



The ReMedian

Spring 2020

The ReMedian Way

Peter Wright, MBA, CBIST
Director of Learning & Development, ReMed

Fundamental # 3– Walk in the Shoes of Those We Serve

Every individual is unique, with different qualities and different goals. Understand their world. Know their challenges and frustrations. Interact in a way that honors their self-worth and respects their value as unique individuals. Demonstrate kindness, compassion and patience. Everyone wants a connection and wants to laugh .

Whose Shoes Are You Wearing?

“Before you criticize someone, walk a mile in their shoes. That way, you'll be a mile away from them, and you'll have their shoes.”

Jack Handey, American Humorist

As deep thoughts go, this one is really helpful if you're trying to avoid consequences. But kidding aside, the famous expression that Mr. Handey is riffing on here is used in a slightly more positive way in one of our own ReMed Fundamentals... *Walk in the Shoes of Those We Serve*.

On its face, this fundamental encourages us to take another point of view, and recognize that our way of looking at a situation might not be the only way. There's always another perspective. When we do this, we can likely listen more openly to someone else, which results in improved relationships.

But let's take it a step further. This fundamental is an invitation to have empathy for another person; to imagine what their day-to-day experience is like. In the case of the people we serve, this means relying on our insight about the effects of brain injury, combining that with what we know about the individual person, and letting that knowledge inform our approach to treatment.

For example, brain injury often results in memory and orientation issues. Are we providing cues and prompts in a respectful way to help people follow through with tasks or connect with others in their life? Individuals with brain injury often need additional time to process information. Are we communicating in digestible chunks, allowing the person time to think, and offering to repeat or recap information when necessary?

Many of the people we serve have experienced significant loss in their lives: loss of function, self-esteem, relationships, and, sometimes, their livelihood. It can be a challenge in our busy work days to stop for a moment... to take time and sit with those we serve, allow them to share what they are going through and to acknowledge this experience of loss.

At the same time, we can offer hope. Our presence and our support can show them there are people that understand their struggle. We can help assure them that while they may have lost a great deal, there is still life to be lived, relationships to be built, and fun to be had, along with the real work of rehabilitation.

Walking in the shoes of those we serve means that we enter our jobs not thinking about “what's in it for me?”, but rather “how can I help?”. What's remarkable is that when we help someone else and treat them as we would want to be treated, we end up gaining as much as we give.



Art Therapy and Ceramics

Tori Kline, MA, ATR-BC, LPC, CBIS
Art Therapist, ReMed

Art Therapy is a mental health profession which utilizes knowledge of art-making and the creative process along with traditional verbal counseling and psychotherapy techniques. It serves to improve cognitive and sensorimotor functions, self-esteem, self-awareness, resilience, insight, social skills and conflict resolution and decrease distress (AATA, 2019). Within the context of a therapeutic relationship, art therapy interventions and counseling techniques are tailored to meet the needs of each individual, and support their exploration and development through both verbal and non-verbal means. Art Therapists are trained to meet the client where they are at, make modifications to support disabilities, and choose materials which best facilitate the therapeutic process.

The nonverbal and expressive qualities of art-making can allow for an alternative means of communication and exploration of emotions, while tactile and sensory-based materials can support physical, fine-motor and visual-spatial skills. Tasks can be modified and adapted to fit the needs and abilities of each client, and developed to support an array of cognitive skills including but not limited to attention, planning, decision-making, problem-solving, organization, orientation, awareness, and insight. A recent study by Kaimal, Ray & Muniz (2016) found that engagement in art-making statistically reduced cortisol levels, and was described by participants as relaxing, enjoyable, freeing, and as a way to explore the self.

Clay manipulation is a sensorimotor activity which has been shown to decrease both somatic symptoms and emotional distress through clay's "tactile, distracting and engaging" qualities (Elkis-Abuhoff & Gaydos, 2018, p. 75). In their study of individuals with Parkinson's Disease, Elkis-Abuhoff & Gaydos (2018) found that all participants reported positive emotional reactions to their pieces and a decrease in symptomatology as measured by the Brief Symptom Inventory (BSI).

At ReMed, Art Therapy is used in both individual and group contexts to address personalized goals. This is accomplished by supporting physical, behavioral and cognitive skills, developing positive coping skills, expressing emotions, and supporting meaningful engagement in preferred creative activities. With the recent addition of a kiln and ceramics studio, ReMed is able to offer a Ceramics Group facilitated by an Art Therapist. In this group, our clients practice and hone their skills, develop and form their own projects, engage in all stages of the kiln firing process, and develop a sense of success and mastery through the production of functional pieces. They are encouraged and empowered to engage in new techniques throughout all phases of the process, experiment with a variety of materials, and create pieces that are expressive and personal to them.

The group began by exploring the basic building techniques of clay work; experimenting with pinch pots, coil and slab building, draping and assembly steps. They were then introduced to textural techniques and ways to manipulate the clay, as well as personalize and finish forming their pieces before the initial firing. A variety of glazes were provided and explored as well, before the final piece was glaze-fired. After initial skills were mastered, they worked to develop their own projects in an open-studio setting, ranging from bowls, plates, various containers and decorative pieces, by both hand building and throwing on the wheel. Clients report that they find the group "relaxing," and enjoy that they can "work at their own pace." They also commented on enjoying the structure of the process, which forces them to "slow down" and learn to "focus on one thing at a time." One client stated "I think I was born to do this!"



American Art Therapy Association. (2019). About Art Therapy. Retrieved from www.arttherapy.org

Elkis-Abuhoff, D., & Gaydos, M. (2018). Medical art therapy research moves forward: A review of clay manipulation with parkinson's disease. *Art Therapy: Journal of the American Art Therapy Association*, 35(2), 68-76.

Kaimal, G., Ray, K., & Muniz, J. (2016). Reduction of cortisol levels and participants' responses following art making. *Art Therapy: Journal of the American Art Therapy Association*, 33(2), 74-80.

ReMed of Louisiana: Celebrating Culture

Kristin Karr, COTA (and friends)
ReMed of Louisiana

Louisiana is a state saturated in both culture and character. Just as one celebration comes to an end, another seems to begin. In South Louisiana almost every celebration comes with traditions—our music, our cuisine and especially our parties. Louisiana has festivals year round which ReMed clients and staff enjoy attending.

We decorate our program for almost every holiday, especially during Halloween and Christmas. Many of the decorations we use are handmade by our clients. Our new year begins with popping sparkling grape juice and watching the fleur de lis drop on our local news station. January 6th, we celebrate Three King's Day to kick off the Mardi Gras season and enjoy a slice of king cake. Every Tuesday during the Mardi Gras season, we enjoy various types of king cake for our afternoon snack. Our program is located on the Mardi Gras parade route for the City of Covington. On parade days, we set up chairs and the barbeque pit along the route and have a cookout for our clients, staff, families and local police department. Our clients love listening and dancing to the marching bands along with catching beads and stuffed animals from the floats. We celebrate Martin Luther King Jr. day by attending local walk and celebration at the Covington Center. We celebrate St. Patrick's Day by going to a parade and catching beads along with food items such as cabbage, carrots and potatoes. During Easter, we celebrate by decorating Easter Eggs and baskets.

This May, we plan to host ReMed of Louisiana's First Annual Fair Day. Clients and staff will decorate shirts, play games and enjoy spending time with family and friends.

During the summer, we enjoy New Orleans style snowballs to cool down from the heat. For Independence Day, we go to the local park and have a cook-out and play outdoor games. Every year for Bastille Day, clients display artwork such as sketches of the Eiffel tower.

Football is a largely celebrated sport in the south. We cheer our LSU Tigers on every Saturday night and our New Orleans Saints on Sunday afternoons. During October, our Townhouse program works diligently to create a haunted house and host a Halloween party. The haunted house is a spooky display where clients and staff alike dress up as scary characters to express their creativity and theatrical skills to provide tricks and goosebumps for their peers. Once everyone has made their way through the haunted house, a party with sweet treats awaits. During the week of Thanksgiving, our cognitive classes take time off from their regular material to create decorations and bake desserts for our feast. In the month of December, the Christmas spirit takes over our program. We decorate numerous Christmas trees, bake goodies and make gifts for our loved ones. The celebration never seems to end here in Covington, Louisiana. We truly know how to let the good times roll!

Laissez le bon temps rouler!

NEW ORLEANS



ReMed's 2019 Quality Management System

What is it? How does it help?

Cheryl Ambush-Mansfield

Director of Corporate Compliance & Quality Management

ReMed's Quality Management (QM) System is designed to maximize quality treatment and safety, staff training and satisfaction, marketing efforts, client, family and funder satisfaction, and financial stability. This is done thru monitoring of over 35 Key Performance Indicators (KPIs) that are categorized into four domains:

- Human Resources/Operations/Health and Safety
- Clinical Services/Effectiveness
- Marketing/Satisfaction
- Financial Efficiency

This monitoring evaluates:

- Did we make or miss our target goals?
- Did performance improvement initiatives from the previous year work?
- What changes do we need to make to increase compliance for next year?

In light of all this, the KPIs that are monitored change somewhat from year-to-year as well as the target goals change.

As mentioned above, there are four main areas that the system looks at. These four areas are comprised of several metrics that then yield an aggregate compliance rating for each. Metrics that are analyzed range in topic from staff training, to program inspections, to functional clinical outcomes, to access to services, satisfaction, and, finally, financial performance. All of these metrics combine to give a complete picture of how well the company is doing and what areas need to be worked on in the future.

Specifically, the company is very pleased with:

- less than 0.2% medication admin error rate
- a continued to decrease the number of unplanned hospitalizations for clients (less than 10 for the year in the residential population)
- an average of 93% of all clients met or surpassed their functional outcome and level of supervision goals in 2019.

This doesn't mean that there are not areas for improvement. So far, Performance Improvement (PI) projects have been identified for increasing census, reduction in number of days sales outstanding, and satisfaction survey return rates. These PI projects were implemented in the 3rd Quarter of '19 and are continuing into 2020.

2019 was a significant year for the QM system because all the programs in the ReMed family (Pennsylvania, New Jersey, Maryland and Louisiana) were integrated into the system. This means that all programs are collecting data, have performance targets set, and their results are being analyzed for areas of possible improvement. Each program receives its own specific report as well as data and analysis of the company as a whole. These reports help individual programs identify focus areas for increased compliance as well as areas to showcase to clients, families, and staff. The reports are created and distributed on a semi-annual basis. The results of the QM system can be found in the programs, on the website, and in newsletters such as this. The goal is to share this information with all clients, families, funders, external stakeholders, and employees so that ReMed can ask for feedback and input from all.

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Family Satisfaction



For 2019, ReMed received an overall Family Satisfaction Rating of 96%. Highlights included the families reporting that ReMed's Treatment Teams were competent, professional and caring and that they would recommend us to others if their family member were in need of services.

96%



Client Satisfaction

For 2019, ReMed received an overall Client Satisfaction Rating of 98%. Highlights included our clients reporting staff are caring and competent, they are treated with respect and they would recommend ReMed to others who were in need of services.

98%

