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## **Rehabilitative Services Units (RSUs) Scope of Services**

### **RSU Mission**

Our mission on the Rehabilitative Services Units at Hebrew Rehabilitation Center is to maximize the physical and mental potential and quality of life of the patients we serve. The interdisciplinary team is responsible for facilitating, communicating and planning among the patient, family, caregivers, insurers and referral sources in order to achieve collaborative patient centered discharge goals.

The interdisciplinary team fulfills this mission by:

- Designing interdisciplinary care plans that address individualized patient needs
- Promoting independence by individualized patient education in management of their current complex medical condition
- Focusing on rehabilitation including occupational therapy, physical therapy and speech language pathology treating patients to regain their highest level of physical and cognitive functioning which will minimize pain and disability
- Empowering the patient and family to participate in planning for changing life needs

### **Unit Overview**

There are three Rehabilitation Services Units in the Hebrew SeniorLife system, one at Newbridge on the Charles in Dedham, one at Orchard Cove in Canton and one at HRC Roslindale. Capacity ranges from 40 to 50 beds depending on the site. The Rehabilitation Services Unit (RSU) is a Non-Denominational, inpatient skilled nursing facility that provides care to individuals who require short term, nursing and/or sub-acute rehabilitation following an acute hospital stay. Our primary goal with each of our patients is to assist them in improving their medical self-management, activities of daily living and functional mobility.

The Rehabilitative Services Units at Hebrew Rehabilitation Center serve patients based on their ability to tolerate the intensity of care provided on the unit. The patient's care plans take into account activity limitations and are individualized based on their needs, goals and ability to tolerate therapy.

The RSU's average length of stay is 15-20 days. Most of our patients require services that fall into the following diagnostic categories:

- Surgery Recuperation
- Orthopedics (including joint replacements and fractures)
- Stroke and other neurological conditions
- Congestive Heart Failure
- Medically complex conditions
- COPD

The RSU typically admits patients who are 22 years of age or older. Medical Management and Nursing services are provided 24 hours per day, 7 days per week, including access to x-ray, pharmacy, and laboratory services. Rehabilitation services can be provided up to seven days a week depending on the patient's individual needs and plan of care.

### **Admission Criteria**

Medicare patients admitted to the RSU follow the Medicare guidelines for skilled care. In order for the stay on the RSU to be covered under the Medicare program, the patient must have a 3 day qualifying stay in an acute care hospital or have been discharged from a 3 day qualifying stay within 30 days prior to admission to the RSU. The Medicare “waiver” program approves transfer of a patient to RSU without requirement of the 3 night overnight stay (it is “waived”)

Other admission criteria are established via third party payers. The admission criteria for different insurance plans vary. The insurer will determine based on clinical information provided prior to admission to RSU if the stay meets admission criteria and will authorize or deny coverage for the patient to be admitted to the RSU.

The RSU assesses all patients referred to our program while they are still in the hospital to ensure they are an appropriate admission to our unit. Other referrals can be made from a Primary Care Physician’s Office, a Nursing Agency or other community provider as well Acute Rehabilitation Facilities. Hebrew Rehabilitation Center assesses all patients prior to admission and gathers the following information:

- Diagnosis
- Prognosis
- Morbidity
- Co-morbidity
- Prior level of function
- Support system
- Mental status
- Medical stability and
- Ability to tolerate intensity of care
- Other impairments that impact the patient’s ability to receive care

Patients will be considered for admission to the Rehabilitative Service Units (RSUs) if they meet the following criteria:

1. The presence of a diagnosis/condition which is known to benefit from comprehensive rehabilitation intervention. Functional or activity limitations may include, but are not limited to, the following:
  - a. Mobility deficits
  - b. Limitations with activities of daily living (ADLs)
  - c. Feeding or swallowing problems
  - d. Speech, language and/or sensory deficits
  - e. Cognitive, perceptual and/or sensory deficits
  - f. Adjustment and behavioral deficits
  - g. Pain management issues
2. Sufficient medical stability to allow participation in an individualized rehabilitation program
3. The patient requires, and can tolerate participation in therapy at least five out of seven days per week.
4. The cognitive and behavioral skills necessary to benefit from instruction and training of functional skills, or can be expected to achieve this capability within a reasonable timeframe.
5. A need for several physician visits per week, 24 hour rehabilitation nursing care, and a minimum of two therapy services (PT, OT and/or SLP)
6. There is a reasonable discharge plan that supplies the support demanded by the level of disability the patient can be expected to have at the time of discharge.

There are no restrictions based on impairments, activity limitations or participation except that the patient must be able to participate in therapy at least 5 days per week in at least two disciplines.

Language and culture are not barriers to admission. We make every effort to adapt care to a patient's personal needs and cultural expectations.

Having a history of Psychological disorder is not a barrier to admission. However the patient needs to be medically stable and able and willing to participate actively in the rehabilitation program. Psychiatrists and Psychologists are available to assist in managing a psychological disorder.

**Exclusion for admission to the RSU includes:**

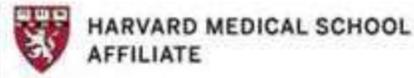
- Patient requiring telemetry services
- Detoxification from substances
- Ventilator-dependent
- Acute Spinal cord injury
- Burn
- Total parenteral nutrition
- Acute Brain-injured patients
- Primary insurance is Medicaid

No patient can be admitted against his or her will. The RSU is a Certified Medicare provider but is not certified to participate in the Medicaid program. All admissions to the RSU must be Medicare, Managed Care or Private Pay. We have contracts with several managed care insurances, such as, Blue Cross, Harvard Pilgrim, Tufts, and Commonwealth Care. RSU can also negotiate with other insurance plans if the beneficiary has an out-of-network benefit. Potential out of pocket fees or expenses that could be incurred by the patient include co-payments that are dictated by their insurer, or private pay fees for services not covered by their insurance.

**Medical Management**

In addition to the 24 hour care provided by Registered Nurses and Licensed Practical Nurses on the unit, the RSU provides an integrated approach to meeting the care needs of each patient. Upon admission to the RSU, each patient is assessed by our team of professionals including Registered Nurses, Licensed Practical Nurses, Registered Physical, Occupational therapists, Speech Language Pathologists, Physicians, Nurse Practitioners, Case Managers/Social Workers, Recreation Therapists, Registered Dietitians and Psychiatrists. At the conclusion of the assessment process, the team initiates a plan of care to be followed during the patient's stay. Depending upon the care needs of the patient, the following clinical specialties are also available to meet the patient's needs: (Pricing available upon request)

- Wound Care Management
- Palliative Care
- Chaplaincy Services
- Pulmonary Services
- Orthopedic Specialties
- Barium Swallow Testing



- Electronic Stimulation for swallowing, pain, and movement recovery
  - Lymphedema management
  - Infectious Disease Services
  - Stroke Management
  - Nutrition Support
  - Neurology Services
  - Vision
  - Dental
  - Podiatry
  - Rehabilitation
  - Audiology
  - Psychiatric Services

To ensure continuity of care, patients continue to have access to their own specialists during their stay on the RSU.

### **Discharge Criteria**

The patient will be discharged to their chosen environment when at least one of the following has occurred:

- The discharge plan goals have been met.
- Patient has met program goals or is no longer skilled under the Medicare and/or Managed Care criteria.
- Patient is considered a threat to themselves or to others.
- Patient develops a medical condition or complication that requires more intensive services in an acute care hospital.

### **Program Evaluation**

The RSU is committed to seeking feedback from our patients in an effort to continue to improve the services we provide to our patients. To ensure anonymity, we use an outside resource, My InnerView Inc. to conduct the survey and compile the results. This survey is mailed to the patient upon discharge. These surveys are very important to our continued development and improvement. In addition to the satisfaction survey the RSU also performs post discharge follow up calls.

## **Continuum of Care**

As previously noted, the RSUs are short stay, skilled nursing units within Hebrew Senior Life's extensive continuum of care. When the patient no longer requires the services of the Rehabilitation Unit, the patient will be assisted to return home or will be supported in their choice of other alternative living arrangements including a nursing facility; assisted living; or other supportive living environment.

Last reviewed and updated Oct 2018