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 one's 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
☐ Brain Injury ~ 750 ____________ _______
☐ Neurological Diagnosis ~ 150 ____________ _______
☐ Orthopedic/Amputation ~ 350 ____________ _______
☐ Spinal Cord Injury ~ 550 ____________ _______
☐ Stroke/Young Stroke ~ 1,250 ____________ _______

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

☐ Rehab Physician ✓ PT/OT/SLP
☐ Pulmonary Rehab ✓ Specialty Clinics
☐ Neuropsychology/Counseling ✓ Concussion Care
☐ Transitional Living for ABI ✓ Aquatics
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

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☐ 1 Star

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