



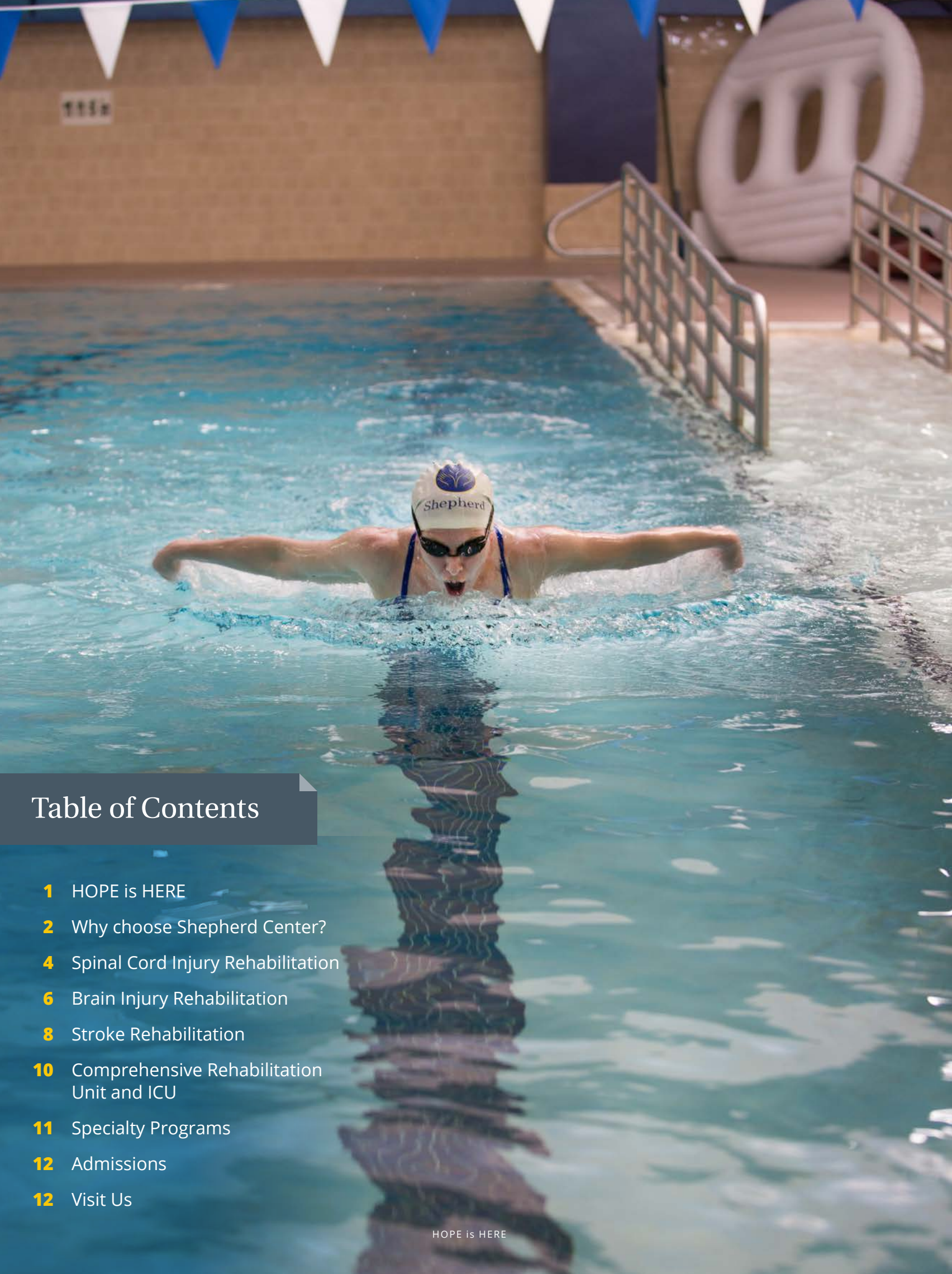
Shepherd  
Center



# HOPE is HERE

Shepherd Center is a world-renowned provider of comprehensive, specialized rehabilitation for people with spinal cord injury, brain injury or stroke.





## Table of Contents

- 1** HOPE is HERE
- 2** Why choose Shepherd Center?
- 4** Spinal Cord Injury Rehabilitation
- 6** Brain Injury Rehabilitation
- 8** Stroke Rehabilitation
- 10** Comprehensive Rehabilitation Unit and ICU
- 11** Specialty Programs
- 12** Admissions
- 12** Visit Us



# HOPE is HERE

**Shepherd Center**, located in Atlanta, Georgia, is a private, not-for-profit hospital specializing in medical treatment, research and rehabilitation for people with spinal cord injury, brain injury and stroke. *U.S. News & World Report* ranks Shepherd Center among the top 10 rehabilitation hospitals in the nation.

More than 500 U.S. hospitals, including major trauma centers, refer their patients to us. They know Shepherd Center provides excellent care that is the rehabilitation equivalent to Level I trauma centers in terms of treating the most complex injuries. Our outcomes are among the best for U.S. rehabilitation hospitals. Because we are a specialized, rather than a general, rehabilitation facility, we treat a younger-aged patient population facing a complex set of medical issues.

Our length of stay allows time for patients to have a rehabilitation experience that brings healing and hope. In fact, the hospital's stated mission is to help people with a temporary or permanent disability rebuild their lives with hope, independence and dignity.

A specialized, interdisciplinary team of highly trained, certified and experienced rehabilitation professionals designs a tailored, state-of-the-art treatment plan for each patient. The plan, which includes individual and group therapy, integrates:

- patient and family input
- the benefits of the staff's substantial expertise
- insight from ongoing, clinic-based research
- the use of a wide array of advanced therapeutic and assistive technologies
- incorporation of intensive, activity-based therapies that promote recovery, restoration and lifelong wellness

Our comprehensive care includes a focus on family and patient education and training to maximize recovery and address all areas of care required for the specific injury. Peer supporters with similar injuries also offer a wealth of information and experience to patients and families.

Patients and their families come to Shepherd Center from around the nation, and even the world, to get specialized rehabilitation care – a fact that aligns with national surveys showing many patients are willing to travel out of state for specialized care. Shepherd Center helps make this travel feasible by providing housing for up to 30 days for families of newly injured rehabilitation patients if both the patient and family live more than 60 miles from the hospital. Having family members nearby helps support the patient's recovery. Also, families and patients interact and draw strength from one another because of their shared experience.

Additionally, Shepherd Center staff members provide encouragement during rehabilitation, assist with the transition back to home, work and school, and serve as ambassadors to help patients navigate their journey over a lifetime. At Shepherd Center, we are a family, working together to help patients and their families obtain the care, skills and confidence they need to return to living their lives as independently and fully as possible.

Visit us online at [shepherd.org](http://shepherd.org).



## Why choose Shepherd Center?

### Medical Advantage:

Experience counts. Our staff's experience and specialization in treating spinal cord and brain injury, including stroke, has enabled staff members to develop higher levels of expertise and achieve better results for those we serve. When it comes to functional and medical improvements, our patients are more independent in their daily lives and have better outcomes than the national average.

### Continuum of Care:

Shepherd Center offers a comprehensive continuum of care – from evaluation and medical treatment to rehabilitation, medical equipment, post-acute and outpatient care, and lifelong support programs. Those we serve have access to programs that many other facilities don't have. Those programs include:

- › Ventilator weaning
- › Intensive care unit
- › Disorders of consciousness (coma) care
- › Pastoral care from chaplains
- › Extensive family training
- › Assistive technology
- › Community outings
- › Extensive recreation therapy and adaptive sports programs – including aquatics, art, music, horticulture and outdoor experiences – to help patients return to pre-injury activities and interests, or discover new ones
- › Shepherd Step, an intensive walking program that includes manual and robotics-assisted locomotor training
- › Back-to-school programs
- › Peer support
- › Transition support for return to home and work
- › Driving evaluation and training

- › Specialized wheelchair seating and mobility clinic
- › Upper-extremity rehabilitation clinic
- › Pain management clinic
- › Animal-assisted therapy with dogs and horses
- › Health and wellness programs in our fitness center
- › Horticultural therapy in our garden and greenhouse
- › Aquatic therapy in our 25-yard pool
- › Transitional living apartment for people with brain injury

### Advanced Technology:

Patients at Shepherd Center may use the latest in therapeutic equipment to assist in their rehabilitation. Our technologies supplement what therapists can do and also stimulate the nervous system below the injury to attempt to maximize neurological recovery or restoration. The treatment team will determine the appropriateness of these interventions based on a comprehensive evaluation. Also, assistive technology specialists design an appropriate package of solutions to maximize independence in accomplishing daily tasks. Technologies assist with:

- › Walking – both manual and robotic-assisted treadmill training, dynamic overground walking systems, neuroprostheses and robotic exoskeletons
- › Upper-extremity strengthening and function using robotic technologies and neuroprostheses
- › Recovery and lifelong wellness using restorative therapies, such as electrical stimulation-assisted cycling and dynamic tilt tables to increase strength and stamina
- › Communication and cognition
- › Mobility and navigation
- › Adaptive driving
- › Control of the environment at home



**Patients may have access to these advanced technologies:**

- Vital Stim and sEMG biofeedback (therapy to improve swallowing)
- Bioness, Lokomat, Saeboflex, Lite Gait, and Balance Master for assistance in walking
- FES bike (therapy for arms and legs that sends small electrical pulses to muscles to improve function and enhance general health and well-being)
- ZeroG gait and balance training system
- Armeo Spring (therapy to improve hand and arm impairment)
- Erigo (an automated tilt table to build strength and stamina)
- BTE Primus for functional training

**Leaders in Research:**

Researchers conduct clinical studies in collaboration with leading experts from around the world. Whether studying a new device, testing a new medication or developing a new treatment method, research at Shepherd Center is conducted daily in our clinics and translates directly into improved care and quality of life for our patients.

**Accreditation:**

Shepherd Center is accredited by The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF). We are also CARF-accredited for specialized programs in spinal cord injury, brain injury and stroke. Shepherd Center is designated as a Spinal Cord Injury Model System of Care by the National Institute on Disability, Independent Living, and Rehabilitation Research and collaborates with the Traumatic Brain Injury Model Systems.



**Patient and Family Training:**

Patients and families participate in training sessions to learn as much as possible about the injury or illness so they can manage ongoing medical care and prevent rehospitalization after returning home. Educational information is also provided online at **MyShepherdConnection.org**.

Visit us online at [shepherd.org](http://shepherd.org)



# Spinal Cord Injury Rehabilitation

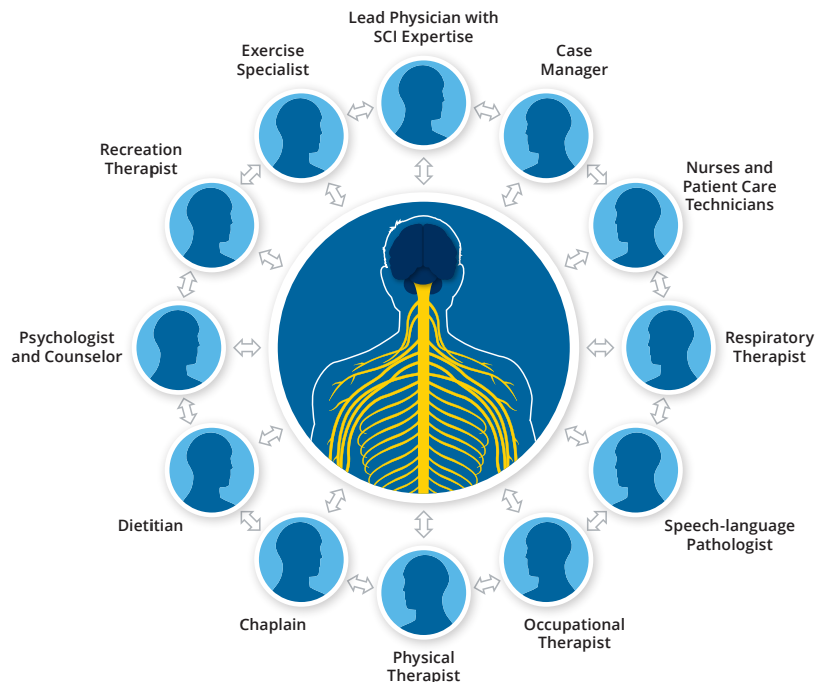
Specialized Care to Maximize Independence

Shepherd Center provides the largest and most comprehensive program in the nation for people with spinal cord injury (SCI). The hospital's highly specialized staff leads the nation in providing spinal cord injury treatment, rehabilitation and research.

Every year, about 450 people from across the country travel to Shepherd Center for our specialized brand of rehabilitation that most general rehabilitation hospitals cannot match. As a specialized facility, our average spinal cord injury rehabilitation patient age is 39, giving patients the benefit of camaraderie with peers at similar life stages.

From the time of acute admission through outpatient follow-up, our program provides a full continuum of care to people with any level of spinal cord injury, including those who are ventilator-dependent or have a dual diagnosis of spinal cord and brain injury. In addition, Shepherd Center has a 10-bed ICU allowing patients to begin the rehabilitation process as soon as possible.

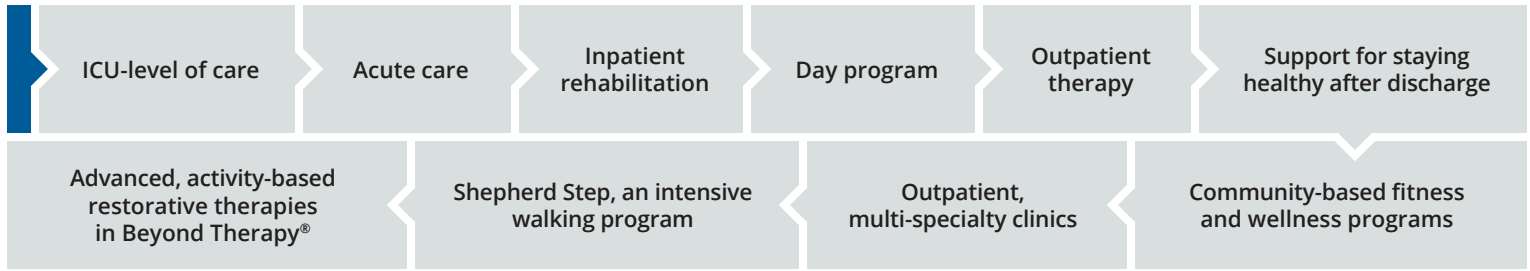
## Your rehabilitation team includes:



## Continuum of Care

Shepherd Center’s full continuum of care focuses on community re-entry, which for many people means returning to home, work or a supported, community-living environment.

Your continuum of care in Shepherd Center’s Spinal Cord Injury Program may include:



## Outcomes

To be an informed healthcare consumer, we recommend that you ask about the patient outcomes achieved at the rehabilitation facilities you are considering. These outcome measures should include functional improvements from the time of admission to discharge from the hospital. Other measures may include return-to-work and return-to-school rates. You should also look for the number of patients treated annually by diagnosis and age range. At Shepherd Center, we achieve some of the greatest functional outcomes in the nation, and we post them on our website (most facilities don't do this) to help inform you as you consider your rehabilitation options.

**For updated outcomes information, visit: [shepherd.org/outcomes](http://shepherd.org/outcomes).**



99%

## Patient Satisfaction

Surveys show 99 percent\* of our spinal cord injury inpatients say they are likely to recommend Shepherd Center to others in need of rehabilitation care.

*\*Source: 2016 Patient Satisfaction Report*

For detailed information about our **Spinal Cord Injury Program**, visit [shepherd.org/sci](http://shepherd.org/sci).



# Brain Injury Rehabilitation

Specialized Care to Maximize Independence

Shepherd Center has a full continuum of services to treat people who have experienced an acquired brain injury (ABI) – either traumatic or non-traumatic. As a specialized facility, our average brain injury rehabilitation patient age is 32, giving patients the benefit of camaraderie with peers at similar life stages. Our goal is to help those we serve achieve the highest possible level of independence in their daily lives.

Our programs are designed to treat specific conditions, such as disorders of consciousness (when a person is in a vegetative or minimally conscious state following a brain injury) and specific age groups, including a program for adolescents.

In addition, Shepherd Center has a 10-bed ICU, allowing our specialists to treat complex brain injuries and address secondary complications resulting from the injury.

Our expert treatment teams are managed by a lead physician and a multidisciplinary team of rehabilitation specialists. These professionals assess patients' medical and clinical needs and coordinate their care program.

## Your rehabilitation team includes:

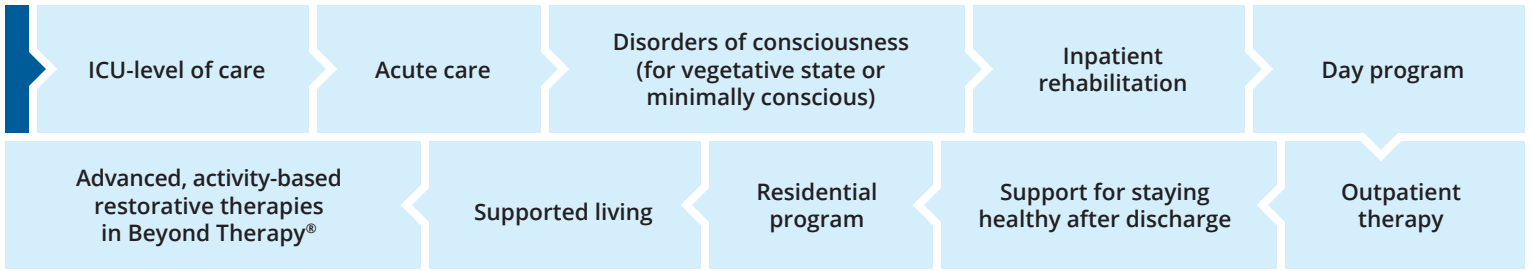




## Continuum of Care

Shepherd Center’s full continuum of care focuses on community re-entry, which for many people means returning to home, work or a supported, community-living environment.

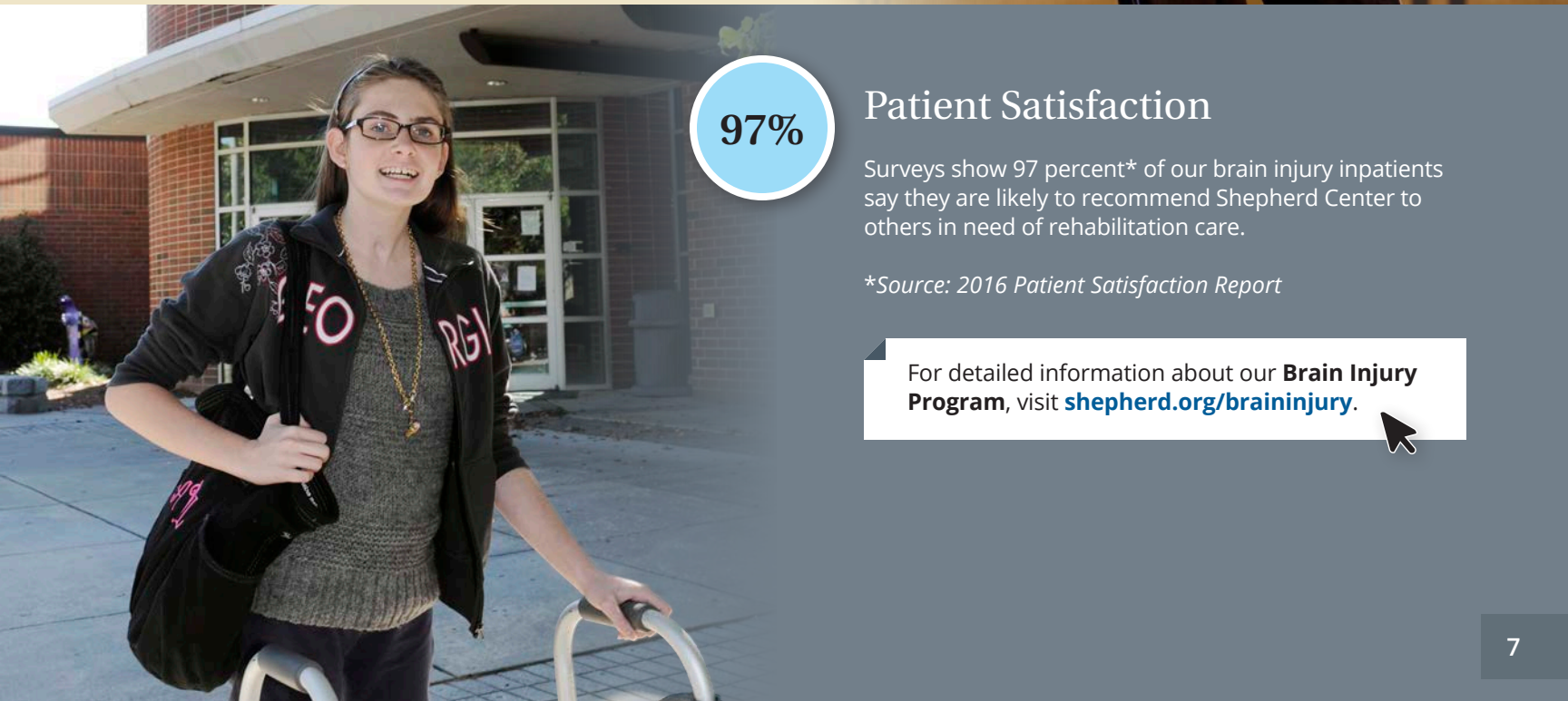
Your continuum of care in Shepherd Center’s Brain Injury Program may include:



## Outcomes

Shepherd Center has treated thousands of people with brain injuries, and our medical outcomes exceed regional and national averages. In fact, we post our patient outcomes on our website (most facilities don't do this) to help inform you as you consider your rehabilitation options.

**For updated outcomes information, visit: [shepherd.org/outcomes](http://shepherd.org/outcomes).**



**97%**

## Patient Satisfaction

Surveys show 97 percent\* of our brain injury inpatients say they are likely to recommend Shepherd Center to others in need of rehabilitation care.

*\*Source: 2016 Patient Satisfaction Report*

For detailed information about our **Brain Injury Program**, visit [shepherd.org/braininjury](http://shepherd.org/braininjury).



# Stroke Rehabilitation

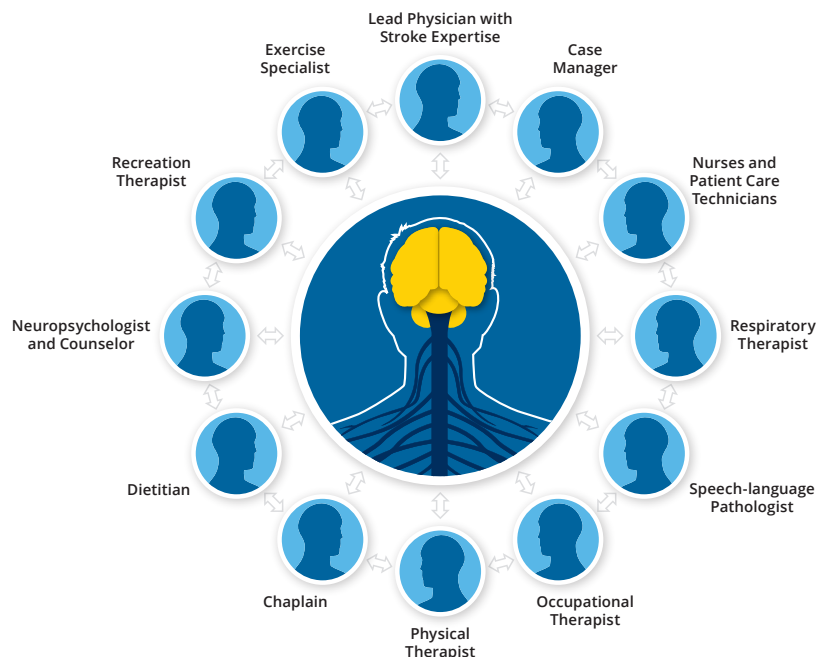
Specialized Care to Maximize Independence

Shepherd Center's rehabilitation program for those who have experienced a stroke focuses on helping the patient relearn skills that are lost when a stroke injures part of the brain. As a specialized facility, our average stroke rehabilitation patient age is 47, giving patients the benefit of camaraderie with peers at similar life stages.

The program also provides education and training for their families to help patients identify risks that can lead to complications, including another stroke. Staff members develop individualized blueprints for each patient's stroke rehabilitation program, tapping into state-of-the-art medical care, technology and comprehensive educational services.

A team of rehabilitation specialists guided by a lead physician develops individual treatment plans for patients. Staff members understand that after a stroke, people are going through more than just recovery; they are learning a new way of life. Rehabilitation at Shepherd Center is designed to meet the physical, cognitive, medical and emotional needs of each individual, while working toward independence with activities such as school, work, driving, parenting and community involvement.

## Your rehabilitation team includes:



# Comprehensive Stroke Rehabilitation Services

People who enter the stroke rehabilitation program may be admitted to Inpatient Rehabilitation, the Shepherd Pathways Day Program or Pathways Outpatient Program, depending on the severity of illness and medical needs.

The following services may be provided:

Medical management	Speech-language-cognitive therapy	Recreational therapy
Rehabilitation nursing	Swallowing therapy	Neuropsychological assessment and counseling
Physical therapy	Nutritional counseling	Vocational services
Occupational therapy	Respiratory therapy	

## Outcomes

Shepherd Center has treated thousands of people with stroke, and our medical outcomes exceed regional and national averages. In fact, we post our patient outcomes on our website (most facilities don't do this) to help inform you as you consider your rehabilitation options.

**For updated outcomes information, visit: [shepherd.org/outcomes](http://shepherd.org/outcomes).**



### Patient Satisfaction

Surveys show 97 percent\* of our stroke inpatients say they are likely to recommend Shepherd Center to others in need of rehabilitation care.

*\*Source: 2016 Patient Satisfaction Report*

For more information, including detailed patient outcomes data, about our **Stroke Rehabilitation Program**, visit [shepherd.org/stroke](http://shepherd.org/stroke).

# Comprehensive Rehabilitation Unit (CRU) and Intensive Care Unit (ICU)

The Comprehensive Rehabilitation Unit and Intensive Care Unit (ICU) at Shepherd Center provide two additional levels of care.

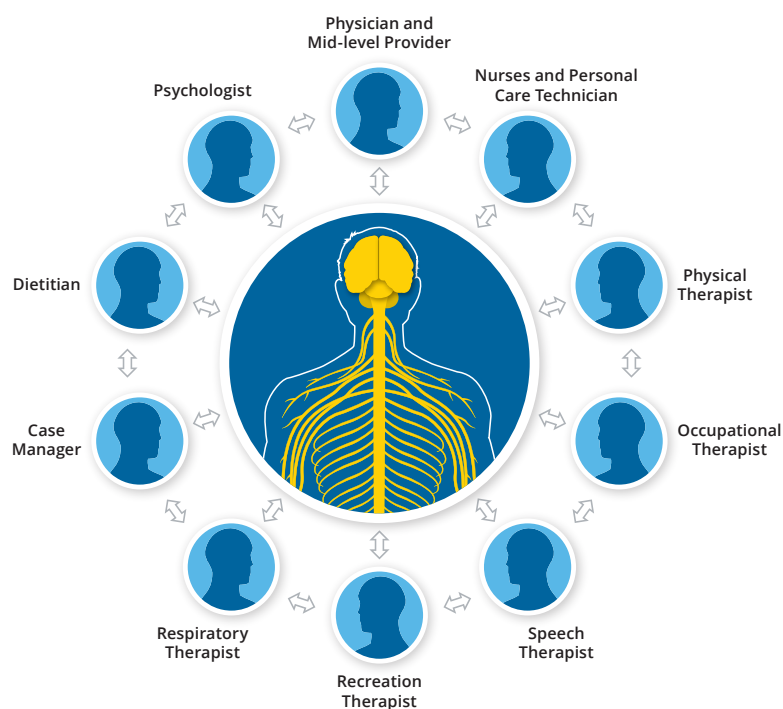
The **ICU** is a 10-bed neuro-intensive care unit designed to manage patients who are medically unstable and require intensive nursing care. Patients who are being weaned off a ventilator also spend their first night of weaning in the unit so they can be closely monitored.

The **Comprehensive Rehabilitation Unit (CRU)** is a 28-bed unit that serves patients with medical-surgical issues and catastrophic injuries.

## The CRU provides care to multiple types of patients:

- 1 Those who require skin surgery for pressure injuries;
- 2 Patients admitting due to medical complications, such as urinary tract infections, respiratory conditions and other secondary medical complications associated with spinal cord and brain injuries;
- 3 Newly injured patients with a brain injury, spinal cord injury or both;
- 4 Patients who have a catastrophic injury with multiple amputations;
- 5 Patients with a new diagnosis of a neurological disease, such as multiple sclerosis, and require medical treatment and rehabilitation.

## Your treatment team includes:



All Comprehensive Rehabilitation Unit (CRU) patients are assigned a consistent team of therapists. The treatment team and patient and/or family member meet weekly to discuss progress and goals.

## Services May Include:

- Occupational, physical and speech therapy
- Nutritional therapy
- Nursing
- Customized education
- Psychology
- Case management
- Recreation therapy
- Respiratory services

## Lengths of Stay

**ICU** lengths of stay vary depending on the acuity and severity of the patient's condition.

Patients admitted for **skin flap surgery** for one pressure injury are typically hospitalized 24 to 35 days.

Patients admitted for **rehabilitation** have lengths of stay consistent with those of patients in the Spinal Cord Injury and Acquired Brain Injury programs.



# Specialty Programs

## Patient- and Family-Centered Care

Specialty care programs for inpatients at Shepherd Center cater to the individual needs of adolescents and adults.

**Ventilator Program:** Led by an experienced and aggressive team, Shepherd Center's program works to wean people off ventilators as soon as possible. For people who remain ventilator-dependent, our focus is education on living an active lifestyle. Each patient and their family members are trained in home-care techniques, health management and diaphragm pacing, when appropriate.

For more information, visit [shepherd.org/ventilator](http://shepherd.org/ventilator).

**Adolescent Program:** Teens and young adults are grouped together in a unique environment that provides for a strong peer support system. A high priority is placed on the involvement of family and friends. Return-to-school programs led by certified teachers and other staff members help ease the transition back to school.

For more information, visit [shepherd.org/adolescent](http://shepherd.org/adolescent).



**High-Tetraplegia Program:** Shepherd Center's medical and rehabilitation teams treat people with some of the most medically complex injuries. Each year, Shepherd sees a high volume of people who were injured at the C-1 to C-4 level. The therapy program includes weekly community outings and patient and family education.



**Disorders of Consciousness Program:** Patients in a vegetative or minimally conscious state following a brain injury are often not ready to begin an active rehabilitation program. To optimize recovery, Shepherd Center offers a specialized disorders of consciousness program, which provides pre-rehabilitation and education services for four to six weeks.

For more information, visit [shepherd.org/DOC](http://shepherd.org/DOC).

**Dual Diagnosis (spinal cord and brain injury) Program:**

Shepherd Center understands the unique needs of a person who is recovering from a dual diagnosis of both spinal cord and brain injuries. While focusing on regaining movement and strength, our teams also treat the potential learning and memory challenges caused by a brain injury.

To download a fact sheet about the Dual Diagnosis Program, go to [shepherd.org/fact-sheets](http://shepherd.org/fact-sheets).

**Peer Support Program:** Shepherd Center's peer support program offers a vast network of people and resources. Peer supporters provide a wealth of information and experience to newly injured patients to help them adapt to their new normal, thrive and stay safe after discharge. To talk to a peer supporter is to talk to someone who knows first hand about living with a spinal cord or brain injury. At Shepherd Center, a staff of five peer supporters who are living successfully with spinal cord injury, offers on-site support to inpatients, Day Program patients and family members. They also facilitate several support groups with the help of a team of 75 volunteers. In addition, the Brain Injury Peer Visitor Association provides trained volunteers who offer peer support for our patients with brain injury and their family members.

# Admissions

## How to Make a Referral

Referrals to Shepherd Center can be made by a physician, hospital discharge planner or social worker, insurance company or worker's compensation case manager or a patient's family member.


Our staff of access case managers can begin the admission process anywhere in the United States within 24 hours of referral. We offer this service free of charge and often serve as the referring facility's primary educator and resource for family members.

Patients can be admitted from an acute-care hospital (including ICU-to-ICU transfer), sub-acute care, LTACH facility, nursing home or from the person's home (following an evaluation in our outpatient clinic).


We help families through the admissions process with an action plan that identifies important next steps for families to take.

## Contact our Admissions Department:

 **Online:** Submit a referral via our online form at [shepherd.org/admissions](https://shepherd.org/admissions).

 **By Phone or Fax:** Call 1-800-SHEPHERD (800-743-7437) or 404-350-7345, or fax 404-603-4504 (8 a.m. - 4:30 p.m. Monday-Friday).

 **By Email:** Email Admissions at [admissions@shepherd.org](mailto:admissions@shepherd.org).

 **Family Housing:** Shepherd Center provides up to 30 days of housing to families of newly injured rehabilitation patients if both the family and patient live more than 60 miles from the hospital. These 30 days of housing do not have to be used consecutively, but can be used as needed during the inpatient stay. Those who need housing while a loved one is at Shepherd Center may notify the access case manager handling the admission. For more information, visit the Family Housing area of our website at [shepherd.org/familyhousing](https://shepherd.org/familyhousing).



## Visit Us



# Shepherd Center

## BRAIN AND SPINAL CORD INJURY EXPERTS

To become more familiar with Shepherd Center and the team who will care for your loved one, we encourage your family to tour the hospital before patient admission.

**Video Tour:** You can learn more about our patient care programs and patient success stories in the video series at [shepherd.org/video-tour](https://shepherd.org/video-tour).

**Family Tours:** To arrange a private tour, call Shepherd Center at 404-352-2020 or email [admissions@shepherd.org](mailto:admissions@shepherd.org).


**Community Tours:** The Shepherd Center Foundation conducts monthly tours of the hospital. Community members are welcome to attend. For more information, call 404-350-7383.

## Location



Shepherd Center

2020 Peachtree Road, NW  
Atlanta, GA 30309-1465  
404-352-2020 [shepherd.org](https://shepherd.org)

 Shepherd Center is located five miles north of downtown Atlanta in the Buckhead community. Shepherd Center is approximately 30 minutes from Atlanta's Hartsfield-Jackson International Airport and accessible by public transportation.

For directions, visit [shepherd.org/location](https://shepherd.org/location).



Shepherd Center

# Giving

## How You Can Make a Difference

As a not-for-profit hospital, Shepherd Center relies on philanthropic support from individuals, families, corporations and foundations.

Donations help fund patient care programs, patient equipment, family housing, special and capital projects, technology and educational programs. To learn how you can contribute in a variety of ways, visit the Shepherd Center Foundation at [shepherd.org/foundation](http://shepherd.org/foundation).



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