


Lisa's Story



Lisa is a 7 year old girl who was hit by a car while trying to cross the road with her mother.

Lisa suffered severe spinal injuries (T4 ASIA A spinal cord injury). Lisa could not feel or move anything below her shoulders. Lisa never lost consciousness and also fractured her spine at C3 and C4 vertebrae.

The hospital staff identified that as a result of the spinal injury, Lisa was likely to be eligible for the Lifetime Support Scheme (LSS). A social worker from the Women's and Children's Hospital contacted the Lifetime Support Authority (LSA) to advise.

Application

The LSA Lead Service Planner went to the hospital to meet with Lisa's mother and father, who were making decisions for Lisa as she is a minor. The Lead Service Planner explained to Lisa's parents what the Scheme was and completed an application with them.

The LSA sought information from the Police to confirm the Motor Vehicle Accident and the medical team provided information to confirm eligibility. Lisa was accepted as a lifetime participant of the LSS. From the date of acceptance the LSS began funding Lisa's hospital care including any medical investigations and pharmaceuticals required.

Hospital & Rehabilitation

A Service Planner from the LSA was allocated to Lisa. Lisa could not control her bowels or bladder and she would require a wheelchair as part of her rehab program. The family were having difficulty coping with Lisa's accident so the Service Planner arranged counselling. Lisa's mother and father also had difficulty understanding the changes in Lisa in terms of physical ability and continence, so a support and information session was arranged for them, to understand a spinal cord injury and what they might expect. The Service Planner maintained regular contact with Lisa's mother and father and attended meetings with the family in the rehabilitation ward of the Women's and Children's Hospital.

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To facilitate discharge to home the following was arranged:

- Equipment – manual wheelchair, shower chair, pressure care mattress.
- Medic alert bracelet due to autonomic dysreflexia.
- Home modification – ramp to front door, bathroom refit to allow access to the shower and washbasin, widening of bedroom door.
- Attendant care – in the morning to assist with shower and dressing. In the afternoon to assist with night time routine.
- Transport reimbursement of parent's travel kilometres to appointments relating to the motor vehicle injuries (MVI).

1st Year Home

Once Lisa discharged home her Service Planner visited her within a few days to review the arrangements in place. Lisa had daily attendant care to assist her with personal care and community integration (return to school). An occupational therapist (OT) was arranged to assess her school for accessibility. Lisa will continue to attend the Women's and Children's Hospital ambulatory rehabilitation program which includes occupational therapy, physiotherapy and psychology and attend school part time.

The following additional services were also provided:

- Home modification – kitchen modification lowering bench tops and creating space for the wheelchair under the bench to allow Lisa the ability to prepare her own breakfast and bake with her Mum (she enjoys this activity).
- Hydrotherapy and wheelchair basketball introduction.
- Vehicle modification – family sold their car to purchase a vehicle that could be modified for wheelchair access (the vehicle modifications funded by LSA).
- Counselling for the family.
- GP consultations and medical Intervention/treatment (including surgery) relating to the MVI.
- Rehabilitation specialist consultations.



- Pharmaceuticals and continence supplies for her catheter.
- Travel reimbursement for travel in her parent's car to and from appointments relating to MVI.
- Occupational therapy to support return to school transition. This would include school wheelchair accessibility assessment and assistance with negotiating any modifications required e.g. – ground level locker, ramps, playground equipment etc.

Ongoing Treatment, Care and Support

Lisa's rehabilitation services will continue periodically as new goals are identified. This is particularly important as Lisa transitions through childhood, adolescence and adulthood.

- Psychology intervention.
- Ongoing attendant care.
- Equipment repairs, maintenance and replacement.
- Continence review assessments and ongoing catheter supplies.
- Educational support services.
- Bursts of therapy services as required.