

Tallahassee Memorial Rehabilitation Center

Scope of Care/Program Service Plan

Philosophy of the Program: At Tallahassee Memorial Rehabilitation Center (TMRC) we aim to help each patient regain the quality of life they expect and deserve while receiving the highest quality care. TMRC is committed to providing each patient with exceptional care and supporting their rehabilitation goals with compassion, expertise and excellence.

Program Description: TMRC is an inpatient rehabilitation center with programs designed to assist patients recovering from injury and illness with a rehabilitation plan individually designed to help each patient meet their goals and return home. The program requires a level of medical stability and psychological status without participation restrictions to allow full participation in the nursing and therapy program.

TMRC has 49 patient rooms, three gyms and an occupational therapy suite. Our team of physicians, nurses, therapists and other healthcare professionals provide a rehabilitation plan designed specifically to meet each patient's recovery goals.

Program Goals: TMRC aims to help patients reach their highest level of independence following injury or disease.

Treatment or Service Modalities: Treatment modalities are directly provided by the program unless otherwise indicated and are selected based on clinical assessment and are recommended by providers who have credentials and training needed to use evidence-based modalities. This includes:

- Physical, Occupational and Speech Therapy
- Rehabilitation Registered Nurse care
- Pain management
- Wound Care
- Intravenous therapy
- Respiratory therapy
- Nutritional monitoring (contract)
- Psychiatry (by referral)
- Social Services
- Activities therapy
- Music therapy
- Animal therapy
- Prosthetics and Orthotics (by referral)

Population Served: At TMRC, we serve patients who have experienced conditions such as strokes, amputations, brain injury, spinal cord injury, orthopedic injuries, complex wounds, complex medical issues, cardio-pulmonary issues or other debilitating diseases.

Admission Criteria: Patients must be 18 years old and have experienced an injury or disease that requires at least two (2) hours of treatment per day to reach realistic goals for improved quality of life and functional independence. Consideration will be given to patients with spinal cord injury (level C4 and below) with either a complete or incomplete injury from traumatic or nontraumatic

etiology but do not require ventilator support. Admission for patients with behavioral issues will be decided on a case-by-case basis by our admitting physician and team.

Transition and discharge are decided by our team members throughout the treatment process and are based on the progress toward stated goals and predicted outcomes, expected improvement in function and independence and the availability of other treatment programs or resources.

Credentials of Those Providing Care: The program is serviced by a multi-disciplinary team of employees, including clinical experts in medical, nursing and therapy fields who are collectively focused on recovery and rehabilitation. This includes physicians, physician extenders, nursing, therapists, case managers, social workers, psychologists and dietitians. Other disciplines may be consulted as needed. All appropriate licensure and certifications are maintained per Tallahassee Memorial HealthCare (TMH) policies and procedures.

Settings: TMRC is located on the first floor in an inpatient medical setting. The address is 1609 Medical Drive, Tallahassee Florida 32308.

Hours/Days/Frequency of Service: Our hours of operations are 24 hours per day / 7 days per week with our patients' treatment plans covering 5-7 days per week dependent on the patients' needs and preferences. Additionally:

- Medicine and nursing is available 24 hours per day 7 days per week
- Rehabilitative therapy services are available 7 days per week.
- Our Case Management Department and other ancillary services are available five days per week or more if indicated.

Frequency of services will be per patient's plan of care with therapies of at least 15 hours per week if tolerated, with nursing 24 hours per day / 7 days per week.

Geographic Area Served: TMRC serves individuals by referral in the tri-state area of Florida, Georgia and Alabama or at the request of providers.

Communication Technology Used to Deliver Services: TMRC uses secure platforms such as Zoom or Microsoft Teams, MyChart and Epic to provide consultative services, interpretive services and family meetings as needed.

Payors, Fees and Funding Source: Payor sources include both public and private sources as well as Medicare and Medicare Advantage Plans, commercial insurances, workers' compensation and self-pay.

Rates are available upon request. TMRC reviews market comparisons and establishes reasonable rates for private and semi-private rooms. Program fees are defined, and anticipated liability related to services are discussed with patients individually prior to admission and provided in writing via the Individualized Written Disclosure Form. On-going discussion of the financial impact of hospitalization and services post-discharge is provided by a case manager.

Referral Sources: TMRC acquires referrals through an electronic physician referral, fax or phone from acute care hospitals, nursing facilities or community physicians.