

With its 50-bed capacity, the Lourdes rehabilitation center is a hospital within-a-hospital. As a facility purpose-designed for patients with multiple medical conditions, it can accommodate patients requiring dialysis, transfusions and total parenteral nutrition (TPN), as well as

those who have special feeding (PEG) tubes and tracheotomies.

And, if medical complications arise during a patient’s stay, diagnostic and emergency services are only a few steps away — no calling 911 and waiting for an ambulance to arrive as often occurs in freestanding rehabilitation hospitals or subacute facilities. The center’s location within an acute-care hospital is extremely important, especially, for example, for stroke patients at risk of suffering another debilitating attack. (Our Lady of Lourdes Medical Center is a state-certified Primary Stroke Center. HealthGrades® consistently gives the hospital a five-star rating for the treatment of stroke.)\*

\*Based on the HealthGrades rating 2004-2009. Current at printing.



## How is the facility licensed and accredited? How much experience does it have treating the condition for which you need care?

In addition to knowing what class of rehabilitation facility you are considering, you may want to ask what type of patients the facility predominantly treats and what certifications it has. This is particularly true for patients who require a higher level of rehab care.

While Lourdes, can offer care for patients (including athletes, workers, and just physically active individuals) requiring physical therapy for more common orthopedic conditions (those of the knees, shoulders, back, feet, ankles, hands, hips, elbows), its program has a focus and concentration on patients (inpatients or outpatients) who have major physical rehab requirements often combined with medical needs. This includes patients who have had joint replacements (if multiple or accompanied by another condition), complex fractures or other trauma, amputation (including patients who have lost an extremity

due to diabetes or peripheral vascular disease), stroke and other neurologic conditions (including spinal cord injury). (See Admission Criteria.) Lourdes is at the forefront of rehab care for such conditions. This includes skill in preserving and restoring musculoskeletal and cardiovascular soundness (in consultation, as needed, with Lourdes Cardiac Rehabilitation Program).

In addition, the Lourdes program is accredited by the Joint Commission and by CARF (the Commission on Accreditation of Rehabilitation Facilities), ensuring that its service maintains the highest level of standards in the industry. Unlike most rehab centers, which are licensed as long-term care facilities, the Lourdes Regional Rehabilitation Center is also licensed by the State of New Jersey as a rehabilitation hospital. This means it meets comprehensive rehabilitation licensure standards.

Patients, families, and professionals choose Lourdes because of its reputation as one of the finest centers in the region for rehabilitation. The Lourdes center can provide for all types of patient needs in rehab, both outpatient and inpatient. Lourdes provides a complete range of care. They provide short-term therapy for routine needs such as physical therapy for sports injury, repetitive motion condition or other ambulatory orthopedic needs; they care for patients with complex, multifaceted needs requiring an inpatient stay for medical and rehabilitative care, and they offer continued intensive outpatient therapy after discharge.

## ADMISSION CRITERIA

Admission to the Lourdes' comprehensive inpatient or outpatient medical rehabilitation program requires:

- a physician referral;
- an approved acute-rehabilitation diagnosis such as:
  - stroke with functional deficits
  - brain injury
  - multiple trauma
  - significant functional deficits from a neurological disorder (multiple sclerosis, Parkinson's disease, motor neuron disease, polyneuropathy, postpolio syndrome or Guillain-Barré Syndrome)
  - paraplegia from spinal cord injury
  - amputation of lower extremity and need for prosthetic training
  - bilateral joint replacements or hip fracture
  - complicated single joint replacement
- the patient's medical condition(s) is stable enough to allow for participation in rehabilitation;
- the patient is at least 20 years old;
- the patient is able to participate in at least three hours of therapy a day;
- the patient requires 24-hour nursing care and regular physician management;
- the patient's limitations are of recent onset or progression, unless the individual has not had prior medical rehabilitation;
- the staff believes that the patient has the likelihood of achieving significant improvement of function in a reasonable period of time and has the potential for discharge to a community setting.



## CLINICAL SERVICES

Lourdes offers an extensive array of services to meet the varied rehabilitative needs of patients. Rehabilitation problems that are frequently treated include:

- balance and coordination problems;
- decreased bladder or bowel control;
- decreased cognitive function (e.g., memory, attention);
- decreased muscular strength or movement;
- difficulty moving part of the body;
- difficulty using hands;
- difficulty talking or comprehending speech;
- slurred speech;
- emotional adjustment problems;
- hearing loss;
- loss of limb(s);
- needs for supervision or assistance in the home due to a disability;
- sexuality concerns related to disability;
- skin breakdown;
- swallowing or nutritional problems;
- and visual perceptual disorders.

In addition to providing comprehensive rehabilitation services for these problems, Lourdes offers specialized testing and services in the following areas:

- auditory brain stem evoked-response testing;
- biofeedback;
- driver training and computer use;
- electromyography;
- hand rehabilitation;
- hearing aid dispensing;
- videofluoroscopic swallowing evaluation.



## How accessible, well designed and equipped are the facilities and services?

Has the facility that you are considering committed the resources to rehab care? This question is important to ensure you receive quality treatment and therapy .

On the outskirts of Collingswood, in Camden's Parkside neighborhood, The Lourdes Regional Rehabilitation Center provides all of the facility and staffing resources you could need – with an entire department specifically organized to offer the foremost in patient care, including a state-of-the-science therapy gym. The center's tools range from simple equipment to sophisticated, high-tech machines, which the staff employs in formulas carefully planned to gain patients the highest return in function.

The center also offers dedicated, secure parking spots for patients, as well as free valet parking to patients and their families, and access to public transit. The center has its own dedicated waiting areas for family and friends, and, for ease of access, provides its outpatient care on the first floor of its building.

Lourdes, with its leading rehab physicians, dedicated nursing care and specialized therapists – can deliver the most up-to-date interventions aimed at allowing patients to retain or regain skills such as:

- eating;
- grooming and hygiene;
- dressing;
- transfers;
- ambulation and mobility;
- language and communications skills;
- cognitive and perceptual skills;
- psychosocial adjustment;
- medical self-management;
- and vocational adjustment.

(See Clinical Services on page 9.)

The center offers comprehensive outpatient and inpatient arrangements (including private rooms in some cases). Its capabilities include helping to design and provide any prosthetics needed – and to fit and adjust prostheses and train patients to their use – as well as assisting in arrangements for homecare.

## Integrative care

Patients and the medical community also know the Lourdes Health System for its success in incorporating a holistic approach to healthcare that integrates alternative and complementary forms of care. Lourdes carries this feature throughout its medical services. For example, patients at the Lourdes Regional Rehabilitation Center can benefit from massage, therapeutic touch or reflexology. Meditation and pet therapy are also available. Patients also benefit from Lourdes' relationship with the WXPN (88.5) Musicians on Call Program. These therapies help to relax patients and relieve stress, leaving the body and mind with more energy for healing.



## Is the staff able to take into consideration your special needs? Does it offer a complete and comprehensive range of care?

You want a rehab center that – at the core of its philosophy – works to accommodate individuals and to tailor care to each person. You want a program that prides itself on providing the blend of available therapies that work best, according to the patient's preferences and care requirements.

You want to find a program where the staff confers closely with the patient and family to determine goals, in a way that emphasizes each patient's strengths and potential. At Lourdes, rehabilitation therapy emphasizes:

- a regimen precisely designed to the type of recovery, healing and recuperation most appropriate for the patient;
- a level of activity that limits further injury, protects any repairs, increases capacity and conditioning and maximizes progress;
- a schedule of mobilization and strengthening that returns function and minimizes delay in getting patients back to a more normalized routine;
- an approach to teaching that helps patients gain back various skills, and that expects and encourages the performance

of these skills repeatedly in preparation for the return home;

- and an understanding that patients will continue to take back and accept as much responsibility as possible for self-care and independent decision making.

The Lourdes staff prides itself on being flexible and creative, customizing therapy to each patient. It understands the counseling and pacing needed to best support the recovery process.



## Is the center able to make the most of gains in acute care by facilitating transition to the next stage of care?

You want a center that pays special attention to its role in helping patients and families to make shifts to or from inpatient care, medical care, outpatient care, subacute care and home. Patients vary widely in the sequence and duration of venues they need for full recovery.

That function – of preparing patients for good transitions – takes proper communication and skilled case management with careful consideration of practical, psychosocial and logistical questions. With its full continuum of care, Lourdes can handle all discharge options, both simple and complex. It can arrange home care by a therapist or nurse. Eating and mobility are of special importance in the transition out of acute rehabilitation.

Lourdes' goal, when intensive medical

and rehabilitation care is no longer necessary, is to have maximized each patient's independence and to permit him or her to return home.

The staff counsels patients and families as well on community resources. It believes strongly, for instance, in the encouragement and camaraderie of support groups. After an illness or injury, patients and their loved ones can find assistance and inspiration in such organizations. Lourdes participates in or refers to support groups such as:

- the South Jersey Head Injury Support Group;
- the Amputee Group (TAG);
- the Guillain-Barré Syndrome Support Group;
- the Stroke Support Group.

## How well does the facility support the patient and family overall?

Comprehensive support for patient and family is an indispensable part of rehabilitation medicine. It's part of what makes care complete and successful.

At Lourdes you find an essential ingredient in this support: a staff that is excited about its services and enjoys working with its patients. Contributing to the quality of each patient's life is foremost at all times. It means incorporating emotional, social, spiritual and vocational needs into the treatment process, with the objective of returning patients to independence as promptly, completely and permanently as possible.

Any goal a patient embraces, the staff will work to help them achieve. Part of the art of rehabilitation, is sensing a person's capacity on a given day or on a given task. At Lourdes, the staff works just as hard at understanding what patients are experiencing and how they are progressing as they do at making sure that patients, understand their care. The staff passionately seeks to help patients make real progress, and patient accomplishments are what keep them committed to their roles.

The team seeks to offer patients as much control in their daily environment,

during and after their stay, as possible. It encourages patients to wear their normal, casual clothes during the stay, to benefit from interacting with other patients, to take advantage of buffet meals, to eat with other patients and staff, and to generally use the stay as a steppingstone back to the patient's normal, community environment.

With an average inpatient stay of about two weeks, the center also offers patients the option of the therapeutic leave of absence to visit home or take a trip elsewhere, especially on weekends. These breaks are healthy emotionally and allow patients to take care of practical matters outside of the hospital and permit them and family members to practice skills needed in the home environment before discharge.

The staff assures that family members leave with a high level of comfort in their ability to support and care for their loved one at home. For successful readjustment after injury, disease, or surgery, the staff trains patients and families fully in post-discharge care. Patients and family enjoy continuity with a care team that knows them, and whose members are highly skilled in education.

## The right kind of room

Lourdes has a fully equipped gym at its rehab center for physical and occupational therapy. Patients receive at least three hours of compassionate therapy at least five days a week, relearning how to walk, bathe or climb steps, regaining speech and cognitive skills, learning or adapting to driving, computer use and functional steps of daily life activity in the home. At Lourdes, patients have access to the latest technologies from a staff with the training to provide them.

These include:

- SaebFlex technology to increase hand mobility (especially important for stroke patients);
- VitalStim® therapy for patients with swallowing difficulties;
- Bioness upper-extremity electrical stimulation (shown here);
- Biodex Unweighting System, a computerized approach to helping patients progressively gain balance, strength and confidence in weight-bearing activities.



## How closely does the rehabilitation staff work with families and with referring healthcare professionals?

Family members and loved ones are critical to the quality of outcomes for a disabled patient undergoing rehabilitation. Everyone needs someone, and a support system beyond the rehab center is essential for patients in rehabilitation. In most cases, of course, patients will remain dependant on others for at least certain aspects of their lives, even after rehab.

Lourdes makes family involvement one of the defining aspects of its rehabilitation program. Patient and family first experience this component of the program at the evaluation and intake stage. The staff works to smoothly admit patients discharged from other hospitals or facilities. The Lourdes multidisciplinary rehab team gathers to discuss each case – conferring and sharing input to arrive at a consensus on the best approach to treatment. Unlike other facilities, Lourdes rehab patients participate in this team conference, which takes place in the first week of an inpatient stay. Patients are fully informed and can offer input. Because family members are such an important part of the overall recovery team, the staff encourages them to participate in the conference meeting as well. In this way, everyone involved agrees on a care plan aimed at return of essential functions.

The staff invites loved ones to attend therapy sessions and incorporates family-member instruction in the care. In addition, team meetings continue in order to determine the patient's status as care progresses, to discuss gains, adjust goals, and make recommendations. Patients get confirmation on how they are

improving and what needs remain, in an environment of group consensus.

This collaboration and communication carries through the transition out of acute rehabilitation and to the next stage of care. It also involves keeping referring healthcare providers apprised of the patient's status and working with them to assure follow-up care.





## Can the facility cite its successful results? Are patients, family members and referring healthcare providers satisfied with and enthusiastic about the care delivered there?

Rehabilitation facilities should be willing to share their outcome data and patient-satisfaction scores. High success rates are something that patients and family members can trust.

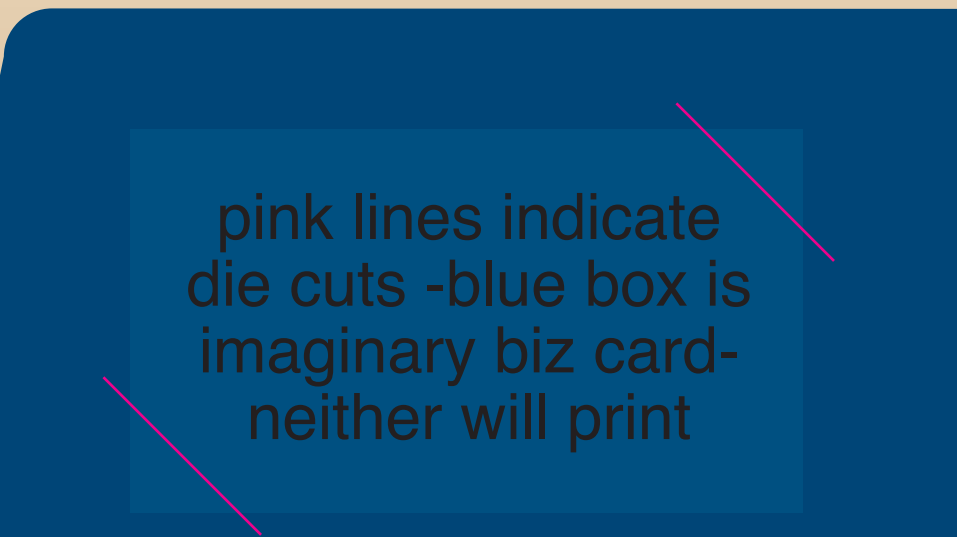
As a result of the caring and commitment, the functional improvement per day of Lourdes rehab patients is significantly above the national average. For many patients, this means that they'll go home sooner with a greater ability to resume normal activities than expected. Through top-level care in a teaching environment that is responsive to community needs, patients have the best chance of overcoming pain and limitations, restoring strength and function and returning to the highest possible physical, psychological and vocational status.

Lourdes diligently monitors data on the quality and efficiency of its services, and posts results on its Web site, among them:

- Lourdes patients scored more than 26 points on a scale used to measure daily improvement of patients in 18 functional areas, compared to the national severity-adjusted average of only 21 points.
- Among patients discharged from Lourdes, about three-quarters return directly to their home.
- Patients rate Lourdes above average for patient satisfaction, where the center often ranks among the top fifth of facilities nationwide.

Lourdes welcomes inquiries about its quality patient satisfaction outcomes of treatment.

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*Bring this booklet and ask these questions of  
the rehab facility you are considering.*

*At Lourdes, the patient's objectives and best interests are always the guiding principles – before, during and after care.*



Our Lady of Lourdes Medical Center in Camden is a regional referral center known for providing the most sophisticated levels of care. As part of the Lourdes Health System, the center is a member of Catholic Health East, a health system with 33 hospitals on the East Coast.

For more information about the Lourdes Regional Rehabilitation Center, please call 856-757-3604 or 609-440-7095 (Monday thru Friday, 8:30 a.m. - 5:00 p.m.).

To locate a Lourdes physician, call 1-888-LOURDES (568-7337) or visit us at [www.lourdesnet.org](http://www.lourdesnet.org)



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