

**Spinal Cord Injury  
Information Series**

**PATIENT & FAMILY GUIDE  
Spinal Cord  
Injury Program**

A Service of  
Santa Clara Valley Medical Center



SANTA CLARA  
VALLEY  
MEDICAL CENTER

# Rehabilitation and 1-Center What You Should Know

## What is 1-Center?

The Spinal Cord Injury Service includes 22 beds on the first floor, called 1-Center (1-C). These units are for patients who are able to participate fully in Rehab. The Rehab Trauma Center on 2 West includes 8 beds, and is for patients who need more nursing care and supervision and who are not yet able to tolerate a full day of therapy. As you advance through your rehabilitation program, your room and bed arrangements may be changed to accommodate your needs and/or the needs of other Rehab patients. This may include moving from one room to another on the same floor or moving from one rehab unit to another (for example, moving from 1-Center to 2-Center, or from 2 West to 1- or 2-Center).



### **INSIDE:**

*What is 1-Center?*

*What is Rehabilitation?*

*Who is on my treating team?*

*What will happen during rehabilitation?*

*What are my rights and responsibilities?*

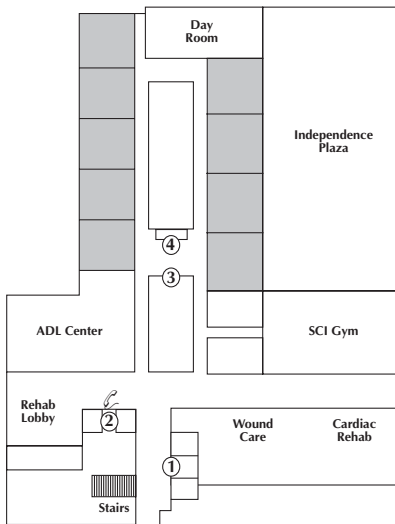
*What else should I know?*

*For More Information...*

## What is Rehabilitation?

The specialists on the Rehabilitation Team will help you and your family learn how to best care for you after your injury. The Rehab Team works to help you adjust to your injury and become as independent as possible.

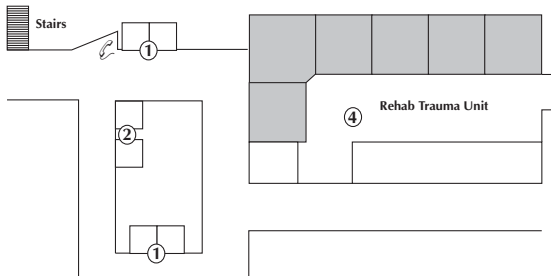
### Santa Clara Valley Medical Center Norman B. Nelson Rehabilitation Facility 1-Center and Rehab Trauma Center



1-CENTER  
1st Floor

#### KEY

- Patient Room
- 1. Elevators
- 2. Restroom
- 3. Nurse Manager
- 4. Nurses' Station



2-WEST  
2nd Floor

## Who is on my treating team?

“Health” has many parts: Social health, mental health, spiritual health and physical health. Specialists in Rehabilitation Medicine, Nursing, Physical Therapy, Occupational Therapy, Speech Pathology, Therapeutic Recreation, Nutrition, Case Management, Psychology, Social Services, Respiratory Therapy, Urology, and Religion work together as a team to help you attain the highest level of wellness possible. Communication is very important; it means working together, sharing ideas, suggestions and sometimes constructive feedback. We all work toward the same goal: to help you learn to do as much for yourself as possible. This is going to mean a lot of hard work for you. Team members include the following people. You may want to write down the names of your treating team next to their roles.

### **YOU (the most important member of the Team)**

- Are the center of the Team
- Participate in treatment activities
- Communicate goals to the team
- Participate in SCI education classes

### **PHYSICIAN** \_\_\_\_\_

- Physiatrist (a doctor specializing in Physical Medicine and Rehabilitation)
- Treats and coordinates your medical care
- Directs and coordinates your overall rehabilitation program
- Informs the team about precautions in your care
- You may have both an attending (more experienced) and a resident (training to specialize in rehabilitation medicine) physician. Both are fully qualified to treat you

## SOCIAL WORKER \_\_\_\_\_

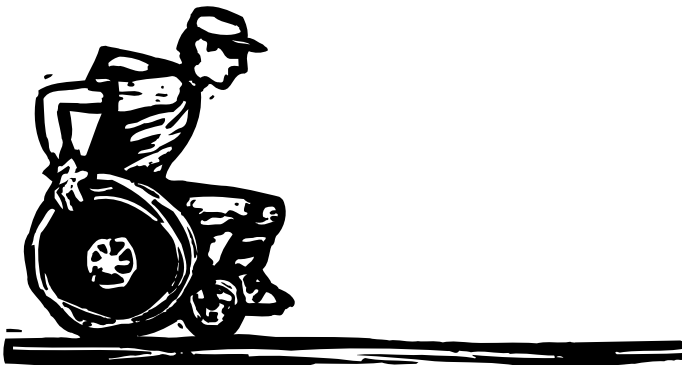
- Gives emotional support to you and your family
- Gives you and your family information you may need in the future about community agencies
- Helps you solve personal problems that come up

## NURSE \_\_\_\_\_

- Helps you practice what you are learning in therapies
- Teaches you and your family how to handle your personal care (skin, bowel, bladder, etc.)
- Handles your personal care by helping you with difficult tasks
- Educates you about your medications

## PHYSICAL THERAPIST (PT) \_\_\_\_\_

- Helps you strengthen your muscles and use them to do daily activities
- Helps you with problems you may have because of pain, stiff muscles and joints
- Helps you learn breathing exercises that help you build your stamina and strength
- Helps you manage your wounds



## Who is on my treating team? (continued)

### OCCUPATIONAL THERAPIST (OT) \_\_\_\_\_

- Helps you learn to use your body to perform daily living activities such as: eating, writing, homemaking, etc.
- Helps you order equipment you will need such as a wheelchair, bathing equipment, and other adaptive devices
- Assesses your home, work, and/or school situation, and then suggests modifications that will make it easier to do things

### RESPIRATORY CARE PRACTITIONER (RCP) \_\_\_\_\_

- Assesses respiratory problems
- Monitors the health of your lungs
- Gives you treatments to keep your lungs clear
- Assesses need for respiratory equipment

### SPEECH PATHOLOGIST \_\_\_\_\_

- Helps you swallow safely
- Helps with difficulties in remembering, talking, reading, writing, listening, and thinking

### CLINICAL NURSE SPECIALIST \_\_\_\_\_

- Gives you a Home Care Manual
- Coordinates the education program
- Teaches classes on how your injury affects you and your body
- Acts as a resource when you go home

## Who is on my treating team? (continued)

### PSYCHOLOGIST \_\_\_\_\_

- Helps you and your family learn ways to cope with your injury
- Gives emotional support to you and your family
- Facilitates a patient/family support group with peer counselors on the spinal cord floor

### DIETICIAN \_\_\_\_\_

- Assesses your nutrition
- Helps you handle your dietary needs

### CASE MANAGER \_\_\_\_\_

- Acts as a link between the team and payor source (insurance company, Medi-Cal, Medicare, etc.)
- Assists you with discharge planning

### RECREATION THERAPIST (RT) \_\_\_\_\_

- Plans activities and outings that help build your stamina and strength
- Gives you the opportunity to re-learn swimming skills
- Gives you written information on adaptive sports and leisure activities
- Facilitates a patient support group on the brain injury floor

## What will happen during my rehabilitation?

### Initial Team Assessment (ITA)

- Interdisciplinary team assessment takes place within 48 hours of your arrival to the Rehabilitation Center
- You and your family are asked to identify goals for the rehabilitation program
- From the team evaluation and you and your family's goals, focus areas are identified so treatment can begin immediately

### Initial Treatment Planning Conference (ITPC)

- An individualized Treatment Plan is developed containing goals it is hoped that you will reach by discharge from the Rehabilitation Unit
- This Patient Focused Treatment Plan is reviewed and updated about every two weeks at the Inpatient Team Conference

### Treatment Day

- Patients may be expected to participate in therapy activities as early as 7am and may extend into early evening Monday through Saturday



## **Inpatient Team Conference**

- The treatment team will estimate your length of stay, review and update it throughout your hospital stay. Individual team members will update and review your goals with you
- The social worker and the case manager will keep you and your family updated on progress and changes in goals

## **Family Conferences**

- Meetings with select team members to discuss your progress, goals, discharge plans, and to answer questions and concerns of you and your family and/or the interdisciplinary team
- Family conferences may be held during your rehabilitation after family members have spent time with the team

## **Peer Support Group**

- A peer support group is held every monday from 4-5 pm in the 1-C Day Room for patients with SCI and their families
- The group is facilitated by a peer with spinal cord injury and a psychologist. Former patients offer support and share their experiences and information. Individual meetings with peers can be arranged
- Topics include coping with disability, attendant care issues, returning to work/school, relationships, raising children and social activities

## **Family Support Group**

- Family and significant others of brain and spinal cord injured inpatients share their experiences
- Available when indicated. See the Social Worker

## **Patient/Family Education Program**

- Mandatory classes are available on a variety of topics
- Tuesday through Thursday 4-5pm in the SCI Day Room
- Each patient will receive a patient education binder within your first week

## What are my Rights and Responsibilities?

The hospital tries to protect your basic rights. Copies of the "Patient Bill of Rights" are posted at each nursing station. To protect everyone's rights while in the hospital, please follow the hospital's rules and regulations which include:

- Being considerate of the rights of other patients and hospital personnel
- Helping to keep down the noise level and number of visitors
- Respecting other people's property

## What else should I know?

### Important Information for Visitors

- Visiting hours are as follows:
  - Sunday: 10:30am to 8pm
  - Monday-Thursday: 12 noon to 1pm and 5pm to 8pm
  - Friday: 12 noon to 1pm and 4pm to 8pm
  - Saturday: 12 noon to 8pm
- Only 2 visitors will be allowed in the patient's room at any given time
- An adult must supervise children at all times to assure their safety and that of patients
- One adult family member/caregiver may stay overnight with the rehabilitation patient. If you would like to spend the night with your family member please notify the charge nurse as soon as possible so that arrangements can be made. You will be given "Overnight Caregiver Responsibilities and Expectations" information at that time
- Family and visitors may be asked to leave the room while the patient is receiving direct care from our staff unless it is part of the family training program or needed for emotional support
- Visiting privileges may be modified if they interfere with your therapies or care

## What else should I know?

### Meals

- You, the patient, may be eligible for a meal pass, if specific criteria are met, allowing you to obtain your meal in the cafeteria
- Patient meal times on 1-C and 2-C:
  - Breakfast: 8am
  - Lunch: 12 noon
  - Dinner: 5pm
- Meals are eaten in the SCI Day Room unless you are unable to attend for medical reasons. We have a dining program which enhances socialization, mutual support, ability to swallow safely, and feeding yourself with special devices. We encourage you to eat your meals in the 1C Day Room

### Eating Facilities for Visitors

- The cafeteria is located on the second floor
- Cafeteria hours are as follows:
  - Breakfast: 7am – 10am
  - Lunch: 11:15am – 1:30pm
  - Dinner: 5pm – 6:45pm
- The Valley Cafe (New Main) is open 7am – 5pm (Mon-Fri)

### Clothing and Personal Items

- You should wear regular street clothing during your daily activities
- Your clothing should be marked with your name using a permanent marker
- A washer and dryer are available for your use. You will be responsible for washing your family member's clothes.

## What else should I know?

### Cash and Valuables

- Santa Clara Valley Medical Center is not liable for money, jewelry, clothing, or other articles of value left at the bedside
- Money and/or valuables should be deposited at the Security Office for safekeeping. They can be removed by calling Protective Services
- Any personal items and valuables that are brought in are done so at your own risk. For lost articles, contact Customer Service at (408) 885-4826

### Television and Radio

- Use of personally owned electrical equipment or appliances by staff or patients is discouraged
- Color TV's and VCRs are available and may be shared as appropriate
- There is no charge for using the TV
- All TV's and radios should be kept at low volume so they do not disturb other people
- Headphones are encouraged between 11pm and 6am to avoid disturbing other patients

### Telephones

- You may reach the 1-Center nursing station by dialing (408) 885-5647, 2-Center nursing station at (408) 885-2180 and 2-West by dialing (408) 885-2229
- The telephone system provides you with a telephone number that will follow you throughout your hospital stay
- Long distance calls must be charged to a home phone or billed collect
- Incoming calls between 10:00pm and 8:00am will not be accepted unless it is an emergency

## What else should I know?

### Patient Library

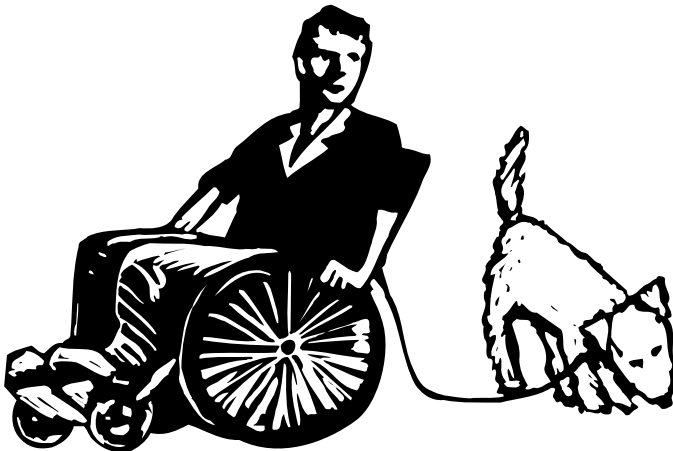
- A library cart is available in the Medical Library on the Second Floor. It is stocked with books and magazines about SCI and related topics such as: coping with disability, attendant care, travel, sports, sexuality, etc.

### Leaving the Nursing Unit

- You must stay on hospital grounds unless on an outing with one of your therapists
- When you leave the nursing unit, let your nurse know where you are going and when you plan to return

### Therapeutic Leave

- Therapeutic leaves are passes to go into the community or to go home to practice your skills
- The number of hours for each pass and the number of passes you are allowed during your stay depends on your payor source (insurance company, Medi-Cal, etc.). Not all insurance companies allow passes
- A doctor's order is required
- Passes do not begin until after all therapies and classes are finished for the day



## What else should I know?

### VIP House (Valley Independence Project)

- This house is near the hospital at 2215 Fruitdale Avenue
- The house is partially adapted so it is accessible for the disabled
- You and your family may stay overnight at the discretion of the team (see your Occupational Therapist or Social Worker for more details)
- Arrangements are to be made with the Social Worker at least three days in advance
- A doctor's order is required for patient stays

*The house is used for the following purposes:*

- To try out equipment and practice real-life skills in a home-like setting under the supervision of your therapist
- Discharge preparation

### Accommodations

Many patient's families are from out of town. The following is a list of some motels that are close to the hospital and have been used by previous families

#### **Motel 6**

1240 Camden Ave.  
Campbell  
(408) 371-8870

#### **San Jose Inn**

1860 The Alameda  
San Jose  
(408) 293-9361

#### **Valley Park Hotel**

2404 Stevens Creek Blvd.  
San Jose  
(408) 293-5000

#### **Los Gatos Lodge**

50 Saratoga Ave.  
Los Gatos  
(408) 354-3300

## What else should I know?

### Smoking

- Not allowed anywhere inside the hospital or on the patios
- Smoking can only take place 25 feet away from the outside of the building

### Drugs/Alcoholic Beverages

- Use of drugs (except as ordered by your doctor) or alcoholic beverages are not allowed in the hospital or on the hospital grounds (including VIP house) and/or when on outings and passes
- If alcohol and drug use is suspected, patients will be asked to submit to an alcohol/drug screening test. As appropriate, discharge from rehabilitation and/or the hospital may occur if the test is positive



**NO!**

### Compliments/Complaints

- To give a compliment or file a complaint, please contact the supervisor of that department or Customer Service at (408) 885-4826
- Please fill out a Patient Satisfaction Survey. It assists the Rehab staff in improving care and facilitating communication

# For More Information

## **Santa Clara Valley Medical Center**

General Phone: 408-885-5000

Social Services: 408-885-5500

Rehabilitation office: 408-885-2000

Peer Support Representative: 408-793-6428

## **Mailing Address:**

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