



Rehabilitation Institute of KC  
MEDICAL REHABILITATION | EMPLOYMENT PLACEMENT | DISABILITY SERVICES

# HANDBOOK

*For*

*Medical Rehabilitation  
Outpatient Programs*

(Revised August 2014)

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## *Welcome*

Welcome to the Rehabilitation Institute of Kansas City (RIKC). We are pleased that you've chosen us to provide your rehabilitation services and will do our best to ensure that your time with us is productive, positive and worthwhile. Our professional staff is committed to your success and will provide the support, encouragement and education needed to help you meet your goals.

### *Mission, Vision and Values -*

The **mission** of RIKC is to build brighter futures for children and adults with disabilities. We do this by providing comprehensive medical rehabilitation and employment placement services that help children and adults with complex conditions, injuries, or disabilities achieve their greatest level of independence at home, school or work and in the community.

### **Our Vision**

- **To** deliver superior, innovative programs and services to the people we serve and their families which empower them to take charge of their lives. We do this by:
  - Honoring choices and creating options;
  - Developing and maintaining staff expertise;
  - Maintaining state-of-the-art facilities, equipment and technologies;
  - Being flexible in meeting the needs of persons served; and
  - Maintaining financial viability
- **To** provide leadership through local, regional and national advocacy, collaboration, education research and training.
- **To** continually monitor our performance to determine how to best meet community needs.

### **Our Values**

- **We value** the right of each individual to seek and receive the highest quality of service and are committed to providing that level of service.
- **We value** attitudes and behaviors that demonstrate respect for individual differences.
- **We value** service delivery that honors the individual's choices.
- **We value** the full and active participation of the individual's support network in their rehabilitation program.
- **We value** ongoing, open, honest and constructive communication at all levels within our organization.
- **We value** a positive outcomes-oriented work environment.
- **We value** personal & professional commitment to our mission, goals and objectives.
- **We value** fiscal responsibility and efficiency.
- **We value** innovation and creativity.
- **We value** individual responsibility, empowerment and achievement.
- **We value** the staff as one of our organization's most important resources.

### ***About the Rehabilitation Institute of Kansas City -***

RIKC builds brighter futures for children and adults with disabilities by helping them achieve their goals. While RIKC serves a large number of diagnostic groups, it has the reputation as the “place to go” for the most challenging conditions, injuries and disabilities such as spinal cord injury, brain injury, concussion, stroke, limb loss, birth defect, developmental delay, and neurological disorders.

With over 65 years of experience and more than 160 medical and vocational professionals on staff, we provide the most comprehensive rehabilitation services in the region. Our programs are highly individualized, goal-oriented and assist individuals at all stages in life, from birth to the elderly. Whether it is achieving success at home, school or work, we have the outpatient medical services and employment programs in place to help build brighter futures for individuals with complex conditions, injuries and disabilities.

### ***Accreditation and Certifications –***

RIKC is accredited by CARF - The Commission on Accreditation of Rehabilitation Facilities. We are also certified by CMS (Centers for Medicare and Medicaid Services) as a Comprehensive Outpatient Rehabilitation Facility (a CORF). We are a member of the Missouri Association of Rehabilitation Facilities. Our programs receive support from the Heart of America United Way, EITAS, Platte County Board of Services and Clay County Board of Services.

### ***Privacy Policy -***

Our organization is in full compliance with HIPAA (the Health Insurance Portability and Accountability Act) and HITECH. Upon admission, you will receive a copy of our Notice of Privacy Practices. You may also access a copy on our website at [www.rehabkc.org](http://www.rehabkc.org). Out of respect for our patients' and clients' privacy, staff will conduct conversations about your services in private settings.

### ***Non-Discrimination -***

RIKC does not discriminate in admission or access to programs or activities based on age, sex, race, color, creed, disability, national origin, sexual orientation, geographical location or financial status.

### ***Accessibility Policy –***

RIKC is an equal opportunity / affirmative action employer. Please refer to individual program descriptions for more information concerning the scope of services available and specific entrance criteria.

We are committed to providing a barrier-free environment and accessibility to the services you desire. Free accessible parking is available at all of our locations. If you encounter a barrier or need accommodations, please inform the staff member coordinating your program.

### ***Access to Records -***

All requests for copies of records will be handled by our Medical Records Department. An authorization signed by you or your authorized representative must be submitted prior to releasing records. At least 72 hours notice may be required to fulfill your request and a reasonable fee may apply.

### ***Ethical Conduct and Grievance Procedure-***

As a participant in a program at RIKC, you or your representative (guardian, legal representative, family member or friend) have the right to file a formal complaint or grievance, without fear of retaliation or barrier to services, if you feel you have been treated unfairly or disagree with a decision that has been made about you or your program and services. Please follow these steps:

1. Discuss your concerns with the staff person responsible for the decision or action you are unhappy with. Or you may choose to discuss the issue with their supervisor. In most cases, a discussion between you and one of these individuals should resolve the problem.
2. If you are not satisfied with the outcome of those discussions, you may speak to the patient representative (816-751-7754) or to the client representative (816-751-7782) and decide if you want to file a formal grievance. If you choose to file a formal grievance, you will be provided the paperwork to complete. You may request assistance to complete the form.
3. The appropriate manager or supervisor will contact you within 3 business days of receipt of the formal grievance. He/she will gather information and contact you with an appropriate resolution within 7 business days of receiving the grievance.
4. If you are not satisfied with the resolution, you may appeal the decision to the Director of the Program involved within 10 business days. You will be informed of his/her decision in writing within 5 business days of his/her receiving your request to continue the grievance process.

5. If you are not satisfied with the decision of the Director, you may appeal the decision to the President/CEO within 10 business days. You will be informed of his/her decision in writing within 5 business days of receiving your request to continue the grievance process.
6. If you are not satisfied with the President's decision and would like an external review of the situation, we will provide contact information so that you may request a review by the licensing agency of the person or organization you are filing a grievance about (when applicable).

### ***Involvement of Family Members and Significant Others -***

The involvement of family members, friends and other community supports can be a critical factor in your success. At your request, these individuals will be included in planning meetings and conferences related to your program.

### ***Satisfaction Surveys and Outcomes -***

We value your feedback and suggestions for improving our services. At the conclusion of your program, we will ask you to rate the services and overall experience. A staff member may also contact you approximately 90 days after leaving our program to check on your status.

We regularly gather data concerning the impact of our services and the results achieved by people who participate in our programs. That information is summarized and available on our website. Additional information is available upon request.

### ***Holidays and Cancellations during Bad Weather -***

RIKC observes the following holidays when our programs will be closed:

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

As a general rule, RIKC does not close for inclement weather. If the weather prevents you from attending your scheduled program, please contact us as early as possible. If you are scheduled to attend in the morning, please call by 8:00 AM. If you are scheduled to attend in the afternoon, please call by 11:00 AM. That gives us adequate time to reschedule other appointments.

### ***Attendance Policy -***

Regular attendance is important in order for you to receive the full benefit from therapy program. If you must cancel a session, please notify the program in which you are enrolled no later than 8:00 am of the day of the appointment.

If you fail to call, your absence will be recorded as an unannounced absence. You may be charged for unannounced absences. It is the policy of RIKC that frequent unannounced absences will result in an automatic discharge from therapy. You will be notified by phone or letter if this is the case.

You may also be discharged from therapy for excessive absences, despite calling in, as these absences interfere with you getting the full benefit from your therapy program.

You may also be discharged if a change in your condition impacts on your ability to participate in the therapy program.

### ***Safety Issues -***

We conduct routine safety drills which may occur during your time at our facility. Staff will instruct you on where to go and how to respond. Our facilities are smoke free and staff can inform you where the designated smoking areas are outside each of our locations. We encourage you not to bring large amounts of cash or valuables with you to program activities, as staff cannot assume responsibility for those items. Out of courtesy to others, we ask that you turn off cell phones and other electronic devices while involved in program activities.

Please do not bring your children with you to scheduled activities, as staff cannot supervise them and it distracts you and others from full program participation. The exception is for the children receiving services in our pediatric therapy program.

## ***MEDICAL REHABILITATION PROGRAMS***

### **Programs are listed below:**

- **Day Hospital**
  - Serves as a transition from inpatient medical rehabilitation for individuals who no longer require 24 hour nursing care
  - Intensive therapy (Occupational Therapy, Physical Therapy, Speech Therapy)
  - Nursing support, as needed
  - Group and educational activities to maximize recovery

## **SAILS (Successful Adult Independent Living Skills)**

- Day programming for individuals who desire to return to work, school, homemaking or retirement activities.
  - Intensive therapy (Occupational Therapy, Physical Therapy, Speech Therapy)
  - Group and educational activities to support community re-entry and/or return to work
- **Pediatric/Adolescent Services**
    - Intensive therapy (Occupational Therapy, Physical Therapy, Speech Therapy)
    - Day treatment or outpatient options
    - Onsite tutoring and school reintegration for school-age kids and adolescents
- **Neuro-Rehabilitation Outpatient Services**
    - When less intensive services are appropriate
    - Single and multi-service therapy (Occupational Therapy, Physical Therapy, Speech Therapy)
    - Provided on a traditional outpatient schedule
- **Specialized Programs**
    - Excel (Adaptive fitness/wellness activities, including ERGYS bicycles)
    - Driving Program (Assessment and training for return to driving)
    - Limb Loss Program
    - Vision Services/Low Vision Program
    - Concussion Rehabilitation
    - Senior Services
    - Wheelchair/Seating Evaluation
    - ACCT (Adaptive Computer and Communication Technology Program)
      - Assistive technology for computer access and augmentative communication
      - Worksite and/or home ergonomic/safety assessment
- **Neuropsychology Services**
    - Assessment and consultation
    - Individual and family counseling for adjustment to disability

## ***Admission Criteria -***

For outpatient admission, the patient must:

- a. Have a diagnosis of a developmental disability or an illness or injury resulting in a change in their previous functional daily activity status;
- b. Have a reasonable expectation for greater functional independence and the ability to achieve goals and show progress;



- c. The potential to comprehend and cooperate with the plan of care; and
- d. Be medically stable;
- e. Not be diagnosed with childhood communicable diseases and/or tuberculosis;
- f. Persons are not admitted for psychiatric care or for treatment of alcohol or drug dependency;
- g. Individuals with behavioral issues related to the physical or neurological impairment will be admitted if it is determined that these issues can be appropriately managed in this environment;
- h. Patients on a ventilator will be considered on an individual basis for limited services. A qualified care giver employed by the patient or a third party payor must be with the patient at all times to provide all vent care. All supplies/equipment necessary to support the ventilator must accompany the patient.

There is no age restriction for admission into the Medical Rehabilitation Programs at RIKC.

Common diagnoses considered for admission to the Medical Rehabilitation Programs include:

- Cerebral Vascular Accident (Stroke)
- Brain Injury (traumatic or non-traumatic)
- Concussion
- Spinal Cord Injury (any motor or ASIA level)
- Limb Loss (Upper and Lower extremities)
- Multiple Musculoskeletal Trauma
- Neurological Disorders - such as Multiple Sclerosis, ALS
- Brain and Spinal Tumor
- Developmental Disability
- Other progressive neurological diseases
- Patients with other impairments who would benefit from intensive rehabilitation services and have the potential to return to the community at discharge.

### ***The Rehabilitation Team -***

You and your family are the most important part of the Rehabilitation Team. Other members of the Rehabilitation Team may include:

#### ***The Psychiatrist***

- A physician who specializes in rehabilitation and physical medicine, providing medical supervision and direction for the other members of the team.

### ***The Nurse***

- Collaborates with other team members, working with you on self-care; including bowel, bladder, skin care programs, and other health maintenance issues that might impede successful recovery and community re-entry.

### ***The Physical Therapist***

- Provides treatment and training to increase your physical mobility by building your strength and endurance and re-learning to walk or use a wheelchair, walker, or other assistive devices.

### ***The Occupational Therapist***

- Teaches skills needed to independently complete daily living tasks such as eating, dressing, bathing, meal preparation, shopping, child care and return to work or school.

### ***The Speech/Language Pathologist***

- Provides treatment and training for improvement of communication, cognitive skills and swallowing to enable you to return to school, home and/or work environment.

### ***The Recreational Therapist***

- Provides counseling and instruction to aid individuals resume or develop satisfying leisure activities at home and in the community.

### ***The Medical Social Worker***

- Works with you and your family to obtain financial assistance, housing, transportation and equipment, and provides information on support groups and community services to facilitate adjustment to the home and community. Facilitates family conferences to enhance education and understanding of treatment plan.
- Coordinates program services from initial orientation through discharge.

### ***The Psychologist***

- Provides psychological testing and counseling for you and your family members to aid in adjustment to your condition and the rehabilitation process.

### ***The Neuropsychologist***

- Determines your overall cognitive and emotional functioning, makes a prognosis for recovery of cognitive function, and provides treatment recommendations.

### ***The Classroom Teacher***

- School Re-integration
  - Provides a well-organized transition, for the child and family, from RIKC to the child's school. Communication with the child's school district begins immediately and is on-going until the child graduates or the family and school no longer need these support services.
- Academic Services
  - Services are provided in order to assess the learning styles, new deficit areas, and possible compensatory strategies for children or adolescents in order to return to school successfully.

### ***The Case Manager***

- Coordinates program services from initial orientation through discharge.
- Facilitates on-going communication and participation of all team members and any appropriate outside resources, in coordination with the Medical Social Worker.
- Monitors and educates you and your family about health insurance benefits.

### ***The Vocational Rehabilitation Specialist***

- Provides a comprehensive array of rehabilitation services designed to assist a person with disabilities to enter school or the work force.

### ***The Patient Representative***

- Serves as a patient advocate discussing any concerns or issues regarding services, the facility, etc.

### ***The Treatment Process -***

Under the direction of the treating physician's prescription, a complete evaluation will be performed during initial therapy sessions. The evaluations help to determine the nature and extent of the problem and identify the best treatment approach to improve function. Goals are set for the therapy program in consultation with you and your family/caregiver after the evaluations are complete. At that time, a tentative date is established for achievement of goals and discharge from the program. The duration of therapy depends on the progress made toward achieving these goals. Under current Medicare, Medicaid and private insurance carrier guidelines, documented gains in therapy must be shown for a treatment program to continue. Periodic treatment team meetings and family conferences are held to review progress and modify the treatment and discharge plan. Communication with your referring physician and insurance company is ongoing as appropriate throughout your rehabilitation program. Recommendations for a home program, periodic re-check, or referral to another agency may be made at the time of discharge.

## ***RIGHTS AND RESPONSIBILITIES OF PERSONS SERVED***

Recognizing your right to quality care, we believe that our mutual respect for rights and responsibilities will contribute to an improved outcome and greater satisfaction with your care.

### ***RIGHTS OF PERSONS SERVED (Adults and Children)***

***As a patient, you can expect:***

#### **ACCESS:**

- RIKC will make reasonable response, within our capacity, to your requests for services.
- Access to scheduled services regardless of race, color, age, creed, religion, culture, national origin, physical or mental disability, sexual orientation, or the nature or source of payment for your care. RIKC will make every effort, within the bounds of the rights of others, to be sensitive to your and your family's religious and cultural beliefs.
- Availability of interpretive services or assistive devices such as TDD machines for the hearing impaired.

#### **RESPECT:**

- Considerate, respectful and humane treatment, care and services.

#### **CONFIDENTIALITY:**

- All communications and records pertaining to your or your child's program and services at RIKC will be treated as confidential.

#### **PRIVACY:**

- Every consideration of privacy concerning your or your child's program. Case discussion, consultation, examination and service provision are necessary and discussed among the treatment team for the purpose of continuity of care. Information and observations from social service and psychology personnel may be discussed in the treatment team as considered pertinent to your or your child's care and treatment goals.

#### **SAFETY:**

- RIKC will seek to ensure your or your child's personal safety while you are on the premises.
- To be free from physical, sexual, or psychological abuse, physical or psychological neglect or physical punishment, humiliation, threats, exploitative actions (financial or otherwise) or retaliation from employees of RIKC.

### INVOLVEMENT IN YOUR CARE:

- To obtain from your physician, treatment team or case manager complete current information concerning your or your child's diagnosis, treatment and prognosis (to the degree known) in terms that you can be reasonably expected to understand, unless it is not advisable.
- To receive, except in an emergency, from your physician, treatment team or case manager information necessary to give informed consent prior to the start of any procedure, treatment or scheduled program of service.
- To appoint a surrogate to make health care decisions on your or your child's behalf to the extent permitted by law. You have the right to information regarding the need for and means for obtaining conservatorship or guardianship appropriate for assisting in decision making and management of resources.
- To participate in the planning of your or your child's own program and/or composition of the service delivery team. The individualized program plan developed jointly with the treatment team should tell you how the staff expects to help you or your child reach the rehabilitation goals. The custodial parent will be consulted about what information is appropriate to share with a child.
- To meet regularly with the staff to talk about your or your child's program.
- To participate in your or your child's discharge planning, including being informed of service options that are available and a choice of agencies that provide the service.
- To know what rules and regulations apply to your conduct as a patient.
- To understand the reason for the use of treatment approaches including restrictive procedures. You or your child has the right to freedom from restraint.
- To refuse treatment, services, or the program plan to the extent permitted by law, if any, and the right to receive information regarding the consequences of your actions.
- To obtain, at your expense, another physician's opinion about your care.
- To choose to or refuse to participate in research projects. Staff of RIKC will adhere to research guidelines and ethics involving research projects.

### ACCESS TO MEDICAL RECORDS:

- To review your or your child's medical records and receive copies of the records at a reasonable photocopying fee. At least 72 hours notice may be required before copies will be released.
- To refuse the release of information from your medical records, understanding that if your insurance company refuses payment because of your refusal to release information, you will be responsible for payment for services.

### SELF HELP & ADVOCACY:

- To receive information regarding access to various agencies and groups providing self help, advocacy, and legal representation.

### ISSUES AND CONCERNS:

- To discuss your concerns, questions, and needs with the Patient Representative or other appropriate staff without fear of retaliation. Presenting a concern will not affect your ability to receive quality care.
- You have the right to file a formal grievance without fear of punishment, retaliation, or barriers to services.

### ***RESPONSIBILITIES OF THE PERSON SERVED (Adults and Children)***

We recognize that the personal relationships between the patient, therapists, physicians, nurses and other staff are important for the best medical care. Indeed, these are your partners in the healthcare team. As part of this team, we expect you to assume the following responsibilities:

#### ***At RIKC, we ask that you:***

- Provide to the best of your knowledge accurate and complete information about your or your child's medical, social, psychological, educational and vocational history; to report unexpected changes that might impact planned rehabilitation services to your physician or case manager; and informing the staff of cultural or religious beliefs that have a bearing on your or your child's treatment.
- Assist in the development of your or your child's rehabilitation program.
- Keep scheduled appointments and be on time. When appointments cannot be kept for whatever reasons, you should contact RIKC immediately to cancel or reschedule.
- Provide a copy of documents supporting guardianship or custody when requested.
- Comply with instructions and follow the rehabilitation program plan recommended by your or your child's physician and treatment team. Take responsibility for actions or consequences if you refuse treatment(s). Ask questions if you do not understand.
- Please be alert to the safety of other patients who maneuver through the hallways by not bringing children who are not receiving therapy services with you. ***If you bring other children, we require that you supervise them at all times.***
- Respect the rights of staff members, other patients and visitors regarding noise, cell phone use, inappropriate language, etc.
- Do not bring valuables with you. RIKC CANNOT BE RESPONSIBLE FOR THEM.
- Provide accurate and complete personal and insurance information in order for RIKC to receive payment for services.

If you have any questions regarding these rights or wish to voice a concern about a possible violation of your rights, please contact the Director of Professional Standards at 816-751-7832.