Department Plan for Providing Care / Services
Patient Care Departments

Department: Rehabilitation Services

Scope of Service for Outpatient Rehabilitation and Therapy Center

The Outpatient Therapy Center at Rush Copley Medical Center provides Physical Therapy, Occupational Therapy and Speech Language Pathology services for a variety of conditions including but not limited to; neurological, orthopedic, musculoskeletal, pelvic dysfunction, balance and dizziness disorders, concussion management, lymphedema, and sports injuries. Patients range from infants to adults based on the type of deficits to be addressed. Our clinic is not equipped to provide a comprehensive pediatric program for developmental disorders such as sensory integration, cerebral palsy, and muscular dystrophy. If we feel a patient’s needs are best met by a different service provider, we make every effort to provide information on an alternate resource.

Our organization respects and supports the individual needs and preferences of each prospective patient. This includes cultural, spiritual and sexual diversity. We will work with each individual to identify and meet their needs through discussion and collaboration.

We are able to accommodate patients with varying levels of activity limitations but the patient should be medically stable with a medical acuity appropriate for an outpatient setting. Patients should be able to complete toileting independently or be accompanied by an individual who can assist them with toileting while in our clinic.

The center is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), and also has the distinction of maintaining a separate Stroke Specialty Certification. With a focus on the continuum of care, collaboration occurs between all levels of care and community resources to optimize the quality of life and well-being of the populations served. Although our clinicians do not provide behavioral or psychological intervention, a referral can be provided as needed.

Medicare, Medicaid and most private insurance carriers are accepted. Insurance coverage is verified and discussed with each potential patient prior to the first appointment. Persons with limited or no healthcare funding are referred to Patient Financial Services to establish a payment plan or be considered for Charity Care. Billing rates and/or fee schedules for services can be provided upon request.

Hours of Operation:

Outpatient Rehabilitation and Therapy Center
Monday – Thursday 7:00am – 7:00pm
Friday 7:00am – 4:00pm

Mission Statement
The Physical Rehabilitation Center at Rush Copley Medical Center is dedicated to meet the needs of our community, patients, staff and physicians by providing the highest quality healthcare in an efficient, resourceful manner. This is demonstrated through our commitment to extraordinary service through our caring touch.
Leadership/Staffing

The therapy team includes Physical Therapists (PT), PT Assistants (PTA), Occupational Therapists (OT), Speech Language Pathologists (SLP), the Medical Director, Director of Therapy Services, Therapy Manager, and Outpatient Coordinator.

Staffing levels are determined primarily through the department specific productivity index developed via the budgeting process, and by on-going analysis of services to the patients. Annually this is reassessed for appropriateness. The Therapy Manager and the Rehab Leadership team work together and identify the appropriate level of staff that would be necessary to meet the volume projections set in the budget. Staffing patterns are planned according to this process. On an on-going basis through the year, quality indicators and patient feedback provide the therapy coordinators, and team leaders with information to justify changes in staffing patterns. Staffing plan a matrix is available upon request.

When staffing variances arise, how is staffing level adjusted?

Staffing is most frequently adjusted by reassigning cross trained staff from one work area to another. Whenever possible the need for additional staff is anticipated in advance and registry staff is brought in. If a need for additional staff takes place for a long period of time, and no suitable associates can be hired, contract services are obtained in order to provide the needed services.

Frequent Procedures, Services, Processes

Physical Therapy is a form of health care that prevents, identifies, corrects, and alleviates acute or prolonged movement dysfunction or pain of anatomic or physiologic origin. Physical Therapy includes examining, evaluating, and testing persons who have musculoskeletal, neurological, pulmonary, and cardiovascular systems and rehabilitative treatment concerned with the restoration of function and prevention of disability caused by illness, injury, or birth defect.

Physical Therapy may include but is not limited to:

► Use of effective properties of physical measures such as heat, cold, light, water, radiant energy, electricity, sound, and air: the use of therapeutic massage, therapeutic exercise, neuromuscular re-education, mobilization, and the rehabilitative procedures with or without assistive devices for the purpose of preventing, correcting, or alleviating any type of physical dysfunction, or disability which will promote physical function and well being.

► Perform and administer specialized tests and measurements

► Interpretation of data from physicians and other supportive clinical personnel to modify physical therapy treatment programs

► Serves as a consulter, educator, and advisor for purpose of reducing the incidence and severity of disability and pain to enable, train, or retrain an individual to perform at their highest level of function.

Physical Therapist is a person who practices Physical Therapy and who has met all requirements by the state of Illinois practice act. Possesses a bachelors, masters, or doctorate degree.

Physical Therapist Assistant is a person licensed to assist a Physical Therapist and met all requirements by the state act and works under supervision of a licensed PT. Limitations include evaluation procedures, planning of /or major modifications of patient programs and interpretation of test results.

INTERPRETER ATTESTATION: Interpretation has been provided by ___________________________    □ Phone
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Evaluates and treats patients according to the diagnosis, evaluation, and needs of the patient in accordance with a physician's prescription.

**Treatment Modalities Include:**

- Biofeedback
- Orthotic Training
- Deep Heat (ultrasound)
- Total Joint Pre-op Teaching
- Prosthetic Training
- Manual Therapy
- Posture Training
- Cold (cryotherapy)
- Functional Activities (bed mobility, transfer training)
- Gait Training With and Without Assistive Devices
- Lee Silverman BIG®

- Therapeutic Exercise (strengthening, ROM, balance, co-ordination, mobilization)
- Superficial Heat (hot packs, paraffin bath, hydrotherapy, fluidotherapy)
- T.E.N.S. (for chronic pain, acute post-op pain, and for labor and delivery)
- Electrical Stimulation (high voltage galvanic, low voltage ac or dc, interferential, microcurrent)

► Provides patient and family education
► Provides in-services to hospital personnel and the community
► Provides assistive devices for gait for patients referred for Physical Therapy

**Occupational Therapy** is the evaluation or treatment of a person by a qualified Occupational Therapist who, after referral by a physician uses self-help, manual, creative, recreational and social, educational, pre-vocational, and industrial activities to gain from the patient the desired physical function and/or mental response in order to achieve optimum functioning, maximize independence, prevent further disability, and maintain health.

**Occupational Therapist** is a person who practices Occupational Therapy and who has met all requirements by the state of Illinois practice act. Possesses a Bachelor of Science or master's degree, or doctorate degree.

**Occupational Therapist Assistant** is a person licensed to assist an Occupational Therapist and has met all requirements by the state act and works under the supervision of a licensed OTR/L. Limitations include evaluation procedures, planning of/or major modifications of patient programs, and interpretation of referrals.

Evaluates and treats patients according to the diagnosis, evaluation and need of the patient in accordance with a physician's prescription.

**Treatment Modalities Include:**

- Neuromuscular Re-education (balance, coordination, proprioception, upper extremity facilitation, and tone inhibition)
- Therapeutic Exercise (strength range of motion, and flexibility)
- Manual Therapy
- Activities of Daily Living Training
- Heat/Cold Treatments (fluidotherapy, hot/ice packs, ultrasound, paraffin)
- Electrical Stimulation
- Design, fabrication, and application of orthotic devices
- Self care and home management training (activities of daily living, compensatory training, instruction in use of assistive technology and adaptive equipment)
- Visual perceptual skills
- Sensory Integration Techniques
- Task-Oriented Activities via the use of creative media and games
- Lee Silverman BIG®
Specialized Tests Include:

► Specialized Tests Include but are not limited to Fugyl-Meyer Assessment of the Upper Extremity and Chedoke Arm and Hand Activity Inventory.

► Patient and Family education and counseling

► Provides in-services to hospital personnel and the community

Speech Language Pathology is a continuum of services including identification, diagnosis, consultation, prevention and the treatment of patients regarding speech, language, oral, and pharyngeal sensorimotor function, hearing, and swallowing.

Speech Language Pathologist is a person who practices Speech Language Pathology and who has met all requirements by the state of Illinois practice act. Possesses a Master’s or Doctorate degree.

► Evaluates and treats patients according to the diagnosis, evaluation and need of the patient in accordance with a physician’s prescription.

Services Include the Assessment and Treatment of a variety of Communication disorders including:
• Speech disorders such as dysfluency, dysarthria, apraxia, phonological and articulation disorders and speech abnormalities that result from cleft palate.
• Language disorders including aphasia, dyslexia, dysgraphia, and language disorders in children.
• Cognitive Linguistic Deficits such as difficulties with orientation, memory, problem solving, reasoning, executive function, symbolic function, dyslexia, agraphia, acalculia and pragmatic communication skills
• Voice disorders including; alaryngeal voice restoration, organic voice disorders (nodules, polyps), and non-organic voice disorders.
• Dysphagia including video swallows, neuromuscular electrical stimulation and diet recommendations.

► Specialized Assessments include Boston Diagnostic Aphasia Examination, Detroit Test of Learning Aptitude, Ross Information Processing Assessment, Revised Token Test, Boston Naming Test, Western Aphasia Battery, Cognitive Linguistic Quick Test, Rivermead Behavioral Memory Test, and Woodcock Johnson Test of Cognitive Abilities

► Specialized treatments include but are not limited to; VisiPitch for voice disorder, Vital Stim® Dysphagia Therapy, cognitive software retraining, and Lee Silverman Voice Treatment (LSVT-LOUD®).

► Patient and Family education and training.

► Provides in-services to hospital personnel and the community.
Qualifications of Staff

► Physical Therapy services are performed by individuals possessing a valid Illinois license as a Physical Therapist or Physical Therapist Assistant.

► Occupational Therapy services are performed by individuals possessing a valid Illinois license as an Occupational Therapist or Certified Occupational Therapist Assistant.

► Speech/Language Pathology services are performed by individuals possessing a valid Illinois license as a Speech/Language Pathologist and are eligible for their Certificate of Clinical Competence.

An education plan is established each year to ensure staff is provided learning opportunities to further enhance their knowledge and skill in outpatient care. In addition to annual competencies, ongoing education is provided through a variety of methods which may include formal classroom training, in-services, self-learning modules, poster presentations, case studies and journal clubs.

Learning needs are determined by performing an annual needs assessment which solicits staff feedback. Additional knowledge deficits may be determined through process improvement measures, patient and family feedback and implementation of new treatments.

An environment of continued learning is encouraged among all team members. Staff is encouraged to pursue advanced degrees and certifications in their field and is financially supported by the institution.

New team members are provided a structured orientation which focuses on the needs of the person served and their families. Orientation is supervised through an experienced preceptor and overseen by the outpatient coordinator and manager. Education is provided through formal classroom time, computer based training and self-learning modules. Competency is determined by return demonstrations, test and quizzes and monitoring of daily work.

Description of Communication/Collaboration/Functional Relationship with Other Departments and Services.

The outpatient therapy team meets monthly to share information and make suggestions of ways to enhance the delivery of care. The monthly meetings allow disciplines to communicate and share ideas.

Internal communication and collaboration occurs in weekly meetings and team member dialogue. Physician correspondence and consultation with other services is completed formally through written reports following the guidelines outlined in the policy for outpatient therapy documentation and informally on an as needed basis. Information is shared with patients/families/physicians and insurance companies at regular intervals as governed by regulatory guidelines and as needed to foster continued progress and quality outcomes.
All the therapy areas enjoy a collaborative relationship with all departments of the organization and medical staff. The entire team is focused on the service to the patient and family throughout the continuum of care and through the transition to the next appropriate level of care. In addition to other clinical departments, the therapy staff works with support departments such as Finance, Clinical Engineering, Housekeeping, Registration, and Patient Billing in order to provide a well-organized service to patients.

**Goals of Department/Service**
In alignment with the mission, values, philosophy, and the strategic plan of Rush-Copley Medical Center, the goals of the Physical Medicine and Rehabilitation Centers and Services Departments are developed annually. Strategic goals and department process improvement plans are available upon request. Our commitment is to continuously improve the health of our community, by identifying the needs of our populations with concentration on the patient needs, strengths, abilities, preferences and unique cultural, social and religious beliefs.

**Plan to Improve Quality Of Care:**
The plan is maintained by the Therapy Service Manager and available upon request.

**Any Additional Standards of Practice Adopted/Adapted by Department/Service**
The outpatient center is currently accredited by CARF with a Stroke Specialty designation through the same organization.