



**Inpatient
Rehabilitation
Guidebook**

Welcome to Alta Bates Summit Medical Center's Regional Rehabilitation Program

Our experienced and caring team will provide you with outstanding care as you begin your recovery.

This guidebook describes our services and what you can expect during your stay with us. Please feel free to ask questions about your care or your needs throughout your time with us. We want you to have a positive experience and, most importantly, to achieve your goals.



What to Expect While You're Here

We hope your stay here is both satisfying and rewarding as we work as a team to help you achieve your highest level of function.

Making progress toward greater independence through therapy is a key reason for you being here. When you are admitted and discharged, your ability to perform a variety of functional activities will be evaluated.

These activities include:

- Eating
- Grooming
- Bathing
- Dressing of the upper and lower body
- Toileting
- Bladder and bowel management
- Bed, chair, toilet and tub or shower transfers
- Walking and/or wheelchair propulsion
- Taking stairs
- Cognitive activities such as comprehension, expression, interaction, problem solving and memory
- Swallowing
- Entering /exiting a car

Your Rehabilitation Team

The rehabilitation process can be challenging, but our team will encourage and support you every step of the way.

We will design an **individualized treatment program** and establish goals based on your current condition and needs. The team monitors your progress and adjusts the treatment program to reach these rehabilitation goals.

Patient and family education and training are important to rehabilitation success. We provide you and your family (or caregiver) with information about your diagnosis and involve them in developing the plan for improvement and the transition to home. Family conferences can provide an opportunity to review the medical history, evaluation results, short- and long-term goals, and progress.

The rehabilitation plan of care is coordinated and carried out 24 hours a day by therapists, nurses, social workers and physicians. Our dedicated staff of highly skilled professionals specializes in this intense level of rehabilitation.

Our full continuum of services means that we can take care of your rehabilitation needs throughout the stages of your recovery.

Recognized for quality

The high-quality care you receive is recognized through accreditation by The Joint Commission's Gold Seal of Approval and by the Commission on Accreditation of Rehabilitation Facilities for Stroke, Cancer, Spinal Cord Injury and Brain Rehabilitation.

These distinctions for quality care are supported by excellent clinical outcomes that surpass regional and national benchmarks.

Your Rehabilitation Schedule

You will receive your schedule each morning. You will have a minimum of three hours of therapy at least five days per week. Occasionally, the schedule may change due to appointments you may have or unforeseen circumstances. Your treatment team will let you know if there are any changes.



Food and Drink

We recognize that good nutrition and pleasurable food are an important part of the recovery process. We attempt to accommodate the dietary, religious and cultural needs of our patients wherever possible. The physician, dietitian, and swallowing specialist will assess your swallowing capabilities and any dietary needs or restrictions you may have.

Visitor Information

The medical center permits visiting at any time with restrictions only in the interest of meeting patient care needs. If restrictions are required, your nurse will inform you and your family. We encourage family members to observe and participate in therapy sessions when appropriate. For friends, the best time to visit is Monday through Saturday between 4 and 8 p.m. and all day Sunday.

If you are being driven here, enter the circular drive on 350 Hawthorne Avenue. A rehabilitation team member will bring a wheelchair and assist you to the unit.

What to Bring

Please label and bring a few personal items with you during your stay with us. The following things are recommended:

- Three sets of loose, comfortable clothing
- Undergarments and socks
- Night clothes and robe
- Sweater or sweatshirt
- Shoes with rubber soles
- Glasses, dentures, hearing aids and batteries
- Personal items, such as photos
- Your preferred toiletries
- Phone and/or computer chargers

Laundry

Please place your name on all your clothing to prevent it from getting lost. If you'd like, the nurse will be happy to take care of that for you once you arrive.

Laundry services for your clothes are not provided, so your family may need to wash your clothes during your stay. If appropriate, we may work with you to wash your clothes as part of your therapy.

Valuables

We recommend that you not bring any cash, credit cards, jewelry, computers or other valuables that could get lost or misplaced during your stay. Should you feel the need to have some money available, please let your nurse know and it can be checked into security when you first arrive. If you need any of the items, please let your nurse know and he or she will arrange for security to deliver it to you.

Telephones

Family and friends can reach you via the hospital operator at 510-655-4000. Callers may phone the rehabilitation nurses station at 510-869-6330 for PCU3, or 510-869-6340 for PCU4 for updates on your status.

Medications

If you bring medications from home, please check them with your nurse.

Length of Stay

Rehabilitation patients differ in severity of impairment and limitations in function. The length of stay varies depending upon your goals, progress and a number of other factors. Your social worker will communicate the expected discharge date initially and then give you weekly updates.

Discharge Destinations

Most rehabilitation patients are discharged to a community setting, either home with family or caregivers, a board and care facility, an assisted living facility or a transitional living setting.

You will have the information and support you need to continue your rehabilitation after discharge. Your rehab physician and social worker will keep you informed regarding your expected discharge date and plan, which may include continued therapy either in your home or an outpatient program. We will also provide

you and your family or caregiver with a patient education binder. The binder includes information about safety, home therapy programs, medication usage, skin care, community resources, primary care physician appointment and other information.

You, your family caregivers, and your care team are all involved in your discharge planning. We will make all the necessary arrangements for equipment and therapy after discharge.

Prior to Discharge

- Equipment will be ordered and delivered.
- Medications will be called into your pharmacy 24 hours prior to discharge whenever possible.
- Referrals for additional services will be made to home health or an outpatient facility.
- We will make a follow-up appointment with your primary care physician.
- Family/caregiver training available if indicated.
- Preferred discharge time is 10 a.m.



Your Safety and Well-Being is Essential

The safety and well-being of our patients and their family members is an essential part of our care and philosophy. With this in mind, please consider these recommendations:

- We want you to enjoy our outdoor spaces, but for your safety, you must have a staff member with you.
- Call buttons are available in every room. Please use them if you need help. Check with your nurse before attempting any tasks on your own.
- Fire drills and other in-hospital drills do occur. Please follow staff instructions during these times.



Smoking, Alcohol and Drugs

ABSMC provides an alcohol, drug, smoke, vapor, and tobacco-free environment that promotes the health, welfare, and safety of its staff, patients, visitors and guests. Nicotine replacement therapy and prescription smoking cessation medication are available to patients as needed. Your physician and nurse are available should you have any questions.

Activities

Along with access to computers for checking email, our entire facility has Wi-Fi available at no charge. We also have a family resource center where you can learn about a variety of topics.

Groups

- Fall Prevention Group
- Wii Exercise Group
- Walk Better Group
- Upper Extremity Strengthening •Group
- Music Group
- Gardening Group
- Stroke Recovery Group
- Cognitive Skills Group
- Dysphagia/Swallow Dining Group
- Integrative Healing Group (Features aromatherapy, Reiki, chair yoga)
- Outdoor Social Group
- Mindfulness Based Stress Reduction Group (with neuropsychologist)
- Spinal Cord Injury Peer Support Group
- Caregiver Support Group

The Rehabilitation Process

Understanding the rehabilitation process will help you know what to expect during your stay with us. There will be variations in this process based on your diagnosis and individual circumstances, but this is a general overview of what you can expect.

Week One

- Evaluations will be completed by the rehabilitation physician, nurses, physical therapist, occupational therapist, social worker and, if ordered by your physician, speech therapist, therapeutic recreation specialist and/or neuropsychologist.
- The team will work with you to develop an individual plan of care which includes the goals you want to achieve with the help of the team before discharge.
- You will have three hours of therapy at least five days a week.
- There will be an initial team conference that reviews the evaluations and individual plan of care, including the goals you developed with your team. Your social worker will review the information from that meeting and answer any questions you or your family members may have regarding discharge.

During Your Stay

- Your social worker will provide team conference updates at least once a week.
- Your social worker will review updated goals and the discharge date.
- Your therapist will discuss equipment necessary for discharge.
- Your rehabilitation team will discuss services you may need after discharge and your preference for where to obtain those services.
- We will hold family/caregiver meetings and training, if necessary.
- The therapists and nurses will provide ongoing caregiver training.
- We will assist you with paperwork such as FMLA, disability, etc.

Questions You May Have During Your Stay

Your Question

Whom to ask

- | Your Question | Whom to ask |
|---|--|
| 1. When can I go home? | doctor, social worker |
| 2. Can I use the bathroom myself? | occupational therapist, physical therapist |
| 3. How will I get cleaned up and dressed? | rehab nurse, occupational therapist |
| 4. Where will I eat meals? | rehab nurse, speech therapist, occupational therapist |
| 5. What is my diet? What can I eat and drink? | rehabilitation nurse, dietitian, speech therapist |
| 6. What are names of my medications? | doctor, rehabilitation nurse, pharmacist |
| 7. Will I be on my medications forever and what medications will I take when I go home? | doctor, rehabilitation nurse |
| 8. Are there any side effects to my medication? | rehabilitation nurse, pharmacist |
| 9. If I have difficulty swallowing, to whom should I speak? | speech therapist, occupational therapist |
| 10. What can I do safely and independently? Move from my bed to chair? Chair to bed? Step up and down stairs? Activities of daily living- Shaving? Cooking? | physical therapist, occupational therapist, doctor |
| 11. When will it be safe to stop using the wheelchair? | doctor, physical therapist |
| 12. Can I walk by myself? Can a family member help me? | physical therapist |
| 13. How important are my exercises, and what happens if I don't do them? | physical therapist, occupational therapist, speech therapist, doctor |
| 14. How long will I need therapy? | physical therapist, occupational therapist, speech therapist, doctor |
| 15. How long should I spend on therapy exercises each day? | all therapists |
| 16. Are home passes allowed or the ability to go outside the unit? | doctor, rehabilitation nurse |
| 17. What special items should I bring from home, such as glasses, hearing aids, dentures? | speech therapist, rehabilitation nurse |
| 18. When I listen to people, why do I have trouble understanding them? | speech therapist, doctor, neuropsychologist |
| 19. How can my family and I cope with emotional issues? | doctor, neuropsychologist |
| 20. Should I seek counseling? | neuropsychologist, social worker |

Questions You May Have Preparing for Discharge

Your Question

Whom to ask

1. Will the hospital give me a supply of medications before I leave and for how many days? doctor, rehabilitation nurse
2. Will I need help at home? all therapists, social worker
3. Are there any agencies with which you are affiliated that can provide assistance for me and how do I get help from them when I am discharged? social worker
4. Can I be left safely alone? If so, for how long? doctor, rehabilitation nurse, therapists
5. If I am unable to return to home, what options do I have? social worker
6. How can my family and I get information on MediCal, Medicare, or Social Security? social worker
7. Is there anything my family and I can do at home to help with therapy? doctor, all therapists, social worker
8. Will I be able to return to work? doctor, all therapists, neuropsychologist
9. Are there any services available for disabled persons regarding financial issues? social worker
10. What community services are available? From whom do I get this information? social worker
11. Is it safe to resume sexual activity? doctor
12. Will I be able to drink alcohol beverages? doctor
13. Can I drive again? doctor



Our Commitment to You

Our policy is that all team members will act in a manner consistent with the mission, philosophy and operating policies of the program. In accordance with these principles and policies, team members will:

- Show respect for the dignity of the individual, whether patient, family member, co-worker, client, or any other person.
- Provide the highest quality clinical and customer-related services.
- Demonstrate fairness and honesty in all interactions with the public.
- Adhere to their professional codes and practice guidelines.
- Provide an accurate portrayal of the services and outcomes of the program.
- Be ethical in all marketing and public relations activities.
- Alta Bates Summit Medical Center is committed to preserving the rights and dignity of the patients served and recognizes that patients have the right to informed participation regarding decisions about their healthcare. Our physicians and employees are committed to abiding by their respective professional codes of ethics as well as those of the medical center.



Let Us Know

If we did not meet your expectations, or if any aspect of your care was less than satisfactory, we want to know.

Inform any staff person or tell the program managers directly.

- You will receive a verbal response within two working days.
- An initial written response is available, if desired, and will be provided within five working days.
- Your satisfaction with your program is important to us.

Summit Campus Oakland

1 - 350 Hawthorne Ave.

★ - Main Entrance



Sutter Health

Alta Bates Summit Medical Center

Inpatient Rehabilitation

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