



## Atrium Health Wake Forest Baptist

# The Brain Injury Rehab Program

The Inpatient Brain Injury Rehab Program at Atrium Health Wake Forest Baptist Medical Center provides specialized, intensive rehabilitation services for patients age 13 and older who have traumatic and non-traumatic brain injuries resulting in cognitive deficits, behavior problems, physical limitations and problems with self-care. Brain injuries may be related to trauma from motor vehicle and other accidents, brain tumors, stroke, anoxia/hypoxia and other neurological injuries. The Program outperforms other programs across the country by returning a higher percentage of patients to home. The Program's effectiveness is attributed to the expertise of its interdisciplinary rehabilitation care team and exceptional facilities designed for the unique needs of brain injured patients. The Program provides intensive patient and family training programs to prepare patients and their families for rehab discharge, to coordinate equipment needs and home modifications, and to provide information on lifetime health and wellness resources.

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## Philosophy of Care

Each patient is unique, with specific needs, capabilities and potential. Therefore, each patient's treatment plan is individualized and modified as recovery progresses. The rehabilitation team, patient, and family/caregivers work together to set and achieve functional improvement goals.

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## The Care Team

The Program's success is attributed to its comprehensive, interdisciplinary team, which includes the patient, family members/caregivers, and professionals specializing in:

Rehabilitation Medicine	Clinical Nutrition	Social Work
Rehabilitation Nursing	Occupational Therapy	Recreation Therapy
Clinical Psychology	Physical Therapy	Assistive Technology*
Neuropsychology	Speech Language Pathology	

\*These services are provided by team members who are not employees of Atrium Health Wake Forest Baptist, but who work very collaboratively with the Rehab Programs.

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## Scope of Services

- Board-certified physicians specializing in Physical Medicine and Rehabilitation (PM&R) direct the patient's plan of care on a daily basis.
- Rehabilitation Nursing is provided 24 hours a day, 7 days a week, including Virtual Patient Observation as appropriate.
- Each patient receives a minimum of 15 hours of therapy each week, including a combination of physical therapy, occupational therapy, speech therapy, and/or orthotics/prosthetics training. The types of therapy, intensity of therapy, and schedule are tailored to the needs of each patient. Therapy services are provided 7AM to 5PM, Monday through Friday and on Saturdays as needed.
- Recreation therapy, clinical psychology, neuropsychology, and assistive technology services are available 5 days a week, and are provided based on the needs of each patient.
- Each patient is assigned a Care Coordinator who acts as a liaison between patient, family/caregiver, rehabilitation professionals, and third party payers.
- Atrium Health Wake Forest Baptist directly provides all ancillary services including, but not limited to, Diagnostic Imaging, Laboratory, Pharmacy, Spiritual Care, and Respiratory Therapy.
- Consulting physician services for other specialties are provided by Atrium Health Wake Forest Baptist, as needed.
- If services not available within Atrium Health Wake Forest Baptist are needed, referrals or consultations are made for these services, which may include, but are not limited to: cognitive rehab, durable medical equipment, caregiver/family services, substance abuse counseling, vocational rehab, rehab engineering, and driver's assessment and education. caregiver/family services, substance abuse counseling, vocational rehabilitation, rehab engineering, and driver's assessment and education.

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## Treatment Goals and Common Interventions

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The ultimate goal is to return each patient to the highest level of independence possible, and in most cases, to return the patient to home. Specific treatment goals are individualized for each patient and may include:

- Maximizing function in:
  - Mobility
  - Activities of Daily Living (eating, grooming, dressing, bathing)
  - Bowel and bladder management
- Addressing sexuality and family and cultural adjustment issues
- Disability adjustment and counseling and coping strategies
- Recommending healthy living practices for weight control and smoking cessation
- Optimizing community integration and life roles through community outings, recreation therapy and use of assistive technology
- Patient and family education for individualized needs
- Identifying additional services for families/support systems (e.g., support groups) for transitions across the lifespan

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## Specialized Facility and Services

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The Program provides an environment and services ideally suited for brain injury rehabilitation.

- Dedicated brain injury nursing unit and therapy gym, ensuring reduced stimulation and a secure therapeutic environment that allows patients to move freely throughout the unit.
- On-site school tutoring education program for adolescent patients
- Home of the Region Resource Center for the Brain Injury Association of North Carolina.

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## Behavior Management

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An injury to the brain can often causes changes in a patient's behavior. Sometimes these changes are subtle and adaptable. Other times, the patient's behavior can become an obstacle to recovery and may even endanger the patient and/or others. For this reason, the Brain Injury Program staff monitors the patient's behavior and implements formalized behavior management plans. These plans are developed by the rehabilitation team in conjunction with the patient and/or family and serve to enhance patient participation and satisfaction while addressing individual goals.

Family members are educated on positive reinforcement for desired behaviors and response strategies for inappropriate behaviors.

These formalized plans are monitored daily and require a consistent team and family effort. Several special features of our program that focus on the patient's behavior and recovery include:

- Keeping a consistent health care team
- Maintaining a calm approach with patients
- Reducing stimulation in the environment, such as activity and noise levels
- Providing routines for patients
- Providing a secure unit that allows for greater mobility of patient

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## Demonstrated Excellence in Rehabilitation

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The Brain Injury Rehab Program has been awarded accreditation from the Commission on Accreditation of Rehabilitation Facilities. CARF Accreditation means that Atrium Health Wake Forest Baptist Medical Center's Brain Injury Rehab Program:



- is committed to excellence in rehabilitative care
- meets rigorous international standards of patient care and satisfaction
- is committed to helping each patient achieve their individualized rehabilitation goals
- constantly works to improve services and stays on the cutting edge of rehabilitation techniques and technology
- surpasses communication expectations with referral and payer sources

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## Admission Criteria and Referrals

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Patients admitted to the Brain Injury Rehab Program must have realistic rehabilitation goals that reflect the potential for gaining independence or achieving a higher function in self-care activities and mobility. Additionally, a patient must:

- Be 13 years of age or older
- Require and be able and willing to participate in intensive physical, occupational and/or speech therapy (if indicated) at least 3 hours a day
- Have the need for more than one type of rehab therapy and have potential for functional improvement.
- Be medically appropriate for an inpatient hospital environment and have stable vital signs.
- Have a supportive social system and a defined, expected discharge destination to home
- Have a cognitive level of three or higher on the Rancho Los Amigos scale.
- Be able to breathe without the help of a mechanical ventilator at all times.

Atrium Health Wake Forest Baptist accepts payment from all major private insurance plans, worker's compensation, Medicare and Medicaid. The Program evaluates and verifies insurance coverage for each patient prior to admission. If the patient does not have insurance coverage for the Rehab Program, the patient and/or family/caregiver will be notified and alternate payment plans or treatment options will be discussed. Any estimated financial responsibilities will be communicated to the patient and/or family. A listing of prices is available at <https://www.wakehealth.edu/Patient-and-Family-Resources/Billing-and-Insurance/Your-Health-Care-Costs>.

The Program welcomes referrals from many sources, including, but not limited to, physicians, short term acute care hospitals, rehabilitation hospitals, nursing facilities, long term acute care hospitals, and home health agencies. To make a referral, call (336) 713-8500 or (888) 605-9568.

For additional information about the program, email [Rehab4Life@wakehealth.edu](mailto:Rehab4Life@wakehealth.edu).

The Rehabilitation Programs at Atrium Health Wake Forest Baptist do not discriminate against individuals of varying age, disability, race/ethnicity, religion, gender, or sexual preference and strive to understand and be sensitive to these characteristics and to patient-specific preferences.

## Brain Injury Program Patients – Calendar Year 2023

Number of patients: 92

Patients with Traumatic Brain Injury: 53 (58%)  
 Patients with Non-Traumatic Brain Injury: 39 (42%)

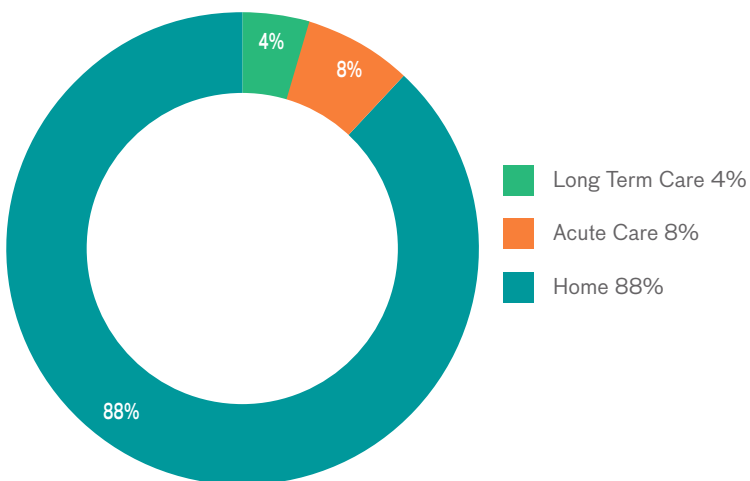
63% were males  
 37% were females

Average Days in Program: 11.4

Therapy Intensity:  
 3.1 hours per day, 5 days per week

Age Group	Number of Patients
13-17	2
18-40	16
41-65	35
66-85	35
86-100	4

## Patient Outcomes – Calendar Year 2023



In 2023, 88% of the Program's patients returned home, compared to the national average of 84%. 8% of patients returned unexpectedly to a hospital setting. 4% of patients discharged to a long term care setting for continued rehabilitation and/or nursing care.

Functional Improvement Goals	% Patients Who Had Improved Function between Admission & Discharge	
	Traumatic Spinal Cord Injury	Non-Traumatic Spinal Cord Injury
Self-Care	91%	87%
Mobility	92%	90%

Function is measured, or scored, at admission, during the stay, and at discharge. The table to the left shows the percentage of patients who demonstrated improvement in function between admission and discharge from the Program.

Brain Injury Patient/Family Satisfaction (Source: NRC)	% Positive	National Target % Positive
Would Recommend	100	79
Rate the Facility	95	78.1

## What to Expect in Your Rehab Program

This page will give you an idea of what your rehab program may include. Please keep in mind that your rehab care team will complete a thorough evaluation after admission and develop a more detailed care plan based on your needs and your family's needs.

Name: \_\_\_\_\_ Diagnosis \_\_\_\_\_ Rehab Physician \_\_\_\_\_  
 Location: \_\_\_\_\_ Expected Days in Program\* \_\_\_\_\_ Expected Discharge \_\_\_\_\_  
 Insurance Coverage: \_\_\_\_\_

On average, patients in the Brain Injury Program receive 65 minutes physical therapy, 66 minutes occupational therapy, and 54 minutes of speech therapy per day, 5 days per week.

Program Services		Treatment Goals
<input type="checkbox"/>	Rehabilitation Physician Services	Manage your medical condition to ensure your safety and progress toward your goals. Nurse practitioners, physician's assistants, medical students, and residents may work in close collaboration with your rehab physician. During your stay, physician orders will be responded to, with results, within 24 hours, unless otherwise specified.
<input type="checkbox"/>	Physical Therapy	Improve & maximize your mobility skills, safety, strength and endurance.
<input type="checkbox"/>	Occupational Therapy	Improve your ability to complete activities of daily living such as eating, dressing, bathing, toileting and home management; address sexuality issues related to impairment.
<input type="checkbox"/>	Speech Therapy	Improve your swallowing, communication and cognitive skills.
<input type="checkbox"/>	Rehab Nursing	Manage your bowel and bladder control, address family issues associated with impairment, educate on care needs, including health and wellness. Our team will be asking you to assume more responsibility and independence the closer you get to discharge. This will make you and your family better prepared for your activities of daily living and resuming home life.
<input type="checkbox"/>	Nutrition Services	Educate and ensure proper nutrition during treatment.
<input type="checkbox"/>	Clinical Psychology & Neuropsychology	Help you and your family members with emotional and mental health challenges associated with temporary or permanent disability.
<input type="checkbox"/>	Recreation Therapy	Educate you and your family on how to adapt to community environment after discharge and how to enjoy recreational activities safely.
<input type="checkbox"/>	Care Coordination	Coordinate services with the care team, you, and your family members to ensure needs are met prior to discharge.
<input type="checkbox"/>	Orthotics	Provide custom orthotic (if needed) to improve mobility and range of motion.
<input type="checkbox"/>	Other Needs	The Program is attentive to the specific cultural or other needs of each patient. Please let us know if you have any specific needs or requests.

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## What to Expect During Your Stay

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The following is a typical schedule for the first three days after admission to the Rehab Program.

### Day One

- Arrive on the 3rd floor of the Sticht Center at assigned room.
- Nurse assesses your condition and needs upon arrival to the rehabilitation unit.
- Meet with the physician, social worker and nurses within the first 24 hours.
- Receive an assigned wheelchair for the rehab stay.
- Receive a tentative schedule for each therapy. Throughout your stay, you will receive regular updates on the scheduled times for each therapy service identified for your care plan

### Day Two

- Begin therapy evaluations and treatment, which could include physical therapy, occupational therapy, speech therapy and recreation therapy. You will participate in approximately three hours of therapy each day and at least 15 hours per week.

### Day Three

- Working with you and your family, the Rehab team develops an individualized Plan of Care based on your condition and determines your functional status. The Plan of Care guides your treatment program. The rehab team reviews your progress toward your goals at least weekly. A family conference may be held for the care team to discuss the discharge plan with the family. Usually this is an in-person meeting, but some family members may attend by phone.

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## What to Expect During and After Discharge

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Your care coordinator will work with you, your care team, and your family/caregiver to coordinate the best discharge plan for your individual needs. Many activities must be completed prior to discharge. For example:

- ✓ Your care team will make recommendations for equipment you will need at home or modifications that you will need to make at home for your safety and continued recovery.
- ✓ Your Care Coordinator will arrange for delivery of equipment.
- ✓ Your care team will determine if you need assistance from a home health agency, which includes nursing and/or therapy at home. Another option is outpatient therapy after your discharge. If the best option for you is home health, your Care Coordinator will give you a list of agencies to choose from near your home and arrange Home Health visits. If outpatient therapy is the best option for you, the Care Coordinator will set up appointments for outpatient therapy.
- ✓ Your care team will review all discharge instructions with you.
- ✓ The unit secretary will schedule follow-up appointments with your physician.

### After discharge from the Inpatient Rehabilitation Program:

- Your rehabilitation journey will continue, and you may need additional resources to assist with lifestyle changes. During your stay, we will provide information about additional resources that are tailored to your individual needs. If you have additional needs or questions about community resources, please email: [Rehab4Life@wakehealth.edu](mailto:Rehab4Life@wakehealth.edu).
- You will receive an NRC survey to request feedback on your satisfaction with our services. Please note that you may receive 2 surveys — one for your stay in the acute hospital and a second one for your stay in our Rehabilitation Program
- Prior to discharge, you will be asked how you prefer to be surveyed at 3 months after your discharge. We will either mail, email or phone you per your preference to answer this survey. Asking about your continued recovery after discharge helps us to improve our program and better prepare our patients for a successful return to home.

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## Brain Injury Resources for Your Continued Recovery

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There are many other services within our health system and in your community that may assist in your recovery. The next two pages introduce some of the services and resources available through our organization, the local community, or national organizations. We encourage you to call or visit the websites for these organizations. However, please do not hesitate to ask us for additional information on these services or for other providers or services in your community

The **National Institutes of Neurological Disorders and Brain Injury** provides a wealth of information on treatment, prognosis, research, and rehabilitation for traumatic brain injury.

 [https://www.ninds.nih.gov/Disorders/All Disorders/Traumatic Brain Injury Information Page](https://www.ninds.nih.gov/Disorders/All_Disorders/Traumatic_Brain_Injury_Information_Page)

**The Brain Injury Association of NC (BIANC)**, an affiliate of the Brain Injury Association of America, is dedicated to prevention, education, research, and advocacy for persons whose lives have been forever changed by brain injury. **Atrium Health Wake Forest Baptist Medical Center is a corporate sponsor of BIANC and is proud to be the home of BIANC's Regional Resource Center.** The Center is located just outside the Brain Injury Unit in the Sticht Center. All patients of the Atrium Health Wake Forest Baptist Medical Center Brain Injury Program receive an application for free membership to BIANC. For more information, visit the BIANC resource room or:

 1.800.377.1464 (Family Help Line)

 [www.bianc.net](http://www.bianc.net)

**BrainLine** is a national multimedia project offering information and resources about preventing, treating, and living with TBI. For more information:

 [www.brainline.org](http://www.brainline.org)

**Peer support services** provide brain injured individuals and their families an opportunity to meet and talk with others who are successfully coping with brain injury. Peer Support services can be provided in informal one-on-one sessions or in small groups. Atrium Health Wake Forest Baptist offers family/caregiver support and information about area support groups. There are also opportunities to interact informally with other family members on the unit. To learn more, please notify your care coordinator or recreation therapist.

After discharge, the following Brain Injury **local support groups** are available:

Winston-Salem: BI Support

Contact: Kitty Barringer

 336.713.8582 or 336.906.9127

Hickory: BI Support

Contact: Travis Glass

 828.781.0778 or Email: [travis@crossroadscounseling.org](mailto:travis@crossroadscounseling.org)  
[facebook.com/HickoryBISG](https://www.facebook.com/HickoryBISG)

The **ABC (Aphasia, Brain Injury, Cognition) Book Club** provides people who have experienced a brain injury the opportunity to practice skills needed for reading, verbalization, and comprehension of written materials. It is a safe, judgement free environment where people can practice the skills needed to enjoy reading again. Participants are encouraged to use large print books and audio books to assist in the process. The facilitator of the group is a Licensed Recreational Therapist who is a certified brain injury specialist with 15+ years of experience in brain injury rehabilitation. This group meets every Wednesday from 1:00-2:30 at Medical Plaza Miller. For more information:

 336.716.8007

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## Brain Injury Resources for Your Continued Recovery

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Atrium Health Wake Forest Baptist offers **myWakeHealth**, a patient portal that gives patients unprecedented access to their health information, without the unnecessary burden of waiting. *MyWakeHealth* allows you to get answers to your medical questions from the comfort of your own home; schedule your next appointment or view details of your past and upcoming appointments; and access test results. For more information:

 [www.mywakehealth.com](http://www.mywakehealth.com)

**Driver Rehabilitation Services** include clinical assessments of a person's visual, perceptual, cognitive, physical, and behavioral abilities as it relates to safe and independent driving due to aging, an illness or injury. Two local providers of these services are:

### **Driver Rehabilitation Services, P.A.**

 Toll-free: 888.888.0039

 Office: 336.697.7841

 [www.driver-rehab.com](http://www.driver-rehab.com)

### **Atrium Health Wake Forest Baptist -Outpatient NeuroRehab**

 336.716.8400

The **Winston-Salem Mayor's Council for Persons with Disability (MCPD)** hosts free monthly meetings that are open to the public. Meetings are at 11:30am on the second Tuesday of each month. For more information:

 336.245.5678

The **Atrium Health Wake Forest Baptist StrokeFit Exercise Class** is an evidence-based exercise class specifically designed for persons who have experienced a stroke. Participants have the opportunity to improve their mobility, arm/hand function and community reintegration. The class also provides an opportunity for social interaction and overall improvement in well-being. Classes meet Tuesdays and Thursdays at Ardmore Baptist Church. A fee is charged per class and an application must be completed by the participant and the participant's physician prior to attending classes. For more information:

 336.716.8007

The Inpatient Rehabilitation Programs are pleased to offer a **Rehabilitation Resource Center** on the Comprehensive Inpatient Rehabilitation Unit.

If you need assistance finding additional resources in your community:  
Email [Rehab4Life@wakehealth.edu](mailto:Rehab4Life@wakehealth.edu).

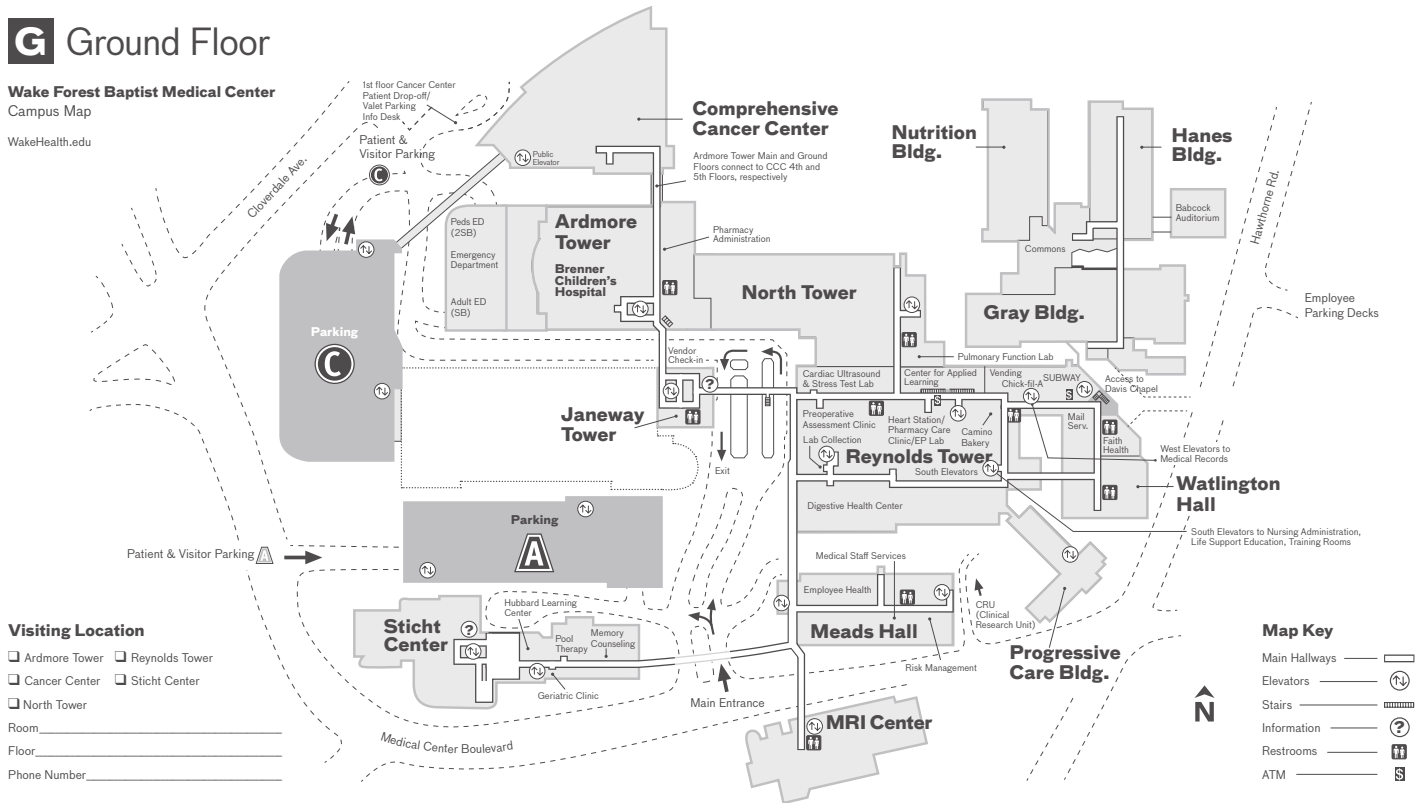


# Map and Driving Directions to the Sticht Center

## G Ground Floor

Wake Forest Baptist Medical Center  
Campus Map

WakeHealth.edu



The Rehabilitation Programs are located on the 3rd floor of the Sticht Center. Park in Patient/Visitor Deck A.

**From Interstate 40 East:** Take Business 40 toward Winston Salem. Exit Cloverdale Avenue. At the bottom of the exit ramp, continue straight through the traffic light onto Medical Center Boulevard. Proceed up the hill and around the curve. Turn left into the Main Entrance to the Medical Center. Turn into the first drive on your left. And then right to park in Deck A.

**From Interstate 40 West:** Take Business 40 toward Winston Salem. Exit Cloverdale Avenue. At the bottom of the exit ramp, turn right on Cloverdale Avenue. At the first traffic light, turn left onto Medical Center Boulevard and proceed up the hill and around the curve. Turn left into the Main Entrance to the Medical Center. Turn into the first drive on your left, and then right to park in Deck A.

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## Contact Numbers

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We want to provide the best possible care and service to you and your family. If you have a problem, concern, or unmet need related to your stay on the rehab unit, please speak to your nurse or care coordinator as soon as possible. We are here to help you each step of the way.

### **Rehabilitation Units**

Acquired Brain Injury (ABI) Unit-3SA Rooms-301-310	336.713.8300
General Rehabilitation Unit-3SB Rooms-351-369	336.713.8341
Patient Rooms	336.702.5 (room number)

### **Rehabilitation Program Management**

Nurse Manager: Sharon Ali	336.713.8355
Rehabilitation Manager: Blair Davis	336.713.8065
Quality and Compliance Manager: Lynn Watkins	336.713.8328

### **Care Coordinators**

Joy Watson	336.713.8815
Jamie Charvat	336.716.8024
Office of Patient Experience	336.713.2273

### **Billing and Insurance**

Billing	336.716.4958 or 877.938.7497
Financial Counselor	336.716.0681

### **After Discharge**

For Questions about community resources or inquiries about rehab services: email [Rehab4Life@wakehealth.edu](mailto:Rehab4Life@wakehealth.edu)

Inpatient Rehabilitation Website:

[www.wakehealth.edu/Specialty/p/Physical-Medicine-and-Rehabilitation/Inpatient-Rehabilitation](http://www.wakehealth.edu/Specialty/p/Physical-Medicine-and-Rehabilitation/Inpatient-Rehabilitation)