

## Fall 2023

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## Team Member Highlight: Melodey Glick, LVN, Nurse Supervisor, NeuroRestorative Texas

Melodey worked in restaurants as a general manager at the beginning of her career. After deciding she wanted a change in career path, she went to school to become a nurse. In 2016, she started her career as a Licensed Vocational Nurse (LVN) in a Skilled Nursing Facility as a floor nurse for a year. Shortly after, she became a wound care nurse, which she enjoyed. After a few years of working at various other clinics, Melodey worked at an orthopedic clinic prior to working at our NeuroRestorative Texas, Round Rock, program and then transferred to our behavioral unit at our Austin, TX, program.



After a few months, Melodey was asked to work full-time at NeuroRestorative. Realizing she enjoyed the behavioral unit, she said yes and has now been with NeuroRestorative for three years and in her current role as Nurse Supervisor for one year. In her role as Nurse Supervisor, Melodey wears many different hats. Although her day mostly revolves around nursing duties, she also maintains contact with doctors and family members, scanning and filling out paperwork, doing in-service plans, or collaborating with the team on the right supports and services for each individual.

Although working with individuals with behavioral dyscontrol has its challenges, Melodey and her team are dedicated to helping people strive, reach their goals, and celebrate milestones, big or small. In addition, including family members in the care plan, decisions, and acknowledgments along the way.

"When an individual in our care has a behavioral problem, big or small, the family or caretaker needs to understand that person is going through dramatic changes on the broadest spectrum. They have to learn to be the best version of themselves all over again. And it takes time. They may not always fully recover, but our goal is to help them get as close to normalcy and independence as we possibly can," said Melodey. "That requires patience, persistence, and hard work. We ask that family work as part of the team. Be the encouragement and the strength the individual needs to push on. Family and friends are vital tools of the trade as well."

"I thoroughly enjoy my position. It gives me the opportunity to grow as a mom, sister, friend, teacher, nurse, therapist," said Melodey. Melodey is currently continuing her education to become a Registered Nurse. Outside of work, she enjoys spending time with her dog and husband, watching movies, and decorating her house.

At NeuroRestorative, we are lucky to have dedicated team members like Melodey, who go above and beyond to care for those we serve and their families.

## Make a Referral

Let our caring professionals help you find the right services and resources for your patient or loved one.

 **Call**  
**800-743-6802**

# Message from the President

Friends and Colleagues,

I always look forward to learning about the community activities that the people we support participate in across the country and hearing about how our team members go above and beyond to provide quality care to those we serve and their families. Whether it's community events, fishing, hiking or volunteering, it's truly wonderful to get to support people as they take part in community life.

We recently welcomed students back to school at our NeuroRestorative Academy for the school year. Our teachers, therapists, and direct care professionals are excited to return to the classroom, teaching students the skills they need to live successfully. As NeuroRestorative continues to expand our residential and academic locations across the country, we look forward to welcoming more and more colleagues and students in new geographies. Please watch for announcements of this service expansion throughout this fall and winter.

In other great news, our NeuroRestorative Massachusetts program celebrated 100 persons served in October. To celebrate and honor those we served over the years, we hosted a celebration at the Putnam Club Lounge at the Patriot's Gillette Stadium. It was great to hear the stories of those we serve and also celebrate team members who have been with us for many years. You can read more about the event on the back of the newsletter.

As we honored Veterans Day on November 11, I'd like to take a moment to acknowledge our team members, the individuals we support, and people across the U.S. for their service. I have learned also that NeuroRestorative employs more than 825 Veterans, and I am truly honored to have these valued colleagues choose to now serve the individuals we support.

This newsletter edition focuses on our neurobehavioral supports and services and team member highlights. I hope these stories inspire you as much as they do our NeuroRestorative teams nationwide.

Sincerely,



**Bill Duffy, President**  
NeuroRestorative



Friends and Colleagues,

In September, more than 35 NeuroRestorative Medical Directors from across the country met to hear updates about NeuroRestorative's growing supports and services and our dynamic and accessible Electronic Medical Record system Point Click Care™. Colleagues presented on Stem Cell Treatment for CNS Disorders, Cryoneurolysis for Spasticity, Paroxysmal Sympathetic Hyperactivity in Pediatric Patients, and Pharmacologic Approaches to Depression following Traumatic Brain Injury. It was terrific to get to see so many NeuroRestorative medical leaders from so many states participate in this learning event.

I am continually delighted to hear the many stories of people we serve at NeuroRestorative. As our NeuroRestorative family grows to serve more and more people in the communities where they live, we continue to focus on quality, outcomes, and removing barriers to access to care.

Please enjoy this quarter's newsletter!

Best,

**Mel Glenn, MD**

National Medical Director, NeuroRestorative

## We're Hiring. Join Our Team!

Do you like helping people and working one-on-one with colleagues who share a mission? If so, then NeuroRestorative may be the next step for you. We're looking for dedicated professionals to join our growing team to help make a difference in the lives of individuals with brain and spinal cord injury and other neurological challenges.

At NeuroRestorative, you'll do meaningful work helping others live well in their homes, clinics, and communities. At the same time, you can grow your career. The work is challenging but rewarding because of the lives we change for the better every day. NeuroRestorative offers competitive pay and benefits with opportunities for training and development to help take your career to the next level.

### We Offer:

- Career development opportunities in 28 states
- Supportive and collaborative teams
- Rewarding work
- Flexible work schedule (full and part-time opportunities) & night shift differential
- Paid training, paid time off, and sick time off
- 401(k) match and health benefits
- Home-like setting with casual dress code
- Employee recognition programs



Scan the QR code to search  
open positions



## NeuroRestorative's Neurobehavioral Program

Our neurobehavioral programs specialize in helping individuals with brain injury or other neurological challenges learn practical and effective self-management strategies. These strategies allow people to better manage their behaviors, emotions and reactions to everyday situations through positive behavior supports and targeted, pro-social behavioral changes. We provide:

- Outcome-driven treatment planning aimed at pro-social behavior
- Least restrictive treatment settings
- Individualized programming and treatment plans
- Varying levels of structure and staff assistance
- Opportunities for increased levels of independence
- Experienced treatment teams skilled in de-escalation techniques and crisis intervention
- Individual and family counseling
- A staff of clinicians and specialists skilled in positive behavior support
- Secure environments for ultra-high-risk behaviors
- Thorough assessments to identify when negative behaviors are occurring, how often, and what purpose they serve



When an individual demonstrates behavior changes resulting from an injury, illness or other challenge, it can have a significant impact on their treatment or other support they receive. At NeuroRestorative, we integrate behavior support into the individual's overall plan of care. This unified approach ensures that all challenges are addressed in a timely and appropriate manner during the rehabilitation process, increasing the potential for success and generalization into the community.

Our neurobehavioral support system meets an individual's support needs based on the unique form, frequency, and magnitude of their behavioral dyscontrol. Depending on each individual's needs, support may involve a wide range of services aimed at treating agitation, impulsivity, irritability, novel problem-solving, dual diagnosis, grief and adjustment, pain, and substance use-disorders.

# Treating Behavioral Dyscontrol Following Neurologic Injury Produces Improved Outcomes: NeuroRestorative's Neurobehavioral Programing

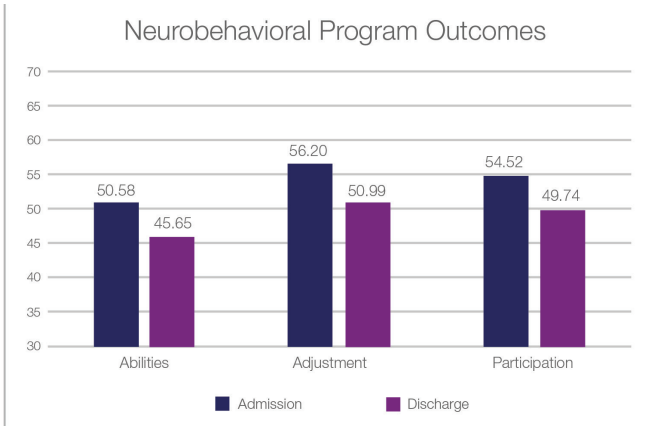
Following an injury to some areas of the brain, an individual may experience neurobehavioral dyscontrol, causing disruption and disability within their behavior or a change in their personality. An estimated 11-34% of patients remain with persistent agitated behaviors after discharge from inpatient rehabilitation programs (1,2,3). These changes in behavior are a significant source of family stress and care challenges with a negative impact on societal participation (4).

NeuroRestorative's neurobehavioral treatment programs specialize in treating high-frequency, high-magnitude behaviors following neurologic injuries that present barriers to positive outcomes. Our research has shown that irritability and agitation have a significant negative ( $p<0.01$ ) impact on recovery by reducing the essential skills for community living. When people have moderate to severe deficits with control of irritability/agitation, it strongly impacts their ability to initiate tasks ( $p<0.01$ ), to manage self-care (bathing, grooming, dressing, hygiene;  $p<0.01$ ), to maintain residential chores (managing one's living environment;  $p<0.01$ ), and to participate in meaningful activities in their communities ( $p<0.01$ ).

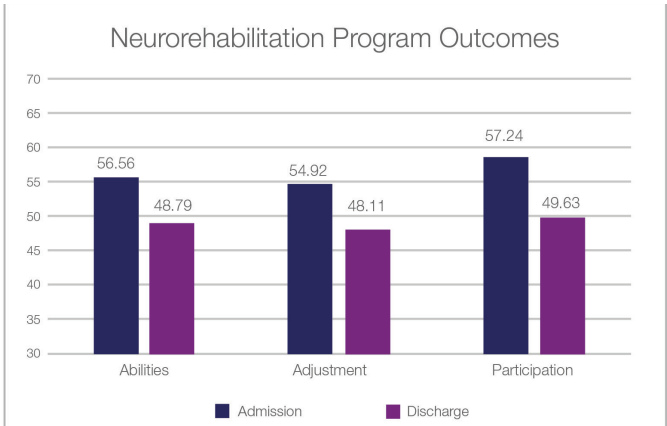
NeuroRestorative's neurobehavioral programs help people to achieve a significant reduction in irritability and agitation through the development of prosocial behavior skills, personalized positive reinforcement for the use of appropriate behavior, and repeated learning trials to shape behavior needed for successful community living.

Figure 1

**Neurobehavioral Program Outcomes**  
**EffectivenessRatio: 1.30 (Large gain)**



**Neurorehabilitation Program Outcomes**  
**Effectiveness Ratio: 0.97 (Large gain)**



Both the neurobehavioral and the neurorehabilitation program data demonstrate that individuals served show a moderate to severe level of impairment with behavior regulation. For those in the neurobehavioral programs, the presenting negative behaviors tended to be highly intense, sporadic, and persistent compared to those in the neurorehabilitation program. Data from the neurobehavioral programs indicated that 57% of the individuals who were admitted with severe behavioral dyscontrol were able to improve to a moderate or even mild level of impairment at the time of discharge. This is an observable finding that improves the chances of living in the community. In these programs, behavior modification techniques are taught and practiced repeatedly in the community until successful integration is observed. Persons who enter our programs sooner after injury tend to achieve greater reduction in disruptive behaviors within a shorter period of time.

Chronicity:

- The neurobehavioral group average was 14 years from the time of injury until admission to NeuroRestorative.
- The neurorehabilitation group average was 2 years from the time of injury until admission to NeuroRestorative.

Table 1

Demographics	TBI Persons Served
Sample Size	N = 308
Length of Stay	554 days
Average Age	40 years
Male/Female ratio	81% / 19%
Chronicity (Time from onset of injury to admission)	TBI Persons Served
Injury Length (0-12 months) ALOS = 264 days	23%
Injury Length (12-24 months) ALOS = 410 days	8%
Injury Length (24-48 months) ALOS = 415 days	7%
Injury Length (48+ months) ALOS = 720 days	50%
Injury Length (unspecified duration) ALOS = 599 days	12%

**References:**

1. Thornhill S, Teasdale GM, Murray GD, McEwen J, Roy CW, Penny KI. Disability in young people and adults one year after head injury: prospective cohort study. *BMJ*. 2000; 17; 320: 1631-5. doi: 10.1136/bmj.320.7250.1631. PMID: 10856063; PMCID: PMC27407.
2. Johnston M. Outcomes of community re-entry programs for brain injury survivors Part 2 Further investigations. *Brain Injury*. 1991; 5(2):155-168.
3. Murray C.J. Lopez A.D. Alternative projections of mortality and disability by cause 1990–2020: Global burden of disease study. *Lancet*. 1997; 349:1498–1504.
4. Winstanley J, Simpson G, Tate R, Myles B. Early indicators and contributors to psychological distress in relatives during rehabilitation following severe traumatic brain injury: Findings from the Brain Injury Outcomes Study. *Journal of Head Trauma Rehabilitation*. 2006; 21(6): 453-466

## NeuroRestorative Helps Ace Live a Happier, Healthier Life

Ace, 19, has been part of the NeuroRestorative family for almost three years. After having difficulty in a public school, Ace turned to NeuroRestorative to provide him with a therapeutic specialized environment to help him succeed at a pace that was influential to him. “NeuroRestorative has helped me with my family home life, volunteering, and my career path,” said Ace. “NeuroRestorative has also given me a better home life.”

Ace attends our NeuroRestorative Academy on Mondays and Wednesdays and has school outings/volunteer opportunities in the community on Fridays. On Tuesdays and Thursdays, he works at a local restaurant, helping prepare food, which he really enjoys.

Ace is involved in various classroom classes, including science and math, but also counseling and life skill training to help with his mental and behavioral challenges, which have helped him tremendously outside and inside the classroom. “Ace is very supportive and kind,” said Camelia Botez, Program Director. “He is always helping everyone around him.”

When asked what advice he would give to someone who is struggling with mental health, he replied, “There’s always going to be people that support you. You have to look out and find them. Laughter is the best medicine,” said Ace.

On the weekends, he enjoys spending time with his cat, Chester, and his nephew, with whom he shares a strong connection with due to having similar challenges with communication, thinking, and mannerisms. He is looking forward to his future and career outside of NeuroRestorative. For questions about our programs, please call 800-743-6802.



## The Expert Corner: The Florida Qualified Brain Injury Support Provider Dissemination Project: From the Classroom to Enhanced Care

Bennie Colbert, M.A., BCBA, Operations Management Program Services Director, NeuroRestorative



The Florida Qualified Brain Injury Support Provider (QBISP) Dissemination Project is designed to incorporate and increase QBISP skills and the consistent mentorship of direct care staff into NeuroRestorative Florida's model of neurorehabilitation and support.

The QBISP program is an education and mentorship program designed to enhance care to individuals by providing direct care staff with practical skills for developing, enhancing, and repairing therapeutic rapport. In addition, the QBISP program provides practical training in mentorship (coaching) skills that provide program leaders with the tools for mentoring and supporting staff's use of the QBISP skills.

**The QBISP program is a product of the Neurobehavioral Training Institute, LLC (NTI) and is being utilized throughout the NR system and is based on the following beliefs:**

- Enhanced program engagement and better outcomes will be achieved through a therapeutic relationship between staff and individuals.
- Enhanced job engagement and better job satisfaction will be achieved through a constant supportive mentorship relationship between staff and leadership.

**The QBISP program uses three building blocks:**

- The 21 lessons for developing and maintaining therapeutic rapport
- The five steps for repairing therapeutic rapport
- A mentor's guide for using the 21 lessons and five steps on-site to assist staff to think and act therapeutically "when their buttons have been pushed"

### **QBISP Education:**

Beginning in January 2021, NR of Florida took the initiative to include the QBISP Provider Course in the new hire orientation program. Additionally, all current employees must pass one or more QBISP courses. NR commissioned NTI to offer several Train-the-Trainer workshops and a Dissemination workshop to meet this demand. As a result:

- 92.3% of direct care staff have passed the QBISP Provider Course.
- 65% of Program Managers (residential leadership staff) are QBISP trainers.
- 100% of senior management (executive director, area director, state director, and program directors) have completed the "QTIPS" QBISP summary course.

### **QBISP Mentorship and Culture:**

Since QBISP promotes "Education with Mentorship to Enhance Care," Florida has partnered with NTI to embrace the QBISP program's mentorship component fully. To this end, a clinical operations project is being developed to train supervisory staff on the principles and skills of QBISP mentorship. Each Florida program will be supported by a senior-level "Mentor Coach" who will implement competency-based procedures designed to train supervisory and senior staff (residential and clinical) in mentorship skills. These mentorship trainings aim to create a "QBISP Culture" that promotes enhanced supportive relationships between supervisors and staff as well as staff and program individuals. The project is currently being applied in two Florida locations, and other sites will be added sequentially.

We look forward to providing periodic updates as the project progresses.



# NEURO INSTITUTE

Continuing Education for Rehabilitation Professionals

Neuro Institute offers monthly, one hour online CEU opportunities spanning a variety of topics related to rehabilitation services for individuals with brain, spinal cord and medically complex injuries and other challenges. Below is upcoming events. **Past presentations are available to view for credit by visiting: [neurorestorative.com/institute](https://neurorestorative.com/institute).** CE credit for Case Managers (CCMC), Social Workers (NASW), and Florida RN which provides National Nursing Continuing Education Courses Certification in every state with the exceptions of New Hampshire, Ohio, and Georgia. All other attendees will receive a general certificate of attendance. Scan the QR code to register for upcoming events.



FRIDAY, DECEMBER 15, 2023, 12-1PM (EST)



## Components of Effective Neurobehavioral Programming

Bennie Colbert, NeuroRestorative, Operations Management Program Services Director

### Learning Objectives

- Participants will be able to discuss the role of Person Centered Planning for effective neurobehavioral intervention.
- Participants will be able to discuss several Positive Behavior Support technologies and their overall goals.
- Participants will be able to discuss the role of outcomes informed skill based treatment planning for effective neurobehavioral intervention.
- Participants will be able to define and discuss the role of contingency management effective neurobehavioral intervention.
- Participants will be able to discuss the elements of best practice individualized behavior programming.

## NeuroRestorative Heroes

NeuroRestorative Heroes celebrates team members whose actions make them a hero to those we serve or their colleagues. This quarter, we celebrate employees for their dedication to the individuals we serve. Do you know a NeuroRestorative employee whose actions make them a hero to those they serve or to their fellow colleagues? **Nominate a Hero today by visiting [neurorestorative.com/heroes-nomination](https://neurorestorative.com/heroes-nomination).**

### FY23 Q4 Heroes



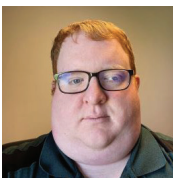
#### Sunday Agbata

Life Skills Trainer  
NeuroRestorative Massachusetts



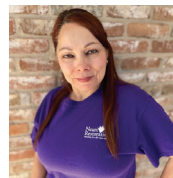
#### Etienne Nshizirungu

Life Skills Trainer  
NeuroRestorative Kentucky



#### David Bezler

Day Program Supervisor  
NeuroRestorative Pennsylvania



#### Theresa Rodriguez

Rehabilitation Specialist  
NeuroRestorative Texas



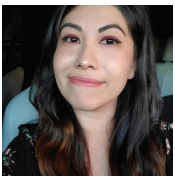
#### Melissa Groth

Occupational Therapist  
NeuroRestorative North Dakota



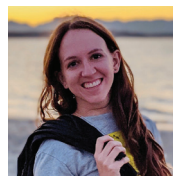
#### Andrea Roussos

Physical Therapist  
NeuroRestorative California



#### Elizabeth Madrigal

Physical Therapist Assistant  
NeuroRestorative Texas



#### Michelle Sanders

Direct Support Lead  
NeuroRestorative Virginia

# NeuroRestorative Celebrates 100 People Served at Our Massachusetts Programs

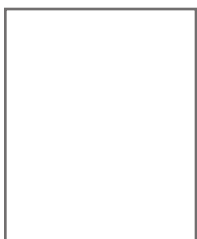
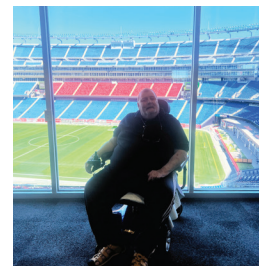
NeuroRestorative recently hosted a celebration to honor 100 people served in our Massachusetts programs. We had an enjoyable afternoon celebrating this milestone at Gillette Stadium with lunch, awards, and fellowship. We honored our long-term team members with New England Patriots jerseys, including their years of service on the back of the jerseys. We are honored to be a part of the rehabilitation journeys of so many individuals and look forward to continuing our mission of providing supports and services to those we serve in our communities.

## About NeuroRestorative Massachusetts

NeuroRestorative Massachusetts offers a continuum of post-acute programs and community-based services for adults with brain injury and other neurological challenges. We provide individualized, outcome driven programs in the most independent setting possible, including supported living, host homes, and respite. As a leading, national provider of rehabilitative services, we have the expertise and resources of an organization on the cutting-edge of clinical care. Our exceptional team of professionals, demonstrated clinical proficiency, and time-tested approach have given us a proven track record of delivering successful outcomes for individuals along each stage of our continuum of care.

For more information about our locations or to make a referral, please call 800-743-6802.

**Contact us:** 800-743-6802 | [neurorestorative.com](https://neurorestorative.com)



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