

HOPE is HERE

Shepherd Center is a world-renowned provider of comprehensive, specialized rehabilitation for people with spinal cord injury, brain injury, stroke, multiple sclerosis, spine and chronic pain, and other neuromuscular conditions.





HOPE is HERE

Shepherd Center, located in Atlanta, Georgia, is a private, not-for-profit hospital specializing in medical treatment, research and rehabilitation for people with spinal cord injury, brain injury, stroke, multiple sclerosis, spine and chronic pain, and other neuromuscular conditions. Founded in 1975, Shepherd Center is ranked by *U.S. News & World Report* among the nation's top rehabilitation hospitals.

More than 500 hospitals and health systems, including major trauma centers, refer their patients to Shepherd Center. They know we provide excellent care that is the rehabilitation equivalent to Level 1 trauma centers in terms of treating the most complex injuries. Our patient outcomes are among the best for rehabilitation hospitals in the United States. Because we are a highly specialized rehabilitation hospital, rather than a general rehabilitation facility, we treat a younger patient population facing a complex set of medical issues.

An individualized and intensive rehabilitation experience brings healing and hope to our patients and their families. In fact, Shepherd Center's stated mission is to help people with a temporary or permanent disability rebuild their lives with hope, independence and dignity. As our late co-founder James H. Shepherd Jr. once said, "Shepherd Center is the bridge between 'I can't' and 'I can.""

Every Shepherd Center patient has a specialized, interdisciplinary team of highly trained, certified and experienced rehabilitation professionals who design a tailored, evidence-based treatment plan for each patient. The plan integrates:

- patient and family input.
- the benefits of the staff's substantial expertise.
- insight from ongoing, clinic-based research and innovation.
- the use of a wide array of advanced therapeutic and assistive technologies.
- incorporation of intensive, activitybased therapies that promote recovery, restoration and lifelong wellness.



Our comprehensive continuum of care includes family and patient education and training to maximize recovery and address all areas of care required for the specific injury. Peer support liaisons and volunteers with similar injuries also offer a wealth of information and experience to patients and families.

Patients and their families come to Shepherd Center from around the nation, and even the world, to get specialized rehabilitation care – a fact that aligns with national surveys showing many patients are willing to travel out of state for specialized care. Shepherd Center helps make this travel feasible by providing housing for up to 30 days for families of newly injured rehabilitation patients if both the

patient and family live more than 60 miles from the hospital. Having family members nearby helps support the patient's recovery. Also, families and patients interact and draw strength from one another because of their shared experience.

Additionally, Shepherd Center staff members provide encouragement during rehabilitation, assist with the transition back to home, work and school, and serve as ambassadors to help patients navigate their journey over a lifetime. At Shepherd Center, we are a family, working together to help patients and their families obtain the care, skills and confidence they need to return to living their lives as independently and fully as possible.

Why Choose Shepherd Center?

Medical Advantage

When it comes to rehabilitation for complex injuries and conditions, experience counts. Our staff's specialization in treating spinal cord and brain injury, stroke, multiple sclerosis, spine and chronic pain, and other neuromuscular conditions has enabled us to develop deeper levels of expertise and achieve better results for those we serve. When it comes to functional and medical improvements, our patients are more independent in their daily lives and have better outcomes than national averages.

Continuum of Care

Shepherd Center offers a comprehensive continuum of care – from evaluation and medical treatment to rehabilitation, medical equipment assessments, post-acute and outpatient care, and lifelong support programs. Our patients and families have access to programs that many other facilities don't have. These programs include:

- Ventilator weaning
- > 10-bed, on-site intensive care unit
- Disorders of consciousness care for patients with low-level consciousness due to brain injury
- > Chaplaincy for patient and family spiritual needs
- Extensive family training
- Assistive technology
- Community outings
- Extensive recreation therapy and adaptive sports programs – including aquatics, art, music, horticulture and outdoor experiences – to help patients discover new or return to former activities and interests
- Shepherd Step, an intensive walking program that includes manual and robotics-assisted locomotor training
- > Return-to-school programs
- Neuropsychology and counseling services
- Peer support
- Transition support for staying healthy post-discharge and returning to home and work
- Driving evaluation and training
- Specialized wheelchair seating and mobility clinic
- > Upper-extremity rehabilitation clinic
- > Pain management clinic
- Animal-assisted therapy with dogs and horses
- Health and wellness programs in our on-site fitness center
- Aquatic therapy in our 25-yard pool
- Transitional living apartments for people with brain injury

Leaders in Research and Innovation

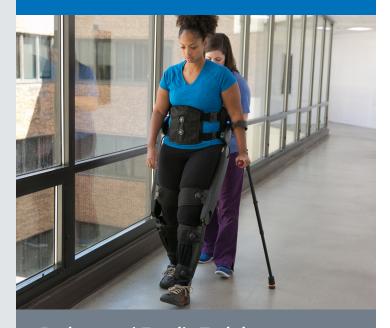
Shepherd Center researchers conduct clinical studies in collaboration with leading experts from around the world. Whether studying a new device, testing a new medication or developing a new treatment method, research at Shepherd Center is conducted daily in our clinics and translates directly into improved care and quality of life for our patients.

Accreditation

Shepherd Center is accredited by **The Joint Commission** and the **Commission on Accreditation of Rehabilitation Facilities (CARF)**. The 10 designations from CARF cover inpatient and outpatient care for adults and adolescents with spinal cord injury, brain injury and stroke. Shepherd Center is designated as a Spinal Cord Injury Model System of Care by the National Institute on Disability, Independent Living, and Rehabilitation Research and collaborates with the Traumatic Brain Injury Model Systems.







Patient and Family Training

Patients and families participate in training sessions to learn as much as possible about the injury or illness so they can manage ongoing medical care and prevent rehospitalization after returning home. Educational information is also provided online at MyShepherdConnection.org.

2 HOPE is HERE

Advanced Technologies

Patients at Shepherd Center often use the latest in **therapeutic equipment** to assist in their rehabilitation. Our technologies supplement what therapists can do and stimulate the nervous system to maximize neurological recovery or restoration. The treatment team will determine the appropriateness of these interventions based on a comprehensive evaluation.

Also, assistive technology specialists design an appropriate package of solutions to maximize independence in accomplishing daily tasks. Technologies assist with:

- Walking and gait training using manual and roboticassisted treadmill training, dynamic overground walking systems, neuroprostheses and robotic exoskeletons
- Upper-extremity strengthening and function using robotic technologies and neuroprostheses
- Recovery and lifelong wellness using restorative therapies, such as electrical stimulation-assisted cycling and dynamic tilt tables to increase strength and stamina
- > Communication and cognition
- Mobility and navigation
- Adaptive driving
- Control of the home environment through the use of smart technologies





Patients may have access to these **advanced therapeutic technologies**:

- Vital Stim and sEMG biofeedback Provides therapy to improve swallowing
- > **Bioness** and **Lokomat** Provides assistance with walking
- > FES bike Provides therapy for arms and legs that sends small electrical pulses to muscles to enhance general health and well-being
- ZeroG A robotic overground body-weight support system that provides gait and balance training
- Armeo Spring An exoskeleton with integrated springs for gravity support that provides therapy to improve hand and arm impairment
- > Erigo and Erigo Pro An automated tilt table which allows for a stepping motion to build strength and stamina
- > BTE Primus Provides functional training
- Indego A lower-limb powered exoskeleton that provides over-ground gait training
- Alter-G A treadmill system that reduces the amount of weight on the legs
- Bioness Integrated Therapy System (BITS) provides dual task training for vision, cognition and balance
- Dynavision Trains compensatory search strategies, improves visual skills and eye-hand coordination
- TyroMotion devices (Diego, Pablo, Amadeo and Tymo) A line of equipment that combines computer interface for games and/or activity
- Xcite An FES system that can use preset programs for functional tasks such as eating or sit to stand and more
- Whole body vibration Provides body awareness and can help reduce tone/spasticity or recruit muscle fibers if needed
- Bertec A device use for for balance testing initially and then then used for retraining balance
- Rotary Chair A chair used to assess vestibular function and eye movement
- VNG goggles Assesses if eyes are moving correctly after brain injury
- > **DVA and vHIT goggles** Assesses inner ear function by seeing if the eyes and head move together correctly
- Kinetisense Motion Analysis A motion capturing device for neurovisual postural therapy
- Virtual reality options Provides therapeutic options for pain, mindfulness, balance/posture, exercise and general activity

Spinal Cord Injury Rehabilitation

SPECIALIZED CARE FOR MAXIMIZED INDEPENDENCE

As a national leader in spinal cord injury care and research, Shepherd Center examines ways to improve the quality of life for people who have experienced a spinal cord injury (SCI). Our comprehensive spinal cord injury program is tailored to meet individual needs to optimize recovery and improve independence in patients.

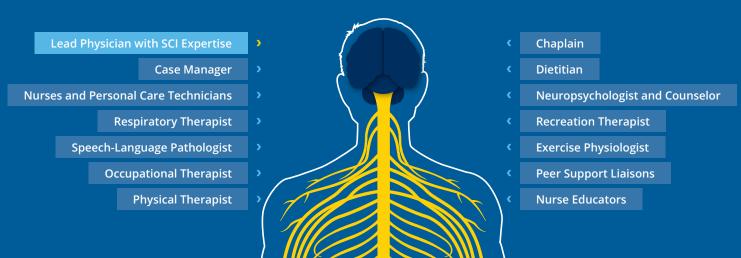
As a specialized facility, **the average age of our patients with spinal cord injury is 42,** giving patients the benefit of camaraderie with peers at similar life stages.

From the time of acute admission through outpatient follow-up, our program provides a full continuum of care to people with any level of spinal cord injury, including those who are ventilator-dependent or have a dual diagnosis of a spinal cord and brain injury. In addition, Shepherd Center is the only freestanding, specialized rehabilitation hospital with an ICU incorporated into its continuum of care, allowing patients to begin the rehabilitation process as soon as possible.

Shepherd Center's spinal cord injury rehabilitation specialists work together to design a personalized plan for recovery to help prevent complications and help patients recover as much function as possible. In our spinal cord injury rehabilitation program, we strive to ensure patients and families are an integral part of their recovery team.



YOUR SPINAL CORD INJURY REHABILITATION TEAM INCLUDES:



Continuum of Care

Shepherd Center's comprehensive continuum of care focuses on community re-entry, which for many people means returning to home, work or a supported, community-living environment.

Your continuum of care in Shepherd Center's **Spinal Cord Injury Rehabilitation Program** may include:



Critical care in our 10-bed, on-site ICU



Transition support for staying healthy after discharge from Shepherd Center



Medical management



Advanced therapies to promote lifelong wellness and neurological recovery in Beyond Therapy®



Inpatient rehabilitation



Shepherd Step, an intensive walking program for appropriate patients



Day program



Outpatient specialty clinics



Outpatient therapy



Virtual and hands-on community-based fitness and wellness programs



Patient Outcomes

To be an informed healthcare consumer, we recommend that you ask about the patient outcomes (results) achieved at the rehabilitation facilities you are considering. These outcome measures should include functional improvements from the time of admission to discharge from the hospital. Other measures may include return-to-home and return-to-school rates. You should also look for the number of patients treated annually by diagnosis and age range. At Shepherd Center, we achieve some of the greatest functional outcomes in the nation. We post them on our website – most facilities don't do this – to help inform you as you consider your rehabilitation options.

For the latest outcomes information, visit **shepherd.org/outcomes**.

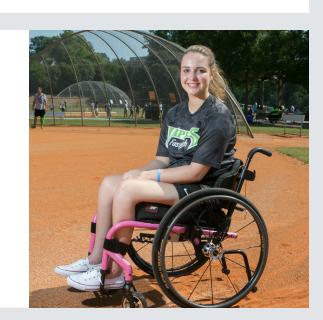
Patient Satisfaction

Inpatients completing satisfaction surveys give 96 out of 100 points to rate their likelihood to recommend Shepherd Center to others in need of rehabilitation care.

For detailed information about our Spinal Cord Injury Program, visit **shepherd.org/sci**.

LIKELY TO RECOMMEND

96
POINTS



5

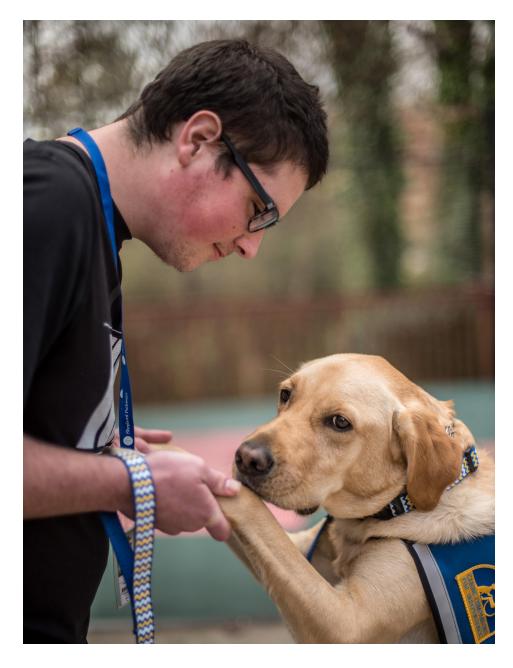
Brain Injury Rehabilitation

SPECIALIZED CARE FOR MAXIMIZED INDEPENDENCE

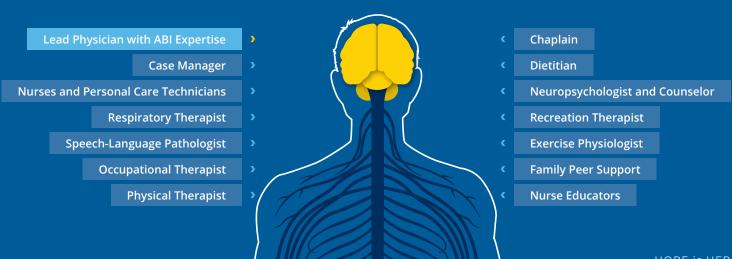
Shepherd Center's Brain Injury **Rehabilitation Program** provides a full continuum of services to treat patients who have experienced a traumatic brain injury (TBI) or non-traumatic brain injury. Our programs treat specific conditions, such as disorders of consciousness (when a person is in a low-level state of consciousness following a brain injury) and specific age groups, such as adolescents. Shepherd Center's 10-bed ICU allows our specialists to begin treatment early for patients with complex brain injuries and address secondary complications resulting from the injury.

Our brain rehabilitation and recovery experts are highly trained leaders in the field of TBI rehabilitation. They provide patient-focused care rooted in leading-edge treatments, technologies and research. More than treating immediate needs, our clinicians work to develop a personalized path to long-term recovery for all patients, with the goal of helping them get back to what they enjoy.

As a specialized facility, the average age of our patients with a brain injury is 36, giving patients the benefit of camaraderie with peers at similar life stages. Our goal is to help our patients achieve the highest possible level of independence in their daily lives.



YOUR BRAIN INJURY REHABILITATION TEAM INCLUDES:



Continuum of Care

Shepherd Center's full continuum of care focuses on community re-entry, which for many people means returning to home, work or a supported, community-living environment.

Your continuum of care in Shepherd Center's **Brain Injury Rehabilitation Program** may include:



Critical care in our 10-bed, on-site ICU



Medical anagement



Disorders of consciousness (DoC) program (care for patients with low-level consciousness due to brain injury)



Inpatient rehabilitation



Shepherd Pathways/ Day Program



Transition support for staying healthy after discharge from Shepherd Center



Advanced therapies to promote lifelong wellness and neurological recovery in Beyond Therapy®



Supported living and respite care



Residential program



Outpatient therapy at Shepherd Pathways, a comprehensive outpatient rehabilitation program for people recovering from brain injury.



Patient Outcomes

Shepherd Center has treated thousands of people with brain injuries, and our medical outcomes exceed regional and national averages. We post our patient outcomes on our website – most facilities don't do this – to help inform you as you consider your rehabilitation options.

For the latest outcomes information, visit **shepherd.org/outcomes**.

Patient Satisfaction

Inpatients completing satisfaction surveys give 95 out of 100 points to rate their likelihood to recommend Shepherd Center to others in need of rehabilitation care.

For detailed information about our Acquired Brain Injury Program, visit **shepherd.org/braininjury**.

95

LIKELY TO RECOMMEND



Stroke Rehabilitation

SPECIALIZED CARE FOR MAXIMIZED INDEPENDENCE

Shepherd Center's **Stroke Rehabilitation Program** focuses on individualized and specialized services, including treatment for young stroke patients in the prime of their lives. As a specialized facility, **the average age of our patients who have experienced a stroke is 48,** giving them the benefit of camaraderie with peers at similar life stages.

As part of our Brain Injury Rehabilitation Program, each patient is assigned to a multidisciplinary treatment team. With the patient and family's involvement, these healthcare providers collaborate to deliver expert clinical care for the best possible stroke rehabilitation outcome.

Shepherd Center's rehabilitation program for people who have experienced a stroke focuses on helping the patient relearn skills lost when a stroke injures part of the brain. Shepherd Center stroke physicians take an integrated approach to care and design rehabilitation for stroke patients by involving you and your loved ones in decision-making and setting recovery goals.

The program also provides education and training for their families to help patients identify risks that can lead to complications, including another stroke. Staff members develop individualized blueprints for each patient's stroke rehabilitation program, tapping into state-



of-the-art medical care, technology and comprehensive educational services.

A team of rehabilitation specialists guided by a lead physician develops individual treatment plans for patients. Staff members understand that after a stroke, people are going through more than just recovery; they are learning a new way of life. Rehabilitation at Shepherd Center is designed to meet the physical, cognitive, medical and emotional needs of each individual while working toward independence with activities such as school, work, driving, parenting and community involvement.

YOUR STROKE REHABILITATION TEAM INCLUDES:



Continuum of Care

Shepherd Center's full continuum of care focuses on community re-entry, which for many people means returning to home, work or a supported, community-living environment.

Your continuum of care in Shepherd Center's **Brain Injury Rehabilitation Program** may include:



Critical care in our 10-bed, on-site ICU



Medical management



Disorders of consciousness (DoC) program (care for patients with low-level consciousness due to brain injury)



Inpatient rehabilitation



Shepherd Pathways/ Day Program



Transition support for staying healthy after discharge from **Shepherd Center**



Advanced therapies to promote lifelong wellness and neurological recovery in Beyond Therapy®



Supported living and respite care



Residential program



Outpatient therapy at Shepherd Pathways, a comprehensive outpatient rehabilitation program for people recovering from brain injury.



Patient Outcomes

Shepherd Center has treated thousands of people with stroke, and our medical outcomes exceed regional and national averages. In fact, we post our patient outcomes on our website - most facilities don't do this - to help inform you as you consider your rehabilitation options.

For the latest outcomes information, visit **shepherd.org/outcomes**.

Patient Satisfaction

Inpatients completing satisfaction surveys give 96 out of 100 points to rate their likelihood to recommend Shepherd Center to others in need of rehabilitation care.

For more information, including detailed patient outcomes data, about our Stroke Rehabilitation Program, visit shepherd.org/stroke.

LIKELY TO RECOMMEND

POINTS



Comprehensive Rehabilitation Unit and Intensive Care Unit

The **Comprehensive Rehabilitation Unit** and **Intensive Care Unit (ICU)** at Shepherd Center provide two additional levels of care.



Shepherd Center is the only freestanding, specialized rehabilitation hospital with an **ICU** incorporated into its

continuum of care. It is a 10-bed neuro-intensive care unit designed to manage patients who are medically unstable and require intensive nursing care. Patients who are being weaned off a ventilator also spend their first night of weaning in the unit to be closely monitored.

Lengths of Stay

- ICU lengths of stay vary depending on the acuity and severity of the patient's condition.
- Lengths of stay for patients admitted for skin flap surgery for one pressure injury are variable based on the individual patient's needs, but the goal is for 10 to 14 day admission.
- Patients admitted for rehabilitation have lengths of stay consistent with patients in the Spinal Cord Injury and Acquired Brain Injury programs.



The Comprehensive Rehabilitation Unit (CRU) is a 28-bed unit that serves patients with medical-surgical issues and complex injuries.





The CRU provides care to multiple types of patients:

- > Those who require skin surgery for pressure injuries.
- Patients admitting due to medical complications, such as urinary tract infections, respiratory conditions and other secondary medical complications associated with spinal cord and brain injuries.
- Newly injured patients with a brain injury, spinal cord injury or both.
- Patients who have a catastrophic injury with multiple amputations.
- Patients with a new diagnosis of a neurological disease, such as multiple sclerosis, who require medical treatment and rehabilitation.

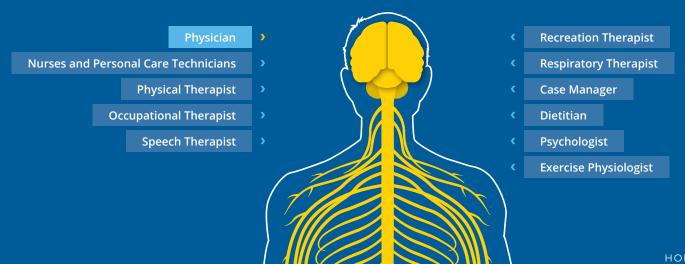
All Comprehensive Rehabilitation Unit (CRU) patients are assigned a consistent team of therapists. The **treatment team** and patient and/or family members meet weekly to discuss progress and goals.

Services may include:

- Medical management
- Occupational, physical and speech therapy
- Nutritional counseling
- Nursing

- Customized education
- Psychology
- > Case management
- Recreation therapy
- Respiratory services
- Chaplaincy

YOUR ICU AND CRU REHABILITATION TEAM INCLUDES:



Specialty Programs

PATIENT- AND FAMILY-CENTERED CARE

Specialty care programs for inpatients at Shepherd Center cater to the individual needs of adolescents and adults.

Ventilator Program

Shepherd Center's ventilator services program is led by an experienced team of respiratory therapists, pulmonologists and intensivists who work on weaning patients off ventilators whenever possible. For people who remain ventilator-dependent, our focus is education on living an active lifestyle. When appropriate, each patient and their family members are trained in home-care techniques, health management and diaphragm pacing.

For more information, visit **shepherd.org/ventilator**.

Adolescent Program

Teens and young adults are grouped in a unique environment that provides a strong peer support system. Rehabilitation teams place a high priority on the involvement of family and friends. Return-to-school programs led by certified teachers and other staff members help ease the transition back to school.

For more information, visit **shepherd.org/adolescent**.

High-Tetraplegia Program (HiTe Program)

Shepherd Center's High Tetraplegia (HiTe) Program serves people with high-level spinal cord injuries. Each year, Shepherd sees a high volume of people who sustained a spinal cord injury at the C-1 to C-4 level. The therapy program includes weekly community outings, specialized groups and patient and family education.

To learn more about the HiTe Program, visit news.shepherd.org/reaching-new-hites.



Disorders of Consciousness (DoC) Program

Patients who are in a reduced or minimally conscious state following a traumatic or non-traumatic brain injury are often not ready to begin an active rehabilitation program. For these patients, Shepherd Center's four-to-six-week Disorders of Consciousness Program provides pre-rehabilitation and education services to accommodate our patients' needs for rest, structure, medical stabilization, management of health needs, and family/caregiver support, education and training.

For more information, visit **shepherd.org/DOC**.

Dual Diagnosis Program (spinal cord and brain injury)

Shepherd Center understands the unique needs of a person recovering from a dual diagnosis of spinal cord injury and brain jury. While focusing on regaining movement and strength, our teams also treat the potential learning and memory challenges caused by a brain injury.

To download a fact sheet about the Dual Diagnosis Program, go to **shepherd.org/fact-sheets**.

Peer Support Program

Through Shepherd Center's Peer Support Program, recently injured individuals meet and talk with others with a similar injury level, age and lifestyle who are successfully living with a spinal cord injury, brain injury or who serve as a caregiver for someone who has been injured or dealt with illness. Peers serve as role models to encourage greater independence and demonstrate functional skills and activities patients think may not be possible. Peers also encourage sensible risk taking, share coping skills to deal effectively with problems and serve as support so that patients' families feel less alone.

At Shepherd Center, a staff of eight peer supporters offers on-site support to inpatients, Day Program patients and family members in the Spinal Cord Injury Program and inpatient and Day Program family members in the Brain Injury and Stroke Rehabilitation programs. With the help of a team of 75 volunteers, they provide one-on-one support, community support and facilitate several support groups. In addition, the Brain Injury Peer Visitor Association provides trained volunteers who offer peer support for our patients with brain injury.

For more information, visit **shepherd.org/peer-support**.

Admissions

How to Make a Referral

Referrals to Shepherd Center can be made by a physician, hospital discharge planner or social worker, insurance company or worker's compensation case manager. Also, a patient's family member may submit a referral inquiry to initiate the process.

Our staff of access case managers can begin the admission process anywhere in the United States within 24 hours of referral on business days. We offer this service free of charge and often serve as the referring facility's primary educator and resource for family members.

Patients can be admitted from an acute-care hospital (including ICU-to-ICU transfer), sub-acute care, LTACH facility or nursing home.

We help families through the admissions process with an action plan that identifies important next steps for families to take.

Contact our Admissions Department

ONLINE:

Submit a referral via our online form at **shepherd.org/refer-a-patient**.

BY PHONE OR FAX:

Inpatient Referrals:

Call 404-350-7345 or fax 404-603-4504 (8 a.m. to 4:30 p.m. Monday-Friday).

Outpatient Referrals:

Call 404-352-2020 (8 a.m. to 4 p.m. Monday-Friday).



Family Housing

Shepherd Center provides up to 30 days of housing to families of newly injured rehabilitation patients if both the family and patient live more than 60 miles from the hospital. These 30 days of housing do not have to be used consecutively, but can be used as needed during the inpatient stay. Those who need housing while a loved one is at Shepherd Center may notify the access case manager handling the admission. For more information, visit the Family Housing area of our website at **shepherd.org/familyhousing**.



Visit Us

To become more familiar with Shepherd Center and the team who will care for your loved one, we encourage your family to tour the hospital before patient admission.

VIDEO TOUR

You can learn more about our patient care programs in the video series at **shepherd.org/video-tour**.

FAMILY TOURS

To arrange a private tour, call Shepherd Center Admissions at **404-350-7345**.

COMMUNITY TOURS

The Shepherd Center Foundation conducts monthly tours of the hospital. Community members are welcome to attend. For more information, call **404-367-1351**.

Location

Shepherd Center is located five miles north of downtown Atlanta in the Buckhead community. Shepherd Center is approximately 30 minutes from Atlanta's Hartsfield-Jackson International Airport and accessible by public transportation.

For directions, visit **shepherd.org/location**.



Shepherd Center

2020 Peachtree Road, NW Atlanta, GA 30309-1465 404-352-2020 shepherd.org

12 HOPE is HERE

ONLINE RESOURCES

Understanding Spinal Cord Injury: www.SpinalInjury101.org

Understanding Brain Injury: www.BrainInjury101.org

Patient and Caregiver Education: MyShepherdConnection.org

Shepherd Center News, Features and Blogs news.shepherd.org

Shepherd Center Publications: shepherd.org/publications

A number of Shepherd Center's educational resources are available as free downloads from **Apple Books** and **Google Play** (search "Shepherd Center").











How You Can Make a Difference

As a not-for-profit hospital, Shepherd Center relies on philanthropic support from individuals, families, corporations and foundations.



Donations help fund patient care programs, patient equipment, family housing, special and capital projects, technology and educational programs. These projects and programs are the reason Shepherd Center is the top destination for neurorehabilitation. To learn how you can contribute in a variety of ways, visit the Shepherd Center Foundation online at **shepherd.org/giving**.