

CLIENT HANDBOOK
TIRR MEMORIAL HERMANN
KIRBY GLEN





Dear Valued TIRR Memorial Hermann Client:

Welcome to Kirby Glen! We are glad that you have chosen to pursue your rehabilitation with us and we are here to help you meet your personal goals. TIRR Kirby Glen provides comprehensive interdisciplinary rehabilitation for children and adults. We provide physical therapy, occupational therapy, speech therapy, cognitive rehabilitation, vocational counseling and social work consultation. Our rehabilitation services are designed to improve function and quality of life for our clients. Rehabilitation is a process and we are here to help you along the way.

We are dedicated to helping you reach your rehabilitation goals in a positive and caring environment, but we can't do this alone. We need you to let us know what your needs are and how we can meet them. Your goals are very important to us and we are here to empower you with all the resources possible to meet those goals.

We encourage you to read through the TIRR Memorial Hermann Kirby Glen patient handbook to answer some of your questions and guide you through the rehabilitation process.

We look forward to working with you and helping you meet your goals. Please contact me at 713.383.5728 if you have questions, concerns or praise about your care.

Best Regards,

Sandra Lloyd
Director, Outpatient Services
sandra.lloyd@memorialhermann.org

TABLE OF CONTENTS

ABOUT TIRR MEMORIAL HERMANN KIRBY GLEN	2
Accredited for Quality, Value and Optimal Outcomes.....	2
Skilled Versus Unskilled Therapy.....	2
OUR FACILITY	3
Office Hours.....	3
Location and Parking.....	3
Attendance.....	3
Financial Responsibility	4
Check-in Process and Name Tags	4
Clothing	4
Lunch and Rest Breaks.....	4
Supplies.....	4
Lockers	5
Telephones.....	5
Wireless Access.....	5
Gifts and Gratuities	5
SAFETY AND SECURITY	5
Smoking.....	5
Drugs and Alcohol	5
Handguns and Other Weapons	5
TIRR's Pain Philosophy	5
Medications	5
Chaplain Support.....	6
Emergencies.....	6
Safety and Accidents.....	6
Hand Washing.....	6
Fire Drills.....	6
TRANSPORTATION	6
METROLift	6
THE CHALLENGE PROGRAM	7
DAY REHABILITATION AND OUTPATIENT REHABILITATION	10
RESOURCES	12
Emergency Needs.....	12
Support Groups.....	12
Web Sites.....	13
PATIENT'S BILL OF RIGHTS	15
NOTICE OF ADVANCED DIRECTIVES	15
TIRR'S PRINCIPALS OF ETHICAL CONDUCT	15
GUEST RELATIONS	15
RIGHTS AND RESPONSIBILITIES	15
NOTES	16

We are very proud of this facility, which opened for therapy services in April 2001. The clinic combines the services of four separate programs in the creatively designed “office, gym, clinic” environment. Because the facility is visually “open,” the environment feels less formal and institutional. This openness increases the comfort level of our patients and also provides an environment where assisting you in your rehabilitation becomes the goal of all staff members.

The 2,500-square-foot I.W. Marks Therapy Gym is central to all activities at Kirby Glen. This specialized gym includes adjustable mats for exercises, treadmills, weights, parallel bar walkers, stair climbers, wheelchair work tables, table-top exercisers, wall pulley weight lifts, and several areas for exercise with therapy equipment.

The Lokomat® for robotic-assisted gait training and the Balance Master® for vestibular and balance dysfunction evaluation and treatment are two of our distinguished pieces of equipment not common in other rehabilitation facilities.

Floor patterns in the hallways throughout the building reflect milestones for distance walking and provide way-finding assistance for patients. Likewise, the wall surfaces vary in color so that they can be used as goals to reach in the large racetrack corridor system.

There are numerous individual treatment rooms throughout the facility as well as several rooms available for group therapy sessions. A fine-motor gym is used for retraining and strengthening of the upper extremities, a casting and splinting room is available, and a large training kitchen is used to improve activities of daily living (ADL).

The following programs are located in TIRR Memorial Hermann’s Kirby Glen facility:

- **Day Rehabilitation:** This program provides daily treatment for children and adults who are able to go home at night.
- **The Challenge Program:** This specialized Day Rehabilitation program, which is the community-based component of the brain injury continuum, assists those with brain injuries in their return to home, school, work and/or volunteer activities.
- **Outpatient Rehabilitation Services:** This program treats children and adults with all neurological illness and injury.
- **Project Victory:** This program is grant-funded for our U.S. soldiers who served in Iraq or Afghanistan and received traumatic brain injuries.

Accredited for Quality, Value and Optimal Outcomes

TIRR Memorial Hermann Kirby Glen has received Joint Commission accreditation, a nationwide seal of approval for meeting high performance standards. The Outpatient Medical Rehabilitation Programs (adults, children and adolescents); and Vocational Services (adults) are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). The telephone number for The Joint Commission is 1.800.994.6610 and for CARF is 1.800.510.CARF (2273). Clients and applicants of the Department of Assistive and Rehabilitative Services may contact 1.800.628.5115 with comments or concerns about services.

Skilled Versus Unskilled Therapy

As a TIRR Memorial Hermann Kirby Glen client, you deserve to know that you are receiving the best care possible. Our rehabilitation team is very knowledgeable when working with clients with chronic and traumatic neurologic disorders. Our goals are to provide intense therapy services to help you make progress toward your goals and maximize your therapeutic outcomes. Our clinicians provide “skilled therapeutic intervention,” which requires an exceptional knowledge base about our client population.

Once you have made progress toward your goals, and you and your family demonstrates the capacity to continue working on the home exercise programs specifically designed for you, it may no longer be appropriate for you to receive skilled intervention. This simply means that you as a client will take responsibility for continuing to work on your rehabilitation program. This may include performing exercises and stretches on your own at home or utilizing other local resources like gyms or wellness centers.

Some examples of skilled therapeutic intervention include, but are not limited to, the following:

- **Physical Therapy** – development of an individualized home exercise program that meets specific needs of client
- **Occupational Therapy** – deciding which type of equipment would be appropriate to optimize independence with activities of daily living at home
- **Speech Therapy** – providing vital stimulation to optimize swallowing

Some examples of unskilled therapeutic intervention include, but are not limited to, the following:

- Performing exercises on equipment like NuStep®, treadmill or riding bike
- Stretching program for upper or lower extremities

- Performing any task and/or exercise the client is able to do safely in the home setting or with a caregiver

Your rehabilitation team may feel that you might benefit from further skilled intervention following discharge from our facility once you have met specific criteria. Please discuss this in further detail with your rehabilitation team. We are here to help you meet your rehabilitation goals and maximize your therapeutic outcomes during this challenging time. Please understand that you must take an active role in this process and you are considered to be an essential member of your rehabilitation team.

OUR FACILITY

Office Hours

The main office is open between the hours of 8 a.m. and 5 p.m., Monday through Friday. Saturday hours are from 9 a.m. to 3 p.m. Please note that the office may be locked before and after these times. Therefore, please plan your transportation so that you are not at Kirby Glen outside of these hours. You will not be left alone at Kirby Glen. If there is some unexpected delay in your transportation, please try to let us know as soon as you are aware.



Location and Parking

TIRR Memorial Hermann Kirby Glen address is 2455 South Braeswood. We are located behind the Kroger on Kirby and

next door to St. Luke's Diagnostic and Treatment Center. Parking is available at our facility at no cost.

Kirby Glen is most conveniently reached from South Loop 610. Traveling either eastbound or westbound, exit Kirby Drive and proceed north inside the loop, passing Reliant Park on the right. Continue north past the Kirby/Main intersection; turn right into the Kirby Glen parking lot after passing Kroger on the right.

If you are driving to Kirby Glen from the Medical Center area, proceed south on Main Street, turn right at Kirby Drive and turn right into the Kirby Glen parking lot after passing Kroger on the right.

Attendance

Regular attendance in scheduled therapies is expected of all clients.

- If you are unable to attend, please let your primary therapist or the scheduling office know as far in advance as possible.
- For last minute absences, please call:
 - Challenge Program, 713.669.1100
 - Day Rehabilitation and Outpatient Rehabilitation, 713.383.5641 or 713.383.5715
- You can leave a message with the receptionist or on the answering machine.
- We worry when you do not come to Kirby Glen on a scheduled day, so we will call you if you are absent without explanation. After two unexcused absences, your primary therapist will discuss the barriers for attendance and develop a plan so you can attend therapies regularly. If you are absent three times without having contacted your program or primary therapists or have been inconsistent in attending your sessions, you will be discharged from the program.
 - If this occurs and you are interested in being readmitted, we will require a family conference in order to discuss and resolve the barriers affecting your attendance.
 - We will also inform your physician and you may require an additional prescription to be readmitted.

We also ask you be aware of the following issues:

1. You cannot receive therapy from two different providers at the same time. If you have home health therapy, you CANNOT also have therapy at TIRR Memorial Hermann Kirby Glen. If you are getting therapy elsewhere, you must notify your therapist and STOP your therapy at this facility.

2. We recommend that you do not schedule a visit to the Physician and Specialty Clinic at TIRR Memorial Hermann (spasticity clinic, amputee clinic, etc.) on the same day you have therapy. You will be financially responsible if your insurance deems it a duplicated service or non-covered charge.
3. If you have to be hospitalized for any reason, please let your therapy team know. You will be discharged from the program and will need new physician orders to re-enter.

Financial Responsibility

In consideration of the services to be rendered to the patient, the patient and/or legally responsible party are required to pay all deductibles, co-insurances and out-of-pocket requirements at the time of service. Additional payments may be requested related to items provided by vendors that may not be in network with your insurance company. Although we obtain benefit information from your insurance company, it is not a guarantee of payment. The patient and/or the legally responsible party are required to pay all outstanding patient portions based on coverage limitations and/or non-coverage. When you begin therapy at Kirby Glen, a representative will explain items that will be your responsibility and you will have an opportunity to ask questions.

Under some circumstances when there may be a third party liable for medical bills for a patient whose hospital care resulted from an accident, TIRR Memorial Hermann may direct that a hospital lien be filed. TIRR retains a law firm to prepare and file hospital liens. The law firm will send a letter to the patient asking for information and notifying the patient that a lien is being filed. The lien is not against real or personal property of the patient; the lien is against any potential money recovery from a liable third party. If you receive such a letter, please call the individual who signed the letter at the telephone number indicated. That individual will work with you and Memorial Hermann regarding the lien process.

Check-in Process and Name Tags

- When you arrive at the front desk, please let the representative know that you are here.
- In the interest of safety, we ask that each person in the building wear a name tag that identifies him or her as having approved business in the building. This includes persons receiving services, family members and all other visitors.
- When you leave the building, please sign out so that we will know your whereabouts in case of an emergency, or so we will know that you have left for the day.

Clothing

We try to maintain a professional, business-like atmosphere. We ask that you dress accordingly.

- Clean, casual clothing is fine, but please do not wear tank tops, short shorts, or other overly revealing garments.
- For your safety, closed-toe shoes are also required.
- Your physical or occupational therapist may ask you to wear a certain type of clothing or shoes. Additionally, outings may require a certain type of clothing and you will be notified in advance so you can dress accordingly.
- If you have a question about what to wear, ask one of the your therapists.

Lunch and Rest Breaks

- You are responsible for providing your own lunch on days when your therapy is scheduled before and after lunchtime.
- Kirby Glen has a complete kitchen with microwave ovens, stove and refrigerator.
- Please put your name on the lunch that you bring from home. Any food that is open or not labeled will be thrown away.
- People usually eat in the lounge area. Family members are welcome to have lunch with you in the lounge area.
- You are responsible for cleaning up after yourself and putting your dishes in the dishwasher after lunch. We ask that you put all food and trash in the kitchen trash containers.
- You may leave during lunch if you have clearance to be independent within the community or if you are with a family member. If you choose to leave during lunch, we ask that you sign out before leaving the building and that you sign back in upon your return.
- Some therapies may be scheduled to include lunch. In these cases, plans will be made prior to the lunch and communication provided to client and caregiver.
- Regular lunch and rest breaks are scheduled throughout your day. Please do not bring food or beverages to your therapy sessions.

Supplies

- You may need to purchase supplies that will assist you in compensating for memory and organization difficulties. These supplies might include a day planner, calendar, pill box, or an electronic system such as a PDA or cellular phone.
- If you need to copy a medical document, your schedule, or other paperwork related to your program, you may ask a staff member to make a copy for you. The copier is not to be used for personal copying.

Lockers

- Kirby Glen has a limited number of lockers reserved primarily for clients in the Challenge Program. If additional lockers are available, you may use one while you are in a program.
- If you wish to lock your locker, you will need to bring your own combination lock.

Telephones

Kirby Glen has several telephones which you may use to make brief calls. Please take care not to disturb therapy sessions when using the telephone. There are ample breaks throughout your day in order to make calls or send text messages.

- We ask that cellular telephones be turned off or placed in silent mode upon entering the facility.
- Please do not answer phone calls or send text messages while in individual or group therapy sessions.
- If you must take a phone call, please step outside the group therapy room so as not to disturb other members of the group.
- If you require the use of a TTY telephone, please inform any staff member and we will be happy to assist you.

Wireless Access

Patients and guests may use the Internet connections located around the Kirby Glen facility. Users will find the network is identified on the computer as "MHGuest." Patients and family members will be able to use their personal laptop computers and compatible wireless devices to stay connected with their personal and business needs while spending time at Kirby Glen. Please keep in mind that certain sites are blocked by the Memorial Hermann Internet, including social networking sites.

Gifts and Gratuities

It is the policy of TIRR Memorial Hermann that employees are not allowed to accept money, gifts or gratuities over \$25 from patients. Please contact the Memorial Hermann Foundation at 713.704.4265 if you wish to make a donation to TIRR Memorial Hermann Kirby Glen. You may also designate your funds be used for a specific program at Kirby Glen.

SAFETY AND SECURITY

Smoking

Smoking or use of chewing tobacco is not permitted at Kirby Glen or when riding in TIRR vehicles. Clients who wish to smoke can do so outside of the east side of the building.

Drugs and Alcohol

TIRR complies with local, state and federal laws and regulations concerning the use and distribution of alcohol and drugs, including controlled substances other than prescribed medications.

- We request that you do not use alcohol or illegal drugs while you are participating in a Program at Kirby Glen.
- If it is discovered that you are abusing drugs or alcohol while in treatment, we will make every effort to help you seek treatment. However, drug or alcohol use may be grounds for discharge from the Program.
- Your physician and rehabilitation team will be notified if you are discovered using alcohol or drugs.
- If DARS is funding your rehabilitation stay at Kirby Glen and you are discovered using alcohol or illegal drugs, we are required to notify your DARS counselor to determine the most appropriate plan of care.

Patients with a history of alcohol or substance abuse and patients requesting assistance with drug or alcohol problems will receive information and education about substance abuse and outside referrals, if needed. Drug and alcohol education is available, and everyone, including the family, is encouraged to participate to increase their awareness of drug and alcohol abuse after injury.

Handguns and Other Weapons

Handguns and other weapons are not allowed on TIRR Memorial Hermann Kirby Glen property per state and local laws.

TIRR's Pain Philosophy

TIRR recognizes that unrelieved pain has a significant impact on a patient's ability to achieve optimal function. Therefore, as a TIRR patient, you can expect:

- Your reports of pain will be believed
- Information about pain and pain relief measures
- A concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain
- Effective pain management through pharmacological and non-pharmacological interventions

Medications

- You are responsible for taking your own medications. Staff members cannot give any medications to clients.
- Upon admission, you will be asked to provide a list of your current medications as well as your treating physicians. We ask that you inform your primary therapist of any medication or physician changes.

- Medication schedules can usually be adjusted to make it easy for you to remember any necessary medications. If needed, staff can help develop systems to remind you.
- A Nurse Practitioner is available to educate you on your current medications.

Chaplain Support

- TIRR's chaplain is available for spiritual consultation on Thursday mornings.
- Lunch with the chaplain is available from noon to 1 p.m. on Thursdays, and is located in Conference Room B.
- Appointments on an "as needed" basis are also available.
- Clients and family members are welcome.

Emergencies

- In case of inclement weather (flooding, hurricanes, etc.), please check with Kirby Glen by telephone (713.524.9702) before coming for therapies.
- If Kirby Glen is going to close early, all clients will remain until safe transportation home can be arranged. Therefore, it is extremely important for you to be sure we have accurate, up-to-date telephone numbers and addresses for you and your family members.

Safety and Accidents

The safety of all clients, staff and visitors is a priority. All TIRR employees wear identification badges. The staff looks for and continually corrects unsafe conditions at Kirby Glen. However, maintaining a safe environment is everyone's responsibility.

We ask everyone to observe the following safety guidelines:

- Clean up any spills or splashes from the kitchen, bathroom and hallway floors.
- Avoid consuming food and beverages in areas with computers.
- Put food waste in the kitchen trash container.
- Report any unsafe conditions to staff immediately.

Your safety is important to us. If you witness or are involved in an unusual situation while at Kirby Glen, please report it to us immediately. We will assist you and make sure your safety needs are attended to. If necessary, we will report or investigate any suspicious or criminal activity.

Hand Washing

It is important that you wash your hands regularly, particularly before and after eating, and after using the restroom. The following outlines the proper handwashing procedure:

1. Run warm water over both sides of hands.

2. Using soap, rub hands on both sides for at least 15 seconds.
3. Under running water, wash soap off thoroughly.
4. Using a clean paper towel, turn water off and dry hands.

Fire Drills

In keeping with our philosophy of emergency preparedness, Kirby Glen conducts regular fire drills. These drills allow everyone to familiarize themselves with the safest procedure in case of fire.

- The building has two exits, with one in the lobby and one in the rear of the building. Please find them and remember where they are.
- You will also find exit signs pointing to the safest evacuation routes throughout the building.
- When you hear the alarm, stop what you are doing and immediately go out the nearest emergency exit. If you are using the telephone, terminate your call.
- The door monitor will instruct you to exit the building and to gather in a group in a designated area of the parking lot. Once in this location, attendance will be taken.
- If you are unable to move quickly to exit the building, we may ask you to use the emergency wheelchair for your own safety and for the safety of other clients.

TRANSPORTATION

- You and your family will arrange your transportation to Kirby Glen.
- Parking is free, with handicapped parking spaces located near the front door of the facility.
- Kirby Glen is on the #4 and #18 METRO bus routes (all buses are now equipped with lifts for wheelchair passengers).
- Training may be provided for clients who need to learn how to ride the city bus.

METROLift

If you cannot board, ride, or disembark from a regular METRO fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp, then you might qualify for METROLift, which is a curb-to-curb transportation service that is offered by the Metropolitan Transportation Authority of Harris County.

How to Enroll

- All program social workers or primary therapists can assist you with completing a METROLift application. The application is typically processed in about three weeks.

- You will be contacted by a METROLift representative to come to their offices for an interview. This is a necessary step and is part of the application process, so please attend this appointment.
- If you are a METROLift rider, the receptionist can schedule METROLift trips for you to and from Kirby Glen.

Contact Information

1201 Louisiana
Houston, TX 77208-1429
Phone: 713.225.0119
www.ridemetro.org/Default.aspx

Fare

- A ticket is required for each one-way trip.
- Riders can purchase single tickets, a 10-ride book, monthly passes or annual passes at Fiesta, Kroger, Randall's, and Rice grocery stores as well as at METRO ride stores.
- Obtaining and paying for tickets, tokens or bus passes is your responsibility, but the staff at Kirby Glen can provide you with additional information if needed.

Scheduling Trips

METROLift is a shared-ride service. Remember, when making a reservation, allow a minimum of 60 to 90 minutes for travel. Call 713.225.6716 to schedule a trip. Scheduling needs to be completed one day in advance. The hours are as follows:

- Monday-Friday: 5 a.m. to 11 p.m.
- Saturday: 7 a.m. to Noon
- Sunday: 7 a.m. to 11 p.m.

Call METROLift to find out your ride times for the next day.

- Be ready to leave 15 minutes before your ride is due and wait in the lobby at Kirby Glen so you can see when your van or cab arrives.
- On Sunday afternoon you may call the METROLift dispatcher at 713.225.0140 to learn your pick-up time for Monday.
- It is your responsibility to give this information to your family so they will know your transportation schedule.

Additional Information

- Canceling a trip: failure to cancel trips may result in suspension of service.
- Pick-up time: call the night before your ride to get an estimated pick up time.
- No show: if you miss your morning ride, METROLift will automatically cancel all your other trips for that day.
- Attendant: if traveling with an attendant, inform the operator when scheduling. The attendant can ride for free.
- Late ride: if the METROLift ride is more than 15 minutes late, call 713.225.0410. Repeat every 15 minutes.

METROLift Subsidy Program (MSP) Taxi Service

This program provides taxi information for certified METROLift patrons who have same-day trip requirements that cannot be provided by METROLift. MSP can be scheduled the day of the service. Call 713.225.0119 for additional information.

METROLift ADA I.D. Metro Q® Fare Card

Your valid METROLift I.D. enables you to ride Metro's fixed route bus and rail service for a reduced cost of 50% of the regular fare. Call 713.635.4000 for more information.

WELCOME TO THE TIRR MEMORIAL HERMANN CHALLENGE PROGRAM

The TIRR Memorial Hermann Challenge Program is a specialized Day Rehabilitation Program focusing on outpatient-based community integration for individuals who suffered a brain injury or stroke. The goal of the Challenge Program is to improve quality of life and increase the independence of persons who have sustained a brain injury due to head trauma or other neurological problems. The Challenge Program focuses on remediation of those skills that are critical for the transition to independent living, school, volunteering or work.

Hours and Schedules

- The Challenge Program is currently open from 8 a.m. to 5 p.m. Monday through Friday. Individual and group therapies are scheduled between 8 a.m. and 4 p.m., and as late as 5 p.m. on occasions, Monday through Friday.
- Clients typically begin the Program with a schedule of four days per week, although some clients may have a schedule of fewer days per week based on their needs.
- Upon admission to the Program, you will receive a general schedule for the first two weeks, which will include group therapies and all necessary individual therapy evaluations. This schedule will be changed and updated as you make progress and as your needs change.
- Your therapy team may reduce your schedule of therapies each week as you progress through the program and start to increase your time at job trials, at volunteer sites, at work or in school.
- Once you begin meeting with your primary therapist, he or she will explain how scheduling will work for you. You will be asked to provide outside appointments and schedule limits to your primary therapist two weeks in advance. Last-minute requests to change your schedule for the following week may be accommodated, but we cannot guarantee these changes will occur.

Supervision

- Many clients who start the Challenge Program are still having difficulty with memory, judgment, and/or impulsive behavior; therefore, the rehabilitation team will determine how much supervision should be provided to ensure your safety while you are in the facility.
- The assessment of your safety will be based upon information from you, your physician, your medical records, your family, and the observations of the Challenge Program staff. We will consider such things as whether you can safely go alone to nearby restaurants to buy your lunch and whether you are ready to cross streets independently.
- If you have not been given a clearance to go outside the Challenge Program on your own, you must have a staff member, a family member, or another approved person with you when you leave the premises. As you become more independent, the level of supervision will be decreased. You and your family will be included in decisions about supervision.
- We understand that supervision by family or therapists and other restrictions are difficult to accept. However, it is our belief that it is better to be conservative than to have a Challenge Program client involved in a potentially unsafe situation.

The Challenge Program Treatment Team

The Challenge Program staff works closely with you to provide coordinated, individualized treatment. Your treatment team includes several highly trained therapists who have experience working with our client population. Your treatment team may include the following disciplines:

- Cognitive Rehabilitation
- Vocational Rehabilitation
- Physical Therapy
- Neuropsychology
- Social Work
- Speech Therapy
- Counseling
- Psychology
- Occupational Therapy

A key therapist in your treatment is the primary therapist, who is assigned to you upon admission. Your primary therapist assists you in many ways. He or she will:

- Coordinate your program
- Inform you, your family, your physician and the funding source about your progress
- Meet with you regularly to discuss current treatment goals and priorities, develop treatment plan goals and discuss your progress

- Schedule family conferences and work with you and the team to develop your Individual Treatment Plan
- Help you schedule and follow up with outside appointments if necessary
- Serve as the contact person for your insurance company or DARS counselor

Challenge Program Therapy Tracks

In an effort to help us more clearly identify and work toward the goals you wish to accomplish, you will be enrolled in one of the four therapy tracks.

- **Independence track:** this track is for persons who want to become more independent at home and within the community. Therapies in this track focus on daily living skills and helping you reach the highest possible level of personal independence. Individuals who begin the program in this track may later move into the volunteer, education or employment track as progress occurs.
- **Volunteer track:** this track prepares clients to enter or re-enter structured, community-based activities. Therapies in this track emphasize communication, social, behavioral and cognitive skills so that individuals can participate in community activities that are enjoyable and meaningful. Individuals who begin the program in this track may move into either the education or employment track as progress occurs.
- **Employment track:** this track prepares clients to enter or re-enter the work force. Therapies in this track emphasize strategies for improving work-related skills and job-seeking skills. You may also participate in a job trial so you can practice your skills in a real-work setting.
- **Education track:** this track is designed to help students who wish to continue with their education. Therapies focus on strategies to improve academic and study skills and the behaviors necessary to succeed in school.

There is considerable overlap among the four tracks. Many of the issues addressed in therapies are important to all clients, regardless of their ultimate goals. Therefore, many of your therapy groups will include clients from all four tracks. You may move from one track to another as you progress through the program.

Challenge Program Individual Treatment Plan (ITP)

When you begin the Challenge Program, you will be in an assessment period. Although we have often already obtained information from other therapists and physicians about your needs and progress, your needs may have since changed. Spending more time with the staff helps your therapists get to know you better and focus on your individual needs.

The assessment period usually lasts two weeks. During this time, you will be assessed by several therapists and will participate in some ongoing activities. After the assessments are complete, you and your therapists will develop an Individual Treatment Plan.

You will be asked to develop and contribute goals for your own treatment, and these goals will be included in the treatment plan. After the treatment plan has been prepared, you and your family will have a conference with members of your treatment team. This conference typically occurs during the third week of treatment. This meeting provides an opportunity for you and your family to discuss your schedule, to ask questions, and to be sure that everyone agrees on your goals and what type of program will work best for you.

Team Rounds

The treatment team meets regularly to discuss each client's progress and program. This is a chance for the team members to share information, to discuss any problems, and to identify possible solutions. Treatment plans are updated at this time as well. Our goal is to make your program of therapy as consistent and effective as possible.

Individual and Group Therapies

- Your schedule will be designed to meet your individual needs, and it will usually include a mix of individual and small-group therapies.
- The focus is on small-group therapies as we have found this the most helpful environment to address and work on compensatory strategies.

Individual and group therapies address issues such as:

- Academic skills
- Alcohol and drug awareness
- Anger management
- Behavioral self-control
- Cognitive skills
- Communication skills
- Community resources
- Education about brain injury
- Employment
- Health/Wellness
- Independent living skills
- Interpersonal skills
- Leisure activities
- Stress management
- Visual deficits
- Motor functioning
- Balance

Our Treatment Philosophy

- The Challenge Program treatment team believes that the community is often the best classroom when learning or relearning skills.
- Many of the most important parts of your rehabilitation will be experiences outside the Challenge Program offices.
- These experiences can help you develop and practice higher level organizational, communication, and problem-solving skills in the more complex and stressful real world.

Family Involvement

One of the most important factors in successful rehabilitation is the support and involvement of family members. Family members are welcome to visit with staff during a scheduled appointment.

- Family members may be invited to participate in individual therapy sessions as needed.
- Due to issues of confidentiality, family members are not permitted to participate in or observe any group therapy sessions.

Family Conferences

- Family conferences are scheduled regularly. These conferences provide an opportunity for you and your family to meet with the therapists, to review your progress, to update your goals, to answer as many of your questions as we can, and to make plans for the future.
- The first conference will be held two or three weeks after your admission to discuss the results of your assessments, your treatment plan, any changes in therapies that seem appropriate, and any problems that you or your family note.
- The last conference will be held close to the time of discharge. Other conferences will be scheduled as needed.
- You may ask for additional conferences any time you or your family have concerns which you think should be addressed by the whole treatment team. Your primary therapist can give you more information about scheduling a conference.

Risks to Community-Based Activities

It is important to recognize that there are certain risks involved in participating in any community-based activity.

- Such risks might include rain on a picnic, a late city bus, or meeting an insensitive person while on an outing.
- Likewise, there are potential risks involved whenever you are increasing your independence and mobility within the community. These risks are a normal part of everyday life and include such things as hazards in the parking lot, receiving the wrong change from a clerk, getting on the wrong bus or even getting lost.

The Challenge Program staff does everything possible to plan for your safety, but unexpected situations may arise. When you enroll in The Challenge Program you are accepting these risks as an acceptable and unavoidable part of your program.

Discharge Criteria

There are several reasons why you may be discharged from The Challenge Program. Typical reasons include:

1. You have met the long-term treatment goals in concordance with the individualized treatment plan (ITP).
2. You have completed the curriculum and it is determined that you have benefited maximally from services.
3. Skilled therapy goals are met. Skilled therapy is provided by a licensed professional who is needed to accomplish specific goals. A skilled goal example would be assisting a client to walk safely.

There are other reasons you may be discharged. These include:

1. Poor compliance (poor attendance, lack of follow-through).
2. You exhibit unmanageable behavioral problems.
3. Alcohol or drug (legal or illegal) abuse.

Satisfaction Survey

At the conclusion of your therapy, a Client and Family Satisfaction Survey will be provided to you both in person and by mail. A sample of the survey can be obtained from your primary therapist. Your feedback on the survey is very important to us.

We always strive to provide you with very good service (a score of 5). If you feel you have received less than very good service, please contact us so we can make the appropriate improvements.

Thank you for taking the time to give us your feedback.

WELCOME TO THE TIRR MEMORIAL HERMANN DAY REHABILITATION AND OUTPATIENT REHABILITATION

Day Rehabilitation Services

Day Rehabilitation provides an inpatient model of therapy, with intensive, structured interdisciplinary therapies for adults and children, delivered in an outpatient setting.

Day Rehabilitation can be used to transition from an inpatient admission or in addition to other therapeutic interventions. This unique plan helps patients regain independence and re-enter their community and achieve their fullest potential.

Patients benefit from comprehensive services that are provided

in the positive and supportive environment of a rehabilitation setting while practicing their newly learned skills at home and in the community. Patients participate in Day Rehabilitation three to five days a week for partial or full days.

Outpatient Rehabilitation (formerly known as TOTS) offers single-discipline and dual-discipline therapy for adults and children, targeted toward the patient's plan of care. Additional focused rehabilitation can contribute to improved functioning and quality of life for an individual. Patients participate in Outpatient Rehabilitation one to three days per week.

Day Rehabilitation and Outpatient Rehabilitation offer the same services to our patients, but at different intensity levels based on a patient's current needs.

Outpatient Rehabilitation Services

TIRR Memorial Hermann Day Rehabilitation and Outpatient Rehabilitation provides comprehensive interdisciplinary care. Services are available to individuals with brain injury and stroke, spinal cord injury, amputations, multiple sclerosis, Parkinson's disease, multi-trauma, vestibular disorders associated with inner ear dysfunction, and other neurological and neuromuscular disorders. In addition, services focusing on gross-motor development, fine-motor skills, and speech-language/cognitive development are provided for children and adolescents with developmental disability secondary to neurological conditions such as cerebral palsy, spina bifida, and muscular dystrophy.

Rehabilitation can contribute to improved functioning and quality of life for an individual. Goals of treatment include:

- Improved strength and endurance
- Restoration of normal movement patterns
- Utilization of compensatory strategies
- Improved function and mobility
- Improved independence in activities of daily living
- Utilization of evidence-based practice and technology
- Determination of appropriate assistive devices and equipment
- Improved communication
- Enhanced cognitive skills
- Education and training of patients and caregivers

Following the completion of an initial assessment, a treatment plan is developed to meet the specific individualized needs and lifestyle of each patient. Depending upon rehabilitation needs and customized treatment plans, team members from the following disciplines may be included:

- Physical Therapy improves mobility and maximizes function. The primary goal of physical therapy is to prevent or alleviate movement dysfunction and to promote maximal physical independence and function.
- Occupational Therapy improves function and independence in activities of daily living, including self-care and community activities.
- Speech-Language Pathology improves oral-motor skills for speech and swallowing, language, verbal fluency, voice and cognitive-linguistic skills.
- Social Work provides counseling to assist patients and families in coping with the challenges they face during their rehabilitation. Social Work also provides education and referrals to community resources to assist with your specific needs.
- An Advanced Practice Nurse is available to discuss questions or concerns related to diagnosis, medications, or lifestyle changes to aid in the rehabilitation process.

Clinicians specialize in:

- Neurodevelopmental treatment (NDT)
- Neuro-IFRAH treatment
- Spasticity management
- Casting and splinting
- Functional tone management with SaeboFlex™
- Prosthetic and orthotic training
- Equipment recommendations (orthotics, assistive devices, standers)
- Functional electrical stimulation
- Balance and vestibular rehabilitation
- Dynavision™
- Modified constraint-induced movement therapy
- Electrical stimulation for swallowing (VitalStim®)
- Lee Silverman Voice Treatment (LSVT®)
- Beckman Oral Motor Treatment
- Deep pharyngeal neuromuscular stimulation
- Advanced wheelchair skills
- Lokomat® (body weight-supported treadmill training)

Therapy Groups

Research shows that group therapy helps improve a person's performance in rehabilitation, improves social interaction and provides a chance to meet other individuals dealing with similar issues. Therapy groups are led by physical therapists or occupational therapists and serve as an adjunct to your individual therapy sessions. Not all insurances cover groups, so talk to your rehabilitation team about what would be the best use of your resources. We currently offer a variety of

groups on various days and times to address your individual needs including:

- Balance
- Standing
- Use of upper extremities
- Cognition
- Aquatics

Your primary therapist may recommend our aquatics program with a TIRR physical therapist at the Memorial Hermann Wellness Center. You will be scheduled for aquatic therapy through the scheduling department at Kirby Glen. The Wellness Center is located at 7731 Southwest Freeway, Houston, TX 77074. It is recommended that you wear traditional swim clothes, or you may wear a T-shirt and shorts. It is also recommended that you wear swim socks to protect your feet. Our aquatic program therapist will give you additional information at the time of your referral.

Family Involvement, Support and Education

Family participation is a key element in the rehabilitation process. Together, the patient, family members, and clinicians review progress, determine in-home, community and/or school needs, and complete family training and education.

A social worker is available to meet with individuals or families, as a support system or a resource. As needed, support groups for family members are offered and will be posted or announced.

Discharge Criteria

There are several reasons why you may be discharged from the Day Rehabilitation or Outpatient Rehabilitation programs. Typical reasons for discharge include:

- You have met the long-term goals that were set by the treatment team.
- You no longer require skilled therapeutic intervention. You may still benefit from exercise and activity, but not require a licensed practitioner.
- You have reached a point in your rehabilitation where you have benefited maximally from services.
- Poor compliance with home program or excessive absences.
- Alcohol or drug use.

As you progress and reach the point of discharge in your rehabilitation, your rehabilitation team will discuss discharge recommendations with you. It may be appropriate to discuss a plan for future admission with your therapy team, or recommendations for a community-based program. Staged admissions can be an advantageous use of your neurological recovery and your health plan benefits.

Press Ganey

We thank you for choosing TIRR Memorial Hermann Outpatient or Day Rehabilitation Services for your rehabilitation needs. At the conclusion of your therapy, a Patient Satisfaction Survey from Press Ganey will be mailed to your home. A sample of the survey can be obtained from any staff member.

Your feedback on the survey is very important to us. Recent survey feedback from our patients has prompted us to change some of our processes to better serve you and other patients. We continue to seek feedback about how we can improve our services.

We strive to always provide very good service (a score of 5) in every experience you have at our facility. If you feel you have received less than very good service, please contact us and describe your problem so we can make the appropriate improvements. Thank you for taking the time to give us your feedback.

RESOURCES FOR YOU AND YOUR FAMILY

Emergency Needs

211 Texas

Call 211

www.211texas.org

211 Texas connects callers with health and human services in your community. Upon calling, you will talk to a trained resource specialist who has access to a comprehensive database listing of most health and human services that exist in Texas. These include: rent and utility assistance, food, emergency shelters, employment help, medical and mental health assistance, help with transportation, and trained suicide intervention counseling. You may also get information on affordable child care, information about caring for an aging relative or help recovering from a disaster. Information and referral is available 24 hours a day, seven days a week throughout the year. Information can be provided in over 90 different languages.

Hurricane Transportation Assistance

City of Houston Department of Emergency Management

www.houstonoem.net

For those residing within the City of Houston limits, you may register with the Department of Emergency Management. In the event of an evacuation, you will be contacted and offered transportation to/from a shelter outside the evacuation area.

There are also tips for disaster preparedness for persons with special medical needs listed on the Web site.

Support Groups

A support group for stroke survivors meets monthly at TIRR Outpatient Rehabilitation Services at our facility on 2455 South Braeswood. Meetings are the second Thursday of each month from 2 to 3:30 p.m.

For questions, call the local American Stroke Association office.

BRAIN INJURY ASSOCIATION OF TEXAS (BIAT)

316 W. 12th Street, #405

Austin, TX 78701

1.800.392.0040

www.biatx.org

The Brain Injury Association of Texas is a valuable source of information, a powerful advocate for survivors of head injury, and an excellent source of support for you and your family now and in the future. The membership fees are low, and when you join the local chapter of BIAT you automatically become a member of the state organization and the Brain Injury Association of America as well.

TRAUMATIC BRAIN INJURY NETWORK

1.800.392.0400

713.378.0685

E-mail: camoruso@pdq.net

The TBI Network, part of the Brain Injury Association of Texas, sponsors support groups for brain injury survivors and their families as well as social activities and information. It is a coalition of interested professionals, survivors and family members concerned about issues and services for brain injury survivors. These groups offer an excellent opportunity for you and your family to meet other survivors and share some of your experiences. One such support group meets on the first and third Tuesday of each month at the Challenge Program from 7:15 to 8:45 p.m. All interested survivors and their family members are warmly invited to attend.

AMERICAN STROKE ASSOCIATION

www.StrokeAssociation.org

Maintains a listing of support groups for stroke survivors, their families, friends and interested professionals. Publishes Stroke Connection magazine, a forum for stroke survivors and their families to share information about coping with strokes. Provides information and referrals and carries stroke-related books, videos and literature available for purchase.

Web Sites

Brain Tumor

NATIONAL BRAIN TUMOR SOCIETY

Patient Services: 1.800.934.2873

Toll Free: 1.800.770.8287

www.tbts.org

Resources for patients, survivors, family, friends and professionals, including basic information about brain tumors, frequently asked questions, conferences and events.

AMERICAN BRAIN TUMOR ASSOCIATION

1.800.886.2282

www.abta.org

Brain tumor information, treatment explanations, support resources, and research updates. The Association exists to eliminate brain tumors and to meet the needs of brain tumor patients and their families.

Cancer

AMERICAN CANCER SOCIETY

6301 Richmond Avenue

Houston, TX 77057

713.266.2877

www.cancer.org

The American Cancer Society provides education and a wide variety of services to people diagnosed with brain tumors and other types of cancer as well as information about where to get help and information.

Education and Advocacy

Independent Living Research Utilization

(a Program of TIRR Memorial Hermann)

www.ilru.org

713.520.0232 (Voice/TTY)

ILRU, founded in 1975, has a long history of providing research, education and consultation in the areas of independent living, the Americans with Disabilities Act, home and community-based services and health issues for people with disabilities.

ADVOCACY, INC.

7457 McGowen Street, Suite 100

Houston, TX 77004

Houston office: 713.974.7691

Intake: 1.800.880.08210

www.advocacyinc.org

Advocacy, Inc. provides people with assistance in obtaining the services to which they are entitled under several different federal programs.

WEB SITE FOR DISABLED AMERICANS

www.disabilityinfo.gov

Provides access to information for Americans with disabilities, including a number of government agencies. Web site has information on civil rights, education, employment, housing, transportation and government benefits.

DISABILITY RESOURCES MONTHLY

www.disabilityresources.org

An up-to-date, well-organized resource guide full of helpful Internet sites for people with disabilities. It is organized by topic within state or alphabetically by topic. There are special sections for newcomers, parents of disabled children, and frequently asked questions.

Independent Living

THE COALITION FOR BARRIER-FREE LIVING

6201 Bonhomme Rd., Suite 1505

Houston, TX 77036

713.974.4621

www.coalitionforbarrierfreeliving.com

Independent living center provides support services and activities for people with many different types of disabilities.

Multiple Sclerosis

NATIONAL MULTIPLE SCLEROSIS SOCIETY

www.nationalmssociety.org

Includes information and resources for persons living with multiple sclerosis. This site will assist you in finding a local MS Society chapter and upcoming events, and offers an online community for support.

*Look for the Lone Star chapter of the MS Society under "Find a Chapter" for local information.

Spinal Cord Injury

NATIONAL SPINAL CORD ASSOCIATION

www.spinalcord.org

Information and resources for living well after spinal cord injury or disease (SCI/D).

CHRISTOPHER AND DANA REEVE FOUNDATION

www.paralysis.org

Promotes the health and wellbeing of people living with a spinal cord injury, mobility impairment, and paralysis by providing comprehensive information, resources and referral services.

Stroke

AMERICAN STROKE ASSOCIATION

www.StrokeAssociation.org

Maintains a listing of support groups for stroke survivors, their families, friends and interested professionals. Publishes Stroke Connection magazine, a forum for stroke survivors and their families to share information about coping with strokes. Provides information and referrals and carries stroke related books, videos and literature available for purchase.

NATIONAL STROKE ASSOCIATION

www.stroke.org

Dedicated to reducing the incidence and impact of stroke through prevention, medical treatment, rehabilitation, family support and research. Site provides information on rehabilitation, professional publications, referrals to local groups, and guidance for starting stroke clubs and groups.

NATIONAL APHASIA ASSOCIATION (NAA)

www.aphasia.org

Connects people with aphasia to community support groups as well as a national network of healthcare professionals.

Traumatic Brain Injury

BRAIN INJURY ASSOCIATION

www.biausa.org

The Brain Injury Association's bilingual (English and Spanish) Web site contains information on resources, fact sheets, policy and much more.

BRAIN INJURY ASSOCIATION OF TEXAS (BIATX)

316 W. 12th Street, #405

Austin, TX 78701

1.800.392.0040

www.biatx.org

The Brain Injury Association of Texas is a valuable source of information, a powerful advocate for survivors of head injury, and an excellent source of support for you and your family now and in the future. The membership fees are low, and when you join the local chapter of BIAT you automatically become a member of the state organization and the Brain Injury Association of America as well.

TRAUMATIC BRAIN INJURY SURVIVAL GUIDE

www.tbiguide.com

Glen Johnson, Clinical Neuropsychologist, offers online materials to survivors and families.

TIRR BRAIN INJURY RESEARCH CENTER

www.braininjuryresearch.org

TIRR's Brain Injury Research Center studies the long-term neurobehavioral and functional consequences of traumatic brain injury (TBI) in persons who received rehabilitation services at TIRR.

Family - Caregiver

FAMILIES USA

www.familiesusa.org

Features policy updates on Medicare, Medicaid and managed care. The Web site also seeks individuals to share "medical hardship stories" which are used to educate elected officials and pursue healthcare policy changes.

NATIONAL FAMILY CAREGIVERS' ASSOCIATION

www.nfcacares.org

NFCA is a grassroots organization created to educate, support, empower and speak up for the millions of Americans who care for the chronically ill, aged or disabled loved ones. NFCA addresses the common needs and concerns of all family caregivers.

FAMILY VILLAGE

www.familyvillage.wisc.edu

Brings together parents of children with disabilities or chronic health conditions with information, technology, chat rooms, discussion boards and research.

FAMILY CAREGIVER ALLIANCE

www.caregiver.org

Provides fact sheets, newsletters, research, statistics, caregiver services and advice, recommendations, and links to best sites.

Funding

DEPARTMENT OF ASSISTIVE & REHABILITATIVE SERVICES (DARS)

www.dars.state.tx.us

Administers programs that ensure Texas is a state where people with disabilities, and children who have developmental delays, enjoy the same opportunities as other Texans to live independent and productive lives.

SOCIAL SECURITY ADMINISTRATION

www.ssa.gov

You can learn how the Social Security system works, what the Social Security Disability Income Program is, and how to file an on-line request for a personal Earnings and Benefit Estimate Statement and much more.

MEDICARE
www.medicare.gov
Information on Medicare

CENTERS FOR MEDICARE & MEDICAID SERVICES
www.cms.hhs.gov/
Provides information on Medicare and Medicaid.

PATIENT'S BILL OF RIGHTS

Please view the TIRR Memorial Hermann Patient's Bill of Rights at www.memorialhermann.org

NOTICE ABOUT ADVANCE DIRECTIVES

TIRR Memorial Hermann will NOT honor an advance directive to withhold life-sustaining treatment from a patient in the outpatient setting. All outpatients will be considered a full code. Cardiopulmonary resuscitation (CPR) will be initiated and 911 will be called. However, TIRR Memorial Hermann Outpatient Rehabilitation Services will honor an Out of Hospital Do Not Resuscitate (DNR) Order to the extent appropriate in our setting. If you have a Out of Hospital DNR Order, please issue a copy to our front office staff. We will place the copy in your medical record and inform your treating team.

Please Note: Upon request, TIRR Memorial Hermann staff will assist patients in formulating an advance directive. Please contact the program's social worker if you wish to discuss this further.

TIRR'S PRINCIPALS OF ETHICAL CONDUCT

The Principles of Ethical Conduct provide standards by which employees and others associated with our organization should conduct themselves. The Principles are as follows:

- **Legal Compliance:** All activity by, or on behalf of, the organization will be in compliance with applicable laws.
- **Business Ethics:** Employees will accurately and honestly represent the organization and will not engage in any activity or scheme intended to defraud anyone of money, property or services.
- **Confidentiality:** Employees will maintain the confidentiality of patients and other confidential information in accordance with applicable legal and ethical standards.

- **Conflicts of Interest:** Trustees, officers and employees may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization.
- **Business Relationships:** Business relationships with vendors, contractors and other third parties will be transacted free from offers or solicitation of gifts and favors or other improper inducements in exchange for influence or assistance in a transaction.
- **Protection of Assets:** Employees will preserve and protect the corporation's assets by making prudent and effective use of our resources and property, and accurately reporting our financial condition.

GUEST RELATIONS

Please contact a TIRR employee or manager at any time with any concerns you may have.

If you have difficulties at Kirby Glen, the steps to resolve your issues are outlined for you below:

1. Discuss your concerns openly with your therapist.
2. You and/or your family may request a family conference at any time. These conferences may be attended by any or all of the following: you, family members, specific members of your treatment team, a DARS counselor or an outside case manager. Ask your Primary Therapist to schedule this for you. These conferences last about one hour and are a good way to clarify your goals, discuss your concerns or modify your treatment program.
3. If your concerns are not resolved or you do not wish to share your issues with the treatment team, the managers are available to discuss problems of any sort. You may contact a manager by asking at the front desk, through your therapist, or by calling 713.524.9702.
4. Full ethics and grievance policies are available upon request.

RIGHTS AND RESPONSIBILITIES

The admission staff will provide a list of your rights and responsibilities when you begin your therapy program at TIRR Memorial Hermann Kirby Glen. Please see your social worker if you have questions about the list.

TIRR
MEMORIAL
HERMANN®
Rehabilitation & Research

TIRR Memorial Hermann Kirby Glen
2455 South Braeswood
Houston, TX 77030
713.383.5713 TTD

Day Rehabilitation and Outpatient Rehabilitation
713.524.9702 phone
713.383.5713 referral fax

Challenge Program
713.669.1100 phone
713.668.5210 referral fax

www.tirr.org