



# *Do we care?*

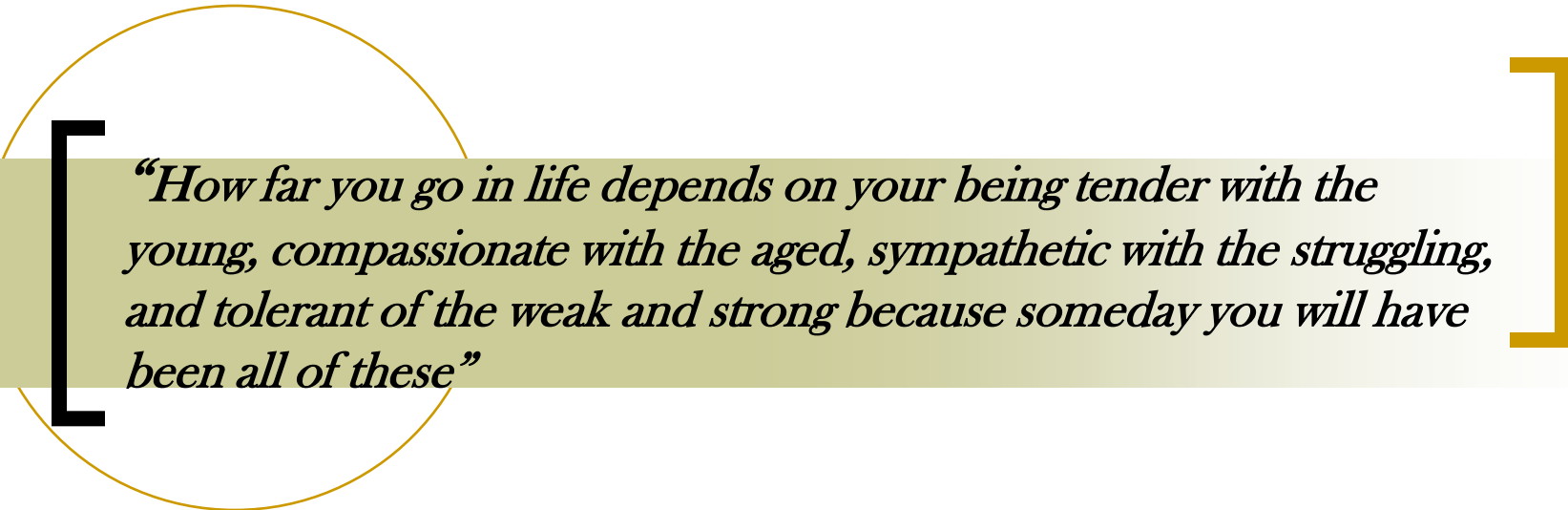
What I think from my experiences as a patient then provider.

Greg Noack; Author, Rehabilitation Therapist



*Rehabilitation saves life.*





*“How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the struggling, and tolerant of the weak and strong because someday you will have been all of these”*

George Washington Carver

# [ CARE ]

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- Compassion
- Attentive
- Respect
- Empathy

# Outline

- What brought me here today:  
Pre and Post Acquired brain injury
- Interactions with health care professionals: \*\*\*Good & Bad\*\*\*
- My Path and Bob's Path
- Community
- What I learned and use today
- What I think

# [ Pre-ABI ]

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- 24 years old
- Physically fit
- No substance abuse
- Middle child-parents divorced
- Supportive family
- Frustrated with life, suicidal ideation



# Anatomy of my ABI

- Closed head injury from an assault. Coup-contra-coup injury.
- Frontal lobe damage and left-side motor difficulty.
- 15 day coma
- A 'New-born'
- 2 month in-patient, 9 month out-patient
- Went through Ranchos Los Amigos (RLA) scale

## **Rancho Los Amigos Cognitive Scale**

**Level I:** No response to pain, touch, sound or sight.

**Level II:** Generalized reflex response to pain.

**Level III:** Localized response. Blinks to strong light, turns toward/away from sound, responds to physical discomfort, inconsistent response to commands.

**Level IV: Confused/Agitated.** Alert, very active, aggressive or bizarre behaviours, performs motor activities but behaviour is non-purposeful, extremely short attention span.

**Level V: Confused/Non-agitated.** Gross attention to environment, highly distractible, requires continual redirection, difficulty learning new tasks, agitated by too much stimulation. May engage in social conversation but with inappropriate verbalizations.

**Level VI: Confused/Appropriate.** Inconsistent orientation to time and place, retention span/recent memory impaired, begins to recall past, consistently follows simple directions, goal-directed behaviour with assistance.

**Level VII: Automatic/Appropriate.** Performs daily routine in highly familiar environment in a non-confused but automatic robot-like manner. Skills noticeably deteriorate in unfamiliar environment. Lacks realistic planning for own future.

**Level VIII:** Purposeful/Appropriate.

**Level IX:** Purposeful, Appropriate: Stand-By Assistance on Request.

**Level X:** Purposeful, Appropriate: Modified Independent.

*Original Rancho Los Amigos Cognitive Scale co-authored by Chris Hagen, Ph.D., Danese Malkmus, M.A., Patricia Durham, M.A., Rancho Los Amigos Hospital, 1972.*

# Rancho Los Amigos Cognitive Scale

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**Level X: Purposeful, Appropriate: Modified Independent.**

**\*\*\*The scale affected the level of care I received and determined my path along the continuum. Would have it changed if I did not progress along the scale?**

# Interactions: \*\*\* Good & Bad \*\*\*

- Nursing
- Physiotherapy
- Occupational Therapy
- Speech Language Pathology
- Social work

# Nursing

## Acute

- **RLA 4+5**, disoriented, perseverative-used call bell +++
- Use of restraints, family opposed/upset
- Left in dirty undergarment
  - \*\*\* One incident equals all bad\*\*\*
- **Mom's lie – By stating I was continent when I was not changed My Path**

# [ My Path ]

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- Acute
- Rehab ( Greater Intensity)
- Long Term Care
- Community (with supports)
- Independent

# Nursing con't

## Rehab

- **RLA 7** and up
- Mother & girlfriend tended to me
- Very complimentary , reduced distractions

# Physiotherapy

## Initial Usual PT

- Focused on body parts, range of motion exercises
- Did not explain reasoning for such
- Grew fonder once told by covering PT

## Covering PT

- My goal directed “Let’s walk”
  - Complimentary
  - Explained my usual PT’s work and how it was beneficial
- \*\*\*Consistency\*\*\*

# Occupational Therapy

- Asked how I was
- Explained head injury, why I was doing activities and why I did not excel.
- Complimented smallest of tasks, noting improvement/progress
- Went the extra mile
- Respected consent ( Needed rest vs. Building endurance/tolerance)



# [ Speech Language Pathology ]

- Minimal interaction-swallowing
- Descriptive/explanatory in why had to take the steps for task
- Spoke clinically and at a language not beneath me
- Answered my questions in the same manner

# [ Social Work ]

- Educated myself and family on head injury
- Counselling me
- Prepared for discharge

\*\*\*Knowledge of Ignorance\*\*\*

A large black left bracket is on the left side of the slide, and a large yellow right bracket is on the right side. A horizontal line with a light green-to-yellow gradient runs across the top of the slide, positioned between the two brackets.

**“The number of seniors in Canada is projected to increase from 4.2 million to 9.8 million between 2005 and 2036, and seniors’ share of the population is expected to almost double, increasing from 13.2% to 24.5%”**

***Statistics Canada 2006***

# [ Bob's Path ( Ageism?) ]

- Acute
- Rehab ( Less Intensity)
- Long Term Care
- Community (with supports)
- Independent

# Community (with supports)

*What can we do to allow people to be at home?*



[www.journeyrehab.com](http://www.journeyrehab.com)

# [ What I learned and use ]

## \*\*\*1<sup>st</sup> Impression\*\*\*

- Introduce self and role. Not loud . Inviting, concerned, maintain eye contact, attentive. Do not talk down. (24 yrs old = 24 yrs old)

## \*\*\* Do not take personally\*\*\*

- If non-compliant/agitated come back later or with someone who has established rapport

## \*\*\* Be goal directed\*\*\*

- Patient's first

# [ What I learned and use con't ]

\*\*\* Be consistent\*\*\*

- From interactions to transfers

\*\*\* Respect family\*\*\*

- Educate and understand

\*\*\* Respect Consent\*\*\*

- Give reasoning

\*\*\* Respect each other\*\*\*

- Accept feedback. If one successful, all can be.

# [ Quotes I work by ]

“ Do not have to go through strife in order to be effective”

“ Treat others like you would like to be treated.”

“ Let the situation dictate your interaction not the patient.”

“ Dollars to sense, work not title”

# C A R E

# What I Think

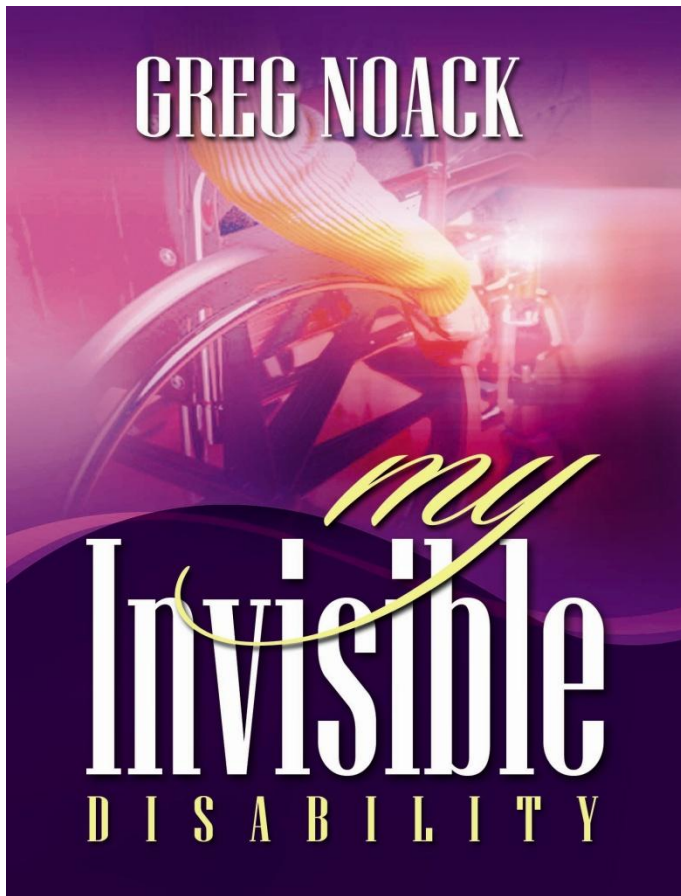
- Compassion
  - Attentive
  - Respect
  - Empathy
- In some of us
  - Can't be taught
  - System limits us  
( Bureaucracy, \$, law, youth)

*“I am only one, but I am still one. I can not do everything, but I can still do something.”*

Edmund Everett Hale



# *'My Invisible Disability'*



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