

Medical Rehab Connection

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Contacts

Chris MacDonell

Managing Director
cmacdonell@carf.org

Shanna Lawson

Account Manager
slawson@carf.org

Cathy Rebella

Senior Resource Specialist
crebella@carf.org

Cathy Ellis

Resource Specialist
cellis@carf.org

Cindy Solochek

Manager of Standards

The *Medical Rehab Connection* provides CARF news and updates from around the world along with information about upcoming educational events, valuable resources, standards updates, and more.

In this issue:

We are highlighting the efforts of Dr. Chuck Dietzen and Riley Hospital for Children at Indiana University (IU) Health to create sensory integration walls in the pediatric rehabilitation unit. In addition, you will find information about some personnel changes within the medical rehabilitation unit here at CARF.

Hope in the Hallways:

Sensory integration walls make dreams come to life

By Brad Contento, corporate communications at CARF International



csolochek@carf.org

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Halfway into the 1971 classic film *Willy Wonka & the Chocolate Factory*, Gene Wilder, wearing an orange top hat and oversized bow tie, excitedly shows off a special wall covered in fruit-decorated wallpaper. “Lick a pineapple,” he implores. “It tastes like a pineapple. Try some more! The snozzberries taste like snozzberries!” While snozzberries and lickable wallpaper are the stuff of fiction, the interactive wonderland of Wonka’s chocolate factory is not far from reality at [Riley Hospital for Children at IU Health](#) in Indianapolis, Indiana.

At Riley Hospital, Chief of Pediatric Rehabilitation Dr. Chuck Dietzen has found affordable ways to turn hallways, waiting room walls, and floors into tactile, sensory-engaging experiences for children reminiscent of a Roald Dahl storybook. Floor-to-ceiling images of trees drop leaves for kids to pick up, car headlights can be turned on and off, and some images—like peppermint lollipops—are even scented like the real thing.

They are called sensory integration walls, and when learning how they came about, it’s difficult not to imagine Dietzen as a modern-day Wonka, skipping the halls of Riley Hospital and singing, “We are the music makers. We are the dreamers of dreams.”

Like Wonka, Dietzen is the type of person for whom a brief introduction sounds at first like make-believe and probably does not do justice to the impact he makes on the field. His career spans collegiate football, professional wrestling, meetings with Mother Teresa, and photo shoots with *Men’s Health* magazine. He is involved with projects that deserve their own articles, like [Champ Camp](#)—a summer camp for medically fragile children who need respiratory support (think fully accessible hot air balloon rides, zip lines, horseback riding, fishing, the whole gamut)—and [Timmy Global Health](#)—a network that sends volunteer medical service teams to underserved areas around the world. He has spent the past 26 years in the field of pediatric rehabilitation, 7 of which as a pediatric hospice doctor. Most people call him Dr. Chuck.

But Dr. Chuck is quick to say that he is not the story. The more important thing to highlight about him is his work to creatively engage people in the community to enhance the experience for the children he serves. He has a habit of bridging the gap between pie-in-the-sky ideas and practical ways to make them reality. If that means building relationships and working with people outside of the healthcare field, that’s just fine with him.

“When you do pediatric rehab, you have to have cost-containment,” says Dietzen, discussing how he approaches new ideas. “How can we accomplish these things when there’s not going to be money for it? What I do is make a point of inviting other people in to help me help these kids. What’s important to me is to find what they have that they might want to share. I always tell them, the greatest gift I can give is access to my kids.”

It is this philosophy that motivated Dietzen when he connected with Jim Nash, president of [Dreamakür](#)

Kids helping kids



(pronounced “Dream Maker”).

Dreamakür and distraction therapy

Before Dietzen came along, Nash had been on his own Wonka-esque dream-making journey. For two decades, he had been a partner at [Endagraph](#), a company that specializes in large-format custom graphics. Since its founding in 1990, Endagraph focused mostly on outdoor visual advertising media, like the sides of airplanes and contractor vehicles and large wall spaces on stadiums and museums. But in 2011, Nash was contacted by [Children's Hospital of Pittsburgh](#) for an unfamiliar project to help visually “distract” children during painful medical procedures.

Nash had never worked in a healthcare setting, but during the project, he experienced what he describes as a series of divine taps on the shoulder. The discussion with the hospital quickly grew from simple decals to outlines for a custom design that covered all four walls and the floor of an exam room. “Within three weeks, my team had created a vision and storyline of a gnome who lives in the forest, residing inside an eight-foot-tall mushroom, riding along the top of a ladybug, and who plays with all the forest critters and animals,” says Nash, beaming.

The true impact of his team’s design and work was clear about two weeks after they were installed. On a visit to the facility, Nash witnessed a mother ushering her terrified and screaming child down the hallway. At the time, there was only one transformed room, and it had a door made to look like it was from an old rugged castle. As soon as the child saw the door, the child stopped fussing and had a puzzled look on his face. As the door opened, Nash couldn’t believe the change he witnessed. “The child’s eyes became as large as silver dollars. He literally turned his frown upside down and hop-scotched the rocks on the floor, crossing the pond and on to the new clubhouse. I realized the efforts, hard work, and dedication from my team had made a tremendous difference in this child’s experience and hospital visit. I knew other kids would benefit from these room transformations and we could provide this service all over the world!”

Dr. Chuck and Robbie Blackwell

Robbie Blackwell is a noteworthy eight-year-old who routinely leads philanthropic efforts in Indianapolis. He often works with Dr. Chuck’s inpatient pediatric unit, and last summer helped raise \$10,000 toward installation of the sensory integration walls.

Robbie demonstrates a unique sense of empathy and a limitless outlook on his approach to helping others. He inspires his community in many ways, often using holidays and his own birthday parties to encourage friends and other children to pay it forward instead of exchanging gifts. He has led several efforts to deliver goodies and supplies to the hospital and School on Wheels, and has hosted accessible events for other children.

On a recent visit to Riley Hospital, Robbie was riveted when he saw the first sensory integration wall, said his mother, Stephanie. “What Robbie saw with the walls was that you were sort of erasing the awareness of confinement and opening up this cool, childlike fantasy world. It’s wonderful seeing the distraction. All of a sudden, the worries, anxieties, aches and pains, and hard work that these kids have to endure become secondary issues.”

As he is prone to do, Robbie wanted to help make more walls like this. He connected with Jim Nash, and then he and his family hosted a silent auction with proceeds going toward installation costs. Nash was impressed. “I wanted to express my appreciation [of Robbie],” he said. “It’s amazing what he’s done and continues to do. Blessings to him for being such an outstanding role model, not only to other kids, but to me as well.”

There is something to be said of the boundless outlook of a child. But it’s the opportunity and direction provided by Dr. Chuck (and others) that unleashes Robbie’s full potential. As Stephanie recommends to other health practitioners, “Be open to letting children help. If you open that door, you will be shocked at what they can do with it.”



The Dreamakür Enchanted Forest distraction therapy room at Children's Hospital of Pittsburgh. [Click here to view more angles.](#)

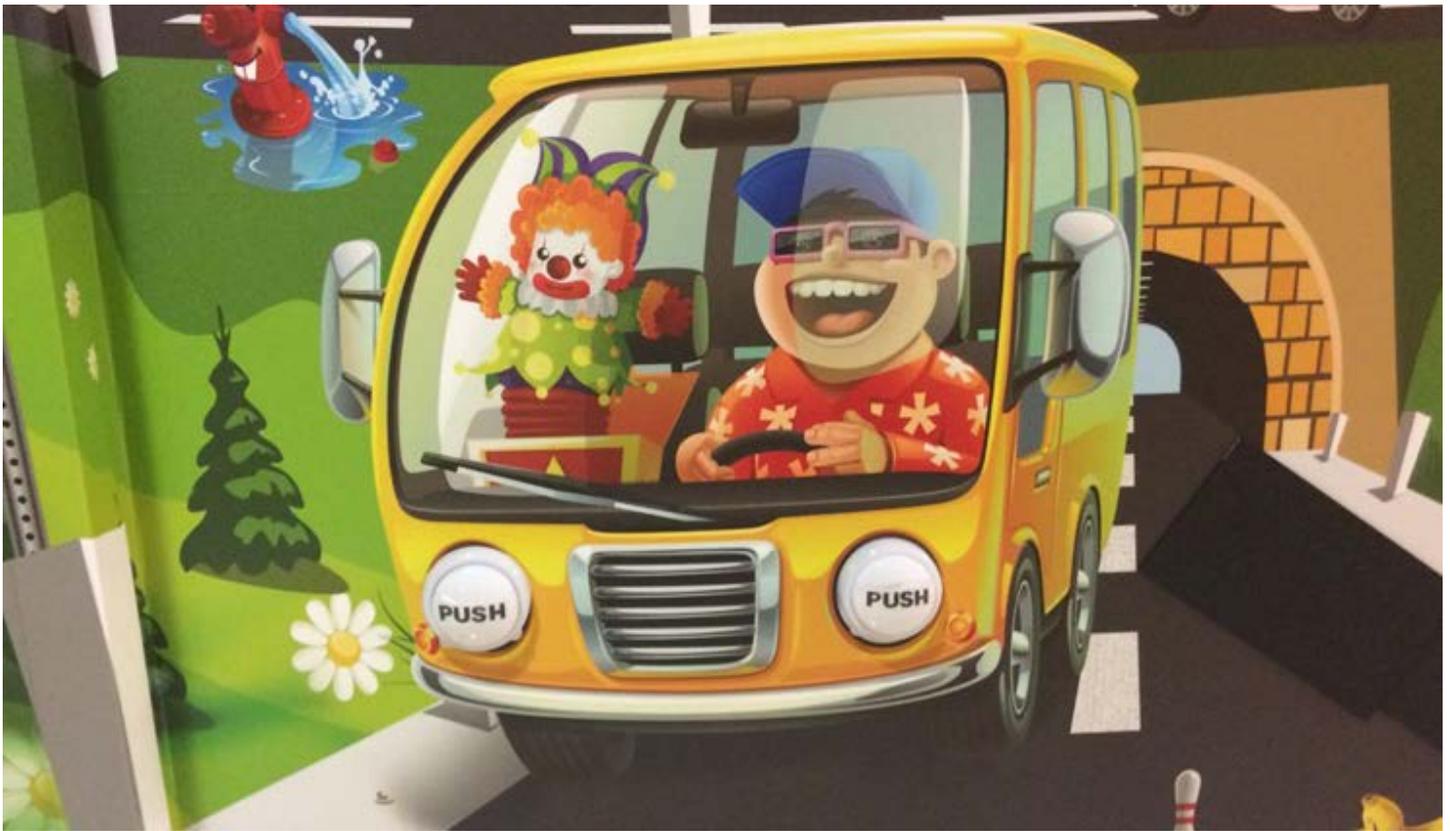
Inspired by that experience, Nash founded Dreamakür as a new division of Endagraph that specializes in distraction therapy. Nash didn't know it yet, but Dreamakür was set up to be a perfect partner for a person like Dietzen with a similar dream-making mission. When the two met in 2015 through a mutual friend, their creative juices immediately began to flow on how to transform the walls at Riley Hospital.

Distraction therapy to sensory integration

The idea for distraction therapy has existed in pediatric settings in various forms for some time. Riley Hospital, in fact, had been using wall murals for years, hiring artists to design and paint the images by hand. But this process, along with many other distraction therapy ideas, is expensive and time consuming. Dietzen saw the Dreamakür products both as a way to make distraction therapy affordable and as a springboard to take the idea to the next level.

"This was a great answer for us," says Dietzen. "It's pretty darn cost efficient when you consider the price of renovations in a hospital in this day and age. If somebody nicks it, like they really gouge it with a wheelchair or run a medical cart into it, you can actually photograph it and they can print off that piece, put a patch there, and you'd never know it got damaged in the first place."

Using the Dreamakür designs as a visual base, Dietzen teamed up with the [EPICS engineering program](#) at Purdue University to apply features to the walls that engage other senses as well. If the wall scene depicts a railroad crossing, for example, a switch can be added that triggers the sound of a train rumbling down the track. If there is something that would smell good, like the peppermint lollipop, oils can be added to the wall to make that a reality. They even did testing to discover the best method to create detachable leaves for the trees (magnetic backing). The goal is to engage as many of the special senses as possible and make the experience fun and interactive.



A sensory integration wall with interactive headlights at Riley Hospital for Children at IU Health.

But the solutions don't need to be expensively engineered. Working car headlights are made from simple push-activated closet lights, and when Dietzen wanted to include stuffed parrots in the space designed like a rainforest, he bought a few from a Cracker Barrel gift shop. The plush parrots have a battery-activated voice feature that repeats phrases a child says. This has the nice added benefit of promoting expressive communication, and it comes from a simple toy.

This type of sensory integration in the walls is as important for Dietzen as the images themselves. A scene depicting someone with a disability in a fun scenario, such as using adaptive technology to snow ski, is great to show what a kid has the ability to do. But being able to interact with the scene adds additional stimuli—for children to use their voices, stand up, or reach over their heads—that encourages the use of fine and gross motor control. The whole experience greatly supplements the core services being provided. And of course, the images and stimuli can be customized to reflect the needs of the population served.

The final result is truly the creation of a wonderland. It's easy to get lost in the experience of the rooms—even if just viewed on a computer screen—as if you were inside a picture book. And that's the whole point. Nash says the images are inspired by the imaginations of children and are meant to release endorphins to keep the brain calm and relaxed. After seeing the images with the full sensory integration elements, Willy Wonka's lickable wallpaper begins to feel a bit dull. 'Only two major senses?' you might ask. At Riley Hospital, you'd be able to touch and smell those snozzberries as well.

What's New at CARF?

Mary Jo Fitzgerald, the account manager for the Medical Rehabilitation accreditation area, retired from CARF in April after more than 17 years of service. Mary Jo began her career as a speech-language pathologist and worked at St. Joseph's Hospital in Tucson, Arizona, prior to joining CARF. Mary Jo is an Irish lass and was well known at CARF for her spectacular St. Paddy's Day traditional corn beef and Irish soda bread meal, which she lovingly prepared for staff members. Traditional Irish blessings and decorations completed the feast. Mary Jo would arrive early, set up her offerings, and just like a

leprechaun would disappear. One of our favorite St. Paddy's Days was when we happened to be hosting a delegation from China and they discovered the joys of being Irish for the day. Mary Jo was looking forward to traveling and spending time this summer in Wisconsin at family weddings, Irish festivals, and relaxing with friends and family. All of us at CARF wish her a happy and fulfilling retirement.

Vicki Scott, a resource specialist for the Medical Rehabilitation accreditation area, also retired from CARF in April after more than three years of service. Vicki was a therapeutic recreation specialist (TRS) and a CARF surveyor for seven years. As any good TRS, she planned her retirement and is now enjoying new adventures, including travel and exploration of her many interests! For both of our retirees, we wish easy days, laughter, and only the best!

Shanna Lawson, account manager of the Behavioral Health, Child and Youth Services, Employment and Community Services accreditation areas has taken on the same role for Medical Rehabilitation. She is directly responsible for CARF's account services operations in those areas. Before joining CARF in 2008, Shanna's professional experience spanned quality improvement management in health and human services, accreditation readiness, and direct service provision. Although she is the new account manager for the Medical Rehabilitation unit, she is not new to CARF. Prior to accepting her current position, Shanna had more than eight years of experience as a CARF resource specialist. In that position, she worked directly with organizations seeking accreditation while assisting surveyors prior to their survey, while onsite, and after the survey was completed. She earned a master's degree in public administration from Upper Iowa University.

Cathy Rebella has been promoted to the position of senior resource specialist for the Medical Rehabilitation accreditation area. In her new role, Cathy will serve as an integral link between CARF's internal operations and field activities regarding programs and standards interpretation, survey procedures and processes, and current issues and trends. In addition, she will ensure the continued delivery of quality consultation to organizations throughout the accreditation lifecycle. We are pleased to have a longtime CARF employee (10 years) and CARF surveyor (12 years) assume this role. Cathy's expertise and knowledge of the field will bring energy and enthusiasm when working with the other areas of CARF. We are excited to move forward with her in this position as our health and human service arenas blend and address the various issues affecting the vulnerable populations served.

Open Accreditation Specialist Position

Do you know a medical rehabilitation professional looking for a change? Become part of the CARF International team promoting quality improvement of providers around the world as an Accreditation Specialist. CARF accredits a broad range of programs/services in the areas of aging services, mental health and addictions, child welfare, and medical rehabilitation, and that provide support to individuals (including persons with disabilities) to perform activities of daily living, participate in the community, and obtain meaningful employment. Help enhance the lives of persons served and promote quality rehabilitative services through interactions with providers, surveyors, and other stakeholders in support of the accreditation process.

A degree in Nursing, Physical Therapy, Occupational Therapy, Speech Language Pathology, Recreational Therapy, Social Work, or related field, and relevant experience is required. Current knowledge of medical rehabilitation is a must, and knowledge of accreditation processes is a plus. Competitive pay and excellent benefits. EOE/Disability/Veteran.

View complete job description at: www.carf.org/About/Jobs/PDFs/BH-CYS-ECS-MED-Accreditation-Specialist (PDF).

To express interest in this position, please send a letter of interest and current resume to humanresources@carf.org.

2017 Publications Go into Effect July 1

The 2016 CARF International standards manuals, companion publications, and promotional items go into effect this weekend. The 2017 standards manuals are applicable to all on-site surveys between July 1, 2017, and June 30, 2018.

The 2017 Medical Rehabilitation Standards Manual includes three major new areas:

- Skin Integrity and Wound Care (2.A.20.–26.)
- Spinal Cord Specialty Program (3.J.)
- Occasional spinal cord dysfunction (2.D.12.–24.)

We encourage you to attend and view training materials for guidance on incorporating these new standards. The Changes in the 2017 Manual section lists all changes.

Congratulations to Medical Rehab Providers that Earned CARF Accreditation

Congratulations to the following providers that achieved CARF accreditation for medical rehabilitation programs in the second quarter of 2017.

1to1 Rehab, Richmond Hill, ON

A.R.S. Assessment Rehabilitation Services Inc., Toronto, ON

Al Raiaa Home Health Care, Abu Dhabi

Amana Healthcare, Abu Dhabi

Aurora Health Care Metro, Inc., Milwaukee, WI

British American Healthcare LLC, Abu Dhabi

Carolinas Rehabilitation, Charlotte, NC

CBI Assessment Services, Toronto, ON

CBI Home Health - Ontario, Hamilton, ON

Central Florida Regional Hospital, Sanford, FL

CHRISTUS St. Michael Rehabilitation Hospital, Texarkana , TX

Clement J. Zablocki VA Medical Center, Milwaukee, WI

Cleveland Clinic Children's Hospital for Rehabilitation, Cleveland, OH

Cleveland Hearing and Speech Center, Cleveland, OH

Cottage Rehabilitation Hospital of Santa Barbara Cottage Hospital, Santa Barbara, CA

Courage Kenny Rehabilitation Institute - Abbott Northwestern Hospital, Minneapolis, MN

Covenant HealthCare Rehabilitation Program, Saginaw, MI

Dmetco Home Healthcare, Abu Dhabi

Doctors Hospital at Renaissance, Edinburg, TX

Dubai Physiotherapy & Rehabilitation Center , Dubai

Dunia Al Khair Home Healthcare, Al Ain

Emirates National Health Services, Abu Dhabi

Ergonomic Rehabilitation of Houston, LLC, Houston, TX

Florence Home Health Services Care Center L.L.C. - Branch 1, Abu Dhabi

Florence Home Health Services Care Center L.L.C., Abu Dhabi

Florida Hospital Memorial Medical Center - Peninsula Rehabilitation Center, Daytona Beach FL

Guangdong Work Injury Rehabilitation Hospital, Guangzhou

Health Premium Home Health Care Services, Abu Dhabi

Hope Network Neuro Rehabilitation, Grand Rapids, MI

Hutchinson Regional Medical Center, Hutchinson, KS

Infinity Home Care, Abu Dhabi
Island Home Health Care, Abu Dhabi
Kaiser Foundation Rehabilitation Center, Vallejo, CA
Keystone Neuro-Rehab, Inc., Jeannette, PA
Legacy Rehabilitation Institute of Oregon, Portland, OR
Lexington VA Medical Center Amputation Program, Lexington, KY
Main Line Rehabilitation Associates, Inc., Exton, PA
McLaren Bay Region, Bay City, MI
Memorial Regional Rehabilitation Center, South Bend, IN
Memorial Rehabilitation Institute at Long Beach Memorial Medical Center, Long Beach, CA
Mentis Neuro El Paso, LLC d/b/a Mentis Neuro Health, El Paso, TX
Merciful Hands Home Health Care, Al Ain
Mercy Medical Center-Dubuque, Dubuque, IA
Methodist Rehabilitation Hospital, Dallas, TX
NeuroInternational Healthcare, LLC, Sarasota, FL
NeuroRestorative Pennsylvania, Fairview, PA
North Mississippi Medical Center Rehabilitation Institute, Tupelo, MS
Northeast Rehabilitation Hospital, Salem, NH
Northwest Return to Work and Evaluation Services, Lynnwood, WA
Pain Solutions Network, Cincinnati, OH
Palomar Health Rehabilitation Institute, Escondido, CA
Promedica Flower Rehabilitation Center, Sylvania, OH
Rehab Centre at MidMichigan Medical Center - Gratiot, Alma, MI
Rehabiliteringskliniken Växjö, Växjö
Rehabiliteringsmedicinsk enhet, Rehabiliteringskliniken Halland, Halmstad
ReMed, Paoli, PA
Revmatismesykehuset, Lillehammer
Smart Home Care, Abu Dhabi
St. Agnes Hospital Center for Physical Rehabilitation, Fond du Lac, WI
St. Vincent - Evansville, Evansville, IN
Stiftelsen Hernes Institutt, Hernes
StressCare Behavioral Health, Inc., Toledo, OH
Texas Children's Hospital Inpatient Rehabilitation Unit, Houston, TX
The Rehabilitation Center of Thibodaux Regional, Thibodaux, LA
The Wellington Hospital Acute Neurological Rehabilitation Unit, London
Tulip Health Care Center, Abu Dhabi
Universal Institute Rehabilitation and Fitness Center, Inc. - PA, Bethlehem, PA
Universal Institute Rehabilitation and Fitness Center, Inc., Livingston, NJ
VA Loma Linda Healthcare System - Medical Rehabilitation, Loma Linda, CA
VA New Jersey Health Care System – PM&RS, Lyons, NJ
VA North Texas Health Care System - Chronic Pain Rehabilitation Program, Dallas, TX
Vibra Rehabilitation Hospital of Florence, LLC, dba Gateway Rehabilitation Hospital, St, Florence, KY
Xiangya Boai Rehabilitation Hospital, Hunan

New Care-Planning Toolkit from the Alzheimer's Association

In response to Medicare's decision to begin covering care-planning sessions for patients with cognitive impairment, the Alzheimer's Association has created the [Cognitive Impairment Care Planning Toolkit](#).

The toolkit is free to download at the link above. Learn more at: <http://associationsnow.com/2017/04/alzheimers-association-creates-care-planning-toolkit-clinicians>.

Upcoming CARF Continuing Education and Training

Med 101 Training:

CARF 101 training for medical rehabilitation providers is now offered exclusively in a downloadable recorded format. For more information and to purchase, visit: [MED 101: Preparing for Successful Accreditation in Medical Rehabilitation Web-based](#).

Cancer Webinar Series:

The webinar series [Integrating Specialized Rehabilitation Services Within the Oncology Continuum](#) continues over the next several months. This webinar series explores the impact of current cancer research, therapies, and treatments within the oncology continuum, and the emergence of cancer rehabilitation as a specialty area of practice within rehabilitative medicine. The webinars can be used during inservices to be shared with many individuals in your organization. Note that [recordings of webinars are available for purchase](#) after they take place.

Upcoming webinars in this series include:

Operationalizing Your Oncology Rehabilitation Program

Presented by Dr. Vishwa Raj, M.D. – Carolinas Health System, a CARF-Accredited Cancer Rehabilitation Specialty Program

- July 19
- 12:00–1:30 p.m. EST

Pediatric Oncology

Presented by Dr. Andrea Branas – Children's Hospital of Philadelphia

- August 16
- 12:00–1:30 p.m. EST

Occupational and Physical Therapy Interventions for Children with Cancer

Presented by Dr. Jessica Sparrow, OTR/L – St. Jude Children's Hospital

- October 18
- 12:00–1:30 p.m. EST

CARF needs you!

We ask our accredited organizations to seek feedback from their stakeholders, and CARF embraces this same philosophy. We are interested in hearing your thoughts, ideas, and suggestions about this newsletter.

If you are interested in contributing to this newsletter please contact either Chris MacDonell at cmacdonell@carf.org or Cathy Rebella at crebella@carf.org.

If you have feedback or would like to contribute to future newsletters, please contact [Cathy Rebella](#).