



ORIENTATION MANUAL

BRAIN INJURY REHABILITATION PROGRAM

TABLE OF CONTENTS

Map to Rehabilitation Institute of Washington (RIW)Page 3

- a. Operating Hours
- b. Contact Info

No-Show/cancellation policy/late arrival.....Page 4

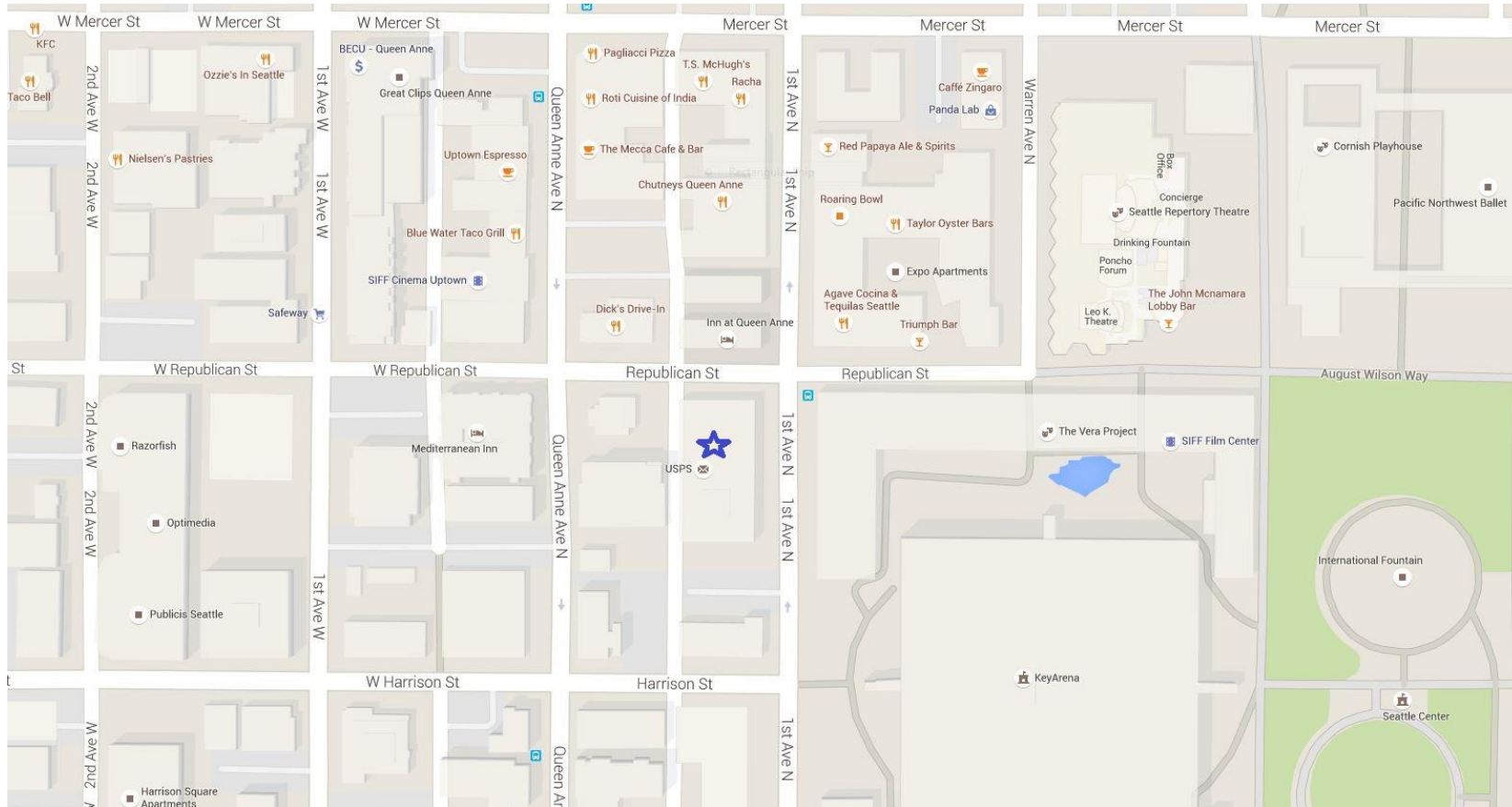
Orientation to Treatment – Program Summary.....Page 5

Specialties involved in your Treatment.....Page 7

Brain Injury Resource Guide.....Page 10

Commonly Asked Questions.....Page 12

Rehabilitation Institute of Washington, PLLC
Brain Injury Rehabilitation Program – Orientation Manual



Rehabilitation Institute of Washington PLLC
Address: 415 1st Ave N #200, Seattle, WA 98109

Hours: Monday-Friday 8am-5pm

P: 206-859-5030 F: 206-859-5031

No Show/Cancellation Policy/Late Arrival

We ask that you request any changes to your scheduled appointments at least 24 hours in advance. Your cooperation in cancelling your scheduled appointment(s) well in advance allows us the opportunity to offer your appointment to a person who needs medical care. Due to high demand of services, make-up appointments are not guaranteed though we will make every effort to reschedule your appointment in a timely manner.

If you will need to miss a scheduled appointment or treatment day for any reason, please let a staff person know the date, time, and reason of your absence. We will then communicate that with the rest of the team.

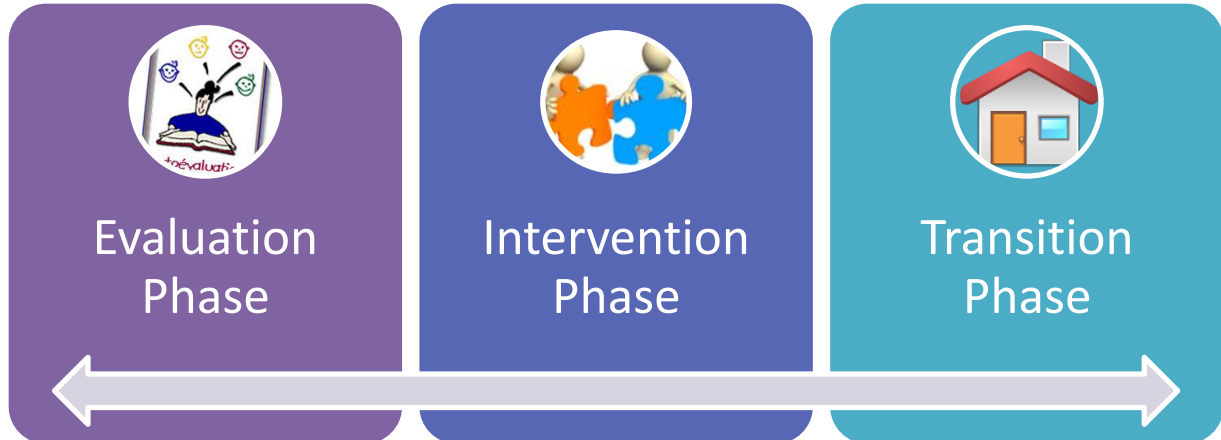
If you have to miss treatment or a scheduled appointment unexpectedly, or if you are going to be late, please call our front desk as soon as possible. If you call outside of business hours, you may leave a message. If you will miss a portion of a treatment day, we will do our best to accommodate and maximize the rest of the day in treatment.

What is Cognitive Rehabilitation?

Cognitive Rehabilitation at the Rehabilitation Institute of Washington is a comprehensive multidisciplinary outpatient treatment aimed at helping the person and family affected by brain injury improve the quality and function of their daily lives. We aim to improve attention, concentration, memory, language processing, social and emotional well-being, physical functioning, independence and accuracy with daily tasks as well as safely returning to a vocation.

RIW's Brain Injury Rehabilitation Program Summary

The Brain Injury Rehabilitation Program is an 8 week intensive program for people who have had a traumatic brain injury and are in the post-acute stages of recovery. The program is composed of three aspects: Evaluation, Intervention, and Transition.



1. **Evaluation Phase** (2 days): On the first day of evaluation, the patient and family will meet with the Neuropsychologist and Medical Doctor. A detailed case history, neuropsychological testing, and medical assessment will determine if the Brain Injury Rehabilitation Program is a good match for the patient and family's current needs.

If determined to be a good match, the patient will be evaluated by disciplines within the team including: Speech, Occupational, and Physical Therapies, as well as Vocational Counseling. Treatment goals will be agreed upon between patient and the entire clinical team and treatment will begin.

2. **Treatment Phase** (Daily for 8 weeks): This is individualized for each patient, although it is typically 8 weeks of individual and group treatment. The patient is expected to attend sessions from 9am-4pm Monday through Friday.
 - The team meets daily to discuss treatment progress, barriers, and anticipated outcomes.
 - Goals are modified and complexity is increased as the patient is able to tolerate increases in cognitive load and physical effort.

Rehabilitation Institute of Washington, PLLC
Brain Injury Rehabilitation Program – Orientation Manual

- Patients will work closely with the vocational rehabilitation counselor to understand the system and plan for next steps in finding meaningful employment.
 - Goals and instruction are tailored to each patient though some themes are common:
 - Patient will increase awareness of strengths and deficits to improve realistic decision making skills.
 - Patient will learn strategies to adapt and compensate to improve level of function in daily life.
 - Patient will improve daily living quality with strategy use and planning.
 - Patient will learn or resume activities of interest.
 - Patient will improve communication and understanding between family, employers, and friends.
3. **Transitional Phase** (2days/week for 3 weeks): If determined appropriate, you may be scheduled for 3 additional weeks of patient treatment, focusing on generalization of learned skills while transitioning to the home and/or work environments.
4. **Discharge Planning**: You will be working with your treatment team toward your discharge goals the entire treatment cycle. As we approach your completion of the 8 week program, a meeting will be held with you, your family, and the treatment team to discuss progress, recommended next steps, and any follow-up that may be advised.
5. **Regularly Scheduled Follow-Up**: If additional treatment is clinically warranted, your treatment team at RIW can address follow-up appointments, or we can facilitate the transition to a provider closer to your geographical location.

Specialties Involved in Your Treatment

PHYSICIAN

Before you enter the Brain Injury Rehabilitation Program, a physician will do a thorough evaluation to be certain you have had an adequate diagnostic work-up and to determine if the program will be safe and appropriate for you.

Once you are in the program, a physician will be available to address any medical concerns you may have. Typically, the physician will be responsible for medication management related to headaches, sleep, and decreased attention/mental fatigue.

The physician may also be involved in assessment and management of other bodily pain (e.g. headaches, neck, back pain), if applicable.

NEUROPSYCHOLOGIST/PSYCHOLOGIST

You will undergo neuropsychological testing as part of your initial evaluation. A neuropsychological evaluation quantifies the nature and extent of cognitive weaknesses/impairment, assists in differential diagnosis, identifies factors that may be prolonging and complicating recovery from brain injury, and makes recommendations that guide treatment.

During treatment, the neuropsychologist will conduct individual and group treatment to address cognitive remediation as well as education on brain injury and neuroanatomy. You will have an opportunity to join the brain injury support group at RIW and will also be provided opportunities to attend support groups in your region.

You will also meet individually with a psychologist during your treatment. This is because a brain injury often leads to problems such as fear, depression, frustration, anger/irritability, and anxiety. A brain injury can also lead to financial, social, relationship, and other lifestyle problems. The psychologist will try to identify ways that the brain injury has affected your life, and help you plan positive strategies for change.

Weekly psychology education groups are also part of your treatment program.

OCCUPATIONAL THERAPY

Occupational therapy offers individual and group treatment programs to help you develop or maintain your daily living and work skills. Your program will help you manage your life skills in the following areas:

- routine building
- medication management
- coping skills
- vocational issues
- community reintegration
- leisure pursuits
- money management

In addition, your program will help you increase your physical strength and endurance to prepare you for the physical demands of your job.

Occupational therapy will also address your cognitive processes which may have been impacted by a traumatic brain injury (TBI), including:

- orientation
- attention
- memory
- problem-solving
- planning

Occupational therapy will educate you on how to apply remediation/compensatory strategies in order for you to function in your daily life (home and work). By learning how to adapt activities, this will allow you to participate in self-care, work, and leisure activities that enhance your quality of life and decrease the burden of caregiver support.

You will have a one-hour session of occupational therapy daily. During your first week, you will start out slowly and gradually increase the amount of activity you do.

SPEECH THERAPY

Speech therapy will work with you to learn strategies and techniques to improve your ability to:

- pay attention
- retain information
- organize your thoughts
- communicate effectively & efficiently with those around you
- plan and execute high level daily tasks

You will have individual and group speech therapy weekly. We will work closely with occupational therapy and physical therapy to maximize your learning and carryover into other areas of your life.

During your first session we will establish your cognitive-communication goals and outline a plan for you to achieve those goals. Our goal is to maximize independence, minimize caregiver burden, and renew participation in the community, work, and recreational environments.

PHYSICAL THERAPY

Your physical therapy is designed to improve your strength, flexibility, and physical endurance. By learning and practicing exercise as a regular routine, you can improve your ability to participate in work and leisure activities.

During the first week, your physical therapist will determine your ability to:

- stretch correctly, targeting the appropriate muscles
- exercise using weights
- exercise your heart and lungs using a treadmill, bike, or elliptical trainer

Physical therapy is held daily for a one hour session. Your therapist will be with you during this time and review your progress each day. Your exercise will be tailored for you, and allow you to begin to work independently. You may also have additional treatment sessions daily.

Fitness testing will occur at the beginning and end of your treatment program to assess your progress. At the end of your regular clinical program, your exercises will be adapted for your use at home.

VOCATIONAL REHABILITATION COUNSELOR

Vocational rehabilitation is a service offered to patients who have had their work and/or education interrupted by a brain injury and who require assistance returning to vocational pursuits. A vocational rehabilitation counselor will meet with you regularly during your treatment program to help you plan the best way to return to this. We will assess the impact of the brain injury as it relates to concentration, pacing, multi-tasking etc. and other work related tasks with the employer of record.

We can also assist the patient in finding a new job with a new employer. We will develop an understanding of your work goals and income needs. We will review your education, work history, work skills, interests, and the labor market in which you live. It might be helpful to review school transcripts, old applications, letters of reference, resumes, certifications, etc. with your counselor. The rehabilitation counselor will assist in evaluating the impact of the brain injury on education and potential training / skill enhancement.

We can provide a number of different services to meet your particular needs. We have an extensive library of occupational and labor market information resources available for your use. We can help you identify occupations in which you might use your skills and abilities in new ways. We have software available if you need to prepare an employment application, a resume, or a cover letter, and can assist in the preparation of these items. Job search skills are provided both individually and in group sessions. We maintain contact with outside vocational counselors, case managers and others involved in your care and encourage you to maintain contact with these people as well. If further assistance is necessary after your treatment program ends, we can make a referral to an agency close to your home.

Our primary goal is to assist you in returning to work at a job that is both safe for you to perform, and one which meets your needs, whether it is with your present employer or a new one. We provide education to employers to assist in developing a return to work plan that addresses both patient and employer needs as they relate to brain injury. Most people who complete this program can expect to be able to return to satisfactory work, many after additional retraining. While we can help, you will have the primary responsibility and ownership in making those important decisions.

Brain Injury Resources

Our clinic offers resources for you and your loved ones to receive the support you need. These resources will be available to you in the Patient Resource Center located in our Patient Lunchroom. Our providers are also very familiar with these resources and will address this in treatment with you as well.

Resources include information on support groups, as well as recommended reading, websites, and other applications. Materials are available in both English and Spanish.

Listed below are some of the websites that we recommend for our patients:

- www.BrainLine.org
BrainLine is a national multimedia project offering information and resources about preventing, treating, and living with TBI. BrainLine includes a series of webcasts, an electronic newsletter, and an extensive outreach campaign.
- www.BrainandSpinalCord.org
BrainandSpinalCord.org is a resource for brain and spinal cord injury survivors and their families to learn more about medical conditions, rehabilitation, and legal options
- www.BIAUSA.com
The Brain Injury Association of America (BIAA) is the country's oldest and largest nationwide brain injury advocacy organization.
- www.BIAWA.org
The Brain Injury Alliance of Washington provides free services to individuals throughout Washington whose lives are affected by brain injury.
- www.BISociety.org
Brain Injury Society will assist the families in understanding their physician's diagnosis and recommended treatment for all brain injured patients. The website also provides informative articles related to coping with brain injury.
- www.headinjury.com
Head injury hotline and website based in Seattle, WA. This website provides information, coordinated care resources, legal services, and personal consultation.
- www.tbinrc.com
The mission of the National Resource Center for Traumatic Brain Injury (NRCTBI) is to provide relevant, practical information for professionals, persons with brain injury, and family members.
- www.TraumaticBrainInjurySupport.org
Online discussion forum
- www.caregiver.org
The first community-based nonprofit organization in the country to address the needs of families and friends providing long-term care for loved ones at home.

Rehabilitation Institute of Washington, PLLC
Brain Injury Rehabilitation Program – Orientation Manual

- www.caregiveraction.org
A non-profit organization providing education, peer support, and resources to family caregiver across the country free of charge.

Commonly Asked Questions

What is RIW?

Rehabilitation Institute of Washington is a multidisciplinary rehabilitation clinic specializing in the treatment of disability related to brain injury and physical injuries, many of which occur on the job. We have 25,000 square feet of modern treatment space including offices, treatment rooms and several gyms with state of the art equipment for treatment of a variety of injuries and an experienced team of skilled rehabilitation professionals.

Where will I stay during outpatient rehabilitation program?

If you live far away, or are medically unable to commute to RIW, we have several lodging options available. For workers compensation claims, we will make these arrangements for you and obtain authorization for payment from your claims manager.

Queen Anne Thomas Apartments, 232 Queen Anne Ave N, Seattle, WA 98109:

At the Queen Anne Thomas Apartments, we have fully furnished, 1-bedroom apartments, each with a queen bed, a full kitchen for meal preparation, DirecTV, and wireless internet. Onsite coin-operated laundry is available. The building is located 2 blocks south of RIW. Please note, the Management does require a valid credit card at check-in, as surety against damage and smoking violations. The Queen Anne Thomas Apartments are not handicap accessible. No pets are permitted.

Extended Stay America, 13300 Stone Ave N, Seattle, WA 98133:

At Extended Stay America - Northgate, we can reserve a single suite, with a queen bed, a small kitchenette for meal preparation, and wireless internet. Onsite laundry and vending are available. Kitchens are reasonably well equipped for cooking. This location is approximately 8 miles from the RIW building, and it would be necessary to drive to treatment each day.

What should I bring with me for treatment?

- Loose fitting clothing suitable for exercising; warm up suit, jogging suit, sweats, shorts, T-shirts, etc.
- Comfortable athletic shoes (lace-up shoes)
- Normal amount of clothing and toiletries, if staying in the apartment
- Reading or hobby material for times when not in treatment
- Padlock for lockers in the therapy area to secure your belongings
- Money or credit card to purchase food or other necessities
- Water bottle (optional; there is a drinking fountain)
- Cell phone (there are no phones in the apartments)

Where are meals available?

If you are commuting from home, we suggest you bring a lunch – there is a lunch room onsite, with a refrigerator and microwave oven available for your use. You may also go to one of the

many restaurants close to RIW. You will have one hour for lunch, but you are expected to be on time for afternoon appointments. You will be responsible for paying for your own lunch if you eat in a restaurant.

If you are staying in either the Queen Anne Thomas Apartments or Extended Stay, you may be able to prepare your own food, or you can eat in restaurants. It is your responsibility to save your receipts and turn them in to your insurance company for food or meal reimbursement.

Where do I park?

Garage parking is available at RIW under the building, or on the street outside the building for those who commute from home. Parking spaces in the garage are not large, so please be careful. If you choose to regularly park in the garage you will need to request an access badge for your vehicle at the front desk. A limited number of handicapped parking spaces are available, but we request you use these only if you have a handicapped parking permit and only if you really require a handicapped space.

If you are staying at the Queen Anne Thomas Apartments, you will be assigned a parking space at the apartment building and will be expected to park there. It is a short walk to the clinic from there.

Where can I do laundry?

Both the Queen Anne Thomas Apartments and Extended Stay America have coin-operated laundry facilities on site.

Can a guest stay with me at the hotel or apartment?

Accommodations are set up for one adult. You are welcome to bring your spouse or significant other, but we do request that you notify us or the hotel in advance. This person is also welcome to attend the educational classes of your program if desired. Generally, only single bed rooms are available. Any additional guest charges may be your responsibility.

What services are included for my family?

Families can be an important part of a patient's successful rehabilitation. Therefore the patient's spouse or significant other is encouraged to participate in the initial Brain Injury Rehabilitation Program evaluation. During treatment, adult family members are welcome to attend the educational classes and any or all individual meetings with the physician, psychologist, and vocational counselor. Spouses and significant others are also welcome to be in the treatment areas as part of their visits, but for safety reasons it is not possible to have children in gym.

What is RIW's Policy on smoking?

There is no smoking allowed anywhere within RIW buildings. This includes the clinic, the parking garage, sidewalks, door wells, or anywhere within 25 feet of an entrance. RIW will orient smokers to an outdoor covered smoking area where smoking is allowed. Similar policies are in effect at the hotel and apartment. Smoking anywhere else on the premises can lead to eviction from the hotel, financial penalties, and termination of treatment.

Rehabilitation Institute of Washington, PLLC
Brain Injury Rehabilitation Program – Orientation Manual

For those who do smoke, your treating physician and psychologist will be happy to help you with an individually tailored smoking cessation program that could include nicotine patches, medications and counseling. To help you stop smoking and improve your health, RIW is willing to help you with a portion of the cost of nicotine patches and/or medications. Your stay at RIW can be a good time to begin a smoking cessation program.

What will the program cost me?

Individuals covered by worker's compensation typically pay nothing for the Brain Injury Rehabilitation Program. RIW will obtain authorization for treatment prior to scheduling the program. If you stay in one of the apartments, we will also obtain advanced approval. Many individuals are reimbursed for travel to and from the clinic, and most receive reimbursement for the cost of food if staying in an apartment. You can clarify travel and food reimbursement with your claims manager if this is a concern. Usually, medications related to your claim will be covered by worker's compensation, but that is not something RIW can guarantee.

For individuals not covered by worker's compensation, RIW will attempt to obtain an estimate of your out-of-pocket costs prior to starting treatment.

If you have concerns about cost issues, please let us know and we will try to clarify them.

Should I have any concerns about safety?

We want your stay here to be safe and secure. We are located in the lower Queen Anne neighborhood of Seattle, a popular urban location. Our clinic affords privacy and comfort during your treatment.

The underground parking garage at RIW is secure; however items of value should never be left in vehicles. Like any other urban environment, we urge you to take all normal precautions with your belongings and personal safety. Parking at the apartments has video surveillance.