

## Questions to Consider When Selecting a Rehabilitation Program

Choosing a specialty hospital which offers an excellent rehabilitation program is a very important decision to make on your loved ones behalf. You need to be confident in the quality of care, rehabilitation expertise, and staff's concern with safety at a long-term acute care hospital. You also want to choose a facility which can manage your loved one if they have medical complications. Taking a tour in person is generally recommended. But you can also ask a team member to answer these questions over the phone.

To schedule a tour call 203-284-2800, option 9

### CARF Accredited?

Gaylord Hospital Yes Other \_\_\_\_\_

### Are all your rooms private?

Gaylord Hospital Yes, all rooms Other \_\_\_\_\_

### What is the average length of stay here?

Gaylord Hospital 28 days Other \_\_\_\_\_

### Do you have MD, RT and RN staff 24/7?

Gaylord Hospital Yes Other \_\_\_\_\_

### How many patients are admitted to your rehabilitation programs each year?

Gaylord Hospital Nearly 1,500 Other \_\_\_\_\_

### How many patients has the facility treated with injuries similar to yours or your loved one over the last 5 years?

Gaylord Hospital		Other
<input type="checkbox"/> Brain Injury	<u>~ 750</u>	_____
<input type="checkbox"/> Neurological Diagnosis	<u>~ 150</u>	_____
<input type="checkbox"/> Orthopedic/Amputation	<u>~ 350</u>	_____
<input type="checkbox"/> Spinal Cord Injury	<u>~ 550</u>	_____
<input type="checkbox"/> Stroke/Young Stroke	<u>~ 1,250</u>	_____

### Are you equipped to take patients who require ventilator support?

Gaylord Hospital Yes, over 100 vented patients annually  
Other \_\_\_\_\_

### Are families encouraged to participate in the rehab process?

Gaylord Hospital Most definitely Other \_\_\_\_\_

### Are patients assigned units based on diagnosis or medical needs?

Gaylord Hospital Medical needs first, then diagnosis  
Other \_\_\_\_\_

### What type of support groups do you offer on campus?

Gaylord Hospital Family, Peer, BI, SCI, Stroke, Cardiac  
Other \_\_\_\_\_

### Do you have overnight accommodations for families?

Gaylord Hospital On-site guest accommodations, SCI Family Suites  
Other \_\_\_\_\_

### Where do your rehab patients typically discharged to after a rehab program?

Gaylord Hospital

Brain Injury ~70% to community  
Neuro & Ortho ~70% to community  
Spinal Cord ~45% to community  
Stroke ~50% to community

Many patients continue rehab at a sub-acute level of care to complete their goals

Other \_\_\_\_\_

### Which services do you offer for outpatient care?

Gaylord Hospital

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Rehab Physician             | <input checked="" type="checkbox"/> PT/OT/SLP         |
| <input checked="" type="checkbox"/> Pulmonary Rehab             | <input checked="" type="checkbox"/> Specialty Clinics |
| <input checked="" type="checkbox"/> Neuropsychology/Counseling  | <input checked="" type="checkbox"/> Concussion Care   |
| <input checked="" type="checkbox"/> Transitional Living for ABI | <input checked="" type="checkbox"/> Aquatics          |

Experts in healing. Experts in *hope.*

## How many years have the physician leaders been on staff here and in practice?

Gaylord Hospital Drs. Rosenblum & Sicklick over 20 years  
Other \_\_\_\_\_

## How frequently is staff offered training and additional education?

Gaylord Hospital Monthly in-services, annual conferences  
Other \_\_\_\_\_

## How many Rehab Nurses (CRRN) are on staff?

Gaylord Hospital 17 Other \_\_\_\_\_

## What do your therapeutic recreational staff do to increase the patients quality of life?

Gaylord Hospital Custom sessions on & off the unit  
Other \_\_\_\_\_

## Does facility offer Peer Mentor Programs?

Gaylord Hospital Yes - Spinal Cord Injury & Brain Injury  
Other \_\_\_\_\_

## Does facility invest in new technology based on specific patient needs regularly?

Gaylord Hospital Yes - Both robotic and manual tools  
Other \_\_\_\_\_

*Staff training and technology are a large part of a rehab program.*

**There is so much to keep track of when choosing care for a loved one. Did you forget to ask a question? Do not hesitate to give us a call or email with any other concerns that you have. We are here to help.**

\_\_\_\_\_  
Name of Gaylord Resource/Tour Provider

\_\_\_\_\_  
Phone & Email

*Now that you have had a chance to tour the facility or speak with a team member, review these questions.*

## How friendly and helpful were staff?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## How knowledgeable were the staff you interacted with?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## Were they able to answer questions about the care they would provide for your loved one?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## Was the tour satisfactory and comprehensive?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## Was the rehab gym large and filled with many types of equipment?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## Were you offered program information and diagnosis specific outcomes?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

## Does the facility carry these accreditations?

- Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_
- CARF for all inpatient and outpatient programs
  - CARF for Stroke Specialty Program
  - CARF for Spinal Cord System of Care
  - Joint Commission
  - Passy-Muir Center of Excellence
  - Vapotherm Center of Excellence

## How would you rate your overall interaction?

Gaylord Hospital \_\_\_\_\_ Other \_\_\_\_\_

- 5 Stars
- 4 Stars
- 3 Stars
- 2 Stars
- 1 Star