



Departmental Scope of Service

This document meets the intent of the ISO 9001:2015 standards and demonstrates the integration of the Quality Management System (QMS) into ECMC's business processes.

Facility Name	Erie County Medical Center Corp
Name of Department	Inpatient Rehab Facility Services
Location	ECMC campus
Hours of Operation	Therapy coverage 7:00 – 4:00 p.m. Monday-Saturday, Nursing is 24 hours a day, 7 days a week.
Main Phone Number	716-898-3244
Primary Manager Name	Marie Johnson, Vice President of Rehabilitation Services
Secondary Manager Name	Lori Jellinick, PT, Rehabilitation Director and Dana Bellido-Clark, RN, Nurse Unit Manager
Department Scope of Service	<p>The Medical Rehab Unit provides comprehensive rehabilitation services Monday through Saturday from 7:00AM-4:00PM in an acute rehabilitation setting in the hospital. Patients receive a total of 3 hours of therapy daily from the above disciplines as appropriate.</p> <p>The scope and level of care is determined by the requirements and needs of our customers. These customers include the person served, physician, clinical/educational staff, clinical director, hospital management, and the patient's family/caregivers. An interdisciplinary clinical team approach serves to provide daily oversight of the appropriateness of care and customer satisfaction.</p>
Department Resources (resources needed to carry out your department's services)	<p>The Rehab Services department has a mix of skilled personnel to meet the operational needs of providing rehabilitation services in the inpatient rehabilitation setting in the hospital. Additionally, rehab utilizes various computer programs and equipment to meet the rehab needs in all areas where care is provided. These include but are not limited to Meditech, healthcare portals, and insurance web based programs as well as specialized gym equipment for the population served.</p>



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<p>Patient Populations/Customers Served</p>	<p>The medical rehabilitation unit works with patients with complex medical conditions, including but not limited to brain injury, spinal cord injury, stroke, amputations, multiple trauma, and medical debility. The referral sources include the acute care side of ECMC, including but not limited to physicians, physical therapists, occupational therapists, speech therapists, nurses, case and care management, and external referrals.</p>
<p>Skill Mix and Services Provided</p>	<p>Direct care providers include MDs, PT's, PTA's, OT's, OTA's, SLP's, Recreational Therapy, Rehab Techs, RN's, LPN's, Hospital aides, Care Management, Rehabilitation Quality Coordinator, Clinical Psychologists (by referral) and other ancillary staff.</p> <p>All services are directly related to an active treatment plan, require the knowledge and skills of a qualified therapist or assistant, and are considered reasonable and necessary for the treatment of the person(s) served condition.</p> <p>The Medical Rehab Unit provides the following services: medical (under care of physiatrist and nurse practitioner), nursing, physical therapy, occupational therapy, speech language pathology, swallowing rehab, recreational therapy, social work, discharge planning, care management, pet therapy, and living skills apartment for community re-entry when appropriate.</p>
<p>Core Staffing and Methods for Determining and Modifying Staffing to Meet Patient or Process Needs</p>	<p>Staffing patterns are determined by the medical and treatment requirements, volumes and insurance mandates for the person(s) served. Additional considerations in determining staffing patterns are based on regulations, program development, and direction provided by the clinical supervisors and hospital administration. The MRU staffing is determined by census and acuity.</p>
<p>Description of Assessment and Reassessment Practices/Staff Responsibilities, Qualifications and Competencies</p>	<p>Performance / competency assessment is an ongoing cycle of review and communication between employee and managers.</p> <p>Initial Probationary Assessment takes place every two months for the first six months from date of hire. Performance Assessment and Competency Evaluation is conducted annually.</p> <p>Staff responsibilities and qualifications are outlined within the Job Description for each position at ECMCC. All staff are required to maintain updated annual ECMC reorientation, annual performance</p>



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	<p>assessments, and competency assessments. All staff is responsible for maintaining their licensure / certifications.</p> <p>ECMC strives for a relationship of collaboration with all of our customers including patients, staff, and our unions. This provides a culture of true care as we strive to fulfill our mission.</p>
Quality Objectives/Goals (performance measures)	The department of Rehab runs an interdisciplinary QAPI team to promote ongoing review of various performance measures. This method utilizes a team effort from all staff as well as collaboration with other services within the hospital.
Interested Parties, Payers and Funding Sources, and Fees	<p>Stakeholders include the person served, physician, clinical/educational staff, clinical director, hospital management, and the patient's family/caregivers. This also includes other health care professionals, accrediting and regulatory agencies, third party payers, participating colleges and universities, vendors and unions.</p> <p>The medical rehab unit provides individualized patient specific insurance and fee structure information upon admission via the Welcome to Rehab Letter.</p>
Risks	The rehabilitation department is focused on high reliability and strives to maintain a safe and appropriate setting for all individuals served. Particular emphasis is placed on the National Patient Safety goals and the hospital Quality Priority Focus Grid including, but not limited to, prevention of falls and infections.
Opportunities	Provide services which adjust to the evolving needs of the persons served. Patient Experience.



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Last Updated	January, 2026
Any change to a cost center's Director/Manager, Hours of Operation, Patient Populations/Customers Served, Skill Mix, etc. requires the Scope of Service document to be updated.	