

PATHWAYS BRAIN INJURY
PROGRAM
LOUISVILLE EAST
4200 BROWNS LANE
LOUISVILLE, KY 40220



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Welcome!

Welcome to the **Pathways** Brain Injury Program located at Louisville East Post- Acute Facility. The **Pathways Unit** is a 24-bed inpatient rehabilitation program licensed in a 178-bed skilled nursing and rehabilitation facility. Our goal is to improve the quality of your life by ensuring that the best possible rehabilitation care is available for those who have suffered moderate to severe brain injury. This booklet provides you with general information about **Pathways**. We hope it will answer many of your questions. If you have further questions not answered in this handbook, please feel free to ask any of the staff at the facility.

Please be aware that if your family member is on the Pathways waiting list and is moved from the hospital to another facility, the Pathways Program Director will need to make a visit to the other facility to ensure your family member still meets the criteria for rehab admission and to determine any changes in medical conditions or payer sources.

OUR MISSION

The mission of the **Pathways** Brain Injury Program is to assist those served (persons with acquired brain injury) in attaining the highest level of independence in the least restrictive setting. The Program accepts patients age 18 and older. The staff members work with the person served to achieve these goals by providing comprehensive inpatient interventions to address physical, emotional, social and cognitive disabilities resulting from acquired brain injury. Persons served in the unit may also have other issues including medical problems, orthopedic injuries, alcohol and substance abuse disorders, and developmental disabilities.

The Pathways Unit has a specialty accreditation from The Commission for Accreditation of Rehabilitation of Facilities or CARF and is one of 6 adult brain injury programs in the U.S. with this specialty. CARF surveys the unit at least every three years to ensure the Pathways Unit is demonstrating adherence to several thousand standards. CARF Accreditation helps to ensure appropriate rehabilitation services are being provided and promote the quality, value and optimal outcomes for services provided. **Pathways** staff members are dedicated to education and prevention of acquired brain injury, as well as treatment of those who have sustained a brain injury.

Sincerely,
Blair Massey, CSW, MSSW
Program Director

OUR CODE OF CONDUCT:

All staff of the Program, including paid staff, volunteers and students, strive to provide the best care for those in the Program. Expectations of anyone serving individuals on our unit include:

- * Employees will conduct business with honesty, integrity and fairness.
- * Employees will abide by all applicable regulations.
- * Residents will be treated with respect and dignity.
- * Employees will conduct business in such a manner that it avoids a conflict of interest.
- * Residents will receive fair care regardless of situation, funding or length of stay.
- * Family members will not be offered financial incentives to admit their family member.
- * Length of stays will be determined upon clinical considerations.

INFORMATION ABOUT PATHWAYS

The **Pathways** unit provides for the needs of persons who have a primary diagnosis of acquired brain injury resulting in difficulties with managing their everyday life. A planned program of comprehensive rehabilitation services is provided under the supervision of a physiatrist (a physician who specializes in physical medicine and rehabilitation issues), who leads the treatment team. Our interdisciplinary treatment team will work with you during your rehabilitation, with a focus on setting rehabilitation goals and working towards them during treatment. You will receive all the help you need, all while employing the best techniques and equipment available and all the encouragement necessary to restore you to your optimal level of physical, cognitive and behavioral functioning. We are dedicated to helping you achieve your personal goals and attaining a more independent future. Staff members in the program do not discriminate based upon age, sex, national origin, religion or handicap.

The **Pathways** unit located in Louisville East Post-Acute facility is licensed as a Skilled Nursing Traumatic Brain Injury Program by the State of Kentucky. In addition, the **Pathways unit** has been accredited as a Specialty Brain Injury Program in a Nursing Facility by CARF: The Rehabilitation Accreditation Commission.

DIRECTIONS

From Western Kentucky and Nashville, take I-65 North into Louisville. Take the Watterson exit east. Follow to Taylorsville Road (exit 17A). Follow to intersection with 5 roads just past the Thornton's gas station. Go left at 2nd street onto Browns Lane. You will pass the Walgreen's on the right and we are on the right side of the road, about 1/4th mile.

From downtown Louisville, take I-65 south to the Watterson Expressway exit East. Follow (I-264) Watterson Expressway to Exit 17A Taylorsville Road. Follow to intersection with five connecting roads, which is just past the Thornton's gas station. Go left at next light onto Browns Lane. You will pass a Walgreens on the right. We are about 1/4th mile down on the right side of the road.

From Lexington, take I-64 West to Hurstbourne Lane (Jeffersontown/Middletown exit). Turn left at stop light onto Hurstbourne Lane. Follow one mile to Taylorsville Road (car wash on right hand side) and turn right. Follow approximately 1.5 miles to McMahan Road and turn right. A new Goodwill Store is at the corner (no street sign is posted). At the stoplight, go left onto Browns Lane. Louisville East is on the left. The Pathways Unit is located within the Louisville East facility.

How to Contact Your Rehabilitation Team

The **Admissions Department** will assist with admission paperwork and may assist with scheduling a tour of our building. The admission department is typically available during normal business hours:

Jackie Mason (502) 459-8900 ext 288

The **Business Office** may assist in determining your financial eligibility for our unit, including determining if you may be eligible for Medicaid and discussing private pay costs. The Business Office also assists with billing as well as management of patient private funds in facility accounts:

Cassandra Hibdon or Cricket Branch (502) 459-8900 ext 218

The **Nurse's Station** may be reached at the number below. Keep in mind that the Nurse's station cannot accept voicemails and may be unattended if the nursing staff are not at the desk while they are attending to patient care. If you are trying to reach the nurse's station without success, please notify the Front Desk or Nurse Manager:

(502) 459-8900 ext 4

The Pathways Unit **Nurse Manager**, Sarah Hamblin, can assist with connecting you with the psychiatrist and is happy to speak with you about current nursing plans of care, medications, and upcoming appointments. Concerns or questions regarding current nursing care may be directed to the Nurse Manager. The Nurse Manager is typically onsite during normal business hours:

(502) 459-8900 ext. 243

The Pathways **Social Worker**, Bryan Trujillo, assists with scheduling family meetings, applications for social security benefits, Medicaid waiver, guardianship, FMLA, as well as management of grievances and concerns. The Social Worker also assists with scheduling therapy training, leaves of absence, and discharge. The Social Worker will help connect you with appropriate community resources. The Social Worker is typically onsite during regular business hours:

(502) 459-8900 ext 231.

The Pathways **Program Director** assists with ensuring that the program meets CARF Accreditation guidelines and expectations. The Program Director will meet with families and persons served prior to admission and will follow up again after discharge. When the social worker is unavailable or offsite, the Program Director will assist with the social worker's duties and responsibilities until the social worker returns. The Program Director is typically available during normal business hours, but may be offsite at times to complete onsite evaluations or participate in community events regarding brain injury services in our state:

(502) 459-8900 ext 251.

WHAT IS REHABILITATION?

Each year millions of Americans have accidents or illnesses that leave them with physical, cognitive and behavioral disabilities because of a brain injury. The goal of rehabilitation is to assist these individuals in achieving the highest level of independence and self-reliance within the limits of their disability.

THE REHABILITATION TEAM

The Medical Staff – Dr. Lewis Hargett Physical Medicine & Rehabilitation

A physiatrist, or physician who specializes in physical and rehabilitation medicine, provides medical direction of the rehabilitation unit. The physiatrist is the medical director of the unit and leads the team of specialists, nurses, therapists and psychologists to devise an individualized treatment program to ensure the best care and highest possible level of recovery.

Nursing Practice

The facility's nursing staff combines medical/surgical nursing skills with expert knowledge of the special needs of persons who have suffered a brain injury. Nurses provide 24-hour care designed to bring together all facets of their rehabilitation program. Since the unit is licensed in a skilled nursing facility, we must comply with state guidelines for nursing practice in a skilled nursing facility.

Occupational Therapy

Occupational therapy will help persons in the program adapt their physical capabilities to the skills needed for independent daily living. The occupational therapy programs will be designed to teach the person served how to take care of personal needs, dressing, bathing and use of prosthetic and adaptive equipment to accomplish self-care, work and leisure tasks. They will also work with the upper body to improve sensation, range of motion, and decrease tone and/or contractures.

Physical Therapy

The physical therapist, working with the physician and other team members, will evaluate your condition and develop a plan for your rehabilitation designed to improve the quality of muscle tone, coordination, balance, strength, endurance, joint flexibility and mobility. Physical therapy will also evaluate and determine the need for a wheelchair or other type of adaptive equipment you may need to allow you to move about the facility or in the community.

Activity Therapy/Community Reintegration

Therapeutic recreation is a vital element in the rehabilitation program. It helps with the development of new leisure skills and the ability to return to your previous recreational interests. Our Certified Occupational Therapy Assistant will design a program based on the persons served abilities and interests. You will work with the recreational therapist in individual and group setting and may participate in community outings if safe to do so.

Speech and Language Pathology

Communication is one of the most important aspects of daily life. Speech pathology will assist with relearning how to communicate again. They will also assess and establish a treatment program for swallow disorders and assist with eating, as well as work on thinking and memory skills.

Social Worker – Bryan Trujillo, MSSW, CSW

To best meet the needs of our patients, the social worker will need to meet with a family member soon after admission. Family members are taught about brain injury and their special role in recovery. Social Services assist the family and significant others with social, emotional and financial needs that may arise after a severe brain injury. They will also arrange regular family meetings with the treatment team and specific times the family members can come to participate in the therapy sessions. The social worker helps with discharge planning and explores available resources for a successful transition to the community. The social worker can also assist with the Social Security Disability and/or SSI applications as well as and Medicaid Waiver applications. If you have private insurance, one of our nurses will communicate with your insurance company and advise the team weekly of the amount of coverage they have. The family member will receive information on the specific benefits and convey the information from our team to your insurance company utilization review or case management department. The Social Worker will arrange for services needed at discharge.

Neuropsychology Services- Bradley Burton Ph.D.

The neuropsychologist, who is a contract employee, in unison with the treatment team, works toward helping the patient understand how the injury/illness has affected your family member. The neuropsychologist may perform formalized neuropsychology testing when your family member is able to communicate and follow directions. The neuropsychologist will assist the team in establishing a plan for intervention with cognitive, behavioral and emotional issues and will treat the patient as appropriate.

Psychiatric Consultation

Team Health is contracted to work with the treatment team to determine if there are medications that can assist in the rehabilitation program. A psychiatrist or psychiatry advanced practice nurse practitioner may provide you with evaluations and services. Medications for increased arousal and alertness may be beneficial for some persons served. Many persons who have suffered a brain injury may have anxiety or depression and benefit from treatment to alleviate these symptoms to ensure full participation in the rehabilitation program and assist with attaining rehabilitation goals.

Dietary Services

Our dietician will work with the interdisciplinary team in order to ensure individuals are meeting their nutrition and hydration goals. Special diets, food allergies and food preferences are all considered. The dietician can provide counseling regarding appropriate nutrition and make recommendations if there are concerns regarding weight gain or weight loss. The dietitian is available to help you with your individual needs or

diet concerns, including individuals who require altered diets or tube feeding. Family cooperation with diet plans is requested. Please do not give your family member food or water unless approved by the physician and therapy team.

Additional Medical Services

The following services are available in the facility if the physician orders their services:

- a) Med Care Pharmacy provides all the medications for persons in the program. The pharmacy delivers medications via a courier to the medication carts on the unit. When a new order is faxed to the pharmacy, they are usually able to send the medications within 4 hours Monday through Friday. If the order is “stat” or immediately needed, they will provide the medication within 2 hours of the order time. Saturday-Sunday, new admission orders placed by 3:30 pm will arrive between 6-10 pm. For additional information please ask nursing staff.
- b) MedLab provides staff to draw blood in the facility for lab work. The facility will fax the physicians order and fax it to the lab. Blood work is usually drawn on routine ordered labs between 3:00 am and 5:00 am. The results are faxed by the end of the day to the facility. If a lab is needed that same day, they will have the lab drawn and results back within 5 hours of the order.
- c) Mobilex will send staff to the facility to perform X-rays, EKG’s, bedside ultrasounds and Holter monitors in the facility. They fax the results back the same day they provide the service. There is no limit to the of patients they can see per day at the facility. If the order is “stat” or needed immediately, they can provide the service within 2 hours of the order.
- d) Dental, audiology, vision, and podiatry care can be provided onsite by a contracted company. Your nurse or social worker can assist with putting you on the waiting list for these services if your insurance will cover the services.
- e) A specialized wound care nurse is onsite four days a week to assist with wound care management. The Wound Care Nurse rounds weekly with Dr. Palmer, a wound care physician.
- f) A portable health file will be provided to your family member with medical information. This will be given to you at admission to take to medical appointments to ensure other medical providers have your information.

Day of Admission

Our staff receives notice prior to the date of your arrival. Family members will need to bring clothing, the patient's social security card, picture ID and insurance information. Admission paperwork will need to be completed on the day of admission. If you are unable to come to the facility to complete paperwork, please let us know and we can assist you with accessing the paperwork via email, online, or fax prior to admission so that it can be completely timely.

Financial Arrangement

Inpatient rehabilitation stays on the **Pathways unit** are covered by many insurance plans (including some private health insurance, Workman's Compensation, Kentucky Medicaid, Medicare and some Medicare replacement plans). Insurance information will be obtained prior to an individual's admission. You will be advised by the program director or admissions staff of your benefits for coverage prior to admission.

If there is any change in your insurance company or coverage after admission, please let the social worker know about this and provide us a copy of your new insurance card.

Medicaid requires that any income a person served receives from disability or other sources goes towards your bill at Pathways. Medicaid will allow a person to keep \$30 per month from their social security benefits (retirement, disability, or supplemental security income) to use for personal care needs. If you are approved for SSI while admitted at Pathways, it is likely that your monthly benefit will be reduced to \$30/month until you discharge. If you are approved for Social Security Disability Income while receiving services at Pathways or any skilled nursing facility, Medicaid will require that your monthly social security income, minus \$30, be paid to the facility to assist with care costs.

Traditional Medicare Part A will cover 100% of skilled nursing costs for the first 20 days. Starting on Day 21, there is a 20% copay. This copay may be covered by a Medicare Supplement Plan; if you do not have a Medicare Supplement, you will be responsible for the 20% copay. Medicare will not cover more than 100 days of skilled nursing services. In order to use your full 100 day benefit, there are certain requirements you must meet. It is possible for a person to no longer qualify for Medicare to cover their stay prior to the end of the 100 day benefit period. If you exhaust your Medicare benefit or you no longer meet Medicare criteria to remain in skilled nursing services, the social worker and business office will discuss with you options for discharge or private pay. Medicare is required to provide at least 48 hour notice prior to ending coverage for services and you will be provided the opportunity to appeal the noncoverage decision.

Commercial Insurance policies also require that you meet certain requirements in order to remain in skilled nursing services. Prior to admission, you will be advised on how much your insurance may pay towards your rehabilitation. However, commercial insurances may deny further coverage for skilled nursing services if they feel you are not meeting their criteria to continue rehabilitation in this setting. If your commercial

insurance denies coverage of your continued stay, the social worker and business office will discuss with you options for discharge or private pay. Commercial insurance policies are not required to provide notice of noncoverage within a certain time frame and may issue noncoverage notices retroactively.

Remember, the person served is ultimately responsible for his or her billing account. If the insurance does not pay, you will be billed for services you received. If you have concerns regarding your insurance coverage or changes in your income, our business office and social worker are happy to assist you with navigating these issues, including but not limited to, applying for social security benefits, applying for Medicaid, and/or instituting a payment plan.

Therapy/Family Meeting Schedule

After admission, a series of evaluations are performed to determine the rehabilitation needs and which services will benefit the person served the most. The staff members will begin evaluations within the first 24 hours of admission unless a person is admitted on Friday. We normally do not provide therapy on Saturday and Sunday. Anyone admitted on Friday will begin therapy evaluations usually the following Monday.

The unit manager for the unit will attempt to meet with the patient or family within 3 working days of admission to go over the Baseline Care Plan which provides general information about your loved one's care and medications.

Family members will be contacted by the social worker within a few days of admission to schedule their first family meeting. Ideally, the first family meeting will occur within seven to ten days of admission. The goal of this meeting is to keep persons served and their loved ones up to date with progress towards rehabilitation goals as well as discuss barriers to progress and discharge planning. Brain injury education and education on community resources will also occur during these meetings. It is best if these meetings occur every 30-40 days to ensure the person served stays on track with his or her goals.

Clothing

Persons served in the program will need to bring daytime clothing that is comfortable and easy to move in. Pants or shorts with elastic waistbands or sweat suits, t-shirts, rubber soled shoes, socks, nightwear and underwear are things that the persons served will need. A warm sweater or jacket should also be brought with you. Slacks and shirts should fit loosely so that exercise is unrestricted. All clothing should be labeled with your name in permanent ink. We can provide you with a permanent marker on the day of admission. Please bring at least 5 changes of clothing. You have the option of taking the laundry and doing it at home or having your laundry done by our in-house laundry department at no extra charge.

Personal Items

Please bring the grooming articles your family member would use at home for shaving, oral care and hair care. Please feel free to bring along any reminder of home, such as family photos, books, radios, etc.

We ask that you do NOT bring kitchen appliances such as coffee brewers, hot plates, or knives.. Please consult with the rehabilitation team prior to bringing in snacks, drinks or personal fridges.

Our state license does not allow anyone to burn candles or incenses as they are fire risks. No aerosol room sprays are allowed.

Patients who have a cell phone will be asked not to use the phone during their therapy sessions but can use them when not in therapy. Landline telephones will be available in patient's rooms as well as at the nurses station.

It is requested that lewd or obscene materials, including but not limited to pornographic material or clothing that is sexually suggestive or has inappropriate phrases or curse words, be left at home.

Cigarettes, lighters, vaporizers, chewing tobacco, snuff, and any other nicotine products, CBD products, or smoking paraphernalia should not be brought to the unit or persons residing on the unit. Alcohol should not be brought onto the unit or provided to individuals residing on the unit. Medications, including over-the-counter medications, supplements, and previously prescribed medications, should not be brought to the unit unless advised to do so by the physician or nursing staff.

Any items requiring an electrical plug must be checked in at the nurses' station upon admission. Our maintenance department will then be notified to inspect the item to ensure it is safe and it will then be returned to the patient's room.

It is highly recommended that you do NOT bring large amounts of cash or valuable items. The Business Office can set up an account for you. A beauty shop is available in the facility. There is a fee for haircuts. Please speak to the nursing department or social worker to schedule haircuts and arrange for payment.

Access to facility

To assist with maintaining the safety and security of staff and persons served, all exterior doors are locked with a keypad. It is requested that visitors enter via the front door. The front door is open until 8:30 P.M. daily. There are handicapped parking spots in the front of the facility. There is a large parking lot on the right side of the building.

Entering the Pathways Unit

The Pathways unit is in a locked unit to ensure confused patients do not wander out of the unit. One set of doors is accessible from off the unit with a push button. At the other

door, you will need to ring the door bell to alert staff to let you onto the unit. When a visitor is ready to leave the unit, you will need to notify staff so they can unlock the door for you to exit. For the safety of the persons served, we do not give family members or persons served the code to the Pathways Unit. If it is determined that a person served or visitor knows a door code, the code will be changed. If there is an extenuating circumstance that a family member would need to visit after 8:30 p.m., we ask that you call the facility to let them know you are coming.

Recommended Pathways Unit Visiting Hours

Monday-Friday	4:30 p.m. - 8:30 p.m.
Saturday & Sunday	10:30 a.m. - 8:30 p.m.

Please see Program Director or Social Worker for other visiting hours. We can be flexible with a work schedule or for those who must travel from out of town to visit during the week. To decrease the risk of overstimulation for persons served, we ask that you have ONLY 2-3 visitors at a time in patient rooms.

We do not allow overnight visitors due to semi-private nature of our rooms and to allow persons served to rest and recuperate.

Children are allowed to visit persons served on the visit. We do request that children not be left unsupervised in patient rooms or on the unit.

To ensure the proper care to all our residents we ask that visitors exhibit appropriate behaviors on the unit. The persons in the Pathways program are very sensitive to noise and are easily over stimulated. Alcohol and/or drug usage is not permitted in the unit. No guns or weapons are allowed in the facility. We reserve the right to ask visitors to leave if they become loud, angry, or are thought to be intoxicated.

If a visitor would like to take a person off of the unit or out of the building, the visitor will need to provide the nursing staff with a copy of their photo ID and sign the person out at the nurses station. If leaving the building, the visitor will also need to sign the person out at the front desk.

Communication with the Therapy Department

The Social Worker will arrange an initial family meeting to allow the family members to meet the treatment team and work towards setting the long-term goals for discharge. If you interested in attending a therapy session to observe treatment this can be done after the family meeting has been held. Since the therapist spend so much time working with your family member as well as other persons served, we asked that if you have questions for specific rehabilitation therapists that you call the social worker and she can arrange to either have the question answered or arrange for you to speak to the therapist.

Rooms/Satellite TV

Pathways has semi-private rooms, all equipped with closet and drawer space as well as bathrooms. There are TV's in each room with satellite channels.

Smoking Policy

Pathways is a non-smoking unit. If a person served wishes to smoke, there is a smoking evaluation that must be performed by a staff member. We ask that family members do not take persons served out to smoke without having a smoking assessment be done in order to ensure the person served can smoke safely. Staff are not able to take persons served out for smoke breaks and may not leave the unit unattended. For the safety of all persons in the facility, do not give persons served any nicotine products and do not leave any smoking paraphernalia or lighters in patient rooms. Visitors are also only allowed to smoke in the patio courtyard in the middle of the building.

Meals

Meals will be served to the persons served in the designated dining areas on the unit. Getting up for meals is considered an important part of the rehabilitation program. Persons served may be allowed to eat meals in their room if it is safe to do so. Food brought in from outside the facility should be approved by nursing and dietary to ensure patient safety. Per the regulations of the state licensing agency any food kept in the facility must be labeled and kept in a sealed container. There is a refrigerator at the nurse's station for food that you may want to leave for your loved one. Many patients have swallowing difficulties and are at risk of developing pneumonia quite easily. In order to protect your family member, we asked that you not give them food or any liquids until the speech therapists have approved their diet.

Medication

Do not bring medications or supplements from home. Our pharmacy will provide all prescribed medications. Many people who have sustained a brain injury will be on medications, which would prohibit them from using other drugs and alcohol. Use of medication not provided by the facility or of alcohol may result in immediate dismissal from the program.

Safety

Because we are in a skilled nursing facility, we do not use bed rails unless clinically indicated as they may be considered a restraint and can cause injury to patients. The nursing staff may use a low bed with mats on the side of the bed. We do not use bed or wheelchair alarms unless all other interventions have been attempted without success. We never use physical or chemical restraints. We do not provide 1:1 supervision for patients. Persons served who exhibit behaviors that result in potential harm to self or others may be sent to the hospital for evaluation.

Family Participation

Family members and/or potential community care givers will be asked to participate in several aspects of the rehabilitation process. The Social Worker will contact a designated family member or representative party within a few days of admission to schedule an initial family meeting to allow you to meet the therapy staff and begin working together on the goals to be accomplished during the rehabilitation stay. This meeting is typically held with the therapy staff, the social worker, nurse manager and neuropsychologist. The

rehab physician does not attend but if you wish to meet with him please notify the Social Worker or Nursing Manager to arrange this meeting. The therapy team will be able to advise the patient and family members of goals and treatment interventions. After this, family teachings can be scheduled for teaching sessions with individual therapists. The social worker will arrange monthly meetings with the team to keep persons served, families, and caregivers involved and informed. Family members are encouraged to take an active part in the rehabilitation process, but we ask that families refrain from providing physical assistance to persons served until you have been trained by staff to do so. Persons served and family members may be at risk for injury if untrained individuals attempt to assist them with transfers, bed mobility, toileting, or other physical activities.

Therapy Schedule

Therapy occurs Monday through Friday between 6:00 am and 4:00 pm. There will be a therapy schedule developed for the person served after the initial evaluations. Therapy is held on Memorial Day, July 4th holiday and Labor Day, and on New Years Day. There is no therapy on Thanksgiving or Christmas Day, but therapy will be held the Saturday or Sunday prior to the holiday to ensure the persons served in the program receives 5 days of therapy a week.

Home Therapeutic Pass

Medicare and most private health insurance carriers do not allow you to go home on an overnight pass. If you are covered by Medicaid, there is coverage for some overnight passes if they are approved by your physician and treatment team. It is important that you work with your social worker regarding your coverage during passes. There are limited number of nights that individuals covered by Medicaid can be out of the building each year, so it is encouraged that persons served and their families are considerate in the useage of this time.

Before your first pass, it will be necessary for the person who is going to provide the care at home to come to meet with the therapist and nursing staff to learn how to provide the care your loved one would need at home. Many times, patients start out by going on a pass for a few hours during the daytime hours on a Saturday or Sunday. Therapeutic passes are permitted when your rehabilitation team believes a pass will contribute to your rehabilitation progress and specific goals to be accomplished while on pass are identified by your team in a staff conference.

Requests for a day pass or a weekend pass must be given to the social worker or nurse by Wednesday before the weekend you wish to take the patient home so medications for home passes can be ordered to take on the pass.

Your physician must prescribe all passes. The length of the pass and the departure and return times will be determined by your team according to the goals to be accomplished during the pass. Medications and equipment will be given to you before you leave. If therapy or medical staff determine it would be unsafe for you to go on pass, then the leave of absence will not be allowed.

Phone Usage

A phone can be placed in a patient's room with local phone service. We are trying to provide a structured therapy program, so it is important that patients' phone calls occur when not in therapy. Patients may be asked to leave their cell phones in their room during therapy times, unless the therapist has requested you use it during your treatment time.

If you call your family member in their room on Monday-Friday, we are asking that you call your family member after 4:00 p.m. Since many physicians and other businesses call our facility, we have asked that calls be limited to 5 minutes if you use our main phone lines. If a patient wishes to use a phone in a private area, we have a phone available in various office spaces. Use of these phones can be arranged as requested. Please speak to your nurse or social worker to make these arrangements. For persons served with their own cell phones, we ask that you consider the therapy schedule and end phone calls before scheduled therapy time.

Before You Leave

The social worker will have met with the person served and family members prior to discharge to set up the services that are needed for discharge including nursing home care, home health, outpatient therapies, drug and alcohol counseling, mental health follow-up or other additional services. On the day of your planned discharge, you will be given written instructions for your care including dates and times of follow-up appointment with your physician and other information in a portable health file. If your address or phone number has changed since admission, please inform the social worker and or our business office before you leave.

Leaving Against Medical Advice: (AMA) and Non-voluntary discharge

If the persons served decides to leave before the physician and the team determines it is appropriate, the responsible party must sign a statement assuming responsibility for the care needs and which releases the facility from liability (leaving against medical advice - AMA). There may be a reason your family member would be discharged non-voluntarily. The person served who does not comply with the program rules, or who has in their possession drugs, alcohol, or weapons may be discharged. People who become unmanageable due to physical aggression that may put other patients to risk may be moved to another setting. If the payer source (insurance, Medicare or Medicaid) stops paying for the program you will need to arrange to have your family member discharged to the next appropriate setting. To remain in the program a person must make "functional gains," or progress to being able to provide more care to themselves including being able to mobilize themselves, dress, eat, bath, use the commode, and communicate. If a person served plateaus in regards to their therapy progress, insurance will not continue to cover the intensive therapy provided on Pathways.

Suggestion Box

There is a suggestion box on the wall near the Program Director's office on the unit for any patient or family may use to put a suggestion or concern. If the concern is urgent, please notify one of the staff right away of the issue so it can be resolved quickly.

Resolution of Concerns

Our goal is to ensure that every person served in the program receives good care. If you feel that we have not met that goal and you have a problem or issue, please notify the charge nurse, program director, or social worker. We cannot resolve issues if we are unaware that they are occurring. Our goal is to resolve issues as quickly as possible; however if we are not able to resolve an issue immediately, your concern may be documented on a Grievance Form. Grievances will be immediately brought to the attention of the Pathways Program Director, Social Worker and/or Nursing Manager and the grievance process will be initiated. There is a nursing staff designated as a house supervisor 24 hours per day that can also assist with immediate issues on weekends or evenings.

If you have a grievance or complaints, please let a staff member know so it can be resolved. If you do not feel that we have resolved the issue to your satisfaction, the phone number for the Long-Term Care Ombudsman is 502-637-9786. The Adult Protective Services number is 502-595-4803.

Hospital Readmissions

On occasion, due to medical complications, it is necessary for someone to return to the hospital for evaluation and possible readmission. We will attempt to return you to the hospital from which you came from unless you or your insurance specifies otherwise. If you did transfer to Pathways from a hospital outside of the Louisville area, we will attempt to transfer you to University of Louisville. The University of Louisville is a Level One Trauma Center in downtown Louisville with a full array of medical services and specialties. There are many times when the local hospitals are on diversion (they are full and not able to take admissions). Please remember that the EMS also has the ultimate responsibility for determining which hospital the patient is transferred to when they arrive to pick them up. EMS will be aware of which hospitals are on diversion and how critical the situation is for the person. Therefore, your family member may not always be admitted to the hospital you initially chose. Your family member will be notified if you are sent to the hospital.

Serial Casting

There are times after a person has sustained a brain injury, they develop stiffness in the arms, legs, or fingers. This is called spasticity or tone and is a painful muscle spasm that results from a series of involuntary rhythmic contractions and relaxations in a muscle group. It can be exhibited by a clenched fist, an elbow bent, or an arm pressed against the chest. There are oral medications that can be given for this. In addition, a treatment method performed by physical or occupational therapy called "serial casting" may be used. The therapist will stretch the arm, leg or finger and then place a plaster cast on that area ((like you would have for a broken bone). They will leave the cast on for a few days and then will remove it and stretch the limb again and place another cast on the affected

area. When they have the limb into the position, they wish it to be in, they will then utilize a splint for the limb. Your family member will be contacted by one of the therapy staff or nursing staff members for approval for this prior to this treatment.

Medical Appointments

Specialty physicians such as orthopedic, neurosurgery, neurologist or others do not usually come to see patients in our facility.

Many times, persons served will need to go out of the facility for follow-up medical appointments at physicians' offices or clinics. A family member must be available to attend appointments with persons served. Most physician's offices will not see a person served if not accompanied by a family member. If you cannot go with your family, the appointment may have to be cancelled as facility staff are often not available to attend medical appointments.

Our appointments and transportation coordinator does their best to ensure transportation is available for all patient appointments. However, there may be situations in which appointments will need to be rescheduled due to transportation issues. Appointments may also be rescheduled in the event of inclement weather or illness/sickness on behalf of the person served.

****Please note:** Insurance typically will not cover ambulance transportation to appointments. If a family member or care giver would like to transport a person served to an appointment, please let our unit manager or social worker know. Family members and/or caregivers will need to completed car transfer training with physical therapy prior to taking a person served to an appointment.

Upon admission a portable health profile booklet will be provided to the patient. It will include information regarding medical appointments and issues. You will be given the booklet upon discharge to take with you to future appointments which will allow other health care providers to know what procedures you have had or your medical information. We encourage the family or patient to help us fill it out.

Pet Visits

Dogs and cats may visit the facility under supervision of an adult visitor. Prior to the visit, the pet owner must provide the facility with a copy of the pet's immunization record to keep on file.

If a visiting pet exhibits poor behavior, you may be asked to end the visit and the pet may not be allowed to visit in the future. Poor pet behavior may include aggressive behavior or incontinence. Please be considerate of other persons served and roommates when bringing pets in to visit.

Additional Therapy Information:

The physical and occupational therapist will use various types of equipment during your treatment.

- Electrical stimulation (e-stim) may be used by both physical and occupational therapy. E-stim uses an electrical current to cause a single muscle or group of muscles to contract. The therapist will place electrodes on the skin in various locations to increase muscle strength and promote blood supply.
- LiteGait – The LiteGait is a mobile system that enables safe walking by use of the device with therapist guiding the patient and will increase posture, balance and coordination.
- Standing Frame – The patient may be placed in a piece of equipment with a strap that will hold their torso up so they may be in a standing position and begin to bear weight on their legs while they are not independent with standing.
- Tilt Table – The tilt table is used with patients who have not been up much prior to admission and who cannot stand on their own. It allows the patient to bear weight and decrease complications from pneumonia by being in a more upright position. The table starts flat and the therapist can use the electrical switch to bring the patient up to a standing position. Most patients have their blood pressure monitored during this in the early stages of their recovery.

Patient Feedback and Program Performance Improvement

We greatly appreciate and encourage feedback from all persons served, representative parties, and any other stakeholders involved in a person’s rehabilitation process. Surveys are provided at discharge and follow up calls are made to persons served and/or responsible parties post discharge. Your participation in these surveys is incredibly important to our program, so that we can make improvements as necessary. Concerns and grievances during your stay should also be discussed with the social worker so that resolution can be attained.

In an effort to improve our program as well as inform the provision of brain injury services in the skilled nursing setting for all survivors of brain injury, demographic data and outcome data are collected and analyzed for all persons served. At least annually, the Program Director will analyze data collected to look for trends and potential areas for program improvement. Quarterly Report Cards are posted in the recreation room and by the nurses station to inform persons served and visitors of current quality indicators that have been set for the Pathways Unit. Large scale analysis is conducted in by the neuropsychology department. Data for this analysis is de-identified (anonymized) to protect personal identifiable information. For these studies, data is collected and analyzed on a large-scale basis in order to look for trends in how our programming impacts the functioning of people served, with the hopes of improving rehabilitation care for all survivors of brain injury.

Lodging and Transportation

Hotel
Hometown Suites

Phone Number
(502) 499-9100

4540 Taylorsville Road
Louisville, KY 40220
(includes fully equipped kitchenettes)

Dupont Suites (502) 897-2559
1401 Browns Lane
Louisville, KY 40207

Wheelchair and Stretcher Transportation Services:

Cook and Reeves Transport 502-836-7679
Peterson Medical Transport 502-467-2668
Caliber Care+Transport (800) 615-7398

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