



## **General Rehabilitation and Neuro/Orthopedic Program Scope of Services**

Gaylord Hospital has more than 65 years of history in providing comprehensive rehabilitation care to persons who have experienced loss of physical and/or cognitive function due to illness, injury or disease process. Our comprehensive Inpatient Rehabilitation Program is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities). Gaylord's neuro/orthopedic program specializes in caring for persons affected by orthopedic conditions such as amputation, multiple trauma, arthritis and joint replacements. Neurological diseases and conditions treated at Gaylord include but are not limited to amyotrophic lateral sclerosis (ALS), Parkinson's disease, Multiple sclerosis (MS), Guillain-Barre syndrome (GBS), myasthenia gravis, neuropathy/peripheral neuropathy, post-polio, neuro-developmental disorders and acute inflammatory demyelinating polyneuropathy (AIDP).

Rehabilitation after injury or illness is a process that the person and their support system work through together, with the assistance of an interdisciplinary group of professionals. This team approach is essential to maximize the physical, cognitive, linguistic, psychological, emotional, spiritual and social recovery. We work to assist the person dealing with a neurologic or orthopedic condition in setting realistic goals and learning the skills needed to make the most of work, home and life. Our goal is to promote patient functionality through the best clinical services, the most advanced and effective treatment protocols, and documented outcomes for our patients. The neuro/orthopedic program follows Gaylord's mission, vision and values statement.

**Our Mission** is to enhance health, maximize function and transform lives.

**Our Vision** to be a recognized and acknowledged destination for rehabilitation and complex medical care, providing high-quality, patient-centered, compassionate, team-based healing at every point in the journey from illness or injury to maximum recovery.

**Our Values** are clinical excellence, compassion, integrity, respect, accountability and a commitment to safety.

### **Our Patients/Population Served:**

Gaylord Hospital is dedicated to serving the needs of adult and adolescent persons affected by neuro-orthopedic conditions. Our inpatient units accept individuals with differing severity levels of injury and illness. We have ventilator, telemetry and oxygen capabilities, allowing us to serve persons at a medically complex level. We accept patients from Connecticut and surrounding states, sometimes from across the country and other countries, working with various insurance and payer sources. All of our hospital rooms are private with flexible visiting hours. Gaylord established dedicated adolescent suites consisting of private rooms with an adjoining private



room for a parent or support person, provided free of charge. Rooms are connected via private bathrooms for each and a shared shower for the suite. Each family suite has a mini fridge and workstation. The unit that houses our adolescent suites has a game room with an Xbox One, a 42-inch flat-screen TV and other games which is called The Loft. While Gaylord is undergoing a large-scale renovation project the adolescent suites are occasionally unavailable due to construction.

Our outpatient department provides continued lifelong care, working with individuals with neuro/orthopedic conditions who are 18 years old and older and residing in the community. We offer physical therapy (PT), occupational therapy (OT), speech and language pathology (SLP), therapeutic recreation (TR), counseling/social work, neuropsychology, care management and physician and licensed independent practitioner (LP) services with flexibility of scheduling and frequency. Our TR department has a very active Sports Association with many activities available to community-dwelling persons with physical disabilities or vision impairments. Our medical services department provides annual follow-ups as needed. Gaylord's experienced team works collaboratively to help improve health and function, decrease risk factors and improve overall quality of life.

### **Settings/Locations/Hours of Service:**

Please refer to our website, [Gaylord.org](http://Gaylord.org) for the most up-to-date hours of service.

#### **Gaylord Inpatient Services**

50 Gaylord Farm Road | Wallingford, CT 06492

#### **Gaylord Outpatient Services**

*(includes physiatry, psychology and therapy services)*

50 Gaylord Farm Road | Wallingford, CT 06492

#### **Gaylord Outpatient Services**

*(providing neurological PT, OT and SLP and orthopedic PT)*

8 Devine Street | North Haven, CT 06473

#### **Gaylord Physical Therapy**

*(providing orthopedic PT)*

1154 Highland Avenue | Cheshire, CT 06410

50 Berlin Road | Cromwell, CT 06416

28 Durham Road | Madison, CT 06443

### **Frequency of Service:**

Frequency of services is determined on an individual basis after evaluation to meet the needs of each individual.



**Payers and Funding Sources:**

Health insurance benefits are verified prior to initial service. Gaylord Specialty Healthcare participates with most insurance networks.

Accepted managed care plans including but not limited to:

COMMERCIAL	GOVERNMENT	MEDICARE ADVANTAGE
<ul style="list-style-type: none"> <li>▪ Aetna</li> <li>▪ Blue Cross</li> <li>▪ Cigna</li> <li>▪ Connecticare</li> <li>▪ Harvard Pilgrim</li> <li>▪ Multiplan</li> <li>▪ Oxford</li> <li>▪ United Healthcare</li> <li>▪ Yale Health Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Medicare</li> <li>▪ State of Connecticut Medicaid</li> <li>▪ VA Community Care Network(managed by Optum)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aetna Medicare Advantage</li> <li>▪ Blue Cross Medicare Advantage</li> <li>▪ Carepartners of CT</li> <li>▪ Connecticare Medicare Advantage</li> <li>▪ Wellcare Medicare</li> </ul>

**Fees:**

Gaylord wants to help patients make informed healthcare decisions. Because that includes understanding your out-of-pocket costs for our services, we make our charge master available on our website [www.gaylord.org](http://www.gaylord.org).

Patients covered by private health insurance are encouraged to contact their insurance carrier to understand their financial responsibilities. Contact information for your insurance carrier can be found on the back of your health insurance card or by visiting the carrier’s website. You can also call the Gaylord Patient Financial Services department at (203) 284-2827 or email [Billinginquiries@gaylord.org](mailto:Billinginquiries@gaylord.org).

**Referral Sources:**

Referrals are made from many sources such as acute care hospitals, rehab hospitals, skilled nursing facilities, home health care, community physicians and self-referral.

**Admission Criteria:****Inpatient Neuro/Orthopedic Program Admission Criteria**

**Gaylord Hospital screens all potential admissions by utilizing nationally recognized admission criteria. Patients must have:**

1. Presence of neurological and/or orthopedic conditions. Examples of neurological conditions include Guillian-Barre Syndrome, multiple sclerosis, polyneuropathy or post-polio syndrome. Examples of musculoskeletal conditions include amputations, arthritis, joint replacements and fractures.
2. Must be 18 years of age or older. An exception to this policy would be at the discretion of the Medical Director, Inpatient Rehabilitation or designee.
3. Does not require the capability of an acute care hospital.
4. Requires 24-hour nursing care and medical coverage.
5. Able to benefit from at least two therapies.
6. No preceding comprehensive rehabilitation effort; OR previously unattained but currently feasible rehabilitation goals with the potential to tolerate and benefit from services and attain significant functional goals
7. Ability to comprehend very basic commands.
8. Absence of severe pre-morbid dementia.
9. Hospital resources of a scope, duration, frequency or amount that are not provided or do not exist at a lower level of care and/or patient failed to recover at another level of care.
10. Cultural and spiritual needs are assessed and determined to be within the scope of resources and interventions available to meet the needs of the persons served.

**Exclusions:**

The following patients are generally excluded from admission, but exceptions can be made in borderline cases if reviewed and accepted by the Director of Psychology or designee.

- Patients whose current inpatient hospital stay is a result of a suicide attempt
- Patients currently residing in an inpatient psych or substance abuse facility
- Patients who have been exhibiting or demonstrating suicidal ideation or have a documented history of inpatient psych admissions
- Patients with severe mental illness with significant behavioral issues
- Demonstrated ideations of suicide
- Patients who are incarcerated and under the care of the Department of Corrections

**Continued Stay Criteria**

1. Continued daily monitoring by a physician-led team of healthcare professionals is required.
2. Coordination and delivery of multidisciplinary care with care team meeting at a minimum of every two weeks and verifiably documented progression or regression with plan of care revised accordingly.
3. Hospital resources of a scope, duration, frequency, or amount which are not provided or do not exist at a lower level of care and/or the patient failed to recover at another level of care.
4. Interdisciplinary coordinated team approach to program of care consisting of PT, OT, respiratory therapy, and/or speech therapy 5 days per week.

**Outpatient Admission Criteria:**

**Criteria for Provision of Outpatient Therapy Services**

Patients are typically admitted for outpatient services once a prescription is obtained. For PT services, a written prescription is not required based on CT state law. The prescription can be brought by the patient or faxed and/or mailed by the patient or referral source. It should contain the patient's name, date of birth, address, phone number, medical diagnosis, onset date, specific therapy services ordered and insurance information, and the physician's dated signature, address and phone number. However, it will be processed with the patient's name, medical diagnosis, specific therapy services ordered and physician's signature while other information is being obtained via communication with the referral source. The patient's insurance will be verified to ensure it is active and the evaluations will be scheduled for each respective order.

For therapy to be provided to an individual in the outpatient clinic, therapy services must be considered:

- Restorative in nature and appropriate for the patient's condition
- Require the skill of a licensed clinician to design, implement, and progress a plan of treatment or maintain the current level of function.
- Preventative of further functional decline for degenerative conditions. Of note, skilled intervention is still required during any maintenance therapy.
- Indicated for design of appropriate home exercise program with instruction to patient and/or caregiver.

**Patients will be treated in Outpatient Therapy when:**

- Mobility deficits interfere with daily living, employment, and/or schooling.
- Musculoskeletal, neuromuscular, cardiopulmonary, neurocognitive, visual/perceptual, and other disease processes or injury deficits interfere with functional mobility, and/or activities of daily living.
- Musculoskeletal, neuromuscular, cardiopulmonary, neurocognitive, visual/perceptual other disease processes, or injury deficits reduce an individual's ability to interact with the environment safely, independently and/or effectively.
- Conditions in which pain or other sensory dysfunction interfere with functional mobility and/or activities of daily living.
- Musculoskeletal, neuromuscular, neurocognitive, visual/perceptual, respiratory and other disease processes or injury deficits reduce an individual's ability to communicate via oral-motor and motor-speech, verbal expression, auditory comprehension, reading comprehension, written expression, pragmatic skills, and other non-verbal communication skills.
- Musculoskeletal, neuromuscular, neurocognitive, respiratory or other conditions such as post-surgical conditions interfere with an individual's ability to achieve normal nutrition via swallowing.
- Special techniques or procedures are required for the patient to achieve functional mobility, communication and increase independence in activities of daily living.
- Special equipment and/or devices are required for the patient to achieve functional mobility, communication and increase independence in activities of daily living.
- Functional mobility and level of ADL independence is below premorbid abilities and the patient desires treatment for these impairments.

## **Discharge Criteria**

### **Inpatient Discharge Criteria:**

1. Patient has stable vital signs, has returned to either baseline orientation or premorbid state, has a satisfactory airway, has stabilized or resolved acute problems, and can be cared for in a less acute environment.
2. Patient has met program goals, stabilized or requires physician intervention less than twice weekly.
3. The discharge plan goals have been met. Services are in place for either home or transfer to another facility. These services are deemed safe and appropriate for the patient's care.
4. Patient no longer meets any other screening criteria for continued stay.
5. Patient's progress has plateaued or maximum functional gains have been achieved.
6. Patient develops a medical condition/complication that requires intense services in a short-term acute care hospital or transfer to the medical division/program at Gaylord.
7. Patient has suffered a complicating medical or psychological condition interfering with his/her ability to participate in his/her program.
8. Patient left against medical advice.
9. Patient and/or caregiver are not participating in the discharge plan or have unrealistic goals the patient is unable to achieve.
10. Patient expired.

### **Outpatient Discharge Criteria:**

A patient may be discharged from treatment when they:

1. Have received the maximum benefit from the treatment program as documented by no objective changes in mobility, activities of daily living, motor, visual/perceptual, swallow, communication and/or cognitive functioning.
2. Is independent with all prescribed exercises and no longer requires skilled intervention from a clinician.
3. Have achieved the outcome long-term goal(s) as stated and as documented by objective measurements.
4. Is functioning at premorbid status.
5. Is functioning at a level that is safe and appropriate for their daily needs.
6. Chooses to discontinue services.
7. Are deemed appropriate to be serviced in another setting, such as home care.
8. Have experienced a change in their condition that requires the patient to cease outpatient therapy for any length of time.
9. Are out of compliance with the Gaylord's attendance policy.
10. Do not comply with Gaylord's policies regarding safety.
11. Refuse to participate in therapy activities.
  - a. Are admitted to a hospital.
12. Are discharged from therapy by a referring physician.
13. Are out of compliance with the Inappropriate Patient Behavior Policy (Workplace Violence Prevention).
14. Patient expired.

### **Program Description:**

Upon admission to the neuro/orthopedic program, the patient receives thorough evaluations by all team members and an individualized care plan is developed for the patient. Activity limitations, behavioral status, cultural needs, impairments, intended discharge/transition environment, medical acuity, medical stability, participation restrictions, environmental needs and psychological status are all considered. Goals, frequency of therapy and length of stay are individualized to the patient's needs and tolerance as determined through the evaluation process. This is reevaluated continually throughout the patient's stay. For inpatients, this is reevaluated formally at weekly team conferences. Length of stay is individualized, however, the average length of stay for inpatients is three to six weeks, depending on the diagnosis. For outpatients, the length of stay varies by diagnosis.

### **Our Interdisciplinary Rehab Team:**

- **The person served:**

The rehabilitation team centers on the person and their goals. As the most important part of the rehabilitation team, the person served (and their family/support system if desired) collaborates with the other team members to learn, understand, provide input and make progress. It is important that the team has the input of the person served on all areas of the treatment plan to best serve the person's needs and meet their goals.

- **Physician/LP:**

The physician is the team leader. This professional may be a specialist in physical medicine and rehabilitation/physiatry or internal medicine. Since patients have survived a very severe and, in many cases, life-threatening illness or injury, continued management of medical complications beyond the acute care hospital is essential. Without medical stability, full participation in a rehabilitation program would be impossible. The physician will assess many aspects of the ongoing healthcare needs of the person served. Both pre-existing and new medical problems will be evaluated, monitored, and managed. The medical team may also include a physician's assistant (PA) or a nurse practitioner (APRN), who plays key roles in managing the neurologic or orthopedic condition and ongoing healthcare needs.

Upon admission, the attending physician will provide a comprehensive evaluation. The physician looks at the unique aspects of care in a person's specific neurologic or orthopedic condition such as evaluating for abnormal tone, bladder function, bowel function, body composition, circulation, dysphagia, aphasia, cognition, pain, respiration, skin integrity, infection management, medication management, DVT/PE prevention, men's and women's health issues, neurological changes and nutritional needs. Lab and diagnostic tests are also completed based on patient needs. Based on this evaluation the physician provides orders to the rehab team. Consultants can also be called in to see inpatients, or referrals can be made on an as-needed basis including OB/GYN, pulmonology, critical care, ENT, urology, plastics, neurology, neurosurgery, hematology,



infectious disease, neuropsychology, psychiatry, nephrology, cardiology, orthopedics, podiatry, ophthalmology and neuroptometry.

- **Nursing:**

We have 24-hour nursing care provided by licensed registered nurses, licensed practical nurses and certified nursing assistants. We have several certified rehabilitation registered nurses (CRRN) on staff.

A registered nurse is responsible for establishing a plan of care based on the needs of the patient as identified by the nurse. The ultimate goal of rehabilitation nursing care is helping people regain control of and responsibility for their lives. The focus is on the person served becoming more independent and less reliant on others as discharge approaches.

The nurse ensures that each person receives adequate nutrition and rest, administers medications and performs treatments ordered by the physician. Monitoring the person to prevent or correct problems such as skin integrity, infection, and weight management is very important. Nursing provides education and training related to bowel and bladder management. Physical, cognitive, social and emotional reactions are also observed and recorded.

Rehabilitation nurses work closely with other team members in evaluating and helping the person served practice on the unit the functional skills taught during therapy sessions. Because the family/support system is part of the team, education and participation in their relative's care is necessary. Correct techniques are taught to the family in the therapy departments and on the nursing unit. Once these techniques are learned, the family will be encouraged to help whenever they are present. Adequate family training not only makes the transition from hospital to home possible but often can mean the difference between the person served being able to go home or to another facility.

- **Wound Care**

**Wound Care Specialist:**

Our team includes APRN-trained wound care specialists, an RN certified in wound and ostomy care and a physician who completed a Fellowship with The American Professional Wound Care Association. A wound care specialist is a clinician who is specially trained and certified to evaluate wounds and determine the appropriate treatment. The wound may have resulted from an accident, surgery, pressure or other causes.



**Wound Care Team:**

The wound care team is a group of multidisciplinary clinicians who are specialty-trained to evaluate wounds and determine the appropriate treatment. This team is part of a multidisciplinary group comprised of therapy, LP, nursing, nutrition, psychology/social worker and care management to create a treatment plan. An RN (wound and ostomy certified) was also added to the team this past year to assist with follow-up care and added continuity.

- **Care Management:**

The care manager (CM) coordinates healthcare services through the collaborative multidisciplinary team approach. CMs are involved in reviewing the appropriateness of continued stay, providing education and support to hospital staff regarding community resources, managed care issues, or payment/payer issues.

Discharge planning is initiated early on during the inpatient stay. The CM develops and revises individualized discharge plans as indicated by the team's assessment, and the patient's response to treatment. Many factors including the psychosocial, physical, educational and cultural aspects are considered when developing a plan. It is the role of the CM to ensure that the person served has a plan of care that promotes a safe and timely discharge, and to evaluate the overall plan for effectiveness. The CM involves both the person served and the family in formulating goals for a safe discharge and provides the link between provider and payer organizations, physicians and the community in transitioning a person through the healthcare continuum.

- **Occupational Therapist:**

The role of occupational therapy (OT) is to improve the ability to perform activities of daily living skills such as eating, bathing, dressing, toileting and home management through programs that increase range of motion, strength and coordination. OTs teach techniques of adaptation and patients are fitted with splints and adaptive equipment as needed. Families are encouraged to participate in treatment sessions to promote adjustment to the home environment. OTs will provide demonstrations and training to family members in the areas of self-care and mobility in preparation for a safe discharge home. Recommendations for assistive technology, DME, home/environmental modifications and driving assessment referrals will be explored by the occupational therapist.

- **Physical Therapist:**

The role of physical therapy (PT) is to assist the person served in attaining the highest level of mobility possible. The physical therapist will conduct an evaluation of strength, sensation, tone and coordination of the legs. The therapist will also evaluate endurance, balance, as well as important mobility skills necessary for getting out of bed to walk,



move from/to a bed or wheelchair (“transfer”), or use stairs. Gaylord has services available to evaluate for custom braces, prosthetics and wheelchairs.

Family education and training is an essential component of recovery. In consideration of a person served/family goal for a discharge to home, it may be advised for the appropriate family members to attend treatment sessions for training to assist the patient with safe mobility in the home environment. Recommendations for necessary assistive equipment and continued therapy services are made by the physical therapist prior to discharge.

Our physical therapy team includes board-certified neurologic clinical specialists and therapists who have attended focused continuing education on neurologic conditions, amputation and orthopedics.

- **Speech-Language Pathology:**

The role of the speech-language pathologist (SLP) is to improve your swallowing, communication and cognition. The doctor will order an evaluation of swallowing, communication and/or cognition, if appropriate. Following the evaluation(s), an individualized treatment plan is developed. Goals are set by the person served, family members and therapist geared to assist with the return to the highest level of function. Examples of speech therapy goals include returning a patient to eating the least restrictive diet if the person is on a nothing by mouth (NPO) or modified diet, using a speaking valve if a tracheostomy is in place, or remembering newly learned information. Treatment is given in individual speech therapy sessions and group therapy if appropriate. Families are encouraged to participate in treatment sessions to promote the implementation of all skills/strategies learned.

To assist with the goal of improving swallowing, the speech pathology department has the capability to provide bedside swallow evaluations, modified barium swallow (MBS) evaluations and fiber optic endoscopic evaluation of swallow (FEES). To assist with the recovery of speech and verbal expression speaking valves and alternative means of communication are available. The speech therapy department has specialists with training in assistive technology and swallowing.

- **Therapeutic Recreation:**

Therapeutic Recreation (TR) uses leisure and recreation programs to improve an individual’s quality of life and physical, cognitive, social and emotional function. TR helps to improve abilities, enhance independence and make participation in recreation possible. TR offers activities that address the physical, cognitive, social, emotional and creative needs through engaging in activities of interest to each individual. Some examples of activities may include board games, cards, Wii or video games, arts and

crafts, iPad use, sports and community re-integration. Leisure education teaches or enhances recreation skills and attitudes that will be used throughout life. It can help one to discover new and exciting activities through interest exploration and to re-familiarize one with their community. Leisure education also helps an individual continue participating in activities of interest through adaptive equipment.

- **Respiratory Therapy:**

The Respiratory Care practitioners at Gaylord Hospital are available 24 hours a day, seven days a week. The Respiratory Therapist (RT) plays a key role in the management of our patients. As needed, the RT will initially assess for any and all respiratory needs including oxygen, medication therapies, airway clearance modalities and airway interventions. The RT works together with the interdisciplinary team to best coordinate all aspects of a person's care. The RT works with members of the interdisciplinary team to monitor respiration and oxygen needs to help facilitate speech, ambulation and return to everyday activities. The RT staff provides education on breathing interventions to maintain optimal respiratory function.

- **Food and Nutrition Services:**

A Registered Dietitian (RD), upon nutrition consultation, will evaluate and monitor the nutritional status of the patient and provide guidance for the person, family and team. Interventions may include education about healthy food choices to help manage chronic health conditions and assistance with managing poor appetite or the addition of nutrition supplementation. The dietitian also assesses and may modify a tube feeding regimen as needed. The RD works closely with the speech-language pathologist when a modified consistency diet is needed due to swallowing problems. A representative from the Food & Nutrition department meets with inpatients daily for individual menu selections.

Nutrition education may be provided in both group and individual sessions. Continued nutrition support and counseling may be recommended after discharge on an outpatient basis.

- **Psychology:**

The role of psychosocial services is to evaluate current functioning, including assessment of affect, personality characteristics, behavior, cognitive abilities, adjustment to disability, substance use and behavioral health. Following the evaluation, treatment recommendations for psychosocial and other related services are made. Treatment may include individual, couple and family/support system counseling and/or group therapy, as well as cognitive/memory rehabilitation.



- **Pastoral Care:**

Hospital chaplains have specialized training and have been authorized by a formal religious body to minister to patients, families and staff in a healthcare setting. The goal of the chaplain is to help facilitate a person's use of his/her own faith, belief system, religious experience, or heritage during a crisis. The chaplain can help provide religious resources, act as a helpful liaison with various religious bodies or communities, or assist the patient and family in using faith and spiritual values to gain emotional support or spiritual strength. Our chaplains meet with our patients and/or their families at their request and at times provide structured services.

## **Clinics and Services**

### **Wheelchair Assessment Services:**

Gaylord's Wheelchair Assessment Services (WAS) is directed by a certified assistive technology practitioner (ATP) in collaboration with contracted equipment vendor(s) with a goal to maximize a person's seating positioning and mobility from a wheelchair level. Using lightweight wheelchairs, power wheelchairs and specialty cushions persons served can trial equipment during their stay as an inpatient or as an outpatient when accessing the clinic.

### **Orthotics and Prosthetics Clinic:**

Gaylord has orthotics and prosthetic services available for inpatients and outpatients. Inpatient has a scheduled weekly service that utilizes a team approach with a physiatrist, physical therapist and contracted certified prosthetists-orthotists (CPO). Evaluation, fabrication and follow-up services are available. Outpatient schedules or refers on an as-needed basis.

### **Aquatic Therapy:**

Gaylord's 75-by-25-foot therapeutic pool is specially designed for people with disabilities. The water is maintained at a temperature between 88 and 90 degrees F. Pool features include:

- 2-foot wide ledge for easy wheelchair access
- Hydraulic lift
- Ceiling lift
- Stairs with rails
- Adaptive exercise and swimming equipment
- Bench in the water for those who need to sit while exercising
- Accessible locker rooms and showers

The pool has an aquatic therapy staff that consists of PTs, OTs, exercise physiologists, rehab aides and lifeguards who have received training in aquatic therapy. Individual sessions, group



sessions, community aquacize groups and recreational opportunities are available to inpatients, outpatients and community members.

**Community Reentry:**

Community Reentry is a group session provided at Gaylord Hospital. The purpose of community reentry is to provide an opportunity for exposure to community barriers, increase knowledge of leisure resources in the community, increase skill building through on-site therapy intervention, provide opportunities for social interaction and increase physical and/or cognitive functioning. Criteria for participating in the group include but not limited to being medically stable and cleared by the physician to leave the hospital for 1 ½ hours for community trips.

**Care Across the Lifespan:**

We offer and encourage annual follow-up visits with a physiatrist, a doctor of physical medicine and rehabilitation. Appointments may also be scheduled sooner if needed. The doctor monitors function and medications and provides a resource assessment to maximize a person’s quality of life. Outpatient therapy services are available on an as-needed basis. Gaylord is committed to serving the rehabilitation needs of a person throughout their lifespan, from adolescence through the aging process.

**Support and Advocacy**

**Amputee Peer Mentor Program:**

Gaylord has a very strong amputee peer mentor program. Amputees who are at least one-year post amputation can be trained as peer mentors. Gaylord’s amputee peer mentors have been trained by either the Amputee Coalition of America or AmPower. Our peer mentors are available to meet in person, via phone or video conference depending on patient/peer preference as well as infection prevention restrictions in place at the time of the visit.

**Amputee Support Group:**

Gaylord sponsors and hosts a monthly amputee support group. This group is attended by amputees living in the community and inpatients. Families are also welcome to attend. The support group is a source for education and support for all levels of amputation.

**Community Support Groups:**

There are a variety of support groups available in the community. Gaylord can provide information to you regarding these resources to help you find a support group in the community that meets your needs.

**Adaptive Sports Program:**

Gaylord Hospital’s Sports Association is dedicated to improving the lives of persons with

physical disabilities and visual impairments through adaptive sports and recreation. The program is known throughout New England for providing exceptional opportunities for people with disabilities. We offer the most diverse adaptive sports program in the state of Connecticut, with 16 different sports, ranging from introductory recreation activities to highly competitive sports teams. Sports include:

- Archery
- Cycling
- Boccia
- Veteran's Fishing
- Golf
- Kayaking
- Wheelchair Rugby
- Skiing and Snowboarding
- Sled Hockey
- Wheelchair Tennis
- Rock Climbing
- Paratriathlon
- Water Skiing
- Yoga
- Pickleball
- Virtual Adaptive Boxing

## Technology

**Augmentative and alternative communication (AAC)** incorporates the communication methods used to supplement or replace speech or writing for those with difficulty producing or understanding language. AAC is used by those with a wide range of speech and language impairments. AAC can be a permanent addition to a person's communication or a temporary aid.

The purpose of AAC is to facilitate meaningful participation in daily life activities. Special augmentative aids, such as picture and symbol communication boards and electronic devices, are available to help people express themselves. This may increase social interaction, performance, and feelings of self-worth. AAC should be used when communication needs are not being met and to express his or her own feelings, thoughts, wants and needs.

A team approach is utilized when providing AAC services. A speech-language pathologist will identify the need for AAC and perform an assessment to determine the most appropriate AAC techniques and equipment. The SLP then develops material, programs a device, and trains the patient, family, and other team members regarding use. An occupational therapist may assist in determining the most effective ways to access communication aides and a physical therapist to determine the most effective positioning for the patient.

**Assistive technology (AT)** is any item, piece of equipment, or product system that is used to increase, maintain, or improve functional capabilities. Assistive technology can be off the shelf, modified or customized. Assistive technology enables a person to fully participate in meaningful activities and fulfill life roles. Trained therapists work collaboratively with individuals to



determine the most effective and efficient piece of AT to meet an individual's needs. Therapists may recommend devices to help people be more independent with feeding, bathing, dressing, communicating, cooking and/or accessing their home environment. Assistive technology also includes devices that increase mobility, computer access and communication. Assistive technology may be considered 'low-tech' or 'high-tech'. Low-tech equipment may include a long-handled reacher or elastic shoelaces. High-tech equipment may include an environmental control unit that can control lights and simple appliances in your home.

Some examples of technology that Gaylord utilizes are:

- EKSO
- Functional Electrical Stimulation (FES)
- Bioness
- Saebomas
- SmartWheel
- Pressure Mapping
- Positioning Equipment
- Braces and Prosthetics
- FEES
- Visi-Pitch
- Environmental Control Units
- iPads
- Dragon Dictate
- Zero G
- Alter G
- BURT
- Synchrony
- Smartboard

## Education

### Patient Education:

Patient education is a very important aspect of the rehabilitation process. The treatment team provides individual and family education in regard to the unique aspects of a person's neurologic or orthopedic condition.

Regarding amputations, Gaylord created a unique amputee education manual that answers many common questions, issues and resources for a person dealing with limb loss.

### Staff Education:

Gaylord is also committed to the education of its staff. We have many in-house in-service opportunities and encourage staff to attend outside educational opportunities and seminars.

### Community and Professional Education:

Gaylord is involved and dedicated to educating the general community and professional community. Many of our staff have presented at outside conferences and to community groups and others are adjunct professors at local colleges and universities.



## Research

Gaylord has a long history of research dating back to its time as a TB sanitarium. In 2020, those research efforts were advanced through the generosity of George and Carol Milne and the creation of the Milne Institute for Healthcare Innovation.

The Milne Institute focuses on three areas: Research, Applied Technology, and Product Development.

In research, the Milne Institute collaborates with internal and national experts to progress the rehabilitation field in various specialties, including gait and balance, cognitive screening, and dysphasia. With the Milne Institute, Gaylord can provide additional support for practical bedside rehabilitation research, and share its expertise and research findings with clinicians and patients nationwide. The Milne Institute also seeks out new rehabilitation technologies that can improve the outcomes and experiences of Gaylord's patient-clinician teams. Over \$1M has been invested in new technologies since the inception of the Milne Institute. The Milne Institute sees product development as an intersection of these other two areas. Working with early commercialization and startup companies to test their products and evaluate their market viability, the Milne Institute ensures Gaylord clinicians have access to cutting-edge technology while giving companies access to expert rehabilitation clinicians. The Milne Institute has been successful including several peer-reviewed articles, presenting numerous posters at national and international conferences, and the development of hundreds of research projects. We continue to grow and expand.

## Future

Gaylord staff and leadership continually work to improve programs and services looking at expanding expertise, innovation, and dedication for those who are affected by neurologic or orthopedic conditions. Our goal is to continually expand our services and our footprint, becoming a nationally and internationally known destination center for rehabilitation. Gaylord is proud of the investment in staff, technology, education, research, and expert clinical care. We acknowledge the broad spectrum of care required by people throughout their lifetime and are committed to the continued provision of services ranging from prevention, to inpatient care, to long term follow-up as an outpatient. At Gaylord, we ***Think Possible.***

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