



## Scope of Services

Helen M. Simpson Rehabilitation Hospital is committed to providing the highest level of safe, quality care to all those we serve. Our teams of medical rehabilitation specialists deliver carefully coordinated, comprehensive treatment to advance individual recovery. We embrace industry-recognized standards of excellence and strive for continuous quality improvement to optimize patient outcomes. These efforts have helped us earn the trust of patients, families, and colleagues across our communities.

In our 75-bed hospital, with locations in Harrisburg and Mechanicsburg, we offer highly integrated programs of care to treat patients' complex medical rehabilitation needs.

The Joint Commission accredits Helen M. Simpson Rehabilitation Hospital and has awarded us the Joint Commission Disease Specific Certification for Stroke.

## Who we serve

### Patient profile

Comprehensive inpatient rehabilitation services are provided to adults 18 years and older who have experienced an injury or illness resulting in the loss of function (abilities) in activities of daily living (ADLs), mobility, cognition and/or communication.

### Diagnoses treated

Our patients' diagnoses include, but are not limited to stroke, brain injury, spinal cord injury, neurological diseases (e.g., multiple sclerosis, ALS, polyneuropathy, Guillain-Barré syndrome, motor neuron disease), amputation, orthopedic injuries, including complex fractures and joint replacement, major multiple trauma, cardiac conditions and cancer. Patients who are ventilator-dependent are also eligible for admission.

### Admission guidelines

To be considered for admission, patients must be medically stable and demonstrate the need for at least two therapies, one of which must be occupational or physical therapy. They must also show the need for and potential benefit from acute rehabilitation. Additionally, patients should be able to participate in 15 hours of therapy per week. The therapy is customized to each patient's individual needs and tolerance.

Patients are admitted without regard to race, color, religion, ethnicity, gender identity/expression, sexual orientation, marital status, mental or physical disability, veteran or military status, creed and/or national origin. Our team works to ensure that individualized care

is based on each patient's cultural and language preference, gender/gender identity and ability to learn.

Patients who do not meet our hospital's admission criteria include those who are under the age of 18; actively require psychiatric services; present with behavioral limitations that pose an imminent risk to themselves or others and/or limit participating in an acute rehabilitation program; or have medical needs beyond the scope of services offered.

### **Referrals**

Referrals for admission are accepted from private physicians, hospitals, other post-acute providers, insurance companies and agencies serving persons with disabilities. Patients may be admitted from a hospital, surgery center, clinic, skilled nursing and long-term care facilities, or from home.

### **Insurance**

Our hospital participates with Medicare, Medicaid and most managed care plans, as well as workers' compensation and other insurance providers. Fee schedules are available upon request.

## **Assessing patient needs**

All patients are evaluated before admission to determine their potential to participate in and benefit from inpatient rehabilitation. This includes a review of their medical, physical, and cognitive condition, previous and current levels of function and psychosocial and cultural background.

Once admitted, patients are assessed by the rehabilitation team – including a physiatrist (a doctor specializing in physical medicine and rehabilitation), nurses, physical, occupational and, if indicated, speech therapists, dietitians and case managers. A behavioral assessment may also be performed if necessary. The team will then work with the patient to establish goals and tailor treatment to address impairments in mobility, self-care, speech, cognition and other areas. This plan is documented to guide care delivery and monitor improvement, and is modified as needed.

### **Special needs**

Our hospital also accommodates patients requiring special care needs, including colostomy care, gastrointestinal (PEG) feeding tubes, external fixators, indwelling catheter, intravenous lines (e.g., PICC lines, Hickman, ongoing IV therapy), dialysis, LifeVest, nasogastric (NG) tubes for feeding and hydration, orthotic and prosthetic prescription and training, peritoneal dialysis and tracheostomy tube.

## **Provision of care**

### **Hours of service**

Inpatient care is provided 24 hours a day, 365 days a year. Services include physical medicine and rehabilitation physicians, Internal Medicine physicians, nursing, pharmacy, laboratory and

radiology services. Physical, occupational and speech therapies are available seven days a week. The care team establishes patients' schedules.

### **Rehabilitation team**

The rehabilitation team is led by a physiatrist, a board-certified physician specializing in physical medicine and rehabilitation, and includes rehabilitation nurses, physical and occupational therapists, speech language pathologists, dietitians, pharmacists, case managers/social workers and other clinical, support and administrative staff.

A majority of our staff have advanced degrees and specialty certifications that enhance the delivery of expert care.

### **Therapy schedules**

The rehabilitation team sets each patient's treatment schedule. Patients are expected to participate in three hours of physical, occupational and/or speech therapy per day, five days per week. If unable to tolerate these hours due to certain medical issues (e.g., chemotherapy, radiation, and dialysis) or other extenuating circumstances, they may engage in 15 hours of therapy over a seven-day period. On average, patients participate in over three hours of therapy each day, Monday through Friday and less on weekends.

### **Scope of treatment**

We offer a wide range of evidence-based treatments, advanced techniques and innovative technologies to help rebuild strength and skills, restore function and mobility and maximize independence. This carefully coordinated, individualized approach guides patients toward their goals, including a safe and timely discharge to home or the next appropriate level of care.

### **Additional services**

To best meet patients' complex needs, we offer additional or ancillary services, including but not limited to: nutritional guidance and dietary services, pharmacy services, respiratory therapy, diagnostic radiology (including modified barium swallow evaluations) and laboratory services. Chaplaincy services/pastoral care are arranged upon request.

Also available are prosthetic and orthotic services, wheelchair and mobility evaluations, and vision assessments for patients with neuro-visual impairments. The interdisciplinary rehabilitation team helps determine and arrange these services.

### **Role of family/support network**

The involvement of family and caregivers is key to a patient's successful rehabilitation and safe discharge. The team will assess the family's ability and willingness to support and participate in the plan of care. Education, training, counseling and advocacy will be provided to help prepare them to meet the patient's needs going forward.

### **Practice guidelines**

Our hospital follows the standards and guidelines established by federal, state and local agencies, including the Centers for Medicare & Medicaid Services (CMS), and The Joint

Commission and national boards/associations of medicine, nursing, therapy, pharmacy and others.

## **Evaluating and documenting patient progress**

Ongoing assessment of a patient's medical condition, progress and changing rehabilitation needs is documented through the individualized, interdisciplinary plan of care, progress notes, team conference report, discharge summary and the 90-day post-discharge follow-up call.

### **Patient feedback**

We gather patient feedback through patient/family conferences, education and training sessions, leadership rounding, patient satisfaction questionnaires (e-Rehab survey), 90-day post-discharge follow-up calls and both inpatient and outpatient support groups. Also in place is a complaint/grievance process should any concerns arise.

### **Discharge planning**

Returning a patient to home and/or the community is the goal of rehabilitation. Our case managers work closely with the patient, family and rehabilitation team to determine the most appropriate discharge setting. The planning process begins at the time of admission and continues throughout the patient's stay with Care Partner meetings, multiple hands-on family training sessions and individual activities that support the successful transition from hospital to home.

As needed, therapists may provide an on-site or virtual home assessment to recommend modifications or special equipment that may help to ensure a safe discharge. The team will also assist in identifying vendors and other resources.

## **Our specialized programs and services**

The guiding philosophy of all our programs and services is to provide comprehensive, compassionate care and advanced treatment to individuals with complex medical rehabilitation needs from the time of injury or illness through long-term community follow-up. Our goal is to maximize each patient's medical, physical, psychological, behavioral, cognitive, social, recreational and vocational potential and quality of life.

### **Stroke program**

Our stroke rehabilitation program focuses on the often-complex needs of individuals who have experienced an ischemic stroke (when blood flow to the brain is blocked), hemorrhagic stroke (bleeding in the brain) or transient ischemic attack (TIA or a mini-stroke).

In addition to medical and nursing oversight, our experienced team of stroke/neuro rehabilitation specialists provide a range of physical, occupational, speech and cognitive therapies to improve recovery. This includes hands-on treatment and advanced technologies, including: videofluoroscopy and electrical stimulation to help diagnose and treat swallowing disorders (VitalStim and Synchrony); pressure mapping for skin integrity; Barihab tables for orthostatic retraining; overhead harness and aquatics to improve gait performance and

mobility; mirror therapy; robotic therapies – EKSO (exoskeleton), Armeo Spring and Bioness L300 and H200 -- to help build new neural pathways; prism adaptation treatment and Bioness Integrated Therapy Systems to address visual impairments; and Virtualis virtual reality to improve balance and upper and lower body coordination.

### **Amputation program**

Focusing on post-surgical, prosthetic, our program advances the recovery for individuals with lower extremity limb loss due to a traumatic injury or surgery resulting from vascular disease, diabetes, cancer, infection, excessive tissue damage, neuropathies or other conditions.

Our holistic, interdisciplinary approach assures proper wound care and limb management; increases an individual's strength, coordination and endurance and decreases pain; provides the expert fitting and custom manufacture of a prosthesis, through contractor, to meet personal lifestyle needs; trains individuals on the use and maintenance of their device; helps to avoid secondary complications; and facilitates the transition to life ahead. We also introduce advances in prosthetic design, make adjustments to current devices, offer guidance to meet changing lifestyle needs and provide access to a variety of resources.

### **Orthopedic program**

Individuals who have undergone joint replacement, experienced a musculoskeletal injury, sustained bone trauma, or have been diagnosed with a degenerative joint disease may be candidates for this specialized orthopedic rehabilitation program. Treatment is tailored to individual needs to build strength and endurance, restore physical function and mobility, minimize pain and avoid complications.

### **Neurological program**

Our hospital's neuro rehabilitation program offers a coordinated, interdisciplinary continuum of inpatient through outpatient care for individuals with multiple sclerosis (MS), Guillain-Barré syndrome, critical illness myopathy and other neurological diseases. Treatment is tailored to address acute or changing needs related to balance, strength, endurance, mobility, cognition, communication, swallowing, bowel/bladder function, vision, self-care and participation in activities of daily living.

### **Medically complex program**

Our hospital provides an interdisciplinary program of care to meet the needs of individuals following organ transplantation, infections, pulmonary disease, post-COVID issues and other complex medical issues. This program addresses the scope of the patient's rehabilitation needs, including strength, endurance, mobility, activities of daily living skills, cognition and respiratory issues.

### **Cancer program**

We offer cancer survivors the coordinated treatment, education and support to help restore or maintain function. This program addresses the wide range of issues patients experience as results of this disease and its treatment, including but not limited to musculoskeletal and/or

neuromuscular disorders, radiation fibrosis, lymphedema, post-surgical pain syndromes and fatigue.

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