

Your Guide to the Center for Rehabilitation at Wilmington Hospital



ChristianaCare[®]



Welcome to ChristianaCare's Center for Rehabilitation at Wilmington Hospital

It is our pleasure to provide a rehabilitation program that will help you and your family meet your goals. Our facility is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), who focuses on improving the quality of care to meet your needs for the best possible outcome. Center for Rehabilitation at Wilmington Hospital is accredited by CARF as a Comprehensive Inpatient Rehabilitation Program and has specialty certification in stroke, brain injury, and amputation.

Please use this guide to help you during and after your stay. It will help you know what to expect on your rehab journey. It also has useful information about your:

- Health.
- Care team.
- Resources.
- Safety.

Your care team will update you often about your progress and plan for discharge. If you have not done so already, please choose a family member or friend as your “coach.” Your coach will be your support person during your journey.

We want you to be satisfied with your rehab experience. If you have questions or concerns at any point during your stay, please speak to someone from your care team. All of us at the Center for Rehabilitation at Wilmington Hospital wish you a full and speedy recovery!

Sincerely,

Jennifer Thomas, MBA, MS, CCC-SLP, FACHE

Vice President, Rehabilitation Services

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ABOUT THE PROGRAM

What to expect during your stay

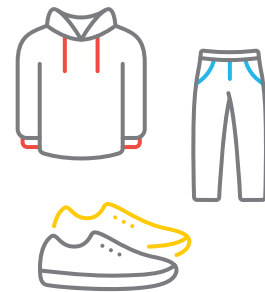
- At least 3 hours of therapy per day. This includes physical and occupational therapy, and speech therapy if needed. It is important to get 15 hours of therapy during the week.
- Therapy sessions are spread throughout the day. They are usually in the morning and afternoon. It is best to include your coach, or family and friends.
- The therapy schedule may be different on the weekends.

Clothes

Please bring:

- 3 to 5 sets of clothes that are light and loose-fitting.
- A sweater or light jacket.
- Pajamas.
- Sneakers or comfortable shoes with a grip on the bottom.

Your family or friends will need to wash these at home once worn.



Meals

Staff is available to help you with eating if you have trouble swallowing or need other help. You may eat in your room or the dining room. If you would like to eat in the dining room, just let any member of your care team know.

Bathing

Bathing is an important part of your care. Bathing may happen at any time of the day but typically occurs in the evening to allow you more time. Please let staff know if you prefer a certain time of day. Bathing in the first few days of admission and right before your discharge helps you and your team see the progress you have made.

Comfort

Your care team will make a plan with you to help manage your pain and keep you comfortable. Some things that can help keep you comfortable include:

- Medicine.
- Ice or heat.
- Position changes.
- Support.
- Distraction.
- A calm, quiet room.

Care updates

Your team will update you often about your care. Some of these ways include:

- **Medicine reviews.** Your care team will review your medicine with you and teach you about side effects. You may also ask for printed information.
- **Whiteboards.** These boards are in your room and updated each day with your therapy schedule.
- **Your Rehab Education Book.** This is yours to keep. Store it in your wheelchair backpack and bring it with you to therapy. Use it to learn and take notes.
- **Weekly conferences & discharge planning.** A review of your goals, progress, and discharge plan with your care team. Your follow up appointments and any equipment you may need will be planned before you leave.

Celebrate with a victory lap

The day before your discharge, we celebrate your progress with a victory lap!

Let us know how we're doing!

If you have concerns at any point during or after your stay, please let someone from your care team know. We will also check in with you to see how things are going.

During your stay

Nursing leaders on the unit will visit you.

After your stay

- You will get a survey via text message, email, or phone call from ChristianaCare.
- You may get a call to complete a survey about 3 months after your discharge. This call will be from a registered nurse from Med Tel. It will come from a number with a 716 area code and display as “MedTel Outcomes.” They will ask you about your rehab stay and your progress since discharge. All information collected is confidential and only given to your rehab program.

We value your input and care about your experience. Please respond to these surveys so we can continue to improve our programs.

YOUR CARE TEAM

Your **physiatrist** will be your main doctor during your stay. They will guide your course of care.

Your **nurse** will help manage your care. This includes helping with pain, keeping you safe, and teaching you and your family about your care.

Your **physical therapist** will help you move better, improve your strength, and may relieve pain. They will focus on safe movement and help you learn to use devices, like a cane or walker, if needed.

Your **occupational therapist** will help you relearn everyday activities. These include eating, hygiene, vision, thinking, and home skills, like moving around the kitchen or getting in and out of the shower safely.

Your **speech therapist**, if needed, will help you with speaking clearly, putting thoughts into words, understanding what others say to you, memory, and thinking skills. They will also help you with eating and drinking safely.

Your **case manager** will help you and your family set up family training and plans for your discharge.

Your **social worker** will help you find resources and support that you may need after discharge.

Your **neuropsychologist**, if needed, will help you learn to cope with changes after a physical illness or injury.

Your **patient care technician** will assist you in keeping safe and other tasks such as toileting, dressing, and hygiene. They will also be encouraging you to be as independent as possible.

Other members of the care team include recreational therapists, spiritual care, nutrition services, patient escort, and other doctors.



Nursing
Dark Blue



Rehabilitation Services
Caribbean Blue & Black



**Case Management/
Social Work**
Green



Patient Care Technicians
Gray

OUR LEADERSHIP TEAM



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Vice President
Rehabilitation Services
302-320-6999



Jamie Ayala, DNP, RN, NEA-BC, RN-BC

Director of Clinical Operations
302-320-6630



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Medical Director
Inpatient Rehabilitation
302-320-2717



Kathleen King, MSN, RN-BC, CRRN

Assistant Nurse Manager
302-320-6511

YOUR SAFETY

Be involved in your care

Ask questions — we're a team!

We want you to be safe and comfortable during your hospital stay. If you have questions or concerns at any point, please let someone from your care team know.

We want you to speak up and ask questions, especially if something is unclear or does not seem right. For example, you can ask questions about your medicines, tests, follow-up care at home, or when to call for help.

Write questions down when you think of them, so they are easier to remember. It also helps to include your coach, family, and friends. They can help you remember the answers when you get home, and they may have questions you did not think of.

Identification (ID) badges

Your care team will be wearing ID badges. They will introduce themselves when they come into your room. If they do not, or you do not see their ID badge, please feel free to ask them.

Your care team will also check your wristband and ask for your name and birth date before providing any care, like giving you medicine or taking you for a test. If they do not ask, your wristband falls off, or something does not feel right, please let someone from your care team know right away.

Medicine safety

Medicines are an important part of treatment for many health problems. Talk to your care team about any medicines they prescribe and what you should do if you miss a dose. Make sure you know why you're taking each medicine, how to take each one, and for how long.

Consider using a pillbox for your medicines. Keep one pill in its original bottle. This can help you remember what a pill is for.

Have reminders to take your medicine. Place notes near clocks or on the bathroom mirror. Or set an alarm on your watch or phone. Talk to your care team about other ways to help you remember.



Preventing falls

In the hospital

Your safety is very important to us. To keep you safe and help prevent falls in the hospital, your care team will:

- Check on you every hour or so during the day, and every 2 hours at night.
- Ask you regularly about comfort, bathroom, or personal needs.
- Make sure you have something to drink.
- Stay with you in the bathroom.
- Use bed or chair alarms and safety belts as a reminder to call before getting up.

We also need your help to keep you safe and prevent falls. During your stay, we ask that you please:

- Use your call bell before getting out of bed or a chair.
- Wear shoes or gripper socks whenever you are out of bed.
- Keep wheels locked on the wheelchair if you are staying in one place.
- Do not lean or reach forward while sitting in a wheelchair.

At home

Practice fall safety and prevention.

- Wear shoes that fit well and give your feet good support.
- Carry a cellphone or wear a medical alert device that you can use to call for help.
- Avoid climbing and reaching to high shelves. Use a reacher or stable stepstool with handrails. Do not stand on a chair.
- Get rid of throw rugs and keep walkways clear of clutter.
- Wear eyeglasses or hearing aids if you need them.

Make your home safer.

- Remove rugs, cords, clutter, and furniture from walkways.

- Keep your house well lit. Use night-lights to help you see.
- Install and use sturdy handrails on stairways.
- Wear nonskid footwear, even inside. Don't walk barefoot or in socks without shoes.

Be safe outside

- Use handrails, curb cuts, and ramps whenever possible.
- Keep your hands free by using a shoulder bag or backpack.
- Try to walk in well-lit areas. Watch out for uneven ground, changes in pavement, and debris.
- Be careful in the winter. Walk on grass or gravel when sidewalks are slippery. Use de-icer on steps and walkways.

YOUR SAFETY

Managing your pain

Pain can be caused by many things, such as an injury, a surgery, or a health problem like low back pain. Long-term pain that isn't controlled can make it harder to enjoy life. But there are ways you can learn to manage pain. And managing pain can have a lot of benefits, like being able to do more activities or sleep better.

Different ways people feel pain

- Pain feels different for everyone. Something that doesn't bother one person might feel very bad to someone else.
- Pain can feel sharp or dull. It may throb or burn. It may be in one part of your body, or you may feel pain all over.
- Some pain may be so mild that you can ignore it until it goes away. But other pain may be so bad that you can't do your daily activities without medicine or other treatment.



Acute and chronic pain

Pain may last for a short time or a long time. It may come and go, or it may be constant.

- Pain that starts quickly and lasts for a short time is called acute pain. Examples include pain from an injury, a headache, or right after surgery.
- Pain that goes on for months or years is called chronic pain. Pain can be caused by many things, such as an injury, a surgery, or a health problem.

Treatments

Many different treatments can ease pain. Often the best approach is a mix of treatments. You and your care team will work together to find ways to manage your pain so you can feel better and do more for yourself. But you still may have some pain. If you have pain for a long time, your treatment may change over time.

Treatments other than medicines

Often people think of starting with a medicine to treat pain. But there are many non-medicine treatments that may be just as helpful. Your doctor may recommend these treatments with or without medicine. Non-medicine treatments may include:

- Physical treatments. This includes physical activity, massage, acupuncture, and heat or cold.
- Behavioral health treatments. This includes types of therapy and mindfulness.
- Mind-body treatments. This includes relaxation exercises, hypnosis, and yoga.

Medicines to treat pain

Several types of medicines can be used to treat pain. Most of them can treat more than one kind of pain. So, you may need to try a couple of medicines to see which works best for you. Your doctor will work with you to find the right types and dosage of medicine. You may take more than one kind of medicine at the same time.

Medicines may include:

- Over-the-counter medicines.
- Muscle relaxers.
- Certain antidepressants.
- Opioids.
- Medicine you put on your skin. A variety of creams, gels, sprays, and patches may be used.
- Injections. Medicine may be injected into the spine, near the nerves that affects the painful area, or into the painful joint or joints.

Sexuality and disability

Sexuality is personal. It can enrich the connection you have with your body and with a partner. Many people with a disability are still able to have a healthy sex life. You may have to make adjustments to accommodate any changes or physical limitations you may have due to certain illnesses, disability, or medicines.

Limitations may include problems with movement, loss of feeling, pain, emotional changes, or differences in hormones or sexual function.

Talk with your care team about any changes that concern you. They may be able to recommend treatments that will help you. These options may include position changes, assistive devices, medical treatment, medicines, or therapies.

PERSONAL CARE ASSISTANTS

What is a personal care assistant?

A personal care assistant can help you with your daily activities. This may include things like grocery shopping, cooking, bathing, dressing, and going to the bathroom. They can be a family member, friend, or hired employee. There are many things to consider when choosing a personal care assistant, including finances, relationships, and comfort level.

Friends or family members

People often choose friends or family members as a personal care assistant due to comfort or finances. There are many things to think about when choosing someone you are close with as a care assistant, including:

- Finances. It often costs less to have a friend or family member as your care assistant.
- Changes in the relationship. Providing personal care to a loved one can add stress, especially in marriages and intimate relationships. The loss of personal time, space, and control can be hard.
- Comfort level of both parties. It is necessary to respect one another and clearly understand the amount of time and responsibility involved.
- Ability to provide care. Some care needs require heavy lifting, or highly personal needs, like bowel and bladder care.
- Communication. Being able to openly share feedback with each other is needed for a good ongoing relationship.

Hiring an employee

Another option is to hire an assistant that you employ. This may offer more control and options for your caregiver.

Using a home care agency

Hiring an assistant through a home care agency is often best and safest because the agency handles the screening and application process. They also usually provide back-up options if an employee is sick or misses work. This option may come at a higher cost and the assistant may also need specific training to meet your needs.

There are some programs that offer funds to help pay for care. A social worker or case manager can help you find a program that may fit your needs.

It is always important to have a back-up plan. Whichever option you choose, create a list of people who are willing to be your back-up if something changes.

Before you choose

Your personal needs

When choosing a care assistant, think about what your needs are and what you will need help with. It can be helpful to make a checklist that clearly states how you need each task to be done.

What you expect from your care assistant

You will also want to consider what you expect from your care assistant. Some questions you may want to ask yourself include:

- Do I want them to live with me, or just come for several hours at a time?
- Which features are important to me? (for example: honest, reliable, on time)
- Do I prefer an assistant that likes the same things I do? (for example: music, religious beliefs, foods, culture)
- Do I need an assistant that can drive me places or help with transportation?
- How important is their driving record or previous or current alcohol, drug, or tobacco use?

Create an ad

Another great way to find a care assistant is through an ad. Some places you can place an ad include social media, a website, a church bulletin, a college or university, or a newspaper.

In your ad, be sure to include:

- Your needs.
- Your contact information.
- A description of the type of help you need.
- Hours and days needed.
- Living arrangements.
- Other requirements like heavy lifting, driver's license, etc.

Avoid:

- Listing your full name and address, for your safety.
- Listing preferences based on age, sex, or race.

PERSONAL CARE ASSISTANTS

Some examples of an ad include:

- Female with a disability needs dependable personal care assistant. Pleasant surroundings and must be comfortable around dogs. Hours negotiable. Personal care involved. Contact Jane at xxx-xxx-xxxx.
- Live-in companion sought to share home in a quiet setting with male with a disability. Room, board and salary in exchange for help with house, meals and errands. Two days off per week. Contact John at xxx-xxx-xxxx.

Ask for suggestions

Ask for recommendations for care assistants from the people around you. This can include family, friends, or neighbors. It may also be helpful to ask schools that offer programs in nursing or physical, occupational, or speech therapies.

Choosing an assistant

Screen possible candidates before you spend time doing a full interview. A quick phone interview can be a good way to tell whether someone may meet your needs.

The interview

Tips for a successful interview:

- Consider doing the interview somewhere other than your home.
- Have a family member or friend come to the interview if possible.
- Have a list of needs, the job description, and questions for the candidate.
- Give them the chance to ask questions.
- Be able to discuss pay rates that will work for you.
- Ask for their previous employment references ahead of time.

Consider asking about:

- Prior work experience, and how long they've held previous jobs.
- Their experience and comfort caring for someone with a disability.
- Their driving record and comfort level driving your vehicle if needed.
- Other social issues that are important to you.
- Pay expectations.
- The days and times they are available.

Employer responsibilities

As an employer, you are responsible for paying Social Security and other employer taxes. If you are self-paying for services, you will need to apply for an employer's tax ID number (W-9) from the Internal Revenue Service (IRS). For more information, visit the IRS website at www.IRS.gov.

Planning for success and safety

Only choose or hire a personal assistant that you feel comfortable with. Clearly communicate your needs and provide them with a checklist of expected tasks. You can use the list to review your needs and guide any training that is specific to your care. You can also use it to set and enforce boundaries if you feel like your needs or expectations are not being met.

If at any time you feel uncomfortable, or if you have a concern about possible abuse, neglect, or financial abuse, please call for help from one of the following options:

- Call 911 if you or someone you know is in immediate danger.
- Call The National Domestic Violence Hotline at 1-800-799-7233 or text START to 88788.
- Call Adult Protective Services (APS) at 1-888-277-4302.
- Call 711 for Delaware Relay services for those hearing and visually impaired.

Firing a personal care assistant

There are times when a personal care assistant may not be the right match for you. When this happens, try to part ways on the best possible terms. It can help to use neutral words, like "This just was not the right fit." You can offer a few examples of why you need to let them go. Before they leave, be sure to get your house key, any other personal items, and contact information including address in case you need to contact them.

YOUR RESOURCES

Centers for Medicare and Medicaid Services

Hotline: 800-MEDICARE (800-633-4227)
Customer service: 302-255-9500
[medicare.gov](https://www.medicare.gov)

Division of Services for Aging and Adults with Physical Disabilities

1-800-223-9074 | delawareadrc@delaware.gov

Meals on Wheels

1-888-998-6325 | [mowaa.org](https://www.mowaa.org)

Social Security

800-772-1213 | [ssa.gov](https://www.ssa.gov)

Durable Medical Equipment

First Choice 302-323-8700

Adult Protective Services

1-888-APS-4302 or 1-888-277-4302

Retirement and Disability

[ssa.gov](https://www.ssa.gov)

Local Lodging and Transportation

Visit Wilmington Hospital main information desk or call 302-320-2229.

Prosthetics and Orthotics Vendors

Lawall Prosthetics & Orthotics

302-429-7630

Real Life Prosthetics

302-392-1947

Independence Prosthetics-Orthotics Inc.

302-369-9476

215-271-9476

Hanger Clinic: Prosthetics and Orthotics

302-368-4536

610-378-4833

Center for Rehabilitation at Wilmington Hospital

[ChristianaCare.org/us/en/care/rehabilitation-and-therapy/center-for-rehabilitation](https://www.ChristianaCare.org/us/en/care/rehabilitation-and-therapy/center-for-rehabilitation)

Support groups

When you're dealing with everyday problems, stress, or health issues, it's important to have people in your life who can give you support. There are a lot of ways you can find social support. You can get support from family and friends, from groups led by professionals, and from groups of others who have similar problems, known as support groups.

For a current list of local support groups, visit:

[ChristianaCare.org/us/en/care/rehabilitation-and-therapy/educational-support-groups](https://www.ChristianaCare.org/us/en/care/rehabilitation-and-therapy/educational-support-groups)

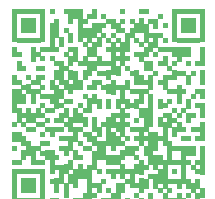
Outpatient rehab

ChristianaCare offers physical, occupational, and speech therapies at locations throughout New Castle and Kent County in Delaware and in Concord Township, Pennsylvania.

To make an appointment, please call 302-623-1500.

For a current list of locations, scan the QR code or visit:

[ChristianaCare.org/us/en/care/rehabilitation-and-therapy/rehabilitation-services-locations](https://www.ChristianaCare.org/us/en/care/rehabilitation-and-therapy/rehabilitation-services-locations)



YOUR RIGHTS AND RESPONSIBILITIES

While you are our guest, we will work to give you quality care, safely and comfortably. Please take a moment to review your rights (things we will do for you) and responsibilities (things you can do for us) as a patient.

Complaints, concerns & questions

If you have a concern about the quality and safety of your care, please talk about this with your doctor or other care team member. If you still are concerned, please talk with:

- Your nurse.
- The nurse manager of the area.
- A nursing supervisor.

You have the right to tell us about your concerns or complaints. You also have the right to contact:

- Our Patient Relations Department
302-733-1340
- Delaware Office of Health Facilities
Licensing and Certification 261
Chapman Road, Suite 200
Newark, DE 19702
1-800-942-7373
- The Joint Commission Office of
Quality and Patient Safety (https://www.jointcommission.org/report_a_complaint.aspx) One Renaissance
Boulevard Oakbrook Terrace, IL 60181

Communication

- You have the right to be told about your rights and responsibilities as a patient as soon as possible.
- You have the right to have a family member, friend or another person you choose notified of your admission to the hospital.
- You have the right for your physician to be notified promptly of your admission to the hospital.
- You have the right to have information given to you in a way that you understand.
- You have the right to have an interpreter or other aides with you if you need help understanding your care in English or have other communication needs (for example, trouble hearing or seeing).
- You have a right to see your records in a form and format that you request, unless for a medical reason your doctor asks that the information be kept private.
- We will help you see your medical records as quickly as we can.
- You have the right to know the names and jobs of the people taking care of you.
- You have the right to know if there is an unexpected event that happens during your care.

YOUR RIGHTS AND RESPONSIBILITIES

Participating in your care

- You have the right to quality care regardless of your race, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, source of payment or any other status that is an illegal basis for discrimination.
- You have the right to share in your care, help make choices about your care, and be part of what will be done to take care of you. You also have a right to help make choices about how, where and when you leave.
- You have the right to be told about your health.
- You have the right to not let someone give you care, unless your request is based on the race, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, or other status of a ChristianaCare employee that is an illegal basis for discrimination. If you are unwilling to accept ChristianaCare's values and policies, which prohibit accommodating discriminatory requests and you demonstrate decision-making ability, you have the right to refuse to be treated, or the right to leave and go to another facility, if the other facility approves of your transfer.
- In rare circumstances, non-discriminatory requests for sex-related accommodation may be considered if the request is due to cultural beliefs regarding modesty or of victims of sexual assault or other trauma.
- You have the right to not let someone give you care.
- You have the right to give or withhold informed consent.
- You have the right to be involved in your pain management treatment plan.
- You have the right to ask someone to be with you during certain parts of intimate exams, treatments or procedures.
- You have the right to get help in getting a second opinion or changing to another health care provider, when you ask and at your own expense.
- You have the right to leave and go to another facility, service or agency, when it is medically OK to do so. The other facility must say it is OK for you to come as a new patient first.
- When you leave, you have the right to be told about what you need to do to keep yourself well.
- You need to give us correct and complete information about yourself, such as your past and present sicknesses, what you take, your allergies and any other matters that have to do with your health.
- You are responsible for telling us about changes in your health, medicines, insurance, financial status or service provider.
- You are asked to follow the plan of care that you and your health care provider came up with. Tell us right away if there is anything that you do not understand.
- You are expected not to use unauthorized or illicit drugs and substances while in our care.

Advance directives

- Advance directives (living will and power of attorney for health care) are legal papers that let you choose what you want to happen if you are no longer healthy enough to make choices for yourself. You have the right to have us follow your directions, as long as they are within the limits of the law and in agreement with our mission.
- We respect your choice of power of attorney for health care regardless of sexual orientation or gender identity.
- You should tell us if you have an advance directive and give us a copy when you are admitted.
- If you do not have an advance directive and would like to consider one, speak with your nurse.

Representatives & visitors

- You have the right to say who can visit you during your stay. This can be your spouse, domestic partner (including same-sex partner), other family members, friends or anyone else you want to have come visit. Sometimes for a medical reason, we

Respect & consideration

- You have the right to be cared for with kindness and respect.
- You have the right to express your spiritual beliefs and cultural practices, while not interfering with the rights and beliefs of others.

- You are expected to be respectful to other patients and staff.
- Filming, photography and recording of patients, visitors and caregivers are not allowed without their permission.
- You are expected to treat any health care equipment with care and safety.
- You are responsible for your personal belongings.

Refusing care

- If you choose to not be treated or do not follow the plan set up by you and your health care provider, you will be responsible for your actions.
- You have the right to choose if you want to take part in any research study or educational project. You have the right to be told if you are being included in any such project, and you may refuse.

Billing & payment

- You have the right to a detailed explanation of your bills.
- You have a right to receive information and counseling about financial aid for health care.
- You are responsible for paying for the hospital care services.

