

**REHAB**  
Hospital *of the Pacific*  
Dedicated to Rebuilding Lives



# **REHAB** Welcome Guide

*for Patients and Families*

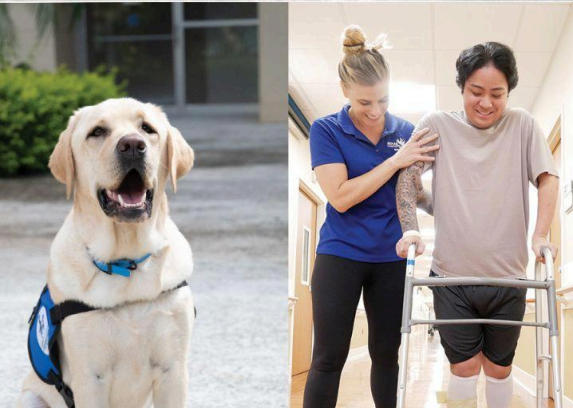


# Welcome to REHAB Hospital of the Pacific

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## I. Welcome to REHAB

Welcome to REHAB, where we are dedicated to providing exceptional rehabilitation care to enhance your recovery journey. As the only comprehensive acute rehabilitation hospital in Hawaii, our goal is to get you back home and into the community. For over 70 years, REHAB has been rebuilding lives together, providing exemplary care in Hawaii for those with physical and cognitive disabilities, such as stroke and spinal cord injuries, empowering patients to reach optimal health and independence.

REHAB has assembled the best interdisciplinary team of professionals in the state to help you through your recovery process. During your stay, your team will help manage your medical conditions and assist you in increasing your strength, mobility and independence through intensive therapies and other activities that support your recovery journey.

If REHAB sounds different from most other hospitals, you are right! We focus on your abilities - not your disabilities - and we encourage you to take as much responsibility for your life as you can. Our goal is to help you to reach your highest level of independence. We will work with you and your caregivers to plan a roadmap for your recovery to rebuild your life.





## Mission Statement

REHAB rebuilds lives together with individuals, families and communities by providing exemplary patient care services for those with physical and cognitive disabilities in Hawaii and the Pacific, utilizing a continuum of rehabilitation services that are advanced through education, technology and research.

## Core Values (HEART)

**H**onesty - Speak and act with truth and respect

**E**ngagement - Embrace and commit to our mission, vision and values

**A**loha - Serve others with a spirit of kindness and compassion

**R**esilience - Rebound and recover with a sense of urgency

**T**eamwork - Work together for success

## 2. Your Rehabilitation Team

Your success in rehabilitation is a collaborative effort. Meet the members who will be part of your care team:

- **You and Your Family and/or Caregivers** are the center of the team. Your job is to participate fully in all aspects of your rehabilitation program. Your family and/or caregivers are key players in learning about your condition and being trained in various aspects of your care.

You will be surrounded by a team of dedicated professionals who will work with and support you on your recovery journey.

- Your **Rehabilitation Physician** oversees your overall care and treatment plan. A **Nurse Practitioner (APRN)** may also be a part of your care team.
- Our dedicated **Nursing Team** provides 24/7 care, medication management, and support.
- Your **Clinical Care Coordinator** will offer support, resources, and assistance with discharge planning, beginning at time of admission.
- The **Physical Therapist (PT)** will focus on improving your mobility, strength, and coordination.
- The **Occupational Therapist (OT)** will help you regain independence in daily activities such as brushing your teeth, combing your hair, getting dressed, bathing and using the bathroom.
- If needed, you will be seen by a **Speech-Language Pathologist (SLP)** who assists you with communication, cognition (thinking skills), or swallowing challenges.
- The **Registered Dietitian** will work with you on the diet that your physician has ordered. They can also help you to make healthy food choices.
- A **Pharmacist** will work with your Rehabilitation Physician and Nurses on changes to your medications to lower the risk of side effects. They will also work with your Rehabilitation Physician to address the difference between the drugs you took before your hospitalization and your medicines at discharge.

## 3. Your Stay at REHAB

### What to Wear or Bring

We encourage you to wear your own comfortable clothing and shoes during your stay. Wearing your own clothes is an important part of therapy because it allows you to function as if you were living at home. Recommendations to bring include:

- Five sets of personal clothing including sleepwear
- Light sweater or jacket
- Pair of rubber soled, closed-toe shoes
- Toiletries such as toothbrush, toothpaste, personal shampoo, conditioner and body wash

Please label all of your belongings with your name. REHAB cannot be responsible for lost, stolen and/or damaged personal items. Ask your therapist if you have any questions about the type of clothing or footwear. REHAB does not provide laundry services for personal items.

### Medications from Home

Upon assessment by your nurse, you will be asked to provide a list of all medications you are currently taking at home,

including vitamins and herbs. It is important that the physicians and nurses have complete knowledge of your medications. Medications will be prescribed by your Rehabilitation Physician and will be given to you at the appropriate time by our nursing staff.

### Accommodations

We strive to create a comfortable and healing environment. Each room is equipped with the following:

- **Nurse Call Button:** Please use the Nurse Call Button anytime that you need assistance and our staff will be happy to assist you. We do our best to answer the Nurse Call Light as soon as possible, but please keep in mind that our team members may be assisting another patient at that time.
- **Telephone:** A telephone is located at your bedside for your use. Your family members may call you by dialing (808) 531-3511. You are also free to use your personal cell phone for any calls.
- **Television:** Each bed has a television for your entertainment. The control for the television is

located at the bedside. One of our team members will review how to use the controls. Closed captioning is available.

- **Internet:** Wifi is available and can be accessed by: REHAB\_Guest

## Interpreter Services

REHAB offers free interpreter services during your stay.

## Pets

Pets are not allowed. Service animals specifically trained to aid a person with a disability are welcome.

## Visiting Hours

Visiting hours are as follows:

Monday - Friday: 2:00 p.m. - 8:30 p.m.

Saturday - Sunday and holidays: 11:30 a.m. - 8:30 p.m.

Holidays include New Year's Day, President's Day, Memorial Day, Kamehameha Day, Independence Day, Admissions Day, Labor Day, Thanksgiving Day, and Christmas Day.

Visiting hours are subject to change, please refer to our website for the most up to date information.

## Ohana Program

The Ohana Program allows pre-identified caregiver(s) to stay with you during your REHAB admission, with the expectation that the caregiver is willing and able to participate in caregiver training and daily patient care/support. Approval to participate in the Ohana Program is based on the individual clinical needs of the patient.

## Public Restrooms

Public restrooms are located on each floor of the hospital.

## Parking

Parking is available for patient visitors and is clearly marked. For Ohana Program visitors, you must register your vehicle by going to the Operator with security and providing the make, model, and license plate number of your vehicle that will be parked on campus after normal business hours.

## Valuables

You are highly encouraged to leave money and/or valuables at home for safekeeping by a trusted family member or friend. If you are unable to do so, please consider having them placed in



REHAB's safe. REHAB is not responsible for lost, stolen or damaged valuables.

## Smoking

REHAB's main hospital and outpatient clinics are smoke free environments. Smoking which includes cigarettes, cigars, vaping, electronic smoking devices (e-cigarettes) is not permitted at any of our facilities. Smoking is prohibited within 20 feet of any entrance, exit, window and ventilation intakes. Designated smoking areas have been identified and are located in the following areas:

- Main Hospital/Nuuanu Outpatient Clinic: Raised grassy area adjacent to the main driveway
- REHAB at Aiea Outpatient Clinic: On Pali Momi Street
- REHAB at Hilo Outpatient Clinic: Defer to staff for approved smoking area

## Weapons/Illegal Items/Contraband

For the safety of all of our patients, visitors and staff, weapons, illegal items and contraband are not allowed at any REHAB facilities.

## Gift Shop

REHAB's gift shop is located on the first floor across from the cafeteria. The gift shop has small gift items. In order to ease the preparation home after discharge, a limited amount of supplies (e.g. reacher, leg lifter) are also available.

Please feel free to stop by the gift shop to explore our resource wall. Educational materials are available for you to take. If you have any questions regarding the information, please reach out to your REHAB care team.

## Cafeteria/Dining Area

The Cafeteria/Dining Area is located on the first floor. Visitors may purchase hot and cold food items and beverages. Cafe Hours of Operations: Monday - Friday: 6:30 am - 1:30 pm, Saturday: 6:30 am - 12:00 pm.

## 4. Rehabilitation Programs and Services

### Individualized Treatment Plans

Your rehabilitation plan will be personalized based on your specific needs and goals.

### Therapy Sessions

Your therapy begins on the day of admission at which time evaluations will be initiated. Based on your evaluation, you and your team will develop a treatment plan tailored to meet your rehabilitation needs. Typically, patients receive **three hours of therapy per day, five days a week**. Customized 30-60 minute therapy sessions will be scheduled throughout your day. Therapy schedules for the next day will be posted in your room the night prior.

You are expected to engage in daily therapy sessions, including physical therapy, occupational therapy, and speech-language therapy, as prescribed by your care team, unless otherwise specified by your rehabilitation physician. To participate and benefit from your scheduled therapies, it is important to get the proper amount of rest between sessions and overnight.

Therapy sessions will include gait training, balance activities, strengthening exercises, self-care activities such as bathing,

dressing and grooming. You may also participate in cognitive, speech and swallowing therapy if seen by a speech therapist. Each therapy session will be tailored to your specific needs. You will be expected to take part in these activities in a progressively independent way as they are important to your journey in regaining independence.

### Additional Services Offered

- **Recreational Therapy:** Recreational Therapy is focused on your overall wellness. With our recreational therapist, you can participate in leisure activities that are meaningful, enjoyable and relaxing for you. An important goal of recreational therapy is to eliminate barriers to participation in the areas of your life that bring you the most joy. Activities may include sports, crafts, gardening, music or art.
- **Animal Assisted Therapy:** You may find our Chief Canine Officer visiting patients on the units or participating in treatment sessions. Feel free to let your care team know if you would like a visit from him.
- **Spiritual Care Services:** A spiritual care provider is available to visit you upon your request.

## 5. Planning for Discharge

Discharge planning begins as soon as you are admitted. The goal is to return you to an appropriate home environment as soon as possible. During your stay, your rehabilitation care team will participate in once a week team conference meetings to discuss your progress and readiness to be discharged. In team conference meetings, your discharge date will be determined. You will work closely with your Clinical Care Coordinator who will assist you in coordinating your discharge.

### Caregiver Education and Training

Your family member or caregiver will receive training from our therapists and nurses to assist you with your mobility (transferring in and out of bed, in and out of a vehicle) and day-to-day living assistance. Training normally takes up to three hours before or on the day of your discharge. Additional training sessions may be scheduled as needed. Your Clinical Care Coordinator can assist your family member or caregiver in scheduling an appointment.

### Discharge Equipment or Supplies

You may need special equipment or supplies for use at home. Our staff will work with you to identify which items will be covered by insurance and let you know of any that will need to be paid for privately (“out of pocket”).

If equipment such as wheelchairs, bedside commodes and walkers are recommended, an outside vendor will help to provide the items you or your family select. The providing

vendor will either bill your insurance (if the items are covered by your insurance) or you (if they are not covered by your insurance) for the equipment.

Please note that your discharge medication prescription may not be covered by your insurance.

### Discharge Time

Our standard discharge time is 11 AM. We ask for your cooperation to leave promptly so we can prepare for incoming patients. Please see your clinical care coordinator for details regarding your transportation home or to your final destination in advance of your discharge.

### Clinical Follow-Up

A followup visit with your personal physician is suggested soon after your discharge to ensure that your healthcare needs are being met. If your REHAB physician suggests outpatient therapy, your Clinical Care Coordinator will assist you in

making an appointment at one of REHAB's three outpatient clinics. If you choose to continue therapy at a location not affiliated with REHAB, we can assist you in obtaining

information and establishing contact at that location. If you are unable to leave your home after discharge, your Clinical Care Coordinator can also arrange home care services for you.

## REHAB Outpatient Services

REHAB is the only facility to offer a full continuum of care from acute rehabilitation to outpatient therapy. We offer state of the art equipment, specialized experts and powerful programs that are customized for your specific needs. REHAB's three outpatient clinics are conveniently located in Nuuanu, Aiea and Hilo.

### KJ & Beatrice Luke Specialty Clinic at Nuuanu

Rehabilitation Hospital of the Pacific  
226 North Kuakini Street  
Honolulu, Hawaii 96817  
(808) 544-3310

### REHAB at Hilo

76 Pu'uhonu Place  
Hilo, Hawaii 96720  
(808) 961-5776

### REHAB at Aiea

98-1005 Moanalua Road  
Pearlridge Center, Downtown, Suite 425  
Aiea, Hawaii 96701  
(808) 486-8000

## Patient Outcomes

REHAB offers unique and specialized programs to help patients achieve their greatest level of independence so they can return to their families, work and community. We are proud that each year approximately 85% of our patients who complete their program return back into the community.

## 6. Patient Safety

REHAB takes great pride in protecting the health and safety of all of our patients, visitors and staff.

### Hand Hygiene: Speak Up for Clean Hands

Hand Hygiene is one of the most effective ways to prevent infection. Clean your own hands and ask those around you to do the same.

#### How should you clean your hands?

- **With an alcohol-based hand sanitizer**
  - Put product on hands and rub hands together covering all surfaces until your hands feel dry.
- **With soap and water**
  - Wet your hands with warm water and apply soap
  - Rub your hands together until the soap forms a lather, making sure to include between your fingers and under your fingernails
  - Continue rubbing your hands for at least 15 seconds
  - Rinse your hands well under running water
  - Dry your hands using a paper towel. Then use your paper towel to turn off the faucet and to open the door if needed

#### How to Protect Yourself:

- **Every healthcare provider should be cleaning their hands upon entering your room and when removing their gloves**
  - Don't be afraid to remind others around you (such as your healthcare provider or loved ones) to clean their hands too



## Fall Prevention

Your safety is our priority. Following a procedure or illness, activities such as getting out of bed, walking to the bathroom, or reaching for items may be more difficult than you realize. Your risk for falls is assessed upon admission and throughout your stay and safety measures are put into place.

### Our care team will:

- Visit every hour during the day to help with your needs
- Ensure that your call light is within reach
- Assist you if you are cleared by therapy to ambulate with assistance
- Help you to the bathroom and stay with you while toileting or showering because this is where most falls happen
- Use safety tools such as chair, wheelchair, or bed alarm to remind you to call for assistance

We ask you to:

- Ask for assistance every time you wish to get out of the bed or chair. Do not get out of the bed or chair alone
- Use your call light to ask for help. We will do our best to respond within 5 minutes
- If you attempt to get up without assistance, an alarm will sound to remind you to stay put until help arrives
- Wear your non-skid socks and use safety equipment that has been recommended for you

## 7. Patient and Family Resources

### Educational Materials

Access educational materials to better understand your condition and the rehabilitation process. Available in the Gift Shop Information Center.

### Support Groups

Support groups are available to you and/or your caregivers in order to connect with other patients and families facing similar challenges. Ask your clinical care coordinator about how you can participate in one of our support groups: Stroke Support Group, SCI Peer Mentorship Program, Amputee Support Group, Brain Injury Crafting Group (Hui Malama Po'o).

## 8. Patient Satisfaction Feedback

### Patient Satisfaction Survey

Because REHAB Hospital is always seeking ways to improve service and care, you may receive a paper survey in the mail, or an electronic survey via email from an independent customer satisfaction company. This survey will ask you to rate your experience during your stay here. We are very interested in hearing your comments about your nursing care, therapies, and any other services you received so we can provide our patients with the best care possible. Please help us by completing the survey. Also, if you have any suggestions

on how we can improve this Welcome Guide, we appreciate your comments.

### Patient and Family Advisory Council

REHAB has established a Patient and Family Advisory Council to provide a direct link between patients and care decisions made at REHAB. We always strive to be the best we can for our patients. We understand that our patients and patient's family members bring a unique perspective that can further help to enhance a patient's experiences

## 9. Contact Information

For any inquiries or assistance, please contact:

- **Main Reception:** 808-531-3511
- **Quality:** 808-566-3541
- **Compliance Hotline:** 877-772-6738

Thank you for choosing REHAB. We are committed to helping you achieve your rehabilitation goals and regain your independence.