

WINTER 2021

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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

Brady Holt and His Story of Strength

On May 14, 2016, Brady Holt, a freshman football player at Utah State University, was driving back to college when he was involved in a major motor vehicle accident that resulted in life-threatening injuries. Brady suffered a traumatic brain injury and multiple fractures, which required chest tubes, intubation and being placed on a ventilator. He was given only a 15% chance of survival.



In mid-June, Brady was transferred to NeuroRestorative Utah and began his individualized therapy regimen. With the support of his dedicated team, he worked on getting his strength back in his arms, legs and trunk control. He was also learning to swallow and follow simple commands. Brady was making leaps and bounds. His breathing had improved, his memory started to return, and he began to recognize those close to him.

Brady continued to reach milestones every day. He was able to stand for the first time with the help of the physical therapist and began taking steps with the help of the overhead track system. Over the next few weeks, he became more independent, from transferring without the Hoyer lift to maneuvering his wheelchair on his own. Brady was able to be de-cannulated in early October.



“I have rarely seen an individual so determined and hardworking. Despite severe injuries and neurologic deficits, he always had a positive and never-quit attitude. As therapists, we had to be constantly trying new things and staying a step ahead of him. It was very rewarding to see him regain skills, take that first step and say his first word. He certainly exceeded expectations,” said Julie Burnett, PT, MS.



Brady transitioned to an acute rehabilitation program, where he improved his gross and fine motor skills. After all of his hard work and the support of his care teams, it was then time for Brady to return to his home.

Today, Brady is enjoying all of the things he once did. He is going back to college, spending time outdoors, hiking, hunting and even coaching his brother in football. Brady got married in the fall of 2020 to his wife, Katie. “Every step you take forward takes you one closer the finish,” said Brady.

Message from the President

Dear Friends,

While the year 2020 was challenging and we still have a long road ahead in 2021, I am extremely grateful for all our colleagues and partners for their actions, large and small, to help ensure the people we support receive the quality services they need and deserve. 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 and support the individuals we serve along their rehabilitative journeys. I am looking forward to the New Year and the opportunities it will bring.



At NeuroRestorative, we serve individuals of all ages who have brain and spinal cord injuries and other neurodevelopmental and 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. In this newsletter, we will speak to the ways in which we are working to align services needed to respond to the current and ongoing needs of individuals recovering from injury and illness. Whether it's our Critical Care Recovery Program or Interactive Telehealth Services, the steps we are taking as we continue to navigate the pandemic, we remain committed to providing quality care safely. We wish you and your families a safe and happy New Year.

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

Regards,

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

Concord, NH

Neurorehabilitation

Commonwealth of Pennsylvania

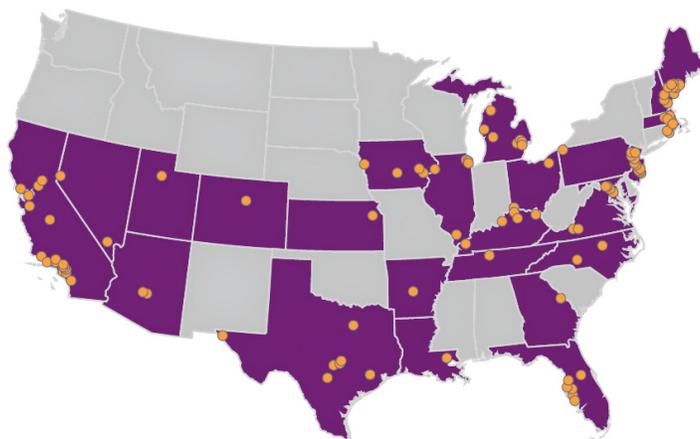
Home & community program

Salem, VA

Neurorehabilitation and support living program

Fresno, CA

Neurorehabilitation



NeuroRestorative Employees and Individuals Served Begin to Receive COVID-19 Vaccine

It's a new year, and with it comes new hope. Vaccines are available and are already being distributed in phases across the nation. To crush COVID and end the pandemic, we need to use all the tools we have. Vaccines are a key part of that.

Many of our direct care staff and the people we serve are currently or will be eligible to receive the vaccine as part of the early phases. Our clinical, quality, human resources and operations leaders worked with federal and state authorities, local agencies, as well as CVS, Walgreens and local pharmacies to ensure the individuals we support and our staff have the opportunity to receive the vaccine. We offered our first vaccine clinic on December 21, giving those eligible the opportunity to receive the vaccine and continue to provide opportunities to those eligible as distribution moves forward. Here are team members at our first vaccine clinics, doing their part to crush COVID.

Pictured: Laura McHarg, Occupational Therapist, NeuroRestorative Reno, NV, program and Vickie Palmer, Facility Operations Manager, NeuroRestorative Lexington, KY, program.



NeuroRestorative Academy Supports Student to Manage Challenges, Graduate and Return Home

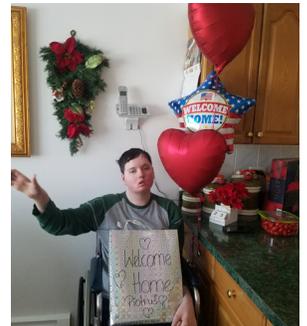
Peter Bartoszek became a student at NeuroRestorative Academy, a specialized residential and academic program, in August of 2016. Prior to joining the academy, Peter had a history of multiple psychiatric hospitalizations. With the support of his NeuroRestorative care team, Peter gained the skills he needed to graduate and return home to safely live in his community.

Following four neurosurgeries to treat tumors resulting from his diagnosis of neurofibromatosis type 2, Peter was left deaf, and experienced seizures and challenges in self-managing his behavioral dyscontrol. Although Peter is unable to speak, he reads lips very well and uses sign language to communicate. But his greatest challenge to safety and independence was his behavioral outbursts in the home and the classroom. After working with his educational, behavioral, occupational, physical and speech therapy team, Peter's self-management of behavior improved and he became interested in participating in school activities.

Peter made significant progress, and after six months of physical and occupational therapy, he was able to ambulate without a wheelchair. But his journey was met with additional challenges as he required surgery to remove additional tumors and needed to remain in the Intensive Care Unit for a few months. Peter returned to NeuroRestorative Academy and was dependent on oxygen for many months. He had to relearn behavioral and physical skills, while also going through chemotherapy for an additional two years. Despite these challenges, he never gave up. With the help of his therapy team, and the support of his family, he became more independent with his daily activities, completed his diploma, and was able to walk at his graduation.

Peter is now home with his parents, Maria and John, who have prayed for this day to come. Looking ahead, Peter hopes to attend the University of Illinois and take classes that will assist him in working toward developing research skills aligned with his interest in human cloning. He plans to become a research scientist.

"NeuroRestorative Academy is a stand out organization because our programs do not force an individual student to meet the needs of the school," said Mike Nevel, Head Teacher at Mt. Prospect, IL, campus. **"We do not ask students to change, rather we modify and accommodate to what the student needs academically and therapeutically.** Peter and his family embraced and supported the program, which allowed our staff to support Peter in achieving his successes."



The NeuroRestorative Way: A Focus on Outcomes

At NeuroRestorative, outcome measurements play a vital role in helping to establish individual rehabilitation goals and measure progress as individuals move through the continuum of neurorehabilitation and treatment of complex illness and injury. Leading this research at NeuroRestorative are Frank Lewis, Ph.D., National Director of Clinical Outcomes and Clinical Director of NeuroRestorative Georgia; and Gordon Horn, Ph.D., National Deputy Director of Clinical Outcomes and Clinical Director for NeuroRestorative Florida.

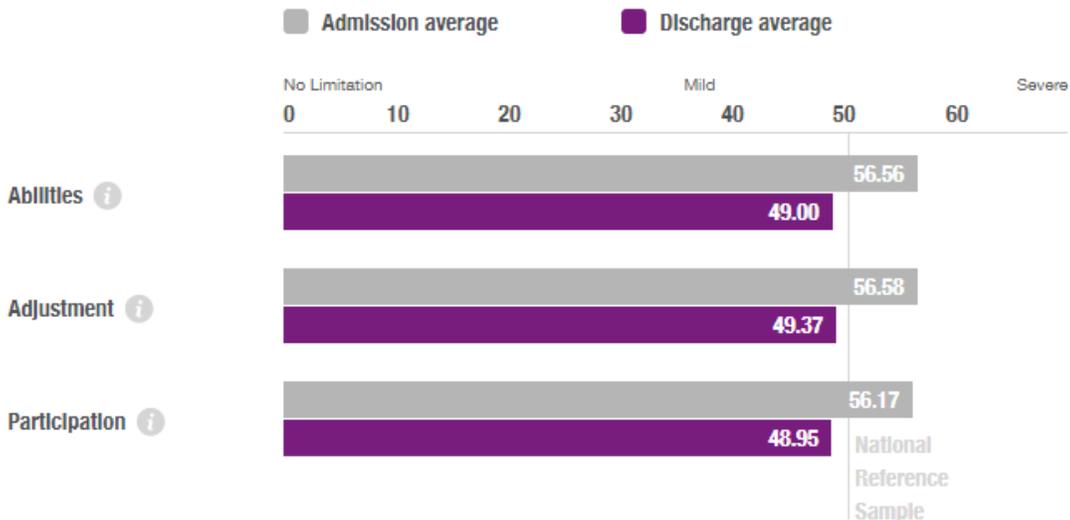
NeuroRestorative has a proven track record of delivering successful outcomes for individuals served along each state of our continuum of care. **“What sets NeuroRestorative apart from other companies is how our organization allows our team to not just send our reports, but to analyze the data, publish our findings and present internationally,”** said Dr. Horn. **“By allowing us to drill down on data and find those factors on the overall outcome, we receive knowledge that allows us to create programs that improve an individual’s outcomes much faster.”**

As people move through the phases of their individually tailored programs, the outcomes team measures physical and functional abilities that affect their ability to live as independently and safely as possible on a day-to-day basis. Our clinical experts establish individual rehabilitation goals and carefully measure progress as individuals move through their neurological rehabilitation programs so that outcomes are always specific to each individual. This data is not only used to help individuals in our programs, but also help understand trends, business challenges and payment issues. **“It’s all about doing the right thing,”** said Dr. Horn. **“We try to take complex data and make it simple for our teams to understand. Frank and I are always thinking ahead two to five years on how to reduce disability and improve quality of life.”**

Looking ahead, Dr. Lewis and Dr. Horn are looking forward to a newly developed measuring system, which will allow for an extensive data set for a whole new population. They are passionate about continuing to produce and publish their findings so individuals can get the right services and enjoy a higher quality of life. **“The work we do is worth it,** said Dr. Lewis. **“We are making a difference in the outcomes of those we serve and their keys to success. By diving deep into our data and safety factors, we are able to help individuals reach their full potential. It is pretty satisfying work.”**

For more information on our outcomes, please visit us at neurorestorative.com/treatment-approach.

Improvement in MPAI-4 Participation, Adjustment and Abilities T-scores



Average Age = 44.7, Average Length of Stay = 5.4 months. Outcomes for all persons treated in active rehabilitation. The mean reduction in disability was 8.67 points, a clinically and statistically significant improvement ($p < .001$).

On average, our participants demonstrated an increase in functional independence across all 29 items of the MPAI-4.

How Two NeuroRestorative Employees Are Helping Others One Data Point at a Time



Jackie Zdenek, MSQ, QI Director
Years of Service: 17

Jackie Zdenek, MSW, has worked at NeuroRestorative for almost 17 years and has experience working with individuals with brain injury for the last 30 years. Jackie got her master's degree in social work at Michigan State University. Jackie started working for NeuroRestorative as a clinical evaluator in Michigan. She then moved to Florida, and because NeuroRestorative has programs across the country, was able to join the team in Tampa. Today, Jackie holds the position as QI Director for NeuroRestorative's Southeast region.

Jackie's role involves working with our many programs to ensure they are maintaining quality standards including policy performance, regularity and accreditation. Jackie ensures the programs are complying with our company policies and that we are providing a safe environment for the individuals we serve, their families and our employees.

"The work I do is important because it allows me to look at the 'big picture' when providing services for individuals, their families and our employees," said Jackie. **"Although I am not directly working with our program individuals, I still feel that connection in my role. It is important to me that families feel their loved ones are safe in our care."**

As part of The MENTOR Network, NeuroRestorative's core values include integrity, respect, inclusion and growth. When asked how she and her team live our core values Jackie responded, **"We follow our core values in everything we do. Quality works hand-in-hand with operations to ensure we are serving individuals the best way possible. I am excited to see where it takes us in the future."**



La'Darius Blecher, Data Systems Manager
Years of Service: 20

In 2000, La'Darius moved to Clearwater, Florida, and started working for a local rehabilitation program, which specialized in the treatment of individuals with traumatic brain injury and developmental disabilities. During this time, he got his associate's degree in business administration and began working as the house manager of a group home for six individuals and shortly after was promoted to staff training coordinator.

In 2007 La'Darius earned his assisted living facility administrator certification. Later, he was promoted to senior administrator of residential services and was responsible for oversight of residential services including, licensing, staffing and accreditations. When the provider joined the NeuroRestorative family in 2011, La'Darius embraced the opportunity to continue serving individuals as part of a leading, national provider. In 2017, La'Darius joined the outcomes team as quality improvement specialist.

In his current role as Data Systems Manager, La'Darius oversees data collection, maintenance, distribution of outcomes and provides support for accreditation within the programs. His day-to-day responsibilities involve working with programs to ensure accuracy of collected data and create outcome reports, which provide demographic information of persons served and the outcomes of program individuals discharged from our programs. **"My experience and education have provided me with an insight on how outcomes can be transformed into viable business solutions,"** said La'Darius.

La'Darius is passionate about his career path and plans to continue to enrich himself so he can help others. **"My goal since the beginning has always remained the same; help as many people as possible. I want to continue to grow with NeuroRestorative and use all of the things I have learned to continue to move our programs forward,"** said La'Darius.

COVID-19: Neurocognitive and Psychological Effects

We are continuing to learn about the COVID-19 disease and the effects it has on individuals served. COVID-19 is an unusual event that has stirred many negative thoughts and feelings. This virus can cause many medical, neurological and psychological changes including depression, anxiety and post-traumatic stress symptoms if contracted.

Neurological & Neurocognitive Health Risks:

- Mental status
- Encephalopathy
- Encephalitis
- Cognitive impairments
- Memory disorders
- Neuropsychological deficits
- Cognitive vulnerability

Neuropathology Health Risks:

- Brain tissue changes
- Neurochemistry changes
- Metabolic rate; metabolic encephalopathy
- White matter disease
- Strokes
- Brain hemorrhages
- Ischemia for vascular problems

Treatment

For COVID-19 survivors who leave the ICU but are unable to safely return home, we can help. We offer a range of services in settings to meet people where they are on their recovery journey including residential programs with 24/7 medical care and rehabilitation services, outpatient and day programs and Interactive Telehealth Services.

Services:

- Physician oversight & specialty care
- Nursing
- Counseling
- Medically complex care
- Respiratory
- Neurorehabilitation
- Speech, occupational & physical therapy

We recommend that when you refer an individual, indicate location preference(s) and NeuroRestorative will within 24 hours, supply you with every program location in the country, which is able to meet an individual's needs. To make a referral, please call 800-743-6802.

NeuroRestorative Puts on Surprise Virtual Birthday Celebration For Doug

Every year, Doug Childs looks forward to celebrating his birthday with his sister, JoAnn, who brings pizza and cake during her visit to NeuroRestorative's Paducah, KY, program. Due to the COVID-19 pandemic and safety guidelines in place, JoAnn and her family were not able to visit Doug in-person for his birthday this year. JoAnn knew she still had to do something special for her brother. She worked with Doug's care team to ensure he still felt special on his big day.

Doug's Case Manager, Beth Johnson, arranged for pizza to be delivered to his house and set up a Zoom meeting for him and his family to see him on his birthday. NeuroRestorative team members assisted Doug with logging into his iPad, having him think it was part of his clinical session. He soon found out he was about to have a birthday surprise he would not forget.

When asked about his birthday celebration, Doug replied, "It was great. I loved it. My family sent me balloons and ordered pizza for the whole house. I did not know my sister had asked some of my family members to join the call. It was good to see everyone's face and listen to them sing to me. Everyone was laughing and smiling. It was great."

NeuroRestorative care staff is happy to connect families with program individuals on any special occasion. In addition, NeuroRestorative provides therapeutic services over telecommunication to address individuals' unique rehabilitation goals. For more information on our supports and services, please call 800-743-6802.





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.**

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.

JANUARY 29, 2021, 12-1 PM (EST)



Dealing With Difficult Family Situations

Rob McDaniel, MS, RVP NeuroRestorative Arkansas & Karen Miller, RN, BA, CRRN, CCM

Learning Objectives

- Participants will become familiar with five basic tenets of communication.
- Participants will be able to expound on the importance of letting the family tell their story.
- Participants will identify what key factors need to happen before tough issues can be confronted.



To register or learn more, visit neurorestorative.com/institute

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. "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."

FY21 Q1 Heroes



Martin Carrillo, CNA

Life Skills Trainer
NeuroRestorative Florida



Jamie Frizzell

Residential Supervisor
NeuroRestorative Maine



Merlie Loyloy

Director of Nursing
NeuroRestorative California



Kristina Scott

Team Lead
NeuroRestorative Maine



Darrin Thomas

Clinical Manager
NeuroRestorative Kentucky



Nicole Wengren

Case Manager and Social Worker
NeuroRestorative Nevada

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

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