

# Stroke Program

The Stroke Program is designed to help those recovering from a stroke or other neurologic condition relearn skills and develop strategies to compensate for the loss of physical and cognitive functions.



## Referral information

For more information about the Rehabilitation Center, please give us a call or visit our website.

2100 Stantonburg Road, PO Box 6028  
Greenville, NC 27835-6028

Referrals can be made by calling toll free 800-219-8850 or 252-847-7649.  
252-847-8222 fax

[ECUHealth.org/Rehab](http://ECUHealth.org/Rehab)

## Data Collection Information Summary for Patients in Inpatient Rehabilitation Facilities

This notice is a simplified plain language summary of the information contained in the attached "Privacy Act Statement-Health Care Records"

As a hospital rehabilitation inpatient, you have the privacy rights listed below.

### • You have the right to know why we need to ask you questions.

- We are required by federal law to collect health information to make sure:
  - 1) you get quality health care, and
  - 2) payment for Medicare patients is correct.

### • You have the right to have your personal health care information kept confidential and secure.

- You will be asked to tell us information about yourself so that we can provide the most appropriate, comprehensive services for you.
- We keep anything we learn about you confidential and secure. This means only those who are legally permitted to use or obtain the information collected during this assessment will see it.

### • You have the right to refuse to answer questions.

- You do not have to answer any questions to get services.

### • You have the right to look at your personal health information.

- We know how important it is that the information we collect about you is correct.
- You may ask to review the information you provided. If you think we made a mistake, you can ask us to correct it.

In addition, you may ask the Centers for Medicare & Medicaid Services to see, review, copy or request correction of inaccurate or missing personal identifying health information which this Federal agency maintains in its IRF-PAI System of Records. For CONTACT INFORMATION or a detailed description of your privacy rights, refer to the attached PRIVACY ACT STATEMENT - HEALTH CARE RECORDS.

Note: The rights listed above are in concert with the rights listed in the hospital conditions of participation and the rights established under the Federal Privacy Rule.

This is a Medicare & Medicaid Approved Notice.

Source: Centers for Medicare & Medicaid Services

Our center has a 19-bed Neurosciences Unit and a dedicated program for individuals who have experienced a stroke. We provide medical and rehabilitation nursing care 24 hours a day, seven days a week. With individual treatment rooms, a therapy gym, an outside courtyard and treatment area as well as access to a transitional living apartment, we have the tools to help individuals achieve their personal goals.

### How we can help

Individuals in this program may need help with walking, bathing, dressing, toileting, swallowing, communicating, thinking, learning and memory, making decisions and controlling bowel or bladder, or managing behavior.

The medical conditions typically managed in this program include high blood pressure, high cholesterol, diabetes, seizures, prevention of deep vein thrombosis (DVT), hemiparesis (weakness on one side) and dysphagia (problems swallowing). Individuals may have difficulty returning to life activities such as social outings, shopping, going to church, sports or other types of recreation.

### Continuum of care

Our program is part of a major academic medical center that offers a full range of diagnostic, laboratory, pharmacy and other services on site. Medical specialists are available for emergency (within one hour), urgent (within four hours), and routine (within 12 hours) consultations. Our diagnostic, laboratory and pharmacy orders are transmitted real time

through the hospital electronic system. Regularly scheduled follow-up services are provided through outpatient clinics.

### Team approach

Families are important members of the team. The rehabilitation case manager/social worker will be the main contact person to discuss needs, progress and plans for discharge. He or she will arrange services for follow-up care and help with information about local resources patients and families may need during their stay. Cultural and spiritual beliefs, goals and preferences will be an important part of the plan.

A dedicated interdisciplinary team follows patients throughout their rehabilitation program. Treatment team members are available as needed and may include:

- Medical family therapist
- Clinical dietician
- Occupational therapist
- Physical therapist
- Recreational therapist
- Rehabilitation case manager/social worker
- Rehabilitation nurse
- Rehabilitation physician
- Speech-language pathologist

Team members, in collaboration with patients and families develop a holistic treatment plan that addresses the physical, cognitive, emotional, leisure and educational needs including:

- Activities of daily living
- Adaptive/assistive equipment
- Bowel and bladder continence
- Communication and cognition
- Community re-entry

- Coping/adjustment to disability
- Family and caregiver training
- Medication management
- Mobility
- Swallowing

Other available services include:

- Audiology
- Aquatic therapy
- Assistive technology
- Language interpreters
- Medical specialty consulting including psychiatry, neurology, neurology
- Neuropsychology evaluation
- Nutritional services
- Orthotics and prosthetics
- Pastoral services
- Respiratory therapy
- Substance abuse counseling
- Vocational rehabilitation

Education about controlling diabetes, cholesterol, blood pressure, and avoiding future strokes or cardiovascular disease is an important part of the treatment program, particularly for family members/caregivers. Education about stroke may include individual or group sessions, printed material, informal instruction and hands-on practice of skills needed for success following discharge. It is extremely important that families and caregivers participate in training to be prepared to care for their loved one when discharged.

### To make a referral

We accept referrals from physicians, case managers, social workers, therapists, other types of health care providers and representatives of the patient. Referrals are considered on an individual basis, and each

potential inpatient is evaluated by a rehabilitation preadmission nurse and a rehabilitation physician prior to admission.

For additional information or to make a referral for inpatient services, contact the Rehabilitation Center's Admissions Department between the hours of 8:30 a.m. and 5 p.m., Monday through Friday, toll free 800-219-8850 or 252-847-4345.

#### General admission criteria

To be admitted to the Stroke-Neuro Program, an individual must meet the following general criteria:

- Be at least age 18 or an emancipated minor
- Be able to participate in therapy at least three hours a day, five days per week
- Have medical and nursing needs that require an inpatient admission
- Have two or more limited functions that require a planned program with an interdisciplinary team approach
- Have potential for functional and cognitive recovery
- Have the support and involvement of family

Individuals with the following conditions are not eligible for admission:

- Cardiac and hemodynamic monitoring required
- Primary diagnosis of alcohol or other substance abuse
- Psychiatric disorder that prevents them from taking part in a rehabilitation program

#### Continuing stay criteria

To continue a successful inpatient rehabilitation program, individuals must:

- Continue to have medical and nursing needs that require an inpatient stay
- Be participating in three hours of therapy daily
- Be demonstrating progress in therapy programs

#### Transition and discharge criteria

An individual will be discharged when one or more of the following happens:

- Needs can be best served and resources will be conserved at another level of care



- 24-hour medical care is no longer needed
- Discharge goals have been met; there is no further demonstrated improvement with therapy
- Cannot participate in three hours of therapy per day
- Chooses not to participate in the program

#### Financial arrangements

We accept any type of reimbursement including Medicaid and Medicare. We work with insurance providers on a case-by-case basis. No individual is denied admission based on the ability to pay.

We will help individuals with limited financial coverage to identify additional financial resources. A disclosure of fees may be obtained by contacting our Central Billing Office at 252-847-4472.

#### Other stroke resources

- American Stroke Association: 1-888-4-STROKE
- North Carolina Stroke Association: NCStroke.org
- Stroke Support Network: 252-847-0571
- Disability Advocates and Resource Center (DARC): 252-355-6215

#### Whom did we serve?

Stroke Program | 10/1/2023 – 9/30/2024

	Stroke	Stroke: right side involvement	Stroke: left side involvement	Stroke: bilateral involvement
Number of persons served	433	154	172	21
Average age	66.25	64.42	66.14	66.05
Average number of days in rehabilitation	14.05	14.91	14.55	13.71
Average number of therapy hours per treatment day	3.22	3.18	3.23	3.35
Average number of therapy days per treatment week	5.17	5.25	5.15	5.00
Where patients went at discharge				
Community	74.36%	75.32%	70.35%	76.19%
Skilled nursing facility	13.63%	16.23%	15.12%	4.76%
Return to hospital	11.62%	7.14%	13.37%	14.29%
Other	0.39%	1.31%	1.16%	4.76%
Unplanned transfers to acute medical facilities: 10.80%				
Patient satisfaction with rehabilitation program	95.94% of our patients reported they would recommend this program to a friend or family.			

## ECU Health Rehabilitation Center Stroke Program

Your physician: Matther Parker, MD

Your case manager:

Your management team: Debra Jefferson, PT, CBIS, program manager

Fallon Joyner, BSN, RN, CRRN, nurse manager

#### Your personal information

Estimated length of stay: \_\_\_\_\_ days

How long you are in our program depends on your progress.

Services provided: Physician specializing in rehabilitation medicine daily visits

Nursing care: 24 hours a day

Physical therapy: \_\_\_\_\_ hour(s) per day, five to six days per week

Occupational therapy: \_\_\_\_\_ hour(s) per day, five to six days per week

Speech therapy: \_\_\_\_\_ hour(s) per day, five to six days per week

Additional services:  Recreation therapy  Medical family therapy

Respiratory therapy  Orthotics

Other: \_\_\_\_\_

Therapy may begin as early as 6:30 a.m. to address activities of daily living and typically ends by 4 p.m. Please let therapists know if there are particular scheduling requests.

#### The insurance/financial coverage you have for this rehabilitation stay is as follows:

Medicare Part A

Medicare Part B for physician services

Medicare Managed Care

Humana Gold  United Health Care Advantage  Blue Cross Blue Shield Medicare Advantage

Medicaid

Medicaid Carolina Access

Aetna

Blue Cross Blue Shield of NC

Blue Cross Blue Shield out of state: \_\_\_\_\_

MedCost

Tricare Humana

Commercial Other: \_\_\_\_\_

Managed Care Other: \_\_\_\_\_

Workers Compensation: \_\_\_\_\_

Other Payer: \_\_\_\_\_

No identified third party payer: Your case manager will assist you in applying for Medicaid benefits if eligible.

Payment for continued rehabilitation services is dependent upon meeting the criteria set forth by the payer. If you would like more information concerning your insurance coverage, please contact your rehabilitation case manager.