

INSIDE THIS ISSUE!**Direct Referral from
Emergency Room
to Physical and
Occupational Therapy****The Physical Medicine &
Rehabilitation Program
Listens and Improves****New Faces in PM&R****Physical Medicine
& Rehabilitation Services****Meriter's mission is:**to heal this day
to teach for tomorrow
to embrace excellence always
to serve our communities—
for a lifetime of quality health care.**SPORTS PROGRAM COORDINATOR***Brad Rupnow, PT, DPT, LAT*

At the core of Meriter's mission is the desire *to serve our communities* and to *provide a lifetime of quality health care*. In 2004, Meriter Hospital began an initiative to enhance several components of the organization, including the orthopedics and spine services. During the process, Meriter identified the importance of including sports medicine services as a way to provide needed services to the community and to support current products and services.

The Sports Program Coordinator position was created to assist with this process. In fall 2006, Brad Rupnow, PT, DPT, LAT was hired to fill this role. Brad did his internship at Bellin Health in Green Bay, worked in Bellin Sports

Medicine for three years and recently completed advanced graduate education to earn his doctorate in physical therapy.

Brad's office is located at the Meriter Physical Therapy Clinic in Middleton, where he functions as Sports Program Coordinator and treats patients. The role of the coordinator is to work with Meriter administration, physicians, staff and community based resources to develop new programs and services. One goal is to provide educational opportunities on topics of interest so that people can learn safe and healthy ways to continue with their active lifestyles. For example, in February 2007, Meriter Sports Medicine presented a Bike Clinic. This event brought together professionals from the biking and medical community to provide an evening of education and insight into safer, healthier cycling. In 2008, the sports medicine team will offer a Triathlon Clinic that will feature a professional triathlete and coach who lives in Wisconsin and understands the climate and terrain. The sports medicine program is also working with the United Way and local school districts to provide free sports physicals to underserved youth in the community.

Brad describes his personal goals for this position as: *"My vision for the Meriter Sports Medicine program is to help promote Meriter as the foremost choice for quality, personalized orthopedic care and wellness for the active adult. Traditionally we focus on achieving quality surgical and rehabilitation outcomes which is vitally important. However, through our services and community relationships, my hope is to also position Meriter as a top resource for education and wellness to help our community stay active and injury free."*

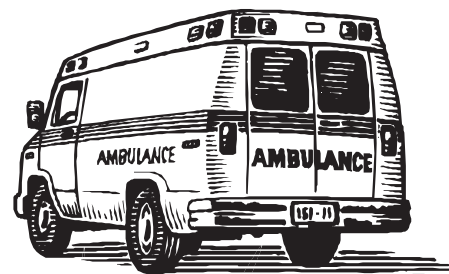


Direct Referral from Emergency Room to Physical and Occupational Therapy

In May of 2007, Meriter implemented a procedure to streamline the referral process to therapy services for patients with musculoskeletal injuries seen in the emergency room. This process allows patients to be treated more quickly by the appropriate therapy via direct referral from the ER physician rather than waiting until after they see their primary care physician.

The process is initiated by emergency room physicians after a detailed evaluation. When it is determined that therapy is appropriate, the emergency room staff is prompted by the physician to send a message to the clerical staff in physical therapy. From there the patient is triaged to the appropriate therapy service. The clerical staff of physical or occupational therapy contacts the patient directly to arrange an appointment. Following the initial therapy appointment, the patient follows up with their primary care physician.

This referral process is a great example of teamwork between departments at Meriter Hospital.



The Physical Medicine and Rehabilitation Program Listens and Improves

The Physical Medicine & Rehab (PM&R) Program is dedicated to providing the best possible service to patients and families. We continuously look for opportunities for improvement through accreditation surveys, patient/family satisfaction surveys, direct discussion with patients and families, staff-driven innovations and analysis of trends. We are proud of the improvements we made in 2007 and 2008:

- The inpatient rehab unit (3 North) recently earned the highest available level (3 year) accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) and was certified as a Stroke Specialty Program. The CARF report described many 'exemplary' performance areas.
- An electronic computerized medical record system was successfully implemented on the inpatient rehab and acute care units in the hospital. The electronic medical record (EMR) allows patient information to be instantly accessible to medical staff when needed so that the quality, timeliness and efficiency of care are improved. This EMR system will expand to our outpatient settings in 2008.
- The appearance of the inpatient rehab unit Community Room was updated with the installation of new cabinetry.
- Dr. Archana Bhatt, Meriter's fourth Physiatrist, was hired to decrease the length of time patients need to wait for an appointment. In addition, the PM&R clinic added a Medical Assistant to improve efficiency during patient appointments.
- Women's health therapy services were expanded so these are offered at all Physical Therapy locations.
- The waiting areas of the outpatient therapy remote sites were updated to improve appearance and patient comfort and the waiting area for outpatient therapy services at the hospital was remodeled to make this a more confidential and more child-friendly area.
- New equipment such as the Bioness splint system was purchased to enhance Occupational and Physical Therapy treatment of the neurological arm and leg.
- Bilingual pediatrics speech therapy services were expanded to improve quality and reduce wait time for children who need speech therapy and are not proficient in English.

EMPLOYEES OF THE MONTH

August

Louise Joyce, Day Rehab

October

Tracy Bovre, PT DRC
 Val Butler, Trng. Coord.
 Mary Erdman, Speech
 Julie Frazier, Day Rehab
 Isis Halaka, Day Rehab
 Jacqui Moss, Rehab Clinic
 Rhonda O'Brien, Info Systems
 Judy Smith, PT
 Jean Towne, Info Systems

November

Denise Busse, 2 N Scheduler
 John Eisenhauer, Fac. Mgmt.
 Greta French, Speech
 Janel Jordan-Dins, Speech
 Kathy Knapp, 3 North
 Melissa Lapin, 3 North
 William Shannon, MD
 Carol Sloniker, PM&R Admin.
 Rebecca Sweeney, 3 North
 Julie Wall, PT

February

Sharon Bair, Speech

March

Dawn Bankers
 Ann Fahey
 Carol Harm
 Julie LeTendre
 Ann Matyas
 Dorothea Post
 Jo Schully

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Introducing New Faces in PM&R

Mirka Normand



Mirka Normand, OTR, CHT

Physical Medicine and Rehabilitation would like to welcome Mirka Normand, OTR, CHT to Meriter Hospital as the new Supervisor of the Meriter OT Hand Therapy clinic.

Mirka comes to Meriter from Quebec Canada by way of Houston, TX. She received her BS in OT from Laval University in Quebec City. Mirka worked as a traveling therapist for three years prior to pursuing a Hand Therapy fellowship and obtaining her Master's degree in Occupational Therapy from Texas Women's University. She received her Hand Therapy Certification (CHT) in 1999 and became a Certified Orthopedic Manual

therapist (COMT) in 2006 and is now on the faculty of IAOM-US (International Academy of Orthopedic Medicine-US).

As the OT Hand Therapy supervisor, Mirka will be accountable for the staffing and daily operations of the clinic. Mirka will also be focusing on the expansion of shoulder treatment at the clinic.

Mirka and her husband Scott have two sons, 4 y.o. Kalel and 3 y.o. Maxim. Her arrival at Meriter has allowed Carol Harm, OT Program Coordinator, to step down from her lead duties in Hand Therapy to focus on patient care and quality improvement/clinical competency development for the OT department at Meriter.

Valerie Butler



Valerie Butler

Introducing Valerie Butler, Training Coordinator, who joined the PM&R department in March, 2007. Val is responsible for coordinating education and implementing training of electronic scheduling systems and the EMR throughout PM&R as it relates to services for new and existing staff. Among her many functions, she works with trainers from other departments to prepare online instruction and orientation courses, trains PM&R therapy staff on the electronic medical record and Cadence scheduling systems, maintains competency materials, acts as a resource for system upgrades and performs audits and quality assurance checks.

Val comes to us from the McFarland School District where she taught K-2 music and then the Meriter OT Hand Clinic where she worked as a scheduler/secretary. She earned a bachelors degree in Music Education at the University of Wisconsin-Madison. She is also certified by the Epic Systems Corporation to train and maintain the Cadence program.

She and her husband Nic enjoy watching and trying to control the antics of their two mini-dachshunds, Elsie and Sophie. Val herself enjoys running, playing piano, and knitting.



Patient Revisited : Amy Reeder

Amy Reeder was well on track to earn her PhD in the field of embryology in 2006 when a car/bike accident “derailed my career and my life.” Amy received a mild traumatic brain injury that led her to seek therapies at Meriter several months later.

Over a 3-year span, Amy received speech/cognitive therapy to improve communication and thinking skills, physical therapy for pain relief and vestibular issues, occupational therapy for vision problems and return to driving, rehab psychology for emotional support and physiatry for overall case management. A single parent of a young child, Amy says, “Psychology was a huge support. Dr. Byfield helped me express my emotions and acted as a reality check that I still had to keep my son in mind.” The therapies helped her relearn to see, read, drive, manage her pain, talk, write, design systems to recall the many acronyms and abbreviations used in her field of research and “help my son with his homework.”

Throughout her recovery, Amy kept her focus on her goal of earning her PhD and on being a good parent. She successfully defended her dissertation in April 2008. Amy states, “Part of the reason I was able to reach my goals and succeed was because the PM&R Department helped in all aspects of my life: mental, emotional and physical. My success was a community effort! The PM&R Clinic and Dr. Shannon are the best collaborators in recovery that are available. But first you have to admit that you can’t do it alone. If you can come to the realization that you need the help, their multi-faceted approach is what you need.”

Congratulations, Dr. Reeder!

