KAISER FOUNDATION REHABILITATION CENTER

Referral Video Script

THE KAISER FOUNDATION REHABILITATION CENTER
A Kaiser Permanente National Center of Excellence

60 Years of Providing Hope and Rebuilding Lives through Rehabilitation
Programs and Services

Clients: Dr. Elizabeth Sandel and Michelle Camicia, RN
Producer: Paul Shain

Total Running Time: 11 Minutes
<table>
<thead>
<tr>
<th>SOUND</th>
<th>PICTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Open – Patients with music underneath)</td>
<td>Patient Statements</td>
</tr>
<tr>
<td>(Open – Patients with music underneath)</td>
<td>Statements dissolve into title screen.</td>
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<tr>
<td>“When I was injured, I didn’t know where to turn.”</td>
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<td>“KFRC’s team approach was different.”</td>
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<td>“Multidisciplinary expertise brought so many different skills to my recovery.”</td>
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<td>“Their treatment was tailored to my own goals.”</td>
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<tr>
<td>“There are times when only the best will do. KFRC is the best.”</td>
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**Screen 1**

**THE KAISER FOUNDATION REHABILITATION CENTER**

**A Kaiser Permanente National Center of Excellence**

**Screen 2**

**60 Years of Providing Hope and Rebuilding Lives through Rehabilitation Programs and Services**

**Voice Over 1**

Henry J. Kaiser was the first to recognize the need for a specialized rehabilitation center within Kaiser Permanente and his reasons couldn’t have been more personal. In the late 1940’s, Henry J. Kaiser’s son was diagnosed with multiple sclerosis and treated by the founders of our Center. Mr. Kaiser wanted to extend this treatment to the KP members and the Kaiser Foundation Rehabilitation Center - first known as the Kabat-Kaiser Institute - was born.

**Voice Over 2**

From the early days, it was recognized that the multiple impairments and disabilities caused by an injury or illness often...
requires intense and specialized care, particularly in the first phase of recovery. The Kaiser Foundation Rehabilitation Center – or KFRC - has been providing that care and support now for over 60 years.

A safe and caring environment that focuses exclusively on promoting recovery, the Kaiser Foundation Rehabilitation Center has been designated as a national “Center of Excellence” for individuals with disabilities by the Kaiser Permanente Institute for Culturally Competent Care.

Voice Over 3
KFRC is a 50-bed rehabilitation hospital and outpatient center located within the Kaiser Permanente Vallejo Medical Center, one of 122 hospitals across the US winning the Consumer Choice Award for having the highest quality and the most positive image.

Voice Over 4
Our inpatient and outpatient rehabilitation programs, provide care for individuals with disabilities caused by stroke, acquired brain injury, spinal cord injury, multiple sclerosis, neuromuscular disorders, major multiple trauma, amputations, and some orthopedic disorders.

Our Center combines various therapies in specialized programs, with rehabilitation nurses working around the clock, and rehabilitation physicians making rounds 7 days per week.

On Camera 1 – Dr. Sandel
The Kaiser Foundation Rehabilitation Center understands that rehabilitation can be a long and complicated journey. And beginning that rehabilitation process with maximum support through the interventions of providers with specific expertise,
knowledge, and skills, goes a long ways towards determining
the patient’s outcome. It’s in this first crucial phase with early
intervention by a specialized interdisciplinary rehabilitation
team - that the Kaiser Foundation Rehabilitation Center yields
its greatest benefits.

**Voice Over 5**
The Kaiser Foundation Rehabilitation Center, uses a
coordinated, interdisciplinary approach to lessen the impact of
impairments; increase self-sufficiency; enhance coping
abilities; increase purposeful activity and promote community
participation;

Through the setting of realistic short-term goals, each
individual is more likely to achieve their long-term goal of
returning to a meaningful life outside our Center.

Those goals could include climbing Yosemite’s Half Dome…

…regaining the skills necessary to complete her dream of
finishing the illustrations for a children’s book.

… holding her baby.

…or getting back to the practice of medicine.

**Voice Over 6**
The Kaiser Foundation Rehabilitation Center knows how to
help patients make critical choices at every step of the way.
The approach is simple. The patient – and his or her family –is
the center of a comprehensive interdisciplinary rehabilitation
team.

**On Camera 3 – Dr. Chaudry**

**Voice Over 5**
Pictures of staff working as a
team with patients in a variety
of therapeutic settings.
Include gym, therapy rooms,
etc. here

Patient walking on parallel
bars or with help.

Mark Wellman Picture atop
Half Dome

Alison Shapiro drawing

Kira holding baby.

Dr. Weiss practicing.

**Voice Over 6**
Staff working with families

**On Camera 3 – Dr.**
This comprehensive approach over the care continuum is what sets the Kaiser Foundation Rehabilitation Center apart - and what makes it so successful in helping patients to achieve long-term recovery.

**Voice Over 7**

This team boasts a world-class group of experts. It includes:

- **Physiatrists**, who are physicians who specialize in physical medicine and rehabilitation. Physiatrists establish both a medical and functional diagnosis and prognosis, and prescribe medications and therapeutic interventions and orchestrate the various components of the treatment plan.

- **Rehabilitation nurses** are available 24 hours a day, seven days a week. Rehabilitation nurses offer direct care, coordinate the patient’s daily schedule and provide patient and family/caregiver education. They’re also the frontline patient and family advocates.

- **Physical therapists** assist the patient by teaching ways to improve mobility. And they teach patients how to become more functional by the use of wheelchairs, braces and equipment for transfers and improving mobility.

- **Occupational therapists** are trained to help patients optimize participation in activities of daily living, in various environments including home, work, and school.

- **Speech language pathologists** provide interventions for patients with communication and cognitive disorders or swallowing problems related to various conditions.

- **Social workers** assist the patient with personal or family issues created by the injury or illness, and act as a liaison between the
individual, the family and community resources.

**Case Managers** assist the patient and family with issues related to health plan coverage, durable medical equipment costs, and the continuum of care after inpatient rehabilitation.

**Neuropsychologists** provide evaluations of cognitive, emotional, social and behavioral factors that may be related to the individual’s circumstances, and develop treatment programs that can address these issues.

**Recreation therapists** promote the patient’s reintegration into individual or group activities to develop or foster social skills and constructive use of leisure time.

**On Camera 4 – Michelle Camicia**
The patient is the focal point of a personalized rehabilitation team which works together to achieve the patient’s own realistic recovery goals. We incorporate family teaching and training in each setting of care, and reduce the family’s anxieties and fears by showing them a pathway to facilitate recovery.

**On Camera 5 – Patients**
Various patients talk about how they felt empowered by the team they had at their disposal.

**Voice Over 8**
The Kaiser Foundation Rehabilitation Center understands that the patient’s family is an indispensable part of the rehabilitation team. The Center works closely with families, helping them understand the nature of their loved one’s injury and teaching techniques to support their recovery.

**Voice Over 8**
Pictures of staff working with families and patients.
On Camera 6 – Patient families statements
Family members’ talking about their inclusion in the rehabilitation process and valuable that is.

Voice Over 9
Since reintegration into the community is a principal goal, the Center provides places where patients – and their families – can practice the skills needed to function and progress further in their recovery in the home environment. Here, they can also practice working with modified equipment like specially adapted kitchen implements that simplify the transition home.

The Center sponsors weekly community outings, where patients get out of the hospital environment and shop at the local farmer’s market.

On Camera 7 – Patient statements about the market
Patients talking about what going to the market means to them. Emphasis on the interface with society and how the trip creates hope.

Voice Over 10
With a superb reputation that reaches beyond the borders of Kaiser Permanente, the Kaiser Foundation Rehabilitation Center is recognized as a national and international leader in its field.

The Kaiser Foundation Rehabilitation Center is accredited by the Commission on Accreditation of Rehabilitation Facilities. This means that we meet rigorous guidelines for service and quality for our comprehensive inpatient and outpatient programs, and in addition has received accreditation for our
specialty care in brain and spinal cord injury rehabilitation.

This endorsement recognizes that KFRC programs and services have met consumer-focused, state-of-the-art national standards of performance.

But our biggest reward is the endorsement of our patients – and the smiles and courage and hope on their faces.

| have met consumer-focused, state-of-the-art national standards of performance.” |
| Shot of patient leaving KFRC. |