



Choosing the right care

A COMPREHENSIVE GUIDE
TO INPATIENT REHABILITATION

A LETTER FROM DR. LISA CHARBONNEAU

Chief Medical Officer, Encompass Health



After a serious illness or injury, you and your loved ones might be wondering what's next. You want to be home, and you want to get back to those activities that matter most to you. However, you need to build up your strength in order to do all those things safely.

As the nation's leading provider of inpatient rehabilitation, that's what we at Encompass Health strive to help you do.

Combining a hospital level of care with physical, occupational and speech therapy, we create individualized plans to help you achieve your unique goals.

As a patient, you have a right to choose the care you receive, and at Encompass Health, we want to ensure you have the tools and knowledge you need to make the right choice to get back home and to what matters most.



Dr. Lisa Charbonneau, Chief Medical Officer



TABLE OF CONTENTS

What is patient choice?	3
Understanding inpatient rehabilitation	4
Compare your care options	5
Programs and conditions	6
Your care team	7
Getting back to activities of daily living	8
Learn about our REAL Therapy	9
Technology used in inpatient rehabilitation	10
What to expect in inpatient rehabilitation	11
Frequently asked questions about Medicare and insurance	13
Frequently asked questions about inpatient rehabilitation	15



Hear from our patients:

Each patient's story is different. Throughout this guide, you can read about patients who chose Encompass Health for their care.



Milton's story: Getting back to the love of his life

When Milton White was admitted to Encompass Health after a stroke, he was struggling to walk on his own, perform activities of daily living and remember important information. Not only did he want to be able to better care for himself, he wanted to get back to the love of his life—his wife Grace.

During inpatient rehabilitation, our care team customized a plan that helped White safely return home to his wife taking into account his pre-existing conditions, goals and current condition. Motivated by the people who helped him regain his independence, White wrote a poem about his recovery and what it meant to have the support from those who interacted with him each day at the hospital. "Thank God for Encompass Health, for all you do, I'm doing better because of you," he wrote.

Daily brain games with his nurses helped him sharpen his memory. Working with therapists, White was able to build strength and endurance to walk a little further each day. With each small improvement in his mobility, his confidence grew. He says his therapists always maintained calmness that helped him through his toughest times. After three weeks, White returned home to his wife, and regained the ability to climb up and down the steps of their church to attend services together.

What is patient choice?

After a hospital stay, your physician or case manager may recommend you transition to another care setting to ensure you recover to your fullest potential. These settings—known as post-acute care—include home health, skilled nursing homes, long-term acute care hospitals and inpatient rehabilitation.

In 2019, the Centers for Medicare & Medicaid Services updated its discharge planning rules to require providers to inform you of your choices when it comes to your post-acute care options.



Your care team could refer you based on your abilities and goals, but as a patient, you have the ability to choose which provider you or your loved one go to.

In fact, it is your right as a patient. The Centers for Medicare & Medicaid Services refers to this as patient choice.

Understanding INPATIENT REHABILITATION

Inpatient rehabilitation provides a hospital level of care with intensive therapy to help you regain independence and ultimately return to your community after an illness or injury.

OVERVIEW: Inpatient rehabilitation vs. skilled nursing home

In an **INPATIENT REHABILITATION HOSPITAL**, you will benefit from:



Three hours of therapy a day, five days a week: This will be spread out throughout your day to allow you rest and recovery



Physician* visits at least three times per week and 24-hour nursing care: You'll be assessed by a rehabilitation physician frequently as well as other physicians as needed, and nurses are available to meet immediate medical needs



A shorter stay: The average length of stay in inpatient rehabilitation is about two weeks



An interdisciplinary care team focuses on you and your goals: Your team includes doctors, nurses, therapists, dietitians, case managers and more



A focus on independence: Therapies are designed to increase functional independence, build confidence and improve quality of life



Reduced risk of transfer back to an acute care hospital: Specialized care increases chances of a safe return to your community

In a **SKILLED NURSING HOME**, you will receive therapy and nursing care, but unlike inpatient rehabilitation hospitals:



There are no legal requirements mandating the number of hours of nursing care or therapy per day



Physician visits are less frequent and only required one time per month by CMS



Your stay will likely be longer (about a month)

Source: MedPAC March 2018 Report to Congress, Internal Reporting *UDS outcomes 2020

*Encompass Health provides access to independent physicians.



CHECKLIST: **Compare the care**

Print and complete this list as you compare Encompass Health to other care settings you're considering.

	ENCOMPASS HEALTH <small>(dedicated inpatient rehabilitation hospital)</small>	ANOTHER OPTION YOU'RE CONSIDERING
1. A Medicare-certified Inpatient Rehabilitation Hospital (IRF), accredited by a recognized organization	✓	
2. Spacious, well-equipped therapy gyms and cutting-edge rehabilitation technology to help you fulfill your potential for recovery	✓	
3. Your care is overseen by a rehabilitation physician who sees you at least three times a week.	✓	
4. Required monitoring of your progress and rehabilitation results	✓	
5. Care focused on helping you return to your community after inpatient rehabilitation	✓	
6. Expert physical, occupational and speech therapists who provide an individualized treatment plan based on your individual needs	✓	
7. Clinical staff who work as a team and conduct a team meeting each week to assess your progress and care plan	✓	
8. Therapy is required at least three hours daily, five days per week.	✓	
9. You and your family meet regularly with physicians and your care team to discuss progress and address concerns.	✓	
10. Staff sets you up for success upon discharge by advising on outpatient services and/or home health care if needed to continue your recovery.	✓	

The trusted choice in inpatient rehabilitation

At Encompass Health, we are proud to set the standard in inpatient rehabilitation. Your success starts with a dedicated team of professionals that works together throughout your stay to deliver high-quality, specialized care.

You'll participate in advanced therapies using innovative technologies proven to help patients achieve their unique goals and return safely to their homes, families and communities.

Targeted programs and therapies successfully address many conditions, including:

- Amputation
- Arthritis
- Bowel and bladder
- Brain injury
- Burns
- Congenital deformity
- COVID-19
- Diabetes
- Hip fracture
- Joint replacement
- Neurological disorders
- Parkinson's disease
- Spinal cord injury
- Stroke

conditions

Advanced therapies include physical therapy, occupational therapy, speech therapy, respiratory therapy and more. Other therapies and programs* include:

- Balance and vestibular rehabilitation
- Cardiac care
- Oncology
- Outpatient care
- Pain management
- Pulmonary
- REAL Therapy (see page 9 for details)
- Spasticity management
- Trauma therapy

* Programs and therapies may vary, so check your location to see what is available.



LeeAnn's story: Finding joy in inpatient rehabilitation

LeeAnn Schmitt came to Encompass Health after a fall in her home left her with a broken hip and femur. It was the same hip she'd broken a few years prior in another fall. After undergoing surgery, her doctor recommended she come to Encompass Health for inpatient rehabilitation. At first, she was skeptical. "I was pouting like a 5-year-old. I just wanted to go home," she said. However, her perspective shifted as she worked with her therapists and nurses toward improved mobility and independence. A board in her room that projected her discharge date and charted her daily goals and accomplishments was a motivator for Schmitt. She also enjoyed celebrating other patients as they reached their goals and returned home.

After three weeks at Encompass Health, Schmitt got her big celebration and returned home to her husband, children and nine grandchildren. "Going to Encompass Health was the best decision I ever made. Watching others reach a milestone keeps you from pitying yourself. And it was without anyone having to say anything. Just watching them succeed and making progress was everything."

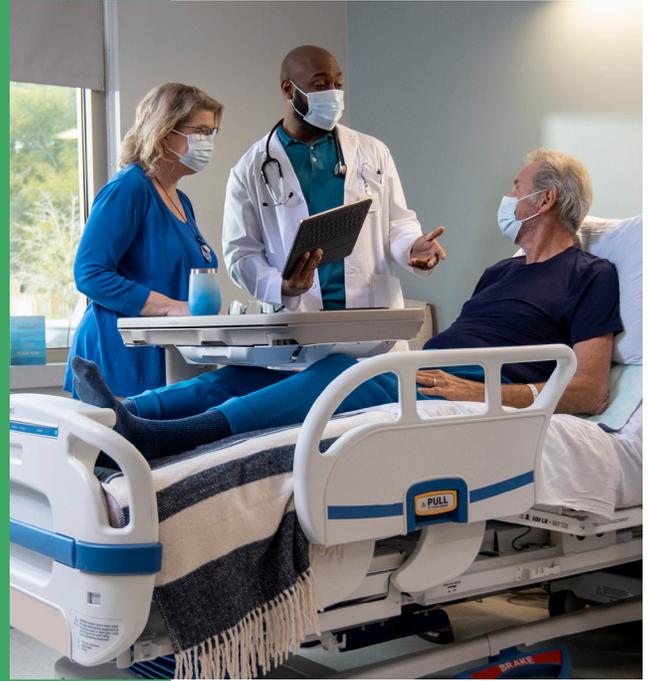
therapies

Your care team

We are proud of our collaborative approach that brings caregivers together to develop plans that fit your needs and goals. Throughout your stay, your care team meets weekly to access your progress and adjust as needed.

Your care includes:

- Visits from your rehabilitation physician at least three days per week
- Physical therapy to help increase physical function, mobility, strength, balance and safety
- Occupational therapy to promote independence in self-care, home management and work skills
- Respiratory therapy to help patients with their lungs and respiratory system if their breathing is affected by injury or surgery
- Speech-language pathology to help overcome communication disorders, speech challenges and swallowing problems
- Dietary care from registered dietitians who oversee each patient's meals to ensure proper nutrition
- You'll be cared for 24/7 by nurses, many of whom are certified in rehabilitation
- On-site medical specialty care such as internal medicine, infection specialists and wound care as needed



“When my dad was a patient, the one thing he wanted to do was drink a cup of coffee. So simple! We take that for granted; I drink a cup of coffee every day. But they helped him achieve that goal, and he enjoyed the cup of coffee. It brought him joy. I come to work every day with that goal in mind: to help my patients achieve that same joy.”

**–Ruth Shuler,
Nurse Manager**



“As therapists, we can really impact and change people's lives. I wanted to be a piece of that puzzle—to help someone get their life back on track and get back to doing the things they love.”

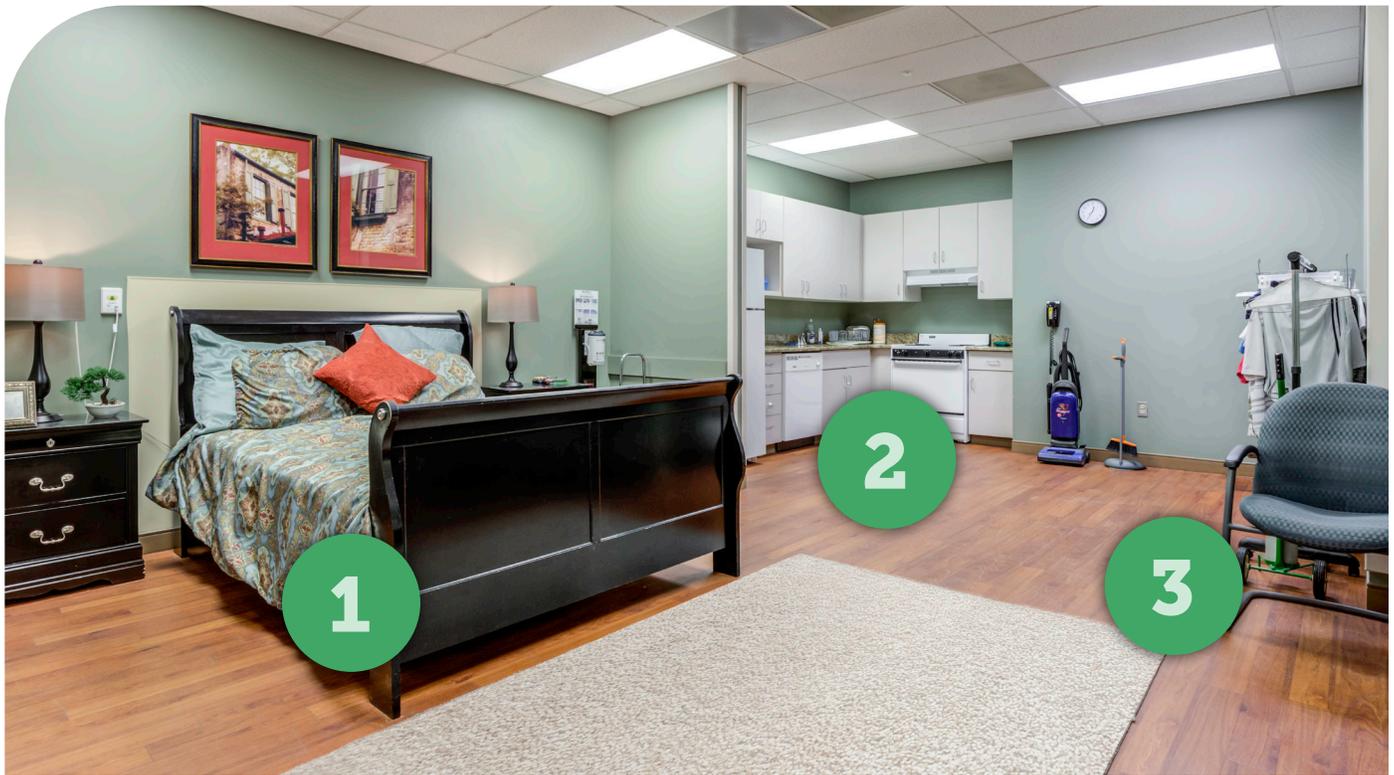
–Austin Sparks, Occupational Therapist



Getting back to everyday activities

A big part of your rehabilitation will be working on your activities of daily living, also known as ADLs. These are the everyday activities that, prior to your injury or illness, you performed automatically. They can include tasks such as eating, grooming and personal hygiene. In addition to ADLs, your rehabilitation should also focus on instrumental activities of daily living or iADLs. These are more complex but equally important to your recovery and helping you regain your highest level of independence. They include preparing meals, managing finances and keeping track of medications.

At Encompass Health, ADL suites help you practice both ADLs and iADLs in a safe but realistic setting. ADL suites feature a kitchen, bathroom and bedroom.



1

.....

A bedroom and bathroom to help you practice safely getting in and out of bed and performing personal hygiene tasks.

2

.....

In the kitchen, you'll work with therapists to practice daily tasks such as cooking, cleaning, reaching and more.

3

.....

The suites are stocked with household tools such as vacuum cleaners and laundry supplies to let you practice these tasks in a safe space.

ADL suites vary by hospital so check with your case manager or liaison to find out about the location near you.



Getting REAL

A successful therapy program is one that focuses on function and getting you back into the community. Encompass Health's REAL Therapy program was designed to do just that.

REAL Therapy is a community simulation gym unique to Encompass Health hospitals that has a variety of scenarios designed to mimic normal daily activities to help you feel more confident. REAL Therapy simulation stations might include:

- 1** Restaurants and delis
- 2** Grocery stores
- 3** Car transfer and gas stations
- 4** Laundromats

REAL Therapy options vary by location. Check with your case manager to find out what is available at the Encompass Health location near you.





State-of-the-art TECHNOLOGY

We apply the most innovative and advanced technologies to our programs to meet the needs of each patient. Depending on your needs and goals, your care plan might include technology that helps patients with:

- Balance
- Blood circulation
- Driving
- Mobility
- Hand-eye coordination
- Sensory training
- Speech and language delays
- Swallowing
- Walking

Robert's story: Walking safely again with the help of LiteGait

When Robert Schneck developed Guillain-Barre syndrome, his wife Pam knew she wanted him to recover at Encompass Health. Having been a patient there herself, she knew the rehabilitation hospital offered the comprehensive therapy Robert would need to get him back on his feet. Schneck arrived at Encompass Health unable to walk and had difficulties with balance and sitting upright. Schneck wanted nothing more than to be able to walk again.

Using the LiteGait, a harness system that supports patients, Schneck practiced walking safely while building back his strength in his lower body.

After three weeks, Schneck was able to walk again without the support of a walker. Two weeks after discharging from Encompass Health, Schneck was back to working in his yard, even volunteering to help in a neighbor's yard. He continues to travel and visit his family every chance he gets.



What to expect

If you choose an Encompass Health hospital, we want you to know what to expect during every step of your inpatient rehabilitation experience. Here's a look at the process from admission to discharge:

Preparing for admission

When you're ready, an Encompass Health liaison will gather information to assure you meet the requirements for admission and submit it for authorization if required by your medical insurance. Your liaison will provide you and your loved ones with a checklist of items to bring so you are comfortable and answer any questions or concerns.

Your first day

When you come to our hospital, you will meet your case manager. Your case manager is your primary contact throughout your stay and will coordinate your plan of care and ensure you and your loved ones are updated on your progress.

On your first day you'll also meet your care team and complete a detailed assessment of your medical and rehabilitation needs. This first step enables your care team to create a personalized rehabilitation plan to help you achieve your specific recovery goals.

Your care team

Your care team will meet weekly to discuss your progress and adjust your plan to keep you moving forward. After each team conference your case manager will meet with you to discuss progress and any updates to your plan of care, including your estimated discharge date. Your care team includes nurses, therapists, a rehabilitation physician, pharmacists, dietitians and more.

“Many of our patients arrive having had a major life change, and some are so overwhelmed that navigating through next steps can sometimes be crippling. The most rewarding part of my role is hearing a sigh of relief from a patient or their family once they realize the case management team is here to hold their hand through the entire process.”

–Sumer Herald, Director of Case Management



Your daily routine

You can expect at least three hours of therapy, five days a week. Your schedule will include physical therapy and occupational therapy, as well as speech therapy and respiratory therapy, if necessary. Therapy sessions are typically scheduled for morning or afternoon, leaving you to enjoy your evenings and get plenty of rest.

Your nurses will help you prepare for each day and ensure you have what you need to be safe and comfortable. Your nurses will also regularly check your vital signs, help with medication and ensure you are feeling well.

We serve breakfast, lunch and dinner each day. Drinks and snacks are always available.

Your loved ones are an important part of your recovery.

We encourage them to visit during visiting hours as often as possible.



Safety measures

The safety of our patients and staff is our most important responsibility. Our hospital follows guidelines established by the Centers for Disease Control and Prevention and the local Public Health Department for Patient and Staff Safety.

Discharge process

A case manager will work with your care team to develop a discharge plan that works best for you and your loved ones.



Anthony's story: Recovering from stroke physically and emotionally

Anthony Griffith currently works as a marketing liaison at Encompass Health Rehabilitation Hospital of Desert Canyon in Las Vegas. But his experience with Encompass Health started when he was a patient several years ago. After suffering a stroke at just 28 years old, Anthony chose Encompass Health for his recovery.

When his abilities to play sports were hampered by stroke, Griffith felt like a piece of himself was missing. Despite improving physically, he struggled with the emotional toll the stroke took on him. He found respite in Encompass Health's stroke support group. "When I went and opened up and got it all off my chest, it was the best I felt in I don't know how long. I couldn't wait to go back."

Griffith became a regular at the stroke support group, sharing his story with others and offering support however he could. Eventually, he came to work at Encompass Health helping patients understand their choices and the benefits of inpatient rehabilitation. "When I speak to patients there is an instant connection between us. More times than not I leave the hospital room feeling like I made a new friend." Griffith also oversees his hospital's stroke support group where he continues to make an impact in the lives of our patients and their loved ones.



Answers to **common questions** TO HELP NAVIGATE YOUR INSURANCE AND/OR MEDICARE COVERAGE

Will my care be covered in an inpatient rehabilitation hospital?

Health insurance coverage typically includes inpatient rehabilitation hospital care, but coverage does vary. Ask your insurer whether you need to obtain prior authorizations, stay in a specific network and be aware of any other considerations.

Will I need prior authorization with Medicare?

Medicare does not require prior authorization for inpatient rehabilitation. But your doctor must certify that you have a medical condition that requires intensive rehabilitation, continued medical supervision and a care team with doctors and therapists working together.

What is required for me to become eligible for inpatient rehabilitation?

No prior hospital stay is necessary to be admitted to an inpatient rehabilitation hospital (unlike coverage requirements for care at a skilled nursing facility/nursing home). But if you have commercial health insurance or a Medicare Advantage plan, you may need prior authorization.



What does Medicare cover in an inpatient rehabilitation hospital?

Medicare Part A (hospital insurance) is designed to cover medically necessary care in a rehabilitation hospital, specifically:

- Rehabilitation services including physical therapy, occupational therapy and speech-language pathology
- Nursing services
- Prescription medications
- A semi-private room
- Meals
- Other hospital services and supplies

Medicare Part B (medical insurance) is designed to cover your medical care:

- Doctor appointments
- Preventive care
- Medically necessary supplies such as a wheelchair
- Your deductible still applies for doctor visits

What costs can I expect with my Medicare benefits?

Medicare doesn't cover your deductible (the money you must pay before your coverage will start to apply). Part A also doesn't cover your coinsurance (the percentage of costs you must pay after you meet your deductible). You can either pay for your deductible and coinsurance yourself or get an additional Medicare plan (called a supplemental plan) to cover those costs not covered by/included in Part A.

FREQUENTLY ASKED QUESTIONS about **inpatient rehabilitation**

Can I request inpatient rehabilitation if my doctor recommends a different setting of care?

Yes, you can. You have a right to choose your care setting or request a particular provider. Your doctor must confirm that inpatient rehabilitation is medically necessary for your recovery.

What does “medically necessary” mean?

The term “medically necessary” depends on the care setting. For inpatient rehabilitation your doctor can refer you if you need physician visits, 24-hour nursing care and intense therapy to help you recover safely before returning home.

How long will my stay be?

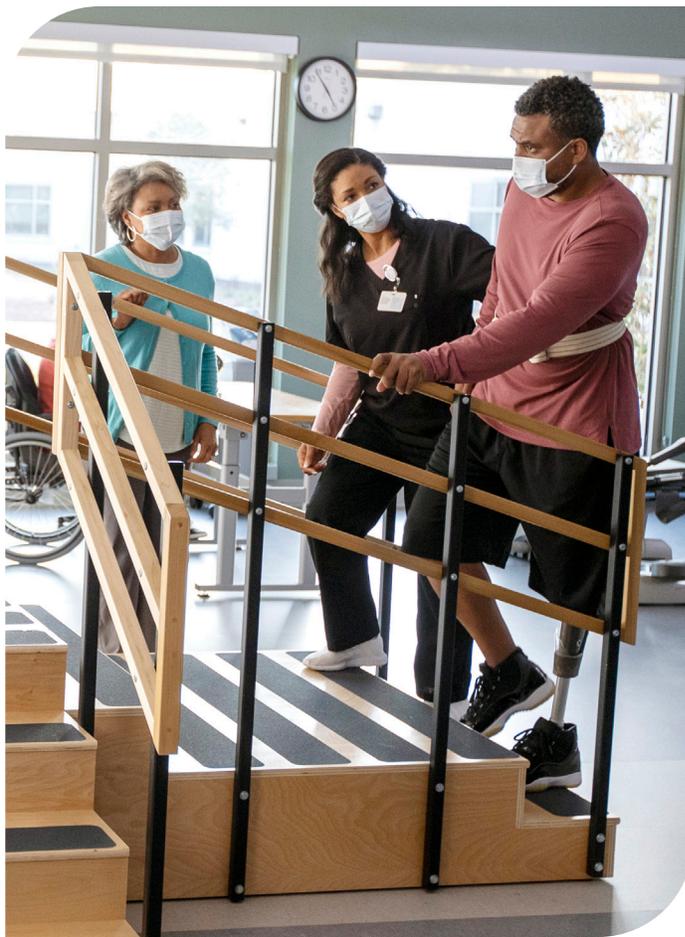
That depends on the complexity of your condition, but the average length of stay at an inpatient rehabilitation hospital is about two weeks, compared to that of a skilled nursing facility or nursing home, which is about a month.

What will my treatment look like?

At an inpatient rehabilitation hospital, you will receive care customized to your recovery goals. Your interdisciplinary team includes doctors, nurses, pharmacists, case managers, dietitians and physical, occupational and speech therapists. You will receive three hours of therapy a day, five days a week that will be spread out throughout the day. Rehabilitation physicians will evaluate your progress multiple times a week, and the care team meets frequently to discuss your goals and shape your treatment plan accordingly.

Can my family visit?

Family plays an important role in your rehabilitation. Visitors are welcomed, but check with your location on specific visiting hours. Your case manager will meet with you and your family before discharge to address your questions and concerns.





Our purpose

We serve our patients and communities through customized rehabilitation that exceeds expectations. Our care teams are committed to achieving the best possible outcomes and getting patients back to what matters most.

Visit encompasshealth.com to learn more or **find the location** nearest you.