About the Program
Spectrum Health Neuro Rehabilitation Services’ Residential Program provided long term residential daily programming and rehabilitation to 35 persons during this reporting period. Dedicated to providing safe, supportive environments that encourage resident participation, services were provided in six residential homes designed to meet the functional, medical, and social needs of persons with severe brain injury. Our comprehensive approach means that residents had access to a wide array of services to improve or maintain their level of independence including:

- Nursing
- Attendant Care
- Physical Therapy
- occupational therapy
- Speech/Language Pathology
- Neurologic Music Therapy
- Social Work
- Access to offsite work programs and school
- Clinical Dietician
- Physical Medicine (Physiatry) & Rehabilitation
- Neuro Psychiatry/Psychology
- Art studio
- Community Integration
- Day Group Activity
- Chaplain visits

Satisfaction
Maintain satisfaction of stakeholders including family members, guardians, and external case managers:
Overall satisfaction = 96%
Safety of resident = 98%
Likelihood to recommend = 96%
Satisfaction with outcomes achieved = 97%
Satisfaction with quality of nursing/medical services = 94%

Contact Information
For additional information or to schedule a tour, please contact:
Spectrum Health Neuro Rehabilitation Services
4130 Kalamazoo Ave.
Grand Rapids, MI 49508
616.486.7056
Spectrumhealth.org
MPAI – New Outcome Measurement Tool

During the 2017-2018 year, the Neuro Residential program began using a new outcome measurement tool with all residents served. The Mayo Portland Adaptability Inventory is a tool that is used internationally by many post-acute (outside of the hospital) brain injury rehabilitation programs. This tool includes items that represent the range of physical, cognitive (thinking), emotional, behavioral and social problems that people may encounter following brain injury. It also helps provide an assessment to barriers to community integration. Resident status is discussed by interdisciplinary team members, and looks at the resident’s abilities, adjustment and participation.

This first year has given the team an opportunity to do some baseline scoring as well as being able to re-score so that we can see if interventions that are being offered are making a difference in the resident’s quality of life, and it has also helped the clinical team better identify where we need to focus to help all residents be able to participate in as many aspects of life as possible!

Persons served during this report year:

- 36% of the residents attended off-site day/ work/ volunteer programs
- 90% were involved in the Day Program supported by Neuro Rehabilitation Services - Residential
- 36% required formal programming specific to behavior challenges
- 74% required enteral nutrition or special diets
- 97% of residents use wheelchairs as their primary mode of transportation
- 55% of residents do not communicate verbally.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th># of Residents</th>
</tr>
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<tbody>
<tr>
<td>African American</td>
<td>1</td>
</tr>
<tr>
<td>Caucasian</td>
<td>31</td>
</tr>
<tr>
<td>Hispanic</td>
<td>3</td>
</tr>
<tr>
<td>European</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th># Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 17</td>
<td>0</td>
</tr>
<tr>
<td>18 - 39</td>
<td>10</td>
</tr>
<tr>
<td>40 - 59</td>
<td>17</td>
</tr>
<tr>
<td>60+</td>
<td>8</td>
</tr>
</tbody>
</table>

What family and friends had to say about our program*…

“Our family member has lived there a long time and he is receiving excellent care, thank you!”

“I am so pleased with our family member’s care.”

“I speak highly of the home to others.”

“I hope you all know what compassionate, professional and well-educated staff you have…”

*We appreciate stakeholder feedback! There was a 46% response rate to annual mailed satisfaction survey.