



Shepherd Center

TOP 10 THINGS

TO CONSIDER

When Choosing a
Rehabilitation Program
for Spinal Cord Injury,
Brain Injury or Stroke

You Have a Decision to Make About Your Treatment

Experiencing a spinal cord or brain injury, or stroke, is likely the hardest thing you or your loved one has ever had to endure.

But you are determined to get better, and that means you need to participate in intensive rehabilitation. Understanding where to go from here, however, can sometimes be confusing.



You Have the Right to Choose Your Healthcare Provider

Patients often look to their physicians to tell them where to go for continued treatment. But the best route to recovery comes when patients and their loved ones have a two-way conversation with their healthcare provider and investigate all their treatment choices.

You have the right to choose and advocate for yourself or a loved one, so you'll want to do the following:



Thoroughly examine the rehabilitation programs and specialists you've been referred to.



Seek a second opinion if you feel one is necessary.



Research additional, undiscussed options.



Ask your physician to refer you to specific rehabilitation programs or specialists.



Find a Rehabilitation Program that meets **YOUR NEEDS**

It's important to be confident about the quality of care you or a loved one receive in a rehabilitation program for brain or spinal cord injury.

Where you are treated can make a big difference in how much function you will regain, whether you will be able to return home and how you adjust to your new normal.

TOP 10 THINGS

To Consider When Choosing a Rehabilitation Program for Spinal Cord Injury, Brain Injury or Stroke

As you research your options, be sure to strongly consider the following:

1 Is spinal cord injury (SCI), acquired brain injury (ABI) and/or stroke rehabilitation the facility's main focus?

Keep in mind many rehabilitation hospitals serve general rehabilitation needs and are not specialized in SCI or ABI. Ask how many new patients with spinal cord or brain injuries or strokes the facility treats in a year.

2 Ask for rehabilitation outcomes data.

Medical professionals define success in rehabilitation by looking at three key measurements:



Percentage of patients who return to home and/or work following treatment.



Average increase in a patient's ability to perform routine daily tasks (as measured by FIM, Functional Improvement Measure).



Rate of preventable infections (which defines how well a facility protects its patients from infections that can cause complications and delay rehabilitation).

→ See more clinical outcomes information at shepherd.org/outcomes

3 What are people saying?

Seek out former patients and family members who can speak to the culture and quality of care they received at the facility. Check out the facility's social media pages and ask about patient satisfaction survey results.

→ Read more at shepherd.org/satisfaction



SHEPHERD CENTER
INSIGHTS



- Shepherd Center treats more than **300 inpatients with spinal cord injury annually**, whereas a general, non-specialized rehabilitation program may only see a dozen cases a year.
- Shepherd treats nearly **400 inpatients with brain injury annually**.

Patients at Shepherd Center:

- Are **27% more likely to return to their communities after rehabilitation** than the national average.
- Achieve an **FIM improvement that is up to 20% better** than the national average (depending on diagnosis).
- Incur **19% fewer preventable infections** than the national goal.

- At Shepherd Center, inpatients gave **95 out of 100 points to rate their likelihood to recommend the facility to others**.



SHEPHERD CENTER INSIGHTS



4 What is the average age of patients?

SCI and ABI often happen to people in the prime of their lives. These patients benefit from intensive rehabilitation to maximize their recovery, so they can return to work, school or family life.

 **Being around other patients in your age range enhances camaraderie and support.**

- At Shepherd Center, the **average age of people with SCI is 39 years old, and the average age of those with ABI is 33.**

5 Does the facility offer comprehensive care?

SCI, ABI and stroke are complex conditions that require care beginning from the moment of injury through acute care, inpatient rehabilitation, post-acute outpatient rehabilitation care and transition to care at home.

- Shepherd Center is uniquely equipped to handle **all stages of care, even for patients who require ICU-level care.**
- We have a **10-bed ICU unit** where patients can begin some rehabilitation even while being treated for acute injuries.

6 How much therapy does the program provide?

Investigate what kind of therapies are offered, and how often.

- Shepherd Center patients participate in rehabilitation therapy for **3 to 6 hours a day, including physical therapy, occupational therapy, speech therapy and others as appropriate.**

7 What is the average length of stay in the program specifically for patients with injuries similar to yours?

Keep in mind, for spinal cord and brain injuries, less is not necessarily more.

- **The average length of stay in Shepherd Center inpatient programs is four to six weeks.**

8 What's in the pipeline for future treatments?

Because SCI and ABI are lifelong conditions, it's a good sign if new therapies are being investigated to help patients live better now and in the future.

- **Performing research and participating in clinical trials help keep Shepherd Center at the forefront of new and improved treatments.**

9 Is there an array of services for both the patient and family?

Ask whether there are programs such as recreational therapy, music therapy and family counseling.

Investigate how the facility educates families, and whether it provides housing for out-of-town family members whose loved ones must travel away from home to get the best care.



**SHEPHERD CENTER
INSIGHTS**



**Shepherd Center
provides:**

- **Classes to teach caregivers about the injury.**
- **Support groups for patients and families.**
- **30 days of free housing for family members if the patient lives more than 60 miles from Shepherd Center.**

➔ Visit shepherd.org/housing for more details.

10 Does there seem to be a personal connection between the treatment team and the patient?

Does the hospital maintain contact with patients after they are discharged to track progress and help sustain their recovery?

Ask about follow-up outpatient appointments, peer support, online resources, and various class and recreation offerings that keep you and your family connected even after your stay is complete.

- **Shepherd Center's Transition Support Program is available for discharging patients and families who need additional support.**

➔ See shepherd.org/TSP

As a world-renowned provider of comprehensive, specialized rehabilitation for people with spinal cord injury, brain injury or stroke, Shepherd Center delivers aggressive, individualized rehabilitation that you won't find anywhere else.





What are the Next Steps?

- 1 After you and your physician review your options for rehabilitation, your physician must then **submit a referral to the facility(ies) you think will provide the best care.**
- 2 That facility will then **evaluate the patient**, and determine if and when they can admit your loved one.
During this process - which can take several days to several weeks, depending on your situation - **the rehabilitation facility will contact you for more information.**
- 3

Learn More about Shepherd Center in this Video Tour:

shepherd.org/video-tour



At Shepherd Center, dedicated Access Case Managers are your main point of contact during this evaluation period, and will be available via phone and potentially in person, as appropriate.

Ask Your Physician to Refer You. Print or Download the PDF:
shepherd.org/top10pdf

More Than Medical Care

Stroke, Brain and Spinal Cord Injury Rehabilitation that Delivers Healing and Hope

When your patients experience a serious, life-changing accident or complication from a stroke, brain or spinal cord injury or another neuromuscular condition, you know their recovery and future well-being depends on individualized, aggressive rehabilitation.



At Shepherd Center, your patients receive highly specialized, world-renowned medical and rehabilitation care, as well as dedicated support for rebuilding their lives with hope, independence and dignity.

Why Refer Your Patient to Shepherd Center?

The hearts of Shepherd Center clinicians are deeply rooted in the success and well-being of their patients.

For more than 40 years, we have focused exclusively on treating patients with SCI, ABI, stroke and other neuromuscular conditions. We maintain the highest quality of care and achieve patient outcomes that exceed national averages. We provide this data to help inform your decision when referring a patient for stroke, brain or spinal cord injury rehabilitation.

Patient Outcomes

What is the average gain in FIM score for a Shepherd Center patient from admission to discharge?

- ◆ **Traumatic Spinal Cord Injury: 32.1**
(12.6 pts higher than the national average)
- ◆ **Brain Injury: 39.7**
(20.7 pts higher than the national average)
- ◆ **Stroke: 31.3**
(3% better than the national average)

💡 *Shepherd Center patients experience an average of 32.8 pts in FIM gain compared to the national average of 29.1.*

How many inpatients are treated each year at Shepherd Center?

- ◆ Spinal Cord Injury: **More than 300 per year**
- ◆ Brain Injury: **More than 275 per year**
- ◆ Dual Diagnosis (both brain & spinal cord injury): **More than 40 per year**
- ◆ Neurological disorders (e.g., transverse myelitis): **About 30 per year**
- ◆ Stroke: **More than 90 per year**

What is the average age of Shepherd Center patients?

Spinal Cord Injury:	39yrs
Brain Injury:	33yrs
Stroke:	47yrs

💡 *Our patient population is younger than most other rehabilitation facilities.*

What is the average length of stay for inpatients at Shepherd Center?

- ◆ **Spinal Cord Injury: 4-6 weeks**
- ◆ **Brain Injury: 4-5 weeks**
- ◆ **Stroke: 4-5 weeks**

What do patients of Shepherd Center have to say?

Inpatients gave **95 out of 100 points** to rate their likelihood of recommending Shepherd Center to others.

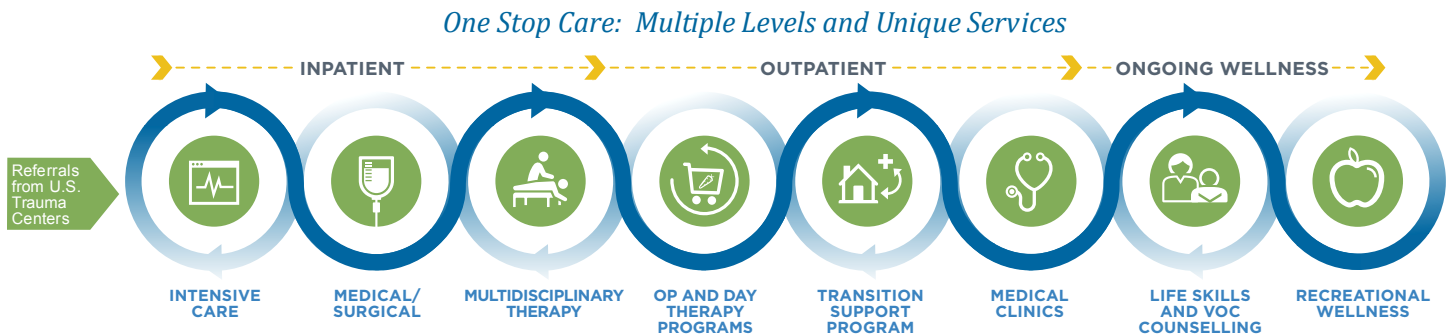
What percentages of patients return home?

88%	90%	88%
Spinal Cord Injury	Brain Injury	Stroke

💡 *Our return-to-home rates are higher than the national average.*

Comprehensive Continuum of Care

Uninterrupted and customized care across the continuum optimizes patient outcomes after discharge.



Research & Advanced Therapeutic Technologies

Patients at Shepherd Center may use the latest in therapeutic equipment to assist in their rehabilitation and may have the chance to participate in advanced research being conducted here by leaders in the field. Our technologies supplement the expert work of therapists and also stimulate the nervous system to help maximize neurological recovery.

ICU Services

Patients who are hemodynamically unstable and/or require advanced medical management of their ventilators are admitted to our 10-bed Intensive Care Unit, the only one of its kind in the country inside a rehabilitation hospital.

This enables therapies to begin even within the ICU setting. Then, once their condition is stabilized, they move into their specific rehabilitation program, avoiding costly and unsettling transfers to an acute care facility.

286 Patients Treated in ICU in 2017

173 Direct ICU Admits in 2017

1,964 ICU Patient Days in 2017



**Ranked Among the Top
10 in the Nation by *U.S.
News & World Report***



Have Questions?

**We're here to help in any way
we can. Contact us today.**

shepherd.org/refer-your-patient



EMAIL

information@shepherd.org

CALL

(877) 989-7271