

## NEURO CARE CENTER SERVICES

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INCLUDES NEURO CARE CENTER NORTH (SUBACUTE) AND SOUTH (RESIDENTIAL) WITH SUPPORTING SERVICES SUCH AS PHYSICIAN AND NURSING SERVICES, RESPIRATORY, CASE MANAGEMENT, DIETARY, PHARMACY, ACTIVITIES, HOUSEKEEPING, FACILITY SERVICES, LAUNDRY, ETC.

### CERTIFICATIONS:

- Joint Commission, North
- State of Michigan, Long Term Care Facility, North
- State of Michigan, Adult Foster Care, South
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Bronze – Commitment to Quality Award, American Healthcare Association

### SERVICE ABILITIES FOR NORTH (SUBACUTE) AND SOUTH (RESIDENTIAL):

- Serves adults with brain injuries, spinal cord injuries and multiple trauma
- Addresses complexity of injury and the associated disease processes from a multi-system approach to care
- Expertise in addressing pre-existing medical conditions along with the current injury
- Physician support is available on-call 24/7
  - On-site Medical Director
  - On-site Physician Assistants
  - PM&R consulting services for BI and SCI
  - Consulting Psychiatry services provided
- Cultural competence, with interpreter services available as needed
- Age and gender sensitivity
- Medical case management collaborates with the families, physician and nursing services, therapies and support services to drive the rehabilitation process (personalized approach to goal setting, scheduling, activity choices, discharge/transition placements, etc.)
- Pharmacy services
- Therapy services offered five days per week
- Respite care available
- Hospice care available for existing clients

- Neurobehavioral services are available from a PhD level Neuropsychologist and MA level psychologist who is a Board Certified Behavior Analyst (BCBA)
  - Individualized behavior plans
  - Restraint-free environment
  - Staff and caregiver training
  - Neuropsychological Testing
- Sensory room available
- Orthotics and prosthetics can be done on-site or referred to specific vendors
- Complete nutrition and dietary services
  - Enteral Nutrition (tube feeding)
  - Buffet dining with choices for clients
  - Comprehensive nutritional assessments and monitoring

#### EXCLUSIVE TO NORTH CAMPUS:

- Children may be served in NCC North with a special waiver from the State of Michigan, Child Caring Agency
- Comprehensive nursing services (RN, LPN and CRRN) are provided 24/7
  - Wound care nurse
  - Negative Pressure Isolation room
  - IV Therapy-antibiotics
  - IV Therapy-Total Parental Nutrition (TPN)
  - Dob Hoff/Naso-gastric enteral feeding
  - Medication management
  - Pain management and assessment
  - Restorative nursing available
  - Video monitoring for client safety
  - 1:1 staffing available when appropriate and physician scripted
  - Staff and caregiver training
- Respiratory services are provided 24/7 and includes vent care and weaning
- Therapeutic whirlpool spa on-site

#### EXCLUSIVE TO SOUTH CAMPUS:

- Nursing is available on the day shift and on-call 24/7
  - Medication management/administration
  - Staff and caregiver training

- Less restrictive environment, with access to physician, nursing and respiratory services

#### KEY POINTS:

- The facilities are located in a wooded campus setting with many outdoor amenities including walking trails, a fishing pond, sitting areas, and therapeutic greenhouse
- To ensure client safety and encourage independence, outside client and guest areas have video surveillance
- Both the north and south campus offer private rooms with fully accessible, en-suite bathrooms
- Complete family services are offered
  - Over-night arrangements can be made on campus for families traveling a long distance
  - Business Center available on site
  - Open visitation with a visiting family pet policy
  - Friends and Family Support Group available
  - Family education and training available
  - Assistance with applications for guardianship, SSI, SSDI, community agency resources, etc.
  - Meals can be purchased on-site for a minimal charge
- Activities are offered seven days a week and coordinated by a Certified Therapeutic Recreation Specialist; activities are planned to encourage participation, whether passive or active, by all clients
  - Social outings
  - Spiritual support
  - Entertainment in the facility
  - On-site hair salon
  - Arts and crafts
  - Coffee house
  - Current events
  - Fishing and other outdoor activities on-site
  - Greenhouse activities
  - Pet therapy
  - Games
  - Holiday functions
  - Diversity and cultural activities

## STAFF: THE SCIENCE OF CARING

- Staffing levels for patients/clients exceeds industry standards and is determined by the acuity levels and behavior needs of the person served
- Intensive on-going staff training is provided and/or financially supported
  - Direct care staff are encouraged to become a Certified Nursing Assistant (CNA)
  - All staff are encouraged to become a Certified Brain Injury Specialist (CBIS)
  - Staff are trained in Basic Life Support, CPR, behavior principles, medication management, etc.
- Diverse and culturally competent staff
- Exceptional staff longevity
- Key Positions
  - Administrator
  - Medical Director
  - Physician Assistant Lead and Support
  - Director of Nursing
  - Chief Nursing Officer
  - Nurse Evaluator/Pre-Admission Coordinator
  - Case Managers, North
  - Residential Program Manager
  - Case Manager, South
  - Respiratory Therapy Lead
  - Activity Coordinator
  - Registered Dietitian
  - Rehabilitation Service Technicians

## INSURANCE CONSIDERATIONS

Special Tree accepts a wide variety of insurance including Auto No Fault, Worker's Compensation, and a variety of health and accident insurances. Please contact our staff for questions about coverage or to discuss other possibilities.

## ADMISSIONS

Individuals who meet the following criteria may be eligible to receive our services:

- Traumatic Brain Injury or Spinal Cord Injury diagnosis

- Age 15 years or older (Ages 4-15 will be considered on a case by case basis with an approved State Waiver)
- Reasonable expectations of medical and/or functional gains
- For other than subacute admissions, client is medically stable and able/willing to participate in skilled therapies
- Admission to Special Tree is open to all persons who are appropriate for and can benefit from services, regardless of religious preference, gender, race, sexual orientation, national origin, special food or dietary needs, clothing preference; language or cultural needs.

## TRANSITION + DISCHARGE

Our goal is to provide care and rehabilitation to help clients achieve maximum independence in the least restrictive setting possible. As individuals progress and recover they may transfer to home or to a different program. Transitions between inpatient, residential, outpatient, and supported living programs are assessed on a case by case basis with guardian approval as needed. Transitions to supported living are assessed using a variety of ADL (Activities of Daily Living) and IADL (Instrumental Activities of Daily Living) criteria utilizing the Supported Living Assessment created by Special Tree.