

# fact sheet

2020 Peachtree Rd. N.W. Atlanta, GA 30309 404-352-2020 shepherd.org



Shepherd Center

## *The Key to Independence*

# PATIENT & FAMILY EDUCATION

Patient and family education is a priority at Shepherd Center. You and your family will be facing new challenges, and Shepherd Center is committed to preparing you to handle them successfully.

The purpose of the patient and family education/training program is to help you and your family learn:

- About your injury or condition
- How to care for yourself or your loved one
- What you need to do to prepare for discharge
- How to solve problems you may encounter after discharge

Education and training is interactive and is presented in a variety of ways, including individual hands-on training sessions, small group classes and problem-solving sessions. Web-based training is provided to supplement your learning and be a resource for you when you return home.

You may access our web-based education and training site at [MyShepherdConnection.org](http://MyShepherdConnection.org). On this website, you will find a wealth of educational materials for patients, families and caregivers. There are printable tips and resources, videos demonstrating techniques, links to additional in-depth resources and more.

## THE EDUCATION AND TRAINING PROCESS

When you are admitted to Shepherd Center, you will be assigned a case manager. He or she is an important member of your team and will discuss your education and training needs with you.

It is important to identify a primary caregiver as soon as possible as you will continue to need some level of assistance at the time of discharge. This person must complete all the required education and training in order

for you to be discharged. You may be asked to have a backup caregiver trained, as well. You and your caregiver must be active participants in the training process. You are the key to a successful training experience!

Training is woven in throughout your stay, and formal training days are scheduled, as well. Your caregiver will be asked to take care of you for a day, an overnight or for a weekend to practice what you have learned. This would happen at Shepherd Center. Staff will be nearby but will not assist unless you request help. After the practice session, you and your team will decide together if more training is needed for you to feel comfortable.

## WHAT TO DO NOW?

- Decide who will be the primary caregiver.
- Have your caregiver think about how they like to learn something new and let them start asking questions.
- Think about the obstacles your caregiver might have that will keep him or her from attending training sessions (work schedules, travel problems, other responsibilities at home, etc.).
- Be ready to discuss those obstacles with your case manager so they can help you find a solution.

If you would like additional information about the training and education program before arriving at Shepherd Center, please contact your clinical evaluator.

## SHEPHERD CENTER IS:

- The largest freestanding hospital in the country devoted to the medical care and rehabilitation of people with spinal cord injury and disease, acquired brain injury, multiple sclerosis and other neuromuscular problems.
- A Spinal Cord Injury Model System Center designated by the National Institute on Disability, Independent Living, and Rehabilitation Research
- Accredited by The Joint Commission
- Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)

## FOR MORE INFORMATION:

Main switchboard: 404-352-2020

Admissions: 1-800-SHEPHERD or 404-350-7345

Visit Shepherd Center online at [shepherd.org](http://shepherd.org)

Visit [MyShepherdConnection.org](http://MyShepherdConnection.org)