



Shepherd Center



Shepherd Center Community Health Needs Assessment & Implementation Plan



2018





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A Letter from the Chairman to the Community

Dear Friends,

Shepherd Center is pleased to present its triennial Community Health Needs Assessment and Implementation Plan.

With input from a range of people representing the interests of persons with acquired brain injuries, spinal cord injuries and multiple sclerosis, we have identified community health needs of these individuals as they return to their local community to rebuild their lives with hope, independence and dignity.

These contributors provided expert knowledge, experience and guidance in helping the Center review and plan programs and services to assist with, and advocate for, the full inclusion of persons with brain injuries, spinal cord injuries, and multiple sclerosis in all aspects of community life, and promote safety and injury prevention awareness programs.

Our Board of Directors has adopted the 2018-2021 Community Health Needs Implementation Plan and is committed to leveraging our existing programs, services and resources to assist each person treated at the Center in achieving their highest level of functional independence and return to living in their home community.

Shepherd Center will focus primarily on addressing the community health needs of persons who have sustained brain and spinal cord injuries who reside in the eight counties around metro Atlanta. In addition, we will address local outpatient community needs for persons with MS through the Carlos Multiple Sclerosis Institute. When practical and financially feasible, the Center will provide internet and telephone contact as a resource center to the broader brain and spinal cord injury population throughout the country.

Please visit us at [**shepherd.org**](http://shepherd.org) for more information and follow our progress.

Warm Regards,

James H. Shepherd, Jr.
Chairman of the Board



Acknowledgment

Shepherd Center's Community Needs Assessment and Implementation Plan was developed by Shepherd staff with the assistance of Legacy Consulting Group and generous input from people with specialized knowledge and representing the brain and spinal cord injury communities, and persons with multiple sclerosis, including individuals who have sustained spinal cord injuries, caregivers, clinicians, service providers, advocates, state agency representatives, and Georgia and national associations' members.

The individuals listed below contributed immeasurable value in the formation of this report, providing personal and caregiver first-hand experience, expert medical direction, and public policy information and effective advocacy representation and input. Shepherd Center would like to acknowledge these individuals and thank them for their generous time and contributions to this assessment

CONTRIBUTORS

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About Shepherd Center

Shepherd Center is a private, not-for-profit, hospital located in Atlanta, Georgia, specializing in medical treatment, research and rehabilitation for people with spinal cord injuries, brain injuries, multiple sclerosis, chronic pain and other neurological conditions.

As a world-renowned provider of comprehensive specialized rehabilitation for people with spinal cord injury, brain injury or stroke, Shepherd Center has consistently been ranked by U.S. News & World Report among the top 10 rehabilitation hospitals in the nation.



Shepherd Center 2017 Admissions



In 2017, Shepherd Center admitted 872 inpatients with 83 percent of admissions coming from Georgia and six contiguous southeastern states. Over the past year, Shepherd admitted persons with brain and spinal cord injuries from 29 states and the District of Columbia. In addition, Shepherd had more than 46,000 outpatient visits.

Last year, 34 percent of inpatient admissions were for spinal cord injuries, 30 percent, for acquired brain injuries, and 36 percent had a dual diagnosis, stroke, neuro or other diagnosis. By gender, 75 percent were males and 25 percent females.



History



Founded in 1975, Shepherd Center is a private, not-for-profit hospital specializing in medical treatment, research and rehabilitation for people with spinal cord injury, brain injury, multiple sclerosis, spine and chronic pain, and other neuromuscular conditions. Shepherd Center's mission is to help people with temporary or permanent disability caused by injury or disease, rebuild their lives with hope, independence and dignity, advocating for their full inclusion in all aspects of community life while promoting safety and injury prevention.

Patients at Shepherd Center get more than medical care; they get an experience that brings healing and hope. We understand that patients are going through more than just recovery from an injury, they are learning a new way of life.

We also serve as an ambassador to help patients navigate their journey over a lifetime. When it comes to functional improvements, our patients are more independent and have better outcomes than the national average. Our return-to-home and return-to-work rates are among the best in nation.

Shepherd Center offers a complete continuum of care, from evaluation and medical treatment to rehabilitation and lifelong support programs. Those we serve have access to programs that many other facilities don't have, like therapeutic recreation, community outings, pastoral care, extensive family training, assistive technology, back-to-school programs, peer support, vocational counseling and return-to-work programs, and enhanced, post-discharge case management for all patients to help ease the transition back into the community.



Shepherd Center is designated as a Model Spinal Cord Injury System of Care by the National Institute on Disability, Independent Living, and Rehabilitation Research and is accredited by The Joint Commission on Accreditation of Healthcare Organizations and the Commission on Accreditation of Rehabilitation Facilities (CARF).



Purpose and Scope

The purpose of Shepherd Center's triennial community health needs assessment and implementation plan is primarily to enhance the health and wellness of individuals living with spinal cord injuries, brain injuries and multiple sclerosis when they return to live in their community.

While Shepherd Center is a local, regional, state, national and international resource for individuals who have sustained spinal cord and brain injuries, or who have multiple sclerosis, the scope of this assessment addresses the health needs of the target populations who live within Shepherd's local community, the eight counties around metro Atlanta including: Cherokee, Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett and Henry.

Approach and Process

Shepherd Center's approach to addressing the community health needs for people living with brain injuries, spinal cord injuries and multiple sclerosis is designed to be updated every three years to assess progress in meeting the specialized health needs of these communities.

It begins with defining the target community, and then assessing the health needs of these communities using available health data and input from individuals representing the interests of and with specialized knowledge of the unique health needs of persons within these communities.

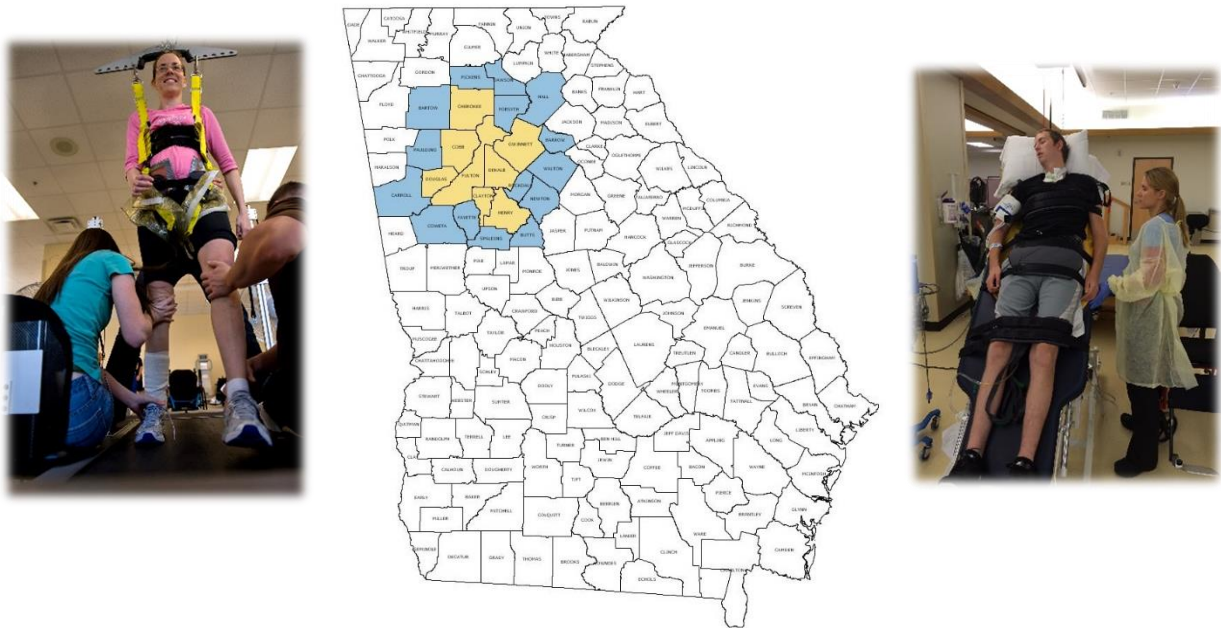


From the list of health needs identified by members of community with specialized knowledge, the leadership at Shepherd Center developed strategies and plans to address these community health needs.

Progress towards implementing these strategies and plans are ongoing and reported to the public via the hospital's website in each triennial report.

Shepherd Center’s Local and Regional Community

In 2017, 50 percent of Shepherd Center’s total admissions came from Georgia with 25 percent coming from eight Atlanta area counties. The 23 counties of the greater Atlanta region accounted for 32 percent of total admissions and 50 percent of admissions coming from Georgia. Over the same period, Shepherd Center had over 46,000 outpatient visits, including a substantial outpatient population of patients with multiple sclerosis.



Shepherd Center
2017 Admissions by Region

Community	Description	Admissions	% of Admissions	% of Georgia Admissions
Local	8 Counties of Metro Atlanta	215	25%	49%
Regional	23 Counties of Greater Atlanta	282	32%	64%
State	All Counties In Georgia	440	50%	100%
Out-of-State	Non-Georgia Residents	432	50%	N/A
Total		872	100%	

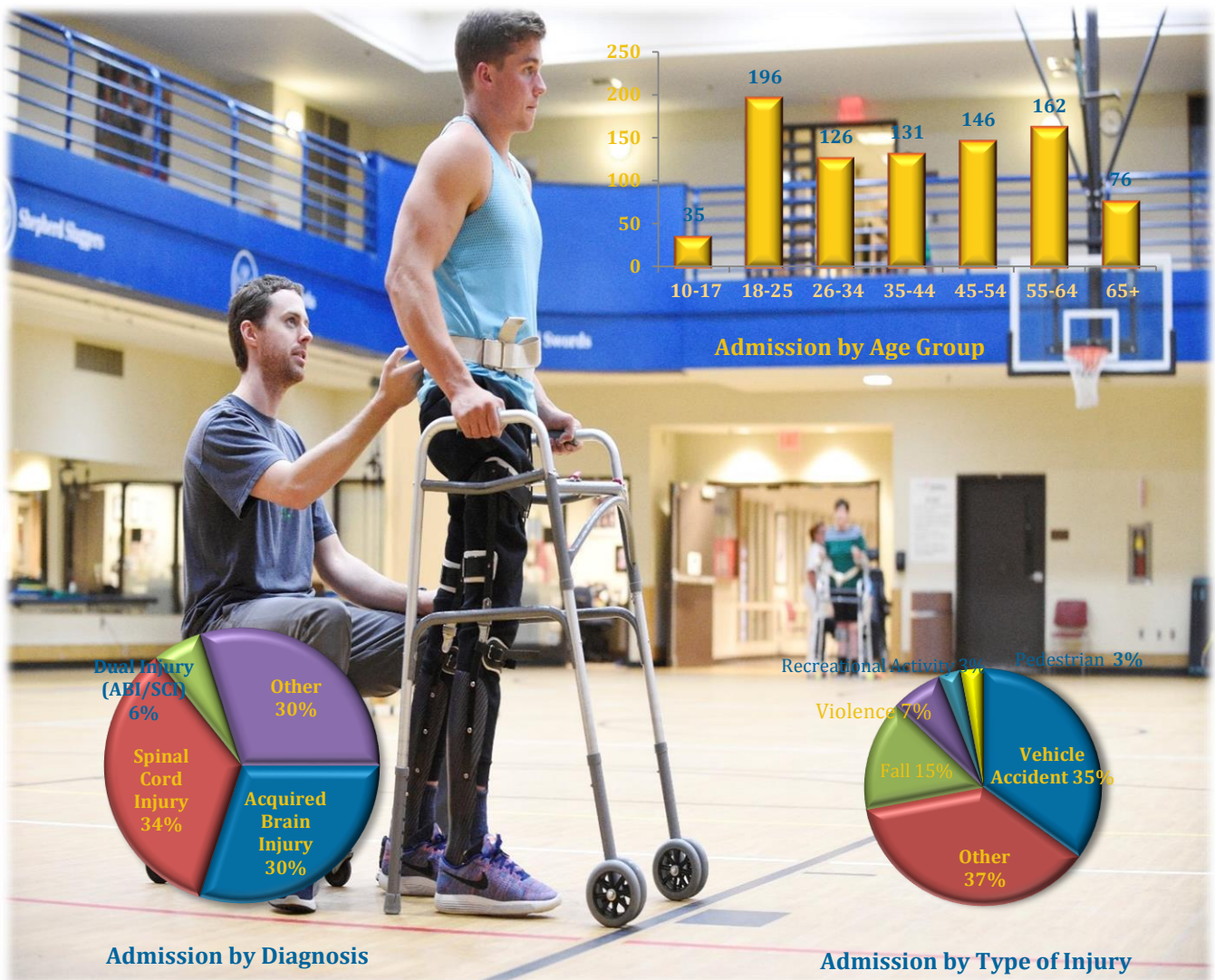
Source: Shepherd Center

Based on the residence of brain injury, spinal cord injury and multiple sclerosis patients treated, Shepherd Center defines its local community as the eight counties around metro Atlanta including: Cherokee, Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett and Henry counties. Shepherd’s regional community includes 23 counties in the greater Atlanta region as described in the map above.



Shepherd Center's Inpatient Community Demographics

In 2017, Shepherd Center admitted 872 persons with 70 percent of inpatient admissions fairly evenly split between acquired brain injuries and spinal cord injuries. The majority of patients with multiple sclerosis were treated on an outpatient basis.



Shepherd Center's Day Programs enable patients who no longer need 24-hour nursing care to continue their recovery and rehabilitation while living in nearby apartments provided by the Center. Services are focused on functional return of skills necessary for community reintegration. Day Program Housing is also available for up to eight weeks for patients and families in Shepherd Center's Spinal Cord Injury Day Program if both family and patient live more than 60 miles from the hospital. Complimentary housing for Shepherd Pathways patients and families is available for a limited time to families and Day program patients referred directly from Shepherd Center's inpatient rehabilitation program if both the patient and family live more than 60 miles from the hospital's main campus in Atlanta.

FACTS ABOUT TRAUMATIC BRAIN & SPINAL CORD INJURY

Traumatic Brain Injury (TBI) is defined as a blow or jolt to the head or a penetrating injury that disrupts the function of the brain.

➤ What causes TBI?

The leading causes of TBI in the United States are:

- Falls (28%).
- Motor vehicle accidents (20%).
- Being struck by or against an object (19%).
- Assaults (11%).
- Other (22%).

➤ How many people have TBI?

In 2013, an estimated 2.8 million TBI-related emergency department visits, hospitalizations and deaths.

- 153 people die every day from TBI-related injuries.
- 282,000 are hospitalized every year.

In 2012, an estimated 329,000 children (19 and younger) were treated in emergency departments for sports and or recreation-related injuries that included concussion or TBI.

➤ What are the risk factors for TBI?

- Men have higher rates of TBI than women.
- Children ages 0-14 have the highest rates of ED visits for TBI.
- Persons 65+ have the highest hospitalization rate for TBI.
- Falls are the leading cause of TBI for children 0-14 and adults 45+.
- MVA are the leading cause of TBI for persons 15-44 years.
- Assaults are the leading cause of TBI for persons 15-24 years.

Spinal Cord Injury (SCI) occurs when a traumatic event results in damage to cells within the spinal cord or severs the nerves that relay signals up or down the spinal cord.

➤ What causes SCI?

The leading causes of SCI in 2016 were:

- Vehicular/automobile accidents (38%).
- Falls (30.5%).
- Violence (primarily gunshot wounds) (13.5%).
- Sports Injury (9%).
- Other (9%).

➤ How many people have SCI?

- Approximately 17,700 new SCI cases present in emergency departments each year in the United States.
- An estimated 288,000 persons are currently living with SCI or spinal cord dysfunction in the U.S. (range 247,000 – 358,000 persons).

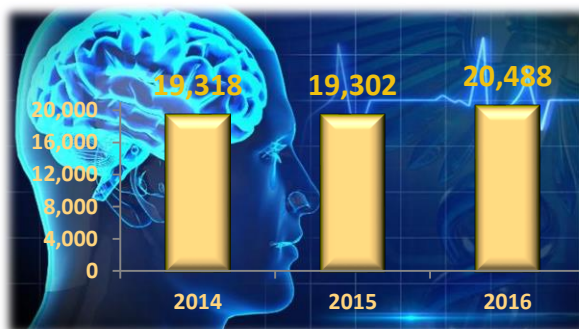
➤ Who is at risk for SCI?

- Males account for 78% of new SCI cases.
- 61% of injuries are white, non-Hispanic.
- 22% of injuries are black, non-Hispanic (vs. 12% of the general population).
- Average age of injury is 43 years.

Sources: *Traumatic Brain Injury in the United States: Fact Sheet, Centers for Disease Control and Prevention, January 2015 Update.*
National Spinal Cord Injury Statistical Center, University of Alabama at Birmingham, 2018 SCI Data Sheet.

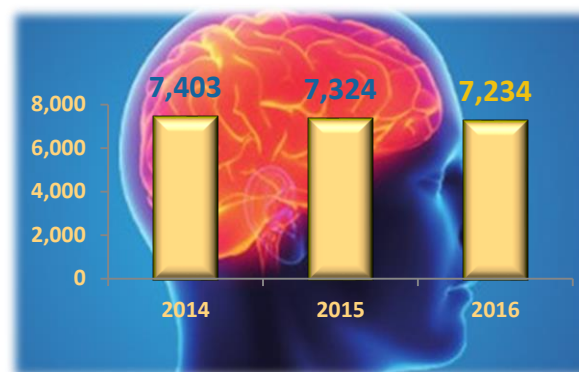
In Georgia, emergency department visits for TBI have increased from 19,318 in 2014 to 20,488 in 2016, a 6 percent increase.

Emergency Department Visits for TBI In Georgia 2014-2016



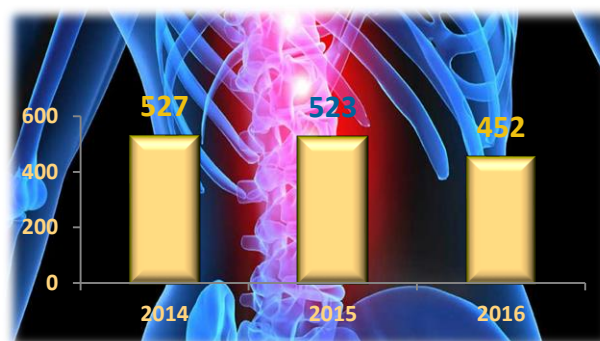
Persons hospitalized with TBI declined from 7,403 in 2014 to 7,324 in 2016, a 2 percent decrease.

Persons Hospitalized for TBI In Georgia 2014-2016



Persons hospitalized with SCI declined from 527 in 2014 to 452 in 2016, a 14 percent decrease.

Persons Hospitalized for SCI In Georgia 2014-2016



Sources: *Georgia Central Registry for Brain and Spinal Injuries, Brain and Spinal Injury Trust Fund Commission, Annual Report FY2017,*

Shepherd Center's Mission

Shepherd Center's mission is to help people with temporary or permanent disability caused by injury or disease, rebuild their lives with hope, independence and dignity, advocating for their full inclusion in all aspects of community life while promoting safety and injury prevention.

Independence

After surviving a catastrophic injury, the primary goals of patients admitted to Shepherd Center are to achieve the highest level of functional independence and return to living in their home community.



Functional Independence Measures

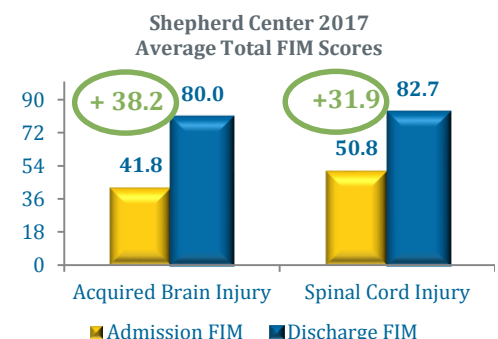
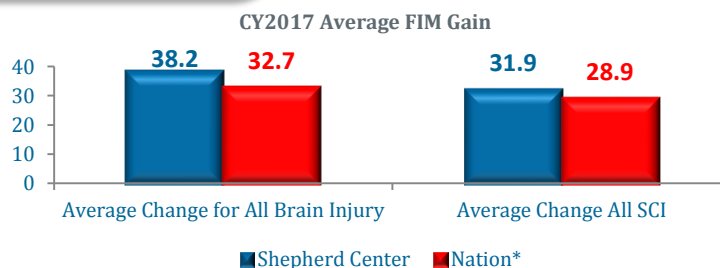
The Functional Independence Measure (FIM) provides a uniform measurement of disability based on the International Classification of Impairment, Disabilities and Handicaps. This system measures a person's disability and indicates how much assistance is required for the individual to carry out activities of daily living. There are 18 dimensions (13 motor and 5 cognitive items) each of which are assessed on a 7 point ordinal scale that ranges from (1) total assistance or complete dependence to (7) complete independence. Total scores range from 18-lowest to 126-highest, indicating level of function. Patient's FIM are assessed at admission and then again at discharge to determine the change in FIM.

- Eating
- Grooming
- Bathing
- Upper body dressing
- Lower body dressing
- Toileting
- Bladder management
- Bowel management
- Toilet transfer
- Shower Transfer
- Locomotion (ambulatory of wheelchair)
- Stairs
- Cognitive comprehension
- Expression
- Social interaction
- Problem solving
- Memory

In 2017, patients with brain injury admitted to Shepherd Center had an average FIM of score of 41.8 on admission, increasing on average to 80.0 at discharge, a functional gain on average of 38.2 – 16.8 percent greater than the nation.*

Spinal cord injury patients admitted to Shepherd Center in 2017 had an average FIM score of 50.8 on admission, increasing on average to 82.7 at discharge, a functional gain on average of 31.9 – 10.4 percent greater than the nation.*

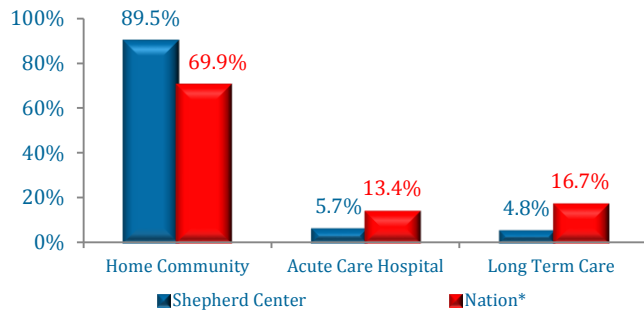
**Nation is the Uniform Data System for Medical Rehabilitation "nation adjusted" scores for CY2017.*



Higher FIM scores represent more functional independence than lower FIM scores. FIM gain reflects the degree of improvement observed from admission to discharge.

Sources: Shepherd Center & Uniform Data System for Medical Rehabilitation (UDSMR).

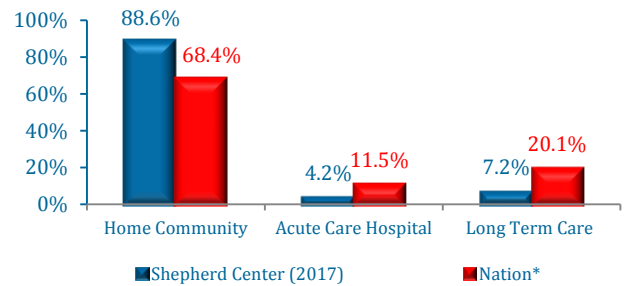
Destination Following Inpatient Discharge from Hospital Traumatic Brain Injury Patients



Patients with traumatic brain injuries who were treated at Shepherd Center were significantly more likely to return to their home community following discharge from the hospital compared to TBI patients nationwide. In 2017, nearly 90 percent of TBI patients at Shepherd were discharged to their home communities.

In a similar manner, patients with traumatic spinal cord injuries who were treated at Shepherd Center were significantly more likely to return to their home community following discharge compared to TSCI patients nationwide. In 2017, nearly 89 percent of TSCI patients at Shepherd were discharged to their home community.

Destination Following Inpatient Discharge from Hospital Traumatic Spinal Cord Injury Patients



Sources: Shepherd Center & Uniform Data System for Medical Rehabilitation (UDSMR).

* Nation is the UDSMR "nation adjusted" scores for CY2017.



Community Health Needs versus Other Community Needs

Individuals who have sustained a brain injury or spinal cord injury have multiple unique and specialized needs when they return to live in their home community. This assessment is specifically focused on the health needs, rather than the overall community needs, of persons who have been discharged from the hospital with brain and spinal cord injuries when they return to live in the community. In addition, persons with multiple sclerosis also have community health needs that we will address for our local residents.

Other community needs of persons with ABI and SCI include accessible, available and affordable housing and transportation, educational and employment assistance, financial assistance, support and respite for care-givers of individuals who have ABI and SCI and live within the community. These needs are real, growing and frequently unmet within many communities; however, they are beyond the scope of this health needs assessment.

While Shepherd Center admits patients with ABI and SCI from across the United States, it is not practical or realistic for the Center to address the community health needs of its entire patient population when they return to their individual local communities. Thus, Shepherd Center will primarily focus efforts on the community health needs of individuals with ABI and SCI who live within the eight counties surrounding metro Atlanta. The Center will seek to address community health needs of its broader patient population when this can be accomplished through web-based or telephone contact or as a resource center.

Through interviews with persons with expert knowledge of and a passion for advocating for members of the acquired brain injury, spinal cord injury and multiple sclerosis communities, we reviewed the status of community health needs identified in Shepherd Center's 2015 Community Health Needs Assessment. There remains strong consensus that each of the previously identified issues continue to affect nearly all persons within the ABI and SCI communities regardless of income, insurance or minority status. In addition, many of these issues are also experienced by persons with multiple sclerosis. These health needs are particularly evident as persons who have sustained catastrophic injuries return to their local communities and move forward with rebuilding their lives with hope, independence and dignity.



- 1.
- 2.
- 3.

From the list of community-based health needs, each participant was asked to rank priorities on an ordinal scale with 1 being the highest priority and 8 being the lowest priority. The community health need assessment was completed from June through July 2018. A 93 percent response rate was achieved, resulting in the following ranking of community-based health needs for Shepherd's patient population.

#1	Need for community-based primary care physicians willing to accept individuals with ABI and SCI.
#2	Need for specialized services to meet the unique home health needs of persons with ABI and SCI.
#3	Need for community-based programs to provide caregiver education, training and support.
#4	Need for community-based specialized rehabilitation services for individuals with ABI, SCI and MS.
#5	Need for community care coordination and management professionals with an understanding of the unique pain management, behavioral adjustment and sexuality-related issues of individuals with ABI and SCI.
#6	Need for enhanced community educational outreach on the prevention of primary injuries, secondary complications, appropriate standards of care, and aging-related issues of individuals with ABI and SCI.
#7	Need for telephone and web-based peer support systems for individuals with ABI, SCI and MS.
#8	Need for community-based exercise programs and facilities for individuals with AB, SCI and MS.



Shepherd Center's Community Health Needs Implementation Strategy

Due to limited resources and the extraordinary cost of helping each individual with an ABI and/or SCI rebuild their life with hope, independence and dignity, Shepherd Center's community health needs implementation strategy is focused on leveraging its existing programs, services and resources to assist each person treated at the Center in achieving their highest level of functional independence and return to living in their home communities.



Shepherd Center's implementation strategy will primarily focus on addressing the community health needs of persons with spinal cord and brain injuries who reside within the eight counties around metro Atlanta (Cherokee, Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett and Henry counties) where it can realistically provide access to community health programs, services, and resources. In addition, it will seek to address local community health needs of persons with multiple sclerosis.

When practical and financially feasible, the Center will seek to provide web-based or telephone contact and serve as a resource center to assist in addressing community health needs of the broader brain injury, spinal cord injury and multiple sclerosis client populations.





Shepherd Center

2018-2021

Community Health Needs Implementation Plan

While Shepherd Center currently provides a wide range of programs and services to meet the community health needs of persons who have sustained a brain injury, spinal cord injury or have multiple sclerosis, no single healthcare organization has the resources to address all of the health needs of these target populations within their home community.



The overall objective of Shepherd Center's 2018-2021 Community Health Need Implementation Plan is to ensure that most of the pieces of the "community health needs puzzle" are in place to assist each person treated at the Center achieve their highest level of independence when they return to their local community.



For each of the eight community health needs assessed by persons with specialized knowledge and expertise in advocating for members of our target communities we will provide the following:



Description of Need



Objectives for Addressing Need



Shepherd Center's Ongoing Programs and Services Addressing Need



Progress in Addressing Need



Community Health Need #1: Need for community-based primary care physicians willing to accept patients with brain and spinal cord injuries.

Description of Need

Many persons who have sustained brain and/or spinal cord injuries have difficulty finding primary care physicians in their home community who are willing to accept new and/or returning patients after they have sustained this type of injury. This is usually due to local primary care physicians' inexperience in treating patients with ABI and SCI, lack of knowledge of the appropriate standards of care and treatment protocols for common secondary complications experienced by these patients, lack of physical facilities to adequately examine patients, unique patient behavioral issues related to their injury, and concerns over adequate reimbursement for services provided.

Objectives for Addressing Need

- Increase awareness and understanding of medical issues of patients with brain and spinal injury through access to the video series developed by Shepherd Center.
 - Understanding Brain Injury: **braininjury101.org**
 - Understanding Spinal Cord Injury: **spinalinjury101.org**
- Provide access to standards of care and treatment protocols for common secondary medical complications resulting from brain and spinal cord injury, including:
 - Pressure sores
 - Urological complications
 - Gastrointestinal complications
 - Respiratory disease (e.g., pneumonia)
 - Deep vein thrombosis
 - Spasticity management
- Provide telemedicine peer support to local physicians via access to physician at Shepherd Center.
- Promote best practices in physician office design and patient examination techniques to facilitate physical access for patients with brain and spinal cord injury within doctor offices.
- Increase awareness and understanding of patient behavioral issues related to their injury and educate physicians regarding appropriate behavioral interventions for dealing with these issues.
- Provide information regarding resources for medical services reimbursement to physicians.
- Develop a physician resource package designed to assist local primary care physicians in integrating patients with brain and spinal cord injury into their existing medical practice.

PATIENT STANDARDS
OF CARE



Shepherd Center's Ongoing Programs/Services Addressing Need



Video Series: “Understanding Brain Injury” and “Understanding Spinal Cord injury”



The video series, being distributed across the United States, is part of an integrated awareness campaign to educate physicians, families and loved ones of people affected by a recent spinal cord or brain injury.

The series, essentially a “101” of brain and spinal cord injury, is the first and most comprehensive series of its kind and utilizes a 45-minute video about brain injury and an hour-long video about spinal cord

injury, along with two websites (**braininjury101.org** and **spinalinjury101.org**), a companion booklet, posters and fliers distributed in trauma care hospitals and via national health care associations.

The campaign was more than a year in the making and involves spinal cord and brain injury physicians and experts, neuroscientists, advocates and a special appearance by Lee Woodruff, former CBS Morning News contributor, author and wife of Bob Woodruff, the ABC News journalist who sustained a catastrophic brain injury while reporting on troops in Iraq.



Standards of Care & Treatment Protocols: Shepherd

Center has developed standards of care and treatment protocols for persons with brain and spinal cord injuries when they return to their community that are available to community physicians. Shepherd Center having been designated as one of 14 Model Systems of Care for spinal cord injury in the United States by the National Institute on Disability, Independent Living, and Rehabilitation Research continues to promote adherence to established standards of care and treatment protocols.



Spinal Cord Injury Model System
SCIMS | NIDRR
A NIDRR Funded Program



Telemedicine Physician Peer Support: Shepherd Center's multidisciplinary medical staff



members are available via telephone for physician peer support to any community care physicians when Shepherd clients' return to live in their local community.



Progress in Addressing Need

This community health need continues to be a major ongoing issue for patients following discharge from the hospital. Shepherd Center continues to provide numerous avenues for community physicians to increase awareness and understanding of medical issues that patients with brain and spinal injury may experience when they return to their home community. In addition, to the programs and services described above, Shepherd Center has developed a series of podcasts that physicians, healthcare professionals and the general public can access at **shepherd.org/radio** covering a multiple of topics concerning individuals with ABI, SCI and MS. Furthermore, the Center has numerous YouTube videos that address brain injury education, spinal cord injury education, and multiple physician videos covering a wide range of medical topics. In spite of these efforts, getting community-based physicians to accept patients with brain and spinal cord injuries continues to be problematic, particularly in small rural communities. Progress continues.



Community Health Need #2: Need for community care-coordination and management professionals with an understanding of the unique pain management, behavioral adjustment and sexuality-related issues of individuals with ABI and SCI.

Description of Need

Many individuals who have sustained a brain injury or spinal cord injury have unique pain management, behavioral adjustment, and sexuality-related issues following their catastrophic injury that requires a specialized understanding and expertise in order to provide appropriate management and care coordination when these persons return to their local community.

Objectives for Addressing Need

- Increase awareness and understanding of the unique pain management, behavioral adjustment and sexuality-related issues of individuals with brain and spinal cord injuries.
- Provide access to community care coordination and management protocols resources developed by Shepherd Care.



- Provide telephone and internet-based peer support to local community care coordination and management professionals via Shepherd Care.
- Provide access to standards of care and treatment protocols for common secondary medical complications resulting from brain and spinal cord injury.



Shepherd Center's Ongoing Programs/Services Addressing Need

Shepherd Care Program: Shepherd Care provides case management for clients who have sustained a brain or spinal cord injury. The program was developed to assist individuals following discharge from the hospital, find a local primary care physician, become integrated into their local health delivery system, and make connections with local or telephone/internet-based peers to assist them in adjusting to community re-entry.



Progress in Addressing Need

Over the past several years, this community health need has become a higher priority based on input from persons with specialized knowledge of these patient populations. Shepherd Center provides case management for its clients for a limited period of time following discharge from the hospital. In addition, access to care management resources and protocols are available through the Center. However, there continues to be a large unmet need for ongoing community-based care coordination and case management professionals who have an understanding of the unique issues that persons with ABI and SCI face upon returning to their home communities. This lack of access is primarily due to limited financial resources to pay for these services. Outside of Shepherd's resources, minimal progress has been achieved in developing long-term community care coordination and case management professionals outside of the metro Atlanta community.

Community Health Need #3: Need for community-based programs to provide caregiver education, training and support.

Description of Need

After surviving a catastrophic injury, the primary goals for patients admitted to Shepherd Center are to achieve the highest level of functional independence and return to living in their home community. While many patients are able to achieve functional independence, there is a substantial need for community-based programs to provide caregiver education, training and support.

Objectives for Addressing Need

- Provide families with training and education to address ongoing and recurring needs of persons with brain and spinal cord injuries through existing caregiver programs developed by Shepherd Center.
- Assist caregivers in identifying support and respite options for families and caregivers within their local community.



- Facilitate opportunities for networking, communication and peer support among people with brain and spinal cord injuries, family members and caregivers.
 - Support and foster the ability of persons with brain and spinal injuries, their family members and caregivers to become self-advocates for community-based programs.
- Assist in identifying crisis management tools and services for persons with brain and spinal cord injuries, their family members and caregivers.

Shepherd Center's Ongoing Programs/Services Addressing Need



MyShepherdConnection.org: Is a web-based community access program designed to provide a broad range of educational tools to help patients and their caregivers following a brain injury, spinal cord injury or stroke. The web-based program has personal care manuals, caregiver guides, resources to assist in returning to the community, safe at home recommendations, and specific sections for brain injury, disorders of consciousness, stroke, spinal cord injury and multiple sclerosis.

A selection of Shepherd Center's educational materials are available as free downloads on iBooks and Google Play. See shepherd.org/ebooks.





Shepherd Family Caregiver Classes: The Center provides classes for patients, family/caregivers to make sure they understand the persons' injury or illness, what needs to be done to prepare for discharge from the rehabilitation hospital, and how to solve problems they may encounter after discharge. The average caregiver attends three to five days of training and education at Shepherd Center.



Shepherd Center Transition Support Program: This program works to maximize client and family independence and autonomy by providing education, guidance and support upon discharge to home to improve health and safety outcomes. Clients entering the program will collaborate with a Transition Support Coordinator to achieve goals by:



- Moving toward optimal health, safety and wellness management
- Following discharge plan and home care instructions to prevent re-hospitalization
- Developing a client-centered treatment plan in the home
- Locating and utilizing appropriate community resources (financial, healthcare, wellness, etc.)
- Developing self-advocacy for medical, health and wellness needs.



Shepherd Center RESCUE Program: In conjunction with community police and fire departments, the RESCUE program is a community service program providing home alert labels and education for people with physical and or cognitive limitations who find themselves in emergency situations. The mission is to aid in quicker response times and creation of better emergency plans.



Caregiver Support Services: Individuals from outside the community can access Shepherd Center's website at shepherd.org for patient and family resources, support groups, advocacy and helpful links.



Shepherd
Center
Radio



Progress in Addressing Need

While Shepherd offers a wealth of on-site and web-based support for caregiver education, training and support, there remains a significant unmet need for local community-based programs to provide these services consistently throughout the country. Furthermore, there continues to be limited respite opportunities for caregivers within most local communities. Due to Shepherd Center's limited resources, the Center will continue to focus on providing caregiver education, training and support in the local Atlanta community and through distance learning opportunities that are web-based. Substantial progress has been achieved in developing car-giver education, training and support opportunities via Shepherd Center. Local development of community-based programs for caregiver education, training and support vary widely across the southeast and throughout the United States. Progress continues.

Community Health Need #4: Need for enhanced community educational outreach on the prevention of primary injuries, secondary complications, appropriate standards of care, and aging-related issues for individuals with brain and spinal cord injuries.

Description of Need

There is an ongoing need for community educational outreach on the prevention of primary injuries, secondary complications, appropriate standards of care, and aging-related issues for individuals with brain and spinal cord injuries.



Objectives for Addressing Need

- Provide educational programs addressing the impact of spinal cord and brain injury and injury prevention targeting the adolescent and young adult population, focusing on, but not limited to, preventable injuries involving diving, distracting driving, use of all-terrain vehicles, and unprotected extreme sport activities.
- Provide web-based education and information resources for patients, families and healthcare professionals to enhance access to information related to prevention of injuries, physical care, secondary complications, appropriate standards of care, community re-entry, psychological and social adjustments, and aging-related issues for individuals with brain and spinal cord injuries.



Standard of Care

- Provide on-line information and continuing education course for healthcare professionals on appropriate standards of care and secondary complications, psychological and social adjustment and aging-related issues for their patients with brain and spinal cord injuries.

Shepherd Center's Ongoing Programs/Services Addressing Need



AutoCoach: Shepherd Center, in partnership with the Georgia Governor's Office of Highway Safety, has developed the first mobile app created by certified driver rehabilitation specialists for parents to teach their teens to drive safely. AutoCoach includes features that heavily support modeling safe driving behaviors for teens. Learn more at shepherd.org/auto-coach.



App Features



TRACKS
HOURS



EDUCATES
PARENTS



BROAD
USAGE



RAISES
AWARENESS



PROMOTES
SAFETY



SUPPORTS
ACCOUNTABILITY





Injury Prevention: Shepherd Center has developed an education program addressing the impact of a spinal cord or brain injury and injury prevention for middle and high school students. Students enrolled in middle and high school can receive a three week educational series about brain and spinal cord anatomy and function, expected changes following injury, and injury prevention. The curriculum was developed by a team of clinician and educators including physical



and occupational therapists, speech and language pathologists, counselors, therapeutic recreation specialists, school teachers and hospital/school system administrators. The curriculum is interactive, including video case studies and school visitation with current and former patients who have a brain and/or spinal cord injury. Education sessions can improve a student's knowledge of the impact of a brain or spinal cord injury and change perceived attitudes about the risk of common behaviors

Shepherd Center employs a full-time director of injury prevention and education services to promote our injury prevention message to more audiences.



MyShepherdConnection.org is Shepherd Center's education and research portal for patients, families and healthcare professionals. Information related to physical care, community re-entry and psychological and social adjustment is available.



Progress in Addressing Need

Shepherd Center has a full-time director of injury prevention and education services to continue to enhance community educational outreach on prevention of primary injuries and assist in developing educational offerings that describe secondary complications, appropriate standards of care, and ageing related issues for persons with brain and spinal cord injuries. Continued development of podcasts has increased the number of specialized topics that are available for community educational outreach and has greatly expanded Shepherd Center's ability to reach larger audiences. Substantial progress continues towards enhancing community educational outreach within the local community.

Community Health Need #5: Need for community-based specialized services for individuals with brain injuries, spinal cord injuries and multiple sclerosis.

Description of Need

Many persons with brain injuries, spinal cord injuries and multiple sclerosis need specialized rehabilitation services when they return to their local community following discharge from a rehabilitation hospital.

Objectives for Addressing Need

- For patients' who reside within the local community (the eight county metro Atlanta area) provide community-based specialized outpatient rehabilitation services programs at Shepherd Center or Shepherd Pathways in Decatur.
- For patients who live more than 30 miles from Shepherd, we provide specialized outpatient rehabilitation services programs at Shepherd Center or Shepherd Pathways in Decatur through the organization's residential day program.
- Serve as an informational resource to community-based rehabilitation service providers to organization's outside the local community who would like to provide specialized rehabilitation services to individuals with brain injuries, spinal cord injuries and multiple sclerosis.
- With limited resources, it is not practical for Shepherd Center to provide community-based specialized rehabilitation services outside the local community.

Shepherd Center's Ongoing Programs/Services Addressing Need



Shepherd Center's Day Program: The Center's Day Program enables patients who no longer need 24-hour nursing care to continue their recovery and rehabilitation while living on campus or nearby apartments provided by the Center. Services are focused on the functional return of skills necessary for community reintegration. Services include physical and occupational therapy, nursing, respiratory therapy, counseling sessions, therapeutic recreation and educational training sessions. The Day Program helps minimize the chance of further medical complications that are secondary to the neurological injury or illness. A wide range of services are offered to assist persons in going back to work or school to help make this transition go smoothly, including:

- **Medical care:** Nursing care continues in the day program and may include care for neurogenic bowel and bladder (person lacks control due to a brain, spinal cord, or nerve condition), spasticity, blood pressure, blood clots, contractures, and strength and mobility issues.
- **Return-to-work counseling:** Individuals may or may not be able to return to the same type of work they did before their injury. Counselors help find jobs or careers that are right for each individual.



- **Back-to-school program:** Through our No Obstacles Program, therapists design a back-to-school plan that can include in-school awareness and sensitivity training for school staff and students, as well as instruction regarding medical issues, which may come up during the school day.
- **Life-skills training:** Therapists help individuals practice the skills they will need to get through a normal day. This can include everything from grooming and dressing to managing their schedule and working with others.
- **Mobility training:** Outings into the surrounding neighborhood will help practice skills needed in their own community.
- **Family/caregiver training:** Classes for family or other caregivers to make sure they understand the persons' injury or illness and their needs.
- **Housing:** Day Program Housing is also available for up to eight weeks for patients and families in Shepherd Center's Spinal Cord Injury Day Program if both family and patient live more than 60 miles from the hospital.



Shepherd Pathways: This program is located in Decatur, Georgia, and provides post-acute, community-based brain injury services. The facility includes treatment rooms, two large therapy gyms, state-of-the art technology, outdoor sports equipment and a putting green for recreational and leisure activities.

The residential program has 12 designated beds that are supported by licensed professional nurses and life skills trainers, who support individual treatment goals in collaboration with the treatment team.

Shepherd Pathways in Decatur provides brain injury programs:

- Day Program
- Residential program
- Outpatient Program
- Short term respite care
- Supported-living residence
- Specialized neurologic rehabilitation
- Youth stroke program
- Summer academics programs
- Back-to-school reintegration
- Return to work program
- Pre-driving and driving programs
- Vestibular rehabilitation
- Swallowing program
- Health and wellness
- Follow-up case management
- Transportation at pickup points in the Atlanta area
- Supported living
- Complimentary housing for Shepherd Pathways patients and families is available for a limited time to families and Day program patients referred directly from Shepherd Center's inpatient rehabilitation program if both the patient and family live more than 60 miles from the hospital's main campus in Atlanta.



Shepherd SHARE Military Initiative: The SHARE Military Initiative is a comprehensive rehabilitation program that focuses on assessment and treatment for active duty or separated service members who have served in the U.S. military since September 11, 2001 and who are experiencing symptoms of or have a diagnosis of mild to moderate brain injury, or concussions and any co-occurring psychological or behavioral health concerns, including post-traumatic stress.



Comprehensive Day Program Therapy:

- 8- to 12-week treatment program
- Daily therapy
- Complimentary housing with on-site life skills support
- Visits with a physician, nurse, occupational therapist, physical therapist, speech therapist, clinical social worker, psychologist, vocational specialist, case manager, recreational therapist, life coach and peer liaison
- Individual sessions and group sessions in skill development, community reintegration and family education
- 12 months of transition to community follow-up sessions with a life coach
- Additional services include Shepherd Spine and Pain Institute, complimentary lunches, transportation and access to Shepherd Center's ProMotion Fitness Center.



**Shepherd
Center
SHARE MILITARY
INITIATIVE**

Modified Day program Therapy:

- Four- to six-week treatment program
- Therapy from two to four days a week
- Complimentary housing with on-site support depending on housing availability
- Visits with following, depending on areas of need: physician, case manager, nurse, occupational therapist, physical therapist, speech therapist, recreational therapist and psychologist
- Individual sessions and some individualized group treatments in foundational skill-building and family education
- Additional services may include Shepherd Spine and Pain Institute, complimentary lunches, access to Shepherd Center's ProMotion Fitness Center, peer support and life coaching.

Single Service Therapy:

- Four to 12 weeks (varies based on individual needs)
- One to two visits per week
- Visits with one or two of the following: occupational therapist, physical therapist, speech therapist
- Individual sessions
- Additional services may include psychology, recreational therapy, vocational counseling, case management and peer support.



*Shepherd's Men raises money for
SHARE Military Initiative*





Beyond Therapy®: Shepherd Center's Beyond Therapy® program is a rigorous, activity-based therapy program designed by Shepherd Center to help people with a variety of neurological disorders, including spinal cord injury and brain injury, improve their lifelong health, minimize secondary complications and get the most out of any new neural links to their muscles.

The program is based on research suggesting the central nervous system is capable of synaptic plasticity and anatomical reorganization through “activity-based” therapy. This is called neuroplasticity. Beyond Therapy® combines the concepts of athletic training and physical therapy to promote neuroplasticity.

Traditional therapy programs are designed to help patients become as independent as possible using compensatory strategies and training on how to care for themselves after discharge from the hospital. In contrast, Beyond Therapy® focuses on promoting lifelong wellness and maximizing muscle and neural return through a program of intensive strengthening and motor patterned activity concentrating on weaker muscles and nerve connections that may have been ignored in the initial phases of recovery.



Shepherd Outpatient Clinics: Shepherd Center provides the following outpatient clinics:

- Multi-Specialty Clinic
- Neuropsychology Outpatient Clinic
- Andrew C. Carlos Multiple Sclerosis Institute
- Shepherd Spine and Pain Institute
- Brain Injury Outpatient Services
- Complex Concussion Clinic
- Lower Extremities Orthotics Clinic
- Upper Extremity Rehabilitation Clinic
- Urology Clinic
- Wound Care Clinic
- Diaphragm Pacing System (DPS) Evaluation
- Swallowing Disorder Outpatient Clinic
- Seating Clinic
- Adapted Driving Services
- Adaptive Technology Consultation Services
- Wheelchair Skills Clinic



Progress in Addressing Need

Shepherd Center continues as a world-renown leader in providing specialized access to treatment for persons who have sustained brain injuries, spinal cord injuries, or have been diagnosed with Multiple Sclerosis. Within the local and regional community the Center continues to provide community-based specialized services through its Atlanta campus and Shepherd Pathways in Decatur. For patients in Shepherd Center's Day Programs, housing is provided as described.

Outside of the metro Atlanta community, Shepherd will continue to provide informational resources to other community-based providers, but it is not practical for the Center to provide the comprehensive range of services needed outside metro Atlanta. Substantial progress has been achieved in providing community-based specialized services to Shepherd's target communities.

Community Health Need #6: Need for specialized home health services to meet the unique needs of persons with brain and spinal cord injuries.

Description of Need



The need for specialized home health services that address the unique cognitive, medical and rehabilitation needs of persons with ABI and SCI continues. These patients require a different frequency and intensity of home health services, including multiple cognitive rehabilitation interventions each day lasting for short periods of time in order to maximize functional gains. While medically stable, they are not able to participate in three hours per day of therapy required for admission to post-acute care.

Objectives for Addressing Need

- Identify innovative home care service models meeting the unique needs of ABI and SCI patients.
- Educate local home health providers about the unique home health needs of persons with ABI and SCI.
- Support home care management models for persons with ABI and SCI utilizing standards of care and treatment protocols developed by staff at Shepherd Center.
- Meet with insurance case management professionals to discuss reimbursement for specialized home health services to address the unique needs of persons with ABI and SCI injuries who may not be ready for intensive post-acute rehabilitation services.



Shepherd Center's Ongoing Programs/Services Addressing Need



MyShepherdConnection.org: Is a web-based access program designed to provide a broad range of educational tools for patients and caregivers following a brain injury, spinal cord injury or stroke. The program has personal care manuals, caregiver guides, resources to assist in returning to the community, safe at home recommendations, and specific sections for brain injury, disorders of consciousness, stroke, spinal cord injury and multiple sclerosis.



Collaborations with Other Providers: Shepherd Center and Craig Hospital in Colorado are working collaboratively to pursue new neuro-rehabilitation models to improve patient care across different settings. The parties support educational programming and research that supports specialized rehabilitative care models. They also share clinically proven practices and educational programming, while collaborating to preserve separate and independent business operations.

Progress in Addressing Need:

Shepherd Center does not provide home health services, but offers a wealth of information at shepherd.org geared to healthcare professionals and the public in identifying and addressing specialized health needs in the home. YouTube videos and podcasts are available to support individuals helping members of the ABI and SCI communities at home. The affiliation with Craig Hospital continues to develop new neuro-rehabilitation models seeking to improve patient care across the continuum. While not providing specialized health services in the home, Shepherd Center continues to provide substantial informational and support resources to other providers in the home. Shepherd Center is creating online educational offerings for healthcare providers and others through its NeuroRehabilitation Learning Institute (see education.shepherd.org). Thus, progress continues in a supportive role in addressing this community need.



Community Health Need #7: Need for telephone and/or web-based peer support systems for individuals with brain injuries, spinal cord injuries and multiple sclerosis.

Description of Need

Persons who have sustained a brain injury, spinal cord injury or have been diagnosed with multiple sclerosis need peer support when they return to their local community and move away from the peer support and encouragement they received while at Shepherd Center. Frequently, clients return to their home community where they feel completely isolated and alone in the local community. By providing telephone and web-based peer support systems, these individuals can connect with others who understand their unique challenges and can offer practical and supportive assistance.



Objectives for Addressing Need

- Provide peer connections to individuals who have been clients at Shepherd Center when they return to their home community.
- Provide access to resources and options available to help individuals better address the psychological, educational, career and medical issues that may arise upon returning to their home community.
- Assist clients and family members/caregivers in becoming self-advocates for their needs within their local community.

Shepherd Center's Ongoing Programs/Services Addressing Need



Transition Support Program: The primary goal of the Transition Support Program is to prevent re-hospitalization, improve health and safety outcomes, and promote patient and family autonomy once the patient is discharged from Shepherd Center. The Transition Support Program is offered to referred clients free of charge and provides an average of eight weeks of follow-up support.



MyShepherdConnection.org: Is a web-based community access program designed to provide a broad range of educational tools to help patients and their caregivers following a brain injury, spinal cord injury or stroke. The web-based program has personal care manuals, caregiver guides, resources to assist in returning to the community, safe at home recommendations, and specific sections for brain injury, disorders of consciousness, stroke, spinal cord injury and multiple sclerosis.

A selection of Shepherd Center's educational materials are available as free downloads on iBooks and Google Play. See shepherd.org/ebooks.



Shepherd's Brain and Spinal Cord Injury Peer Support Program: The Brain and Spinal Cord Injury Peer Support Program is designed to provide recently injured individuals with an opportunity to meet and talk with others who are successfully coping with a brain and/or spinal cord injury. These individuals have a wealth of information and experience to share with newly injured patients.

The program offers personal support and direct assistance to families living with brain and/or spinal cord injury. The program's personal support may involve discussing and sharing experiences on issues such as coping, attitudinal barriers, dating, body image, and sexual function. Assistance may involve providing specifics about community information, resources and services.

Support groups organized by Shepherd Center are open to the public. All groups meet at Shepherd Center unless noted below. For more information about SCI Peer support group, call 404-350-7373 and visit our Facebook page at facebook.com/shepherd.peers.

- **Spinal Cord Injury Support Group** (Meets the 4th Thursday of every month in Shepherd Center's auditorium from 6 to 8 p.m. except November and December).
- **Spinal Cord Injury Care-givers Support Group** (Meets the 4th Thursday of every month in Shepherd Center's auditorium from 7 to 8 p.m. except November and December).
- **Spinal Cord Injury Support Group for Women** (Meets the 4th Wednesday of every month in Shepherd Center's auditorium from 6 to 8 p.m. except November and December).



- **Spinal Cord Injury Support via Phone or Email** (If coming to Shepherd Center is not a possibility, the SCI Program can provide peer support over the phone or via email. For more information, call SCI Peer Support at 404-350-7373.
- **Brain Injury Peer and Caregivers Support Group** (Our support groups at Shepherd Center are for inpatient families only at this time. For more information about other support groups throughout Georgia and other states please visit Brain Injury Peer Visitor Association or the Brain Injury Association of America.)

Progress in Addressing Need

The Transition Support Program and MyShepherdCenter.org, Shepherd Center have significantly increased access to peer support connections and resource options for individuals with brain injuries, spinal cord injuries or have been diagnosed with multiple sclerosis. However, there continues to be an ongoing community health need, especially for individuals who return to small, rural communities where they may experience significant feelings of isolation from friends and members within their local community. Progress continues in addressing this community need.



Community Health Need #8: Need for community-based exercise programs and facilities for individuals with brain injuries, spinal cord injuries and multiple sclerosis.

Description of Need

Persons who have sustained brain injuries, spinal cord injuries or who have multiple sclerosis need access to exercise programs and facilities to maintain optimal health and ensure that they maintain maximum functional independence.

Objectives for Addressing Need

- Provide access to exercise equipment, pool and gymnasium for persons who have sustained a brain injury, spinal cord injury or have multiple sclerosis who live within the local community for a nominal monthly fee.
- With limited resources, it is not practical for the Shepherd Center to provide community-based exercise programs and facilities outside the local community.

Shepherd Center's Ongoing Programs/Services Addressing Need



ProMotion Fitness Center: The Promotion Fitness Center is a community wellness center located at Shepherd Center for people of all abilities. Facilities include a weight room, indoor track, full-court gymnasium and swimming pool. Through classes, private lessons, or individual use of the facility, ProMotion attempts to improve its members' fitness and quality of life. The facility is completely accessible to allow people with disabilities to participate in all programs as appropriate. Professionally trained and certified staff are available to ensure that all members receive the highest quality assistance.



Shepherd Sports: The Fred, Shaler and Andrew Alias Sports Team program at Shepherd Center sponsors 11 sports teams that enable individuals with physical disabilities in the Atlanta area to participate in sports on a recreational or competitive level.

Athletes compete in local and regional competitions, as well as at the national and international levels. Regular practice sessions offer expert instruction, as well as camaraderie and peer support. Shepherd Center's Alias Family Sports Teams program raises awareness about disabilities and increases participation in disabled sports. For more information about becoming an athlete, or to sponsor the sports team program, call 404-367-1267.

Shepherd Center's Alias Family Sports Teams

Team Name	Sport	Season	Practice
Shepherd Swords	Fencing	All Year	Sat 10am-2pm
Shepherd Shooters	Riflery	Jan-Sep	Individual Practice Times
Shepherd Spinners	Track	Mar-Oct	Individual Practice Times/Clinics TBD
Shepherd Stealers	Basketball	Aug-Mar	Tue & Thu 6-8pm
Shepherd Sharks	Swimming	Nov-Mar	Tue & Thu 6-8pm
Shepherd Skiers	Water Skiing	Mar-Sep	Individual Practice Times
Shepherd Strikers	Power Soccer	Sep-May	Wed 4-6 pm
Shepherd Smash	Quad Rugby	All Year	Mon 5:30-8pm & Wed 6-8pm
Shepherd Sluggers	Softball	May-Aug	TBD
Shepherd Stringers	Bass Fishing	All Year	Individual Practice Times
Shepherd Cyclers	Handcycling	All Year	Individual Practice Times/Clinics TBD



Eula C. and Andrew C. Carlos Multiple Sclerosis Rehabilitation and Wellness Program:



Shepherd Center's pool, which is cooled on the days MS wellness classes meet, decreasing the risk of heat-related symptoms.

MS exercise classes include: core strengthening, lower-extremity strengthening, cardio, yoga, aquatics, Pilates, agility and coordination. Educational classes are offered on a rolling schedule, providing access to information that is up-to-date and trustworthy.

The program is located at 80 Peachtree Park Drive, NE Atlanta, GA 30309.

The Multiple Sclerosis Wellness Program is designed to assist individuals living with MS to learn to manage their health in both a physical and psychosocial sense. Under the guidance of an exercise physiologist, this comprehensive program will teach participants exercises that are appropriate for their physical abilities and promote self-care. The program empowers patients to stay active and decrease the effects of deconditioning. Clients benefit from MS-specific group fitness classes, including land and aquatic classes. Many people enjoy



Progress in Addressing Need

Shepherd Center offers community-based exercise programs and facilities for individuals with brain and spinal cord injuries, and multiple sclerosis who live close enough to the Center to utilize its ProMotion Fitness Center and MS Rehabilitation and Wellness Program facilities. There continues to be a significant unmet need for community-based programs and facilities that are accessible and appropriate for these target populations in many communities. Within some communities around the country, incremental progress continues to be made in addressing the specialized exercise program and facilities needs of these target population. Shepherd Center continues to be available for persons interested in developing these programs to come to Atlanta and meet with its staff and tour its facilities.



APPENDIX: COMMUNITY INVENTORY - Healthcare Facilities and Resources Available to Respond to the Health Needs of the Brain Injury, Spinal Cord Injury and Multiple Sclerosis Communities

Atlanta Rehabilitation Centers for the Treatment of Brain Injury, Spinal Cord Injury and Multiple Sclerosis

Shepherd Center

Shepherd Center is a private, not-for-profit, hospital located in Atlanta, Georgia, specializing in medical treatment, research and rehabilitation for people with spinal cord injuries, brain injuries, multiple sclerosis, chronic pain and other neurological conditions. , located in Atlanta, specializes in the medical treatment, research, and rehabilitation of people with catastrophic injuries, including brain and/or spinal cord injury.

Shepherd focuses on highly individualized care, and their program turns out patients with some of the best long-term outcomes in the United States. Value-added services include therapeutic recreation, patient outings, chaplaincy, assistive technology, peer support, back-to-school programs, and family programs. Specialized programs tailored to adolescents, patients with dual diagnoses (both brain and spinal cord injuries), patients on ventilators, and patients with low-level brain injuries are also available.

Shepherd Center is accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), as well as the Commission on Accreditation of Rehabilitation Facilities (CARF).

Emory University Hospital's Center for Rehabilitation Medicine

Located on the Emory University Hospital Campus in Atlanta, the Center for Rehabilitation Medicine is a 56-bed inpatient and outpatient facility that offers treatment for adult patients who have had a brain and/or spinal cord injury.

In addition to providing interdisciplinary care focused on helping patients return to their most independent, Emory's Center for Rehabilitation Medicine is also a teaching and research facility. Patients have access to a highly skilled and experienced staff, current, cutting-edge equipment, and a wide variety of specialty services.

Emory University Hospital's Center for Rehabilitation Medicine is accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), as well as the Commission on Accreditation of Rehabilitation Facilities (CARF).

Children's Healthcare of Atlanta

Children's Healthcare of Atlanta's, 28-bed rehabilitation facility is one of the largest pediatric inpatient rehabilitation facilities in the country providing treatment from birth to age 21.

The Brain Injury Program is designed to get patients to the functional level necessary to return home and to the community as quickly as possible. The program is designed specifically for patients experiencing difficulties as a result of a brain injury or other related neurological conditions.

Children, adolescents and teens with spinal cord injuries may need specialized rehabilitation so they can regain skills and abilities and address new problems from their injury. The Spinal Cord Injury Program is designed to help restore function to the highest possible level and help them become independent and return home.

Children's Healthcare of Atlanta's Rehabilitation Program is accredited by The Joint Commission on Accreditation of Healthcare organizations (JCAHO), as well the Commission on Accreditation of Rehabilitation Facilities (CARF) with specialty recognition as a spinal cord system of care and pediatric specialty program.

Programs, Services and Resources Available to Respond to the Needs of the Brain and Spinal Cord Injury Community ⁽¹⁾

(1) Source: “Go Ahead, Ask” published by the Brain & Spinal Injury Trust Fund Commission
Two Peachtree Street NW, Suite 26-426
Atlanta, Georgia 30303
(404) 651-5112 Info-bsitf@dhr.state.ga.us www.bsitf.state.ga.us



The Brain & Spinal Injury Trust Fund Commission enhances the lives of Georgians with traumatic brain and spinal cord injuries. Guided by the aspirations of people with traumatic injuries, The Commission supports lives of meaning, independence, and inclusion. As the state's lead agency on traumatic injuries, the BSITF:

- Administers the Central Registry to identify those who are injured,
- Distributes resources through the Trust Fund, and
- Advocates for improvements in statewide services.

ADVOCACY

Brain & Spinal Injury Trust Fund Commission: See www.bsitf.state.ga.us to learn about local and federal advocacy initiatives for people with traumatic brain and spinal cord injuries.

Brain Injury Association of Georgia: A charitable organization working together with families and professionals in Georgia to provide education, advocacy and support for those affected by brain injury. Call to learn about local support groups.

www.birf.info | 1441 Clifton Rd NE, #114-A, Atlanta, GA 30322 | (404) 712-5504

Brain Injury Association of America (BIAA): Founded in 1980, the Brain Injury Association of America (BIAA) is the leading national organization serving and representing individuals, families and professionals who are touched by a life-altering, often devastating, traumatic brain injury.

www.biausa.org | 8201 Greensboro Drive, Suite 611, McLean, VA 22102 | (800) 444-6443

Christopher & Dana Reeve Foundation: A non-profit foundation dedicated to curing spinal cord injury by funding innovative research, and improving the quality of life for people living with paralysis through grants, information and advocacy.

www.christopherreeve.org | 636 Morris Turnpike, Suite 3A, Short Hills, NJ 07078 | (973) 379-2690

Georgia Advocacy Office: A non-profit organization that provides advocacy to people with disabilities who have been abused or neglected, or who may need assistance in getting out of an institution.

www.thegao.org | 150 E Ponce de Léon Ave., Suite 250, Decatur, GA 30030 | (800) 537-2329

Georgia Legal Services: A non-profit organization that provides free legal services to low-income people in civil matters. www.glsp.org | 104 Marietta St., Ste. 250, Atlanta, GA 30303 | (404) 206-5175

Let's Get Together: For nearly 20 years, Let's Get Together Inc. (LGT) is a website that has been promoting the people and groups that are making a difference in the disability movement. Provides links to topics, events, blogs and newsletters. www.lgtinc.org

The MS Life Center: The MS life Center is the Georgia Chapter of the National Multiple Sclerosis Society and works to improve the quality of life for people affected by MS in the state of Georgia and raise funds for critical research.

www.nationalmssociety.org | 950 East Paces Ferry Rd. NE, Suite 110, Atlanta, GA 30326 | (678) 672-1000

National Spinal Cord Injury Association (NSCIA): A national non-profit organization that strives to provide individuals with spinal cord injuries with information and resources available that will help educate and empower them to maintain a higher level of independence, health and personal fulfillment.

www.spinalcord.org | 6701 Democracy Blvd., #300-9, Bethesda, MD 20817 | (800) 962-9629

Parent to Parent of Georgia: Parent to Parent provides support and information to parents of children with disabilities. In addition to other resources, parents are matched with a supporting parent based on the child's disability, health care need, or special concerns. Regional offices are listed on the website.

www.parenttoparentofga.org | Central Office, 3805 Presidential Parkway, #207, Atlanta, GA 30340
(770) 451-5484 (800) 229-2038



Southeast Disability and Business Technical Assistance Center: *The southeast DBTAC promotes awareness about the Americans with Disabilities Act (ADA), accessible information technology (IT), and the rights and abilities of people with disabilities.*

www.sedbtac.org | Southeast DBTAC, 490 Tenth Street NW, Atlanta, Georgia 30318 | (800) 949-4232

State of Georgia ADA Coordinator's Office: *Provides comprehensive educational and technical support for State agencies so that those programs, services and activities operated by the State of Georgia are accessible and usable by everyone.*

www.state.ga.us/gisfc/ada | Mike Galifianakis, State ADA Coordinator's Office, c/o Georgia State Financing and Investment Commission, 270 Washington Street, 2nd Floor, Atlanta, Georgia 30334 | (404) 657-7313

Statewide Independent Living Council of GA, Inc.: *The SILC of Georgia is a nonprofit, non-governmental, consumer-controlled organization that provides disability information, financial support, and technical assistance to a network of seven Centers for Independent Living (CILs) located throughout the state.*

www.silcga.org | 1431-C McLendon Drive, Decatur, GA 30033 | (770) 270-6860

United Spinal Association: *Advocates for greater civil rights and independence for people with disabilities, including expanding education and employment, improving enforcement of the American with Disabilities Act (ADA), ensuring adequate access to public transportation and taxi services, and amending Medicare rules that restrict many individuals to their homes and nursing facilities.*

www.unitedspinal.org | 120-34 Queens Blvd, Suite 320, Kew Gardens, NY 11415 | (718)803-3782

ASSISTIVE TECHNOLOGY

Friends of Disabled Adults and Children, Inc. (FODAC): *FODAC is a nonprofit organization that provides medical equipment to disabled people in the metro Atlanta area who could not otherwise afford it (they cannot ship items). FODAC serves metro Atlanta.*

4900 Lewis Rd, Stone Mountain, GA 30083 | (770) 491-9014

Tools for Life: *Tools for Life Assistive Technology Resource Centers (ATRCs) are "hands-on" learning centers for demonstration, education and evaluation of products available on the market today. They are also a resource for Georgians with disabilities, families, friends, health care professionals and other professionals who are interested in seeing, learning and experimenting with new and existing assistive technology.*

www.gatfl.org | Atlanta, Augusta, Macon, Conyers | (770) 934-8432

EDUCATION

Department of Labor Vocational Rehabilitation Services: *This organization can assist with paying for education.*

www.vocrehabga.org | vrpcustomer-service@dol.state.ga.us | (404) 657-2239 (866) 489-0001

Disability Services (for colleges): *Ask for more information at your college registrar's office.*

Georgia Department of Education (DOE): *To obtain information about parental rights for students receiving special education services, eligibility for services, and special education contact information for each county. The Georgia DOE serves students with disabilities from ages 3-22.*

www.doe.k12.ga.us/curriculum/exceptional/tbi.asp | 1870 Twin Towers East, Atlanta, GA 30334 | (404) 656-3963

Parents Educating Parents and Professionals (PEPP): *PEPP, Inc., a non-profit corporation dedicated to improving the quality of life and dreams for all families of children, youth, and adults with disabilities.*

www.peppinc.org | 3680 Kings Highway, Douglasville, GA 30135 | (770) 577-7771 (800) 322-7065

Parent Leadership Support Project of the Georgia Advocacy Office: *The goals of the Project are:*

- *To train advocates and enable Georgia parents of children with disabilities and other concerned citizens to master information, and negotiate systems in order to secure the educational opportunities that are mandated for children with disabilities;*
- *To support grassroots parent leadership efforts; and*
- *To sustain shared learning among advocates.*

150 E Ponce de Léon, Suite 250, Decatur, GA 30030 | (800) 537-2329

Parent to Parent of Georgia: *Parent to Parent provides support and information to parents of children with disabilities. In addition to other resources, parents are matched with a supporting parent based on the child's disability, health care need, or special concerns. Regional offices are listed on the website.*

www.parenttoparentofga.org 3805 Presidential Parkway, #207, Atlanta, GA 30340, (770) 451-5484 (800) 229-2038

EMOTIONS/BEHAVIOR

AgeWise Connection/Gateway: *AgeWise/Gateway Connection is a free Information and Referral Assistance program for older adults and people with disabilities. Trained professionals provide information about services from a vast database about programs appropriate for an individual's situation, including: housing options, in-home services, retirement planning, home-delivered meals, utility assistance, leisure and volunteer opportunities and much more.*

Atlanta Regional Commission, 40 Courtland Street NE, Atlanta, GA 30303

www.agewise.atlantaregional.com | aginginfo@atlantaregional.com | (404) 463-3333 (800) 767-2433

Brain Injury Association of Georgia: *A non-profit charitable organization working together with families and professionals in Georgia to provide education, advocacy and support for those affected by brain injury. Call to learn about local support groups.*

www.birf.info | 1441 Clifton Rd NE #114-A, Atlanta, GA 30322 | (404) 712-5504

EMPLOYMENT

Benefits Navigator: *This service provides comprehensive benefits counseling to people (ages 14-65, including transitional teenagers) who are eligible for Social Security, Supplemental Security Income (SSI), or Social Security Disability Insurance (SSDI) to understand the impact working (earning income) will have on their benefits.*

www.bpaoga.com | Shepherd Center: 2020 Peachtree Road, Atlanta, GA 30309

Sally Atwell: (404) 350-7589; Curtis Rogers: (404) 350-7598 | (866) 772-2726

Georgia Vocational Rehabilitation Agency: *Operates five integrated and interdependent statutory programs that share a primary goal – to help people with disabilities to become fully productive members of society by achieving independence and meaningful employment.*

www.gvs.georgia.gov | 2 Peachtree St NE Suite #6 Atlanta, GA 30303 (404) 232-1998

FINANCIAL ASSISTANCE/BENEFITS

Brain & Spinal Injury Trust Fund Commission: *The trust fund provides funding for services and items that will improve the quality of life, increase independence, and allow inclusion in the community for individuals with traumatic brain and spinal cord injuries (priority given to those in at-risk situations).*

www.bsitf.state.ga.us | 2 Peachtree St., NW, Ste.26-426, Atlanta, GA 30303 | (888) 233-5760

Credit-Able/Getting Ahead Association: *This organization provides guaranteed loans for assistive technology, home and vehicle modifications to Georgians with disabilities, their families, care-givers, and/or employers.*

www.gatfl.org | (800) 497-8665

Georgia Department of Labor/VR Tools for Life Program: 1700 Century Circle, B-4, Atlanta, GA 30345

FINANCIAL

Georgia Partnership for Caring: *Assists uninsured residents of Georgia with non-emergency health care assistance and prescription assistance.*

www.gacares.org | P.O. Box 450987, Atlanta, GA 31145- 0987 | (678) 578-2920 (800) 982-7468

Medicaid: *Provides medical assistance (doctors, pharmacists, and hospitals) to people who can't afford to pay for some or all of their medical bills.* www.dch.state.ga.us | Call to find your local office: (800) 282-4536

Medicare: *Provides health insurance (hospital and doctor's services) to people 65 years of age and older, and some disabled people under 65 years of age (eligibility begins two years after date of injury).*

www.medicare.org | Call to find your local office: (800) 669-8387

Social Security Administration: *Provides cash benefits to people who have worked and have become disabled. This entitlement program ensures that citizens with disabilities receive benefits from this program.*

www.ssa.gov | Call to find your area call: (800) 772-1213



HOUSING

AARP: www.aarp.org/families/home_design/

Department of Community Affairs: *The Georgia Department of Community Affairs (DCA) operates a host of state and federal grant programs including Section 8.*

www.dca.state.ga.us | 60 Executive Park South NE, Atlanta, Georgia 30329 | (404) 679-4940 (800) 359-4663

Department of Housing and Urban Development (HUD): *Homeownership Centers insure single-family FHA mortgages and oversees the selling of HUD homes.*

Five Points Plaza Building: 40 Marietta Street, Atlanta, GA 30303 | (800) 767-4483 (404) 331-5001

Georgia Housing Search: www.georgiahousingsearch.org/

National Association of Home Builders: www.nahb.org/directory.aspx?sectionID=686&directoryID=188

MEDICAL EQUIPMENT

Friends of Disabled Adults and Children, Inc. (FODAC): *A non-profit organization that exists to provide medical equipment to disabled people in the metro Atlanta area who could not otherwise afford it (they cannot ship items).*

www.fodac.org | 4900 Lewis Road, Stone Mountain, GA 30083 Mike Maijala: mmaijala@fodac.org | (770) 491-9014

PERSONAL SUPPORT/HOME & COMMUNITY-BASED SERVICES:

Community Care Services Program: *Provides in-home and community-based services for people who are elderly or are otherwise functionally impaired or disabled. Funding provides in-home care for those who would otherwise receive services in an institution such as a nursing facility, personal care home or group home. CCSP program provides an average of 3-5 personal support hours per day. CCSP serves all areas.*

www.northwestga-aaa.org | Area Agency on Aging: PO Box 1793, Rome, GA 30162 | (800) 759-2963

Independent Care: *Offers services that help a limited number of adult Medicaid recipients with physical and cognitive disabilities live in their own homes or in the community instead of an institution such as a nursing home. There is a waiting list for services. Independent care provides an average of 6-10 hours per day of in-home care.*

www.ghp.georgia.gov, GA Health Partnerships: 1455 Lincoln Parkway, Suite 800, Atlanta, GA 30346
(800) 982-0411 Ext. 3632 or 3601 or 3643 or 3403

SOURCE (Service Options Using Resources in Community):

Source offers services to adult SSI recipients with physical disabilities in order for them to live in their own homes instead of in an institution such as a nursing home. There is no waiting list for services.

Emory Healthcare (call for regional offices) 1841 Clifton Road NE, Atlanta, GA 30329 (404) 728-6555

Spinal Cord Injury Information Network:

www.spinalcord.uab.edu/show.asp?durki=22411

Suite 101(Articles on Disability):

http://disabilities.suite101.com/article.cfm/personal_care_attendants_part_1

PRESCRIPTION ASSISTANCE

Eli Lilly: *Lilly Answers is a patient assistance program for low-income Medicare enrollees who do not have prescription drug coverage. The Lilly Answers card allows people with disabilities under Medicare to pay a \$12 fee for a 30-day supply of certain retail-distributed Lilly drugs.*

www.lillyanswers.com | Eli Lilly and Company, Lilly Answers, PO Box 219296, Kansas City, MO, 64121 | (877) 795-4559

Free Meds and Solutions: *This organization's website offers applications to apply to 170+ programs offering 1,000+ brand name drugs. If you don't have Internet access, call their toll-free number for assistance.*

www.freemedandsolutions.com | Med Solutions, 422 Waiālae Ave., #373 Honolulu, HI 96816-5330 | (877) 354-6337

Georgia Cares: *Provides seniors and people with disabilities information about prescription drug assistance, Medicare, Medicaid, Medicare Supplemental Insurance (MediGap) and other health insurance issues. Serves Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, and Webster Counties.* www.lcrdcaaa.org | 1428 Second Ave, PO Box 1908, Columbus, Ga. 31902 | (800) 249-7468

Medicare: This website offers information about public and private programs that offer discounted or free medication, programs that help with other health care costs, and Medicare health plans that include prescription coverage.
www.medicare.org | Call to find your local office: (800) 669-8387

Pfizer Pharmaceutical Company: Through *Sharing the Care*, Pfizer donates most of its advanced medicines to low-income, uninsured patients through a network of 380 community, migrant and homeless health centers across the country. Serves Wrightsville, Atlanta, and Savannah.
www.sharingthecare.com | (800) 984-1500

PhRMA-Pharmaceutical Research and Manufacturers Association: *Helping Patients* brings together pharmaceutical companies, doctors, patient advocacy organizations and civic groups to help low-income, uninsured patients get free or nearly free, brand-name medicines. This site provides access to 275+ public and private assistance companies, including 150+ programs offered by pharmaceutical companies.
www.helpingpatients.org | (888) 477-2669

TRANSPORTATION – USED/DISCOUNT VEHICLE SALES

Disabled Dealer Magazine: A magazine published monthly that offers a variety of vehicles for sale. The magazine serves the southeastern states.
www.disableddealer.com | southeast@disableddealer.com | 2391 Leisure Lake Drive, Atlanta, GA 30338 (770) 457-9697

Friends of Disabled Adults and Children, Inc. (FODAC): A non-profit organization that exists to provide medical equipment to disabled people in the metro Atlanta area who could not otherwise afford it (they cannot ship items).
www.fodac.org | 4900 Lewis Road, Stone Mountain, GA 30083 | Mike Maijala: mmajjala@fodac.org (770) 491-9014

National Mobility Equipment Dealers Association: NMEDA, a non-profit trade association of mobility equipment dealers, driver rehabilitation specialists, and other professionals helping people with disabilities to drive or be transported in vehicles modified with mobility equipment. Its Quality Assurance Program (QAP) is the recognized accreditation program for the mobility equipment industry.
www.nmeda.org | 3327 W. Bears Ave., Tampa, Florida 33618 | (800) 833-0427

Georgia Department of Transportation: Information about Georgia's transit system.
www.dot.state.ga.us | No. 2 Capitol Square, SW, Atlanta, Georgia 30334 | (404) 656-5267

Easter Seals, Project ACTION (Accessible Community Transportation in our Nation): Easter Seals Project ACTION promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond. Extensive resources include, hotline, in-depth website, training and technical assistance.
www.projectaction.easterseals.com | 1425 K Street, NW, Suite 200, Washington, DC 20005 | (800) 659-6428

FOR INFORMATION ON ADDITIONAL PROGRAMS, SERVICES, AND RESOURCES AVAILABLE TO RESPOND TO THE NEEDS OF THE BRAIN AND SPINAL CORD INJURY COMMUNITY, CONTACT:





Shepherd Center is a private, not-for-profit, hospital located in Atlanta, Georgia, specializing in medical treatment, research and rehabilitation for people with spinal cord injuries, brain injuries, multiple sclerosis, chronic pain and other neurological conditions

For more information and a virtual tour, please visit **shepherd.org**.



Shepherd Center

2020 Peachtree Road, NW
Atlanta, GA 30309-1465
404-352-2020 shepherd.org