

# Neuro News

A newsletter from NeuroRestorative

## FALL 2020

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## Unstoppable

**With the support of his family and care team, Josh is on the road to recovery.**

“He’d get so excited to see his dad through the window!” recalls Erin Madden, Physical Therapist at NeuroRestorative4kids. “His Dad would read him books at the window, and Josh would smile and stare. You could see that he was really happy!”

Josh came to NeuroRestorative4kids in Las Vegas, NV, during the beginning of the coronavirus pandemic. To help prevent the spread of illness, the state put restrictions on visitation at healthcare settings like NeuroRestorative4kids. Even family for young children like Josh were unable to visit.

“That was really hard to not get to visit,” said Josh’s dad, Joshua Bailey, Sr., “but the staff all went out of their way and beyond what was expected for us!”

Josh was just a little more than two years old when he and his family sought rehabilitation services at NeuroRestorative4kids following brain surgery to remove a mass that caused Josh to experience weakness, vision changes, poor feeding, and hydrocephalus.

To prepare for his admission, the team conducted an assessment virtually, as hospital visitation restrictions did not allow for a typical in-person evaluation. Amy Henley, Clinical Program Specialist, worked with Mr. Bailey and the family through video teleconferencing so that the team could “meet” Josh and prepare for his admission. This also gave the family a chance to see the program and meet team members remotely.

When Josh first came to NeuroRestorative4kids, he had difficulty moving and swallowing. The team developed a personalized care plan and worked with Josh day and night.

“It was initially challenging because Josh was unable to do really basic things like sitting up, but he picked up quickly,” said Erin. “And once he started to move around, he progressed remarkably quickly. We’d all marvel each day about how Josh was making progress right in front of our eyes every day.”

After a month of inpatient treatment, Josh was ready to leave the program. He had come to NeuroRestorative4kids unable to walk and left on his own two feet holding his dad’s hand! It was an emotional day for team members as they watched this amazing little boy and his dad go home together. Josh has been home now for a little over six weeks and continues to make progress. “It is so rewarding for the therapy team to see a child make such gains,” said Erin.



## Make a Referral

Let our caring professionals help you find the right services and resources for your patient or loved one.

 **Call**  
**800-743-6802**

# Message from the President

Dear Friends,

At NeuroRestorative, we serve individuals of all ages who have brain and spinal cord injuries and other neurological challenges. We provide a full continuum of supports in 26 states, including programs tailored to the needs of infants, children, adolescents, military service members and Veterans. I could not be more proud of the way our therapists, life skills trainers (LSTs), certified nursing assistants (CNAs), team leads, residential supervisors and all our dedicated staff have continued to carry out their work through the pandemic, continuing to guide the people we serve along their rehabilitative journeys.



In this newsletter, we will speak to the ways in which we are working to align services needed to respond to the current, and likely ongoing needs of people recovering from injury and illness. Whether it's our Interactive Telehealth Services, Critical Care Recovery Program or the steps we are taking as we continue to navigate the pandemic, we remain committed to providing quality care safely.

While COVID-19 will continue to test us in ways we cannot predict, there is great power in acts of dedication, compassion and collaboration with fellow team members and partners like you. Ultimately, they will carry us through. Thank you to all our colleagues and partners for your actions, large and small, to help ensure the people we support receive the quality services they need and deserve.

Regards,

A handwritten signature in black ink that reads "Bill Duffy". The script is fluid and cursive.

**Bill Duffy**  
President  
NeuroRestorative

# New & Expanded Programs

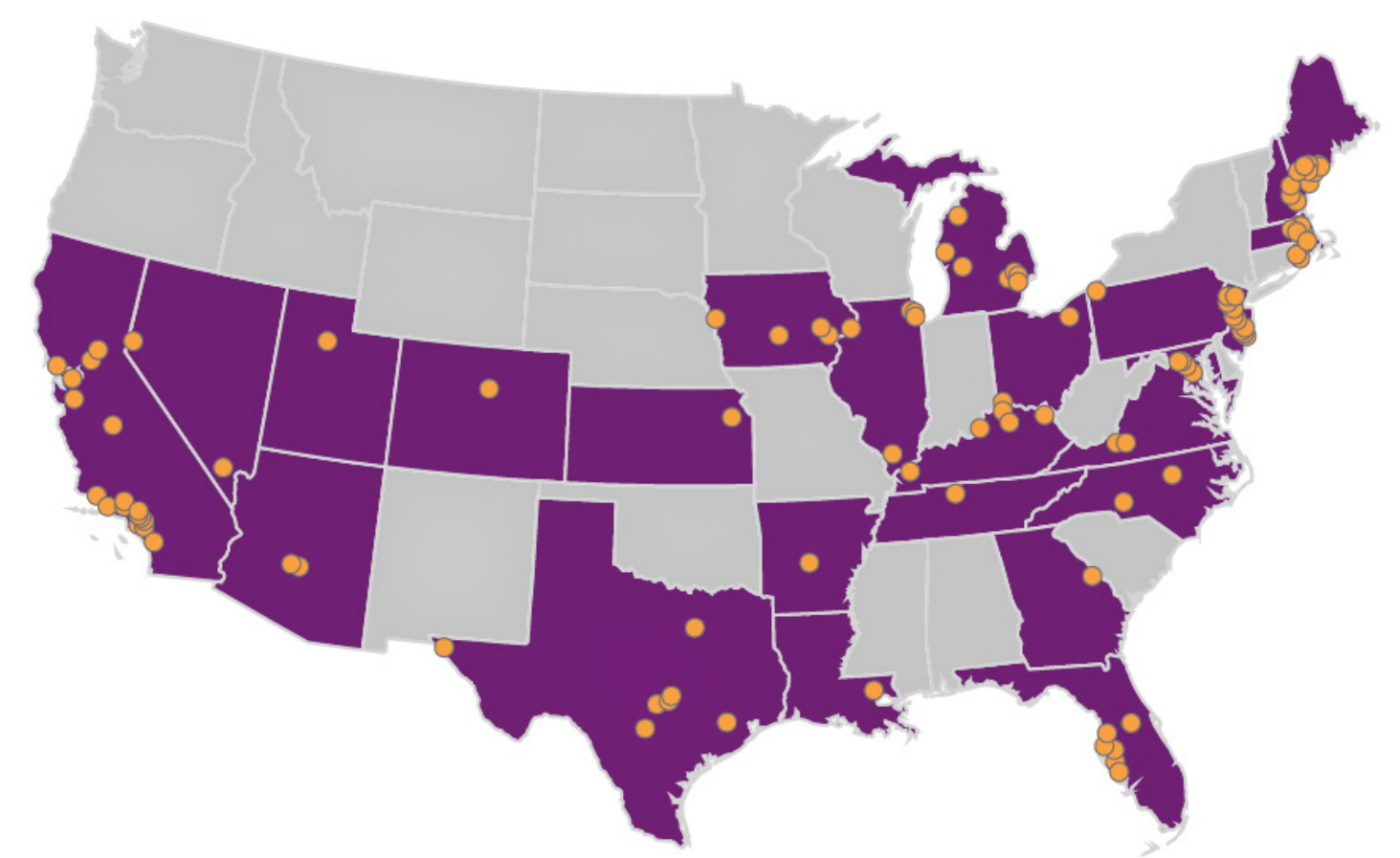
At NeuroRestorative, we understand how important it is for participants to have the support of their loved ones during rehabilitation. That's why we continue to expand our programs to ensure that more people have access to the rehabilitation they need close to home. The programs listed below will offer new services within the next six months:

- Sarasota, FL**  
Neurorehabilitation

**Salem, VA**  
Neurorehabilitation and Support Living Program
- Concord, NH**  
Neurorehabilitation

**Fresno, CA**  
Neurorehabilitation
- Commonwealth of Pennsylvania**  
Hiome & Community Program

# Our Current Locations



## A Bright Future Ahead: Overcoming Injury to Live More Independently

Rakell Ware-Moore was nine years old when she was hit by a car and experienced brain injury. As a result of her injury, she experienced behavioral dyscontrol, which made her struggle with her temper and behavior. Some of that behavior even led her to some serious consequences, which has caused Rakell to be in and out of different therapy programs. That was until Rakell entered NeuroRestorative's specialized neurobehavioral program in Tampa, Florida, where she was able to learn strategies and techniques to help manage her aggression and outbursts.

"The staff here at NeuroRestorative helped me to recognize things were not going well and that I had to start making changes," says Rakell. "Now, when I get up in the morning, I stay focused on my own behavior. I start each day thinking about what I need to do to have a good day."

After nine months of treatment, Rakell transitioned to NeuroRestorative's program in Clearwater, Florida, where she now 25 years old, has her own apartment and is able to live more independently. She is currently getting her GED, has a job, and is enjoying life by spending time with friends.



"The staff here has really helped me," she said, "they are always encouraging me to do my best. Now that I have my behavior in a way that I can be around other people, it's better. I've turned my life around."

Rakell's Case Manager, Sereena Wilks-Maryie, commented on Rakell's growth, "Rakell is very resilient and determined to better her future. We are all so proud of her—what we saw from when she first came here—she is a different person in attitude and behavior. She's even going to get her GED!"

NeuroRestorative is honored to support Rakell and many others in living their fullest life regardless of the barriers that stand in the way.

**"...they are always encouraging me to do my best. Now that I have my behavior in a way that I can be around other people, it's better. I've turned my life around."**

**-Rakell Ware-Moore**

# NeuroRestorative Heroes

NeuroRestorative Heroes celebrates team members whose actions make them a hero to those we serve or their colleagues. Each quarter, we celebrate six outstanding employees for their dedication to the individuals we serve.

At NeuroRestorative, we are proud to have an amazing team of employees dedicated to making a difference in the lives of people with brain, spinal cord or medically complex injury, illnesses and other challenges. From clinicians to direct care workers to administrative support staff, everyone in the NeuroRestorative family plays an important part in ensuring the delivery of services that enhance quality of life. We strive to ensure all our employees feel valued, supported and recognized for the important work that they do.

“On behalf of everyone at NeuroRestorative,” said Bill Duffy, President of NeuroRestorative, “I want to thank all of our passionate and dedicated employees and congratulate all our Heroes.”

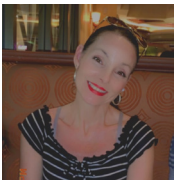
## FY20 Q4 Heroes



**Eddie David**  
Team Lead,  
NeuroRestorative Kentucky



**Chris Manwaring**  
Cognitive Restraining Specialist,  
NeuroRestorative Maine



**Kary Knight, RN**  
Program Director,  
NeuroRestorative Arizona



**Poppy Pandian**  
Activities Coordinator,  
NeuroRestorative California

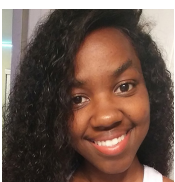


**Brandi Kraley**  
Rehabilitation Specialist,  
NeuroRestorative Michigan



**Tonay Ricardo**  
Lead Maintenance Worker,  
NeuroRestorative Florida

## FY20 Q3 Heroes



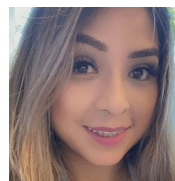
**Jalisa Lee**  
Teacher's Associate  
NeuroRestorative Illinois



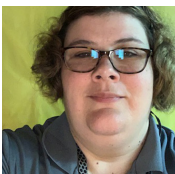
**John LaFreniere**  
Rehabilitation Specialist  
NeuroRestorative Michigan



**Israel Garza**  
Residential Supervisor  
NeuroRestorative Texas



**Aida Torres, RN**  
Sr. Director, Quality Improvement  
NeuroRestorative California



**Melissa Keene**  
Life Skills Staff Supervisor  
NeuroRestorative Arkansas



**Laura Jimenez**  
Physical Therapist  
NeuroRestorative California



# NEURO INSTITUTE

Continuing Education for Rehabilitation Professionals

Neuro Institute offers monthly, one hour online CEU opportunities spanning a variety of topics related to rehabilitation services for individuals with brain, spinal cord and medically complex injuries and other challenges. Below is a schedule of upcoming events. Past presentations are available to view for credit by visiting: [neurorestorative.com/institute](https://neurorestorative.com/institute).

CE credit for Case Managers (CCMC), Social Workers (NASW), and ANCC (RN) provides National Nursing Continuing Education Courses Certification. All other participants will receive a general certificate of attendance.

**NOVEMBER 20, 2020, 12-1PM (EST)**



### **Personalized Medicine: Pharmacogenomics Testing and Applications in Psychiatric Clinical Practice**

Alyson Wolz, DNP, APRN, PMHCNS, BC: Psychiatric Nurse Practitioner, NeuroRestorative Illinois (Carbondale)

#### **Learning Objectives**

- Define pharmacogenomics and other key terms for basic understanding of genetics and personalized medication response.
- Describe how variations in genes affect individual response to psychiatric medications.
- Learn to interpret pharmacogenomics testing results and to use that information to guide clinical decision-making.

### **PREVIOUS PRESENTATIONS - AVAILABLE TO VIEW FOR CEU CREDIT**

The following presentations are now available online!



#### **John Weaver, M.D.**

Neurosurgeon, Pennsylvania State Health,  
St. Joseph's Medical Center

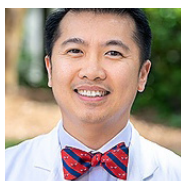
"Neurosurgical Perspectives on Stroke"



#### **Mel B. Glenn, M.D.**

Medical Director, NeuroRestorative

"Psychopharmacologic approach  
to affective disorders and executive  
dysfunction after brain injury"



#### **Kenneth Ngo, M.D.**

Medical Director,  
NeuroRestorative Florida

"Spasticity Evaluation & Management"



#### **Jennifer Doble**

Medical Director,  
NeuroRestorative Florida Clearwater

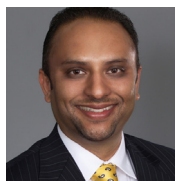
"Emergency Preparedness and Ensuring  
the Safety of Persons with Brain Injuries"



#### **Mark Cola, CBIS, CDP**

Director, Business Development  
NeuroRestorative Pennsylvania

"Aging in the Community with a  
Brain Injury"



#### **Pritesh Parbhoo, Psy.D**

Clinical Program Director  
NeuroRestorative Florida

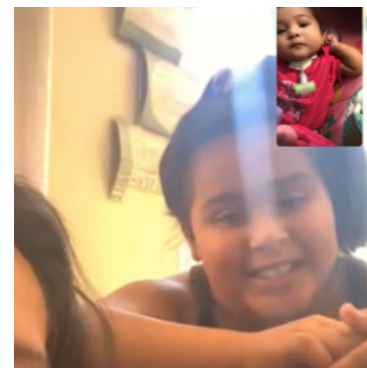
"The Role of Trauma in  
NeuroRehabilitation Outcomes"

To register or learn more, visit [neurorestorative.com/institute](https://neurorestorative.com/institute)

## Interactive Telehealth Programs

NeuroRestorative provides therapeutic services over telecommunication networks and the internet to address individuals' unique rehabilitation goals. Our Interactive Telehealth Services provide safe, state-of-the-art supports and services that are cost and time effective and convenient for people of any age regardless of where they may call home. Our HIPPA compliant platform provides a two-way, live interactive telephone communication and digital video, recognized by most healthcare payors and carriers. NeuroRestorative's Interactive Telehealth Services include:

- Speech Therapy
- Physical Therapy
- Occupational Therapy
- Cognitive Rehabilitation
- Behavioral Therapy
- Individual and Family Counselling



Our Interactive Telehealth Services are most often accessed by people who wish to reduce health risks of travel and treatment outside of the home, prefer a schedule of therapy services outside of typical working hours, reside in rural areas with limited or no access to local outpatient facilities or who cannot physically travel to receive clinical services or where going out is difficult. Most recently, with the acknowledgement of state licensure reciprocity, we have provided bilingual clinicians for individuals who are best served in their first language.

## Meet one of our Telehealth therapists



Stephanie Anderson, MS, OTR/L,  
Regional Director of Rehabilitation

Stephanie has been part of our team since 2012, specializing in medically-fragile pediatrics at NeuroRestorative4Kids in Las Vegas. She currently serves as the regional director of rehabilitation, and in addition to continuing to work with children and adolescents she also works with adults with neurological injuries.

During the early stages of the pandemic, Stephanie worked with national teams to implement interactive Telehealth services in her region. This included transforming the outpatient clinic, full-day programs, individual therapy sessions, and group sessions from in-person to a virtual format. As communities begin to reopen and in-person services become available once again, Stephanie would like to see Interactive Telehealth services continue. **"By continuing to provide Interactive Telehealth services and reopening in-person services, individuals will have more choice and flexibility in their rehabilitative journeys," said Stephanie.**

## About NeuroRestorative

NeuroRestorative is a leading provider of subacute and post-acute rehabilitation services for people of all ages with brain and spinal cord injuries and other neurological challenges. In a variety of locations and settings, we offer a continuum of care and rehabilitation options, including specialized services for children, adolescents, and Military Service Members and Veterans.

NeuroRestorative is part of The MENTOR Network, a health and human services provider offering an array of quality, community-based services to individuals with intellectual and developmental disabilities, brain and spinal cord injuries and other catastrophic injuries and illnesses; to youth with emotional, behavioral and medically complex challenges, as well as their families; and to elders in need of support.

For more information, to schedule a tour  
or to make a referral

📞 800-743-6802

✉️ [neuroinfo@neurorestorative.com](mailto:neuroinfo@neurorestorative.com)

🖱️ [neurorestorative.com](https://neurorestorative.com)



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