

# FROM GOOD TO GREAT RAISING THE BAR ON SERVICE EXPECTATIONS

Since 1985, Advanced Physical Therapy has consistently sought to be #1 in the treatment of Work Related injuries. While we believe strongly that we have achieved this goal ... we all know it is harder to STAY #1 than it is to get there!

So, for 2009, we would like to introduce 3 new programs / procedures instituted by Advanced Physical Therapy. Stay tuned for more “good stuff” to come ...

**FCE Report Format:** You will notice a revamp of the FCE Report Format. Page 1 will now contain what many have said is “the meat of the report.” On page one you will now find:

- FCE Summary
- Reliability of Results
- Work Status/Physical Demand Level
- PPI Rating (if requested)

Please let us know your thoughts on this revision.

## **Clinical CONTINUITY and Communication:**

**CONTINUITY:** All WC cases with assigned Case Managers will be managed by one primary therapist. That therapist will call the Case Manager after the first visit to discuss their findings, review expectations and plan of treatment.

If the primary treating therapist has a scheduled vacation – the Case Manager will be contacted in advance to discuss the coverage plan. If the primary therapist has an unexpected day off, the front office staff will contact the Case Manager to discuss the coverage options.

**Communication:** All Case Managers should expect an increased level of communication from APT clinicians. Communication may come in the form of a phone call or, when appropriate, an e-mail. E-mailing will only occur if the information is not directly related to the patient’s diagnosis or treatment protocol.

**Your Help is Appreciated:** When you call to schedule the first visit, please let Molly or Melissa know when the Return To Doctor appointment is set. This will ensure our timely delivery of documentation.

## **Addition of a Certified Hand Therapist**

In November, Advanced added Jessica Grogan to its already strong team of Occupational Therapists. Jessica is a 2003 graduate of University of Indianapolis. Jessica is at our East clinic!

