

Everyone wants to be successful so do we but what is the point if it doesn't give us peace of mind? I feel very happy and excited whenever I help someone out whether it is a team member or a client. This act gives me tremendous peace of mind, I am sure you don't feel any different. If helping out gives us such a peace of mind then why wouldn't we maximize it? View helping out as an opportunity rather than a nuisance.

Don't get into the habit of criticizing others before we examine and re-examine ourselves first. We all know how important this is in our personal life, put it to use in your professional life also. Before complaining that your clients are not complying with HEP, make sure that you explained it well the relevance of a particular exercise. There has to be a reason for every exercise they are doing and don't ask them to do it for the sake of doing it. There is a precise reason why one would do the retraction or extension exercises and the frequency of it; this has to be thoroughly explained to the client in order for them to be compliant with HEP's. You would choose treadmill over a bike in a case of posterior derangement; explain it well to the patient that you would want to avoid spinal flexion so the treadmill is most appropriate exercise. Over communicate, you know the reason for choosing the particular exercise but they don't. I was reading an online review and it said "Therapist gave him some random exercises like treadmill". His was posterior derangement and you would want to choose treadmill over the UBE to avoid spinal flexion. His misinterpretation could have been avoided if the therapist took time to explain why he/she is choosing this particular exercise. When you do this-it creates such a trust in your patient towards you that you will be able to guide him/her well-this in turn will help with any HEP's you are prescribing and the outcome you desire in each client. Explain going to the end range is very important. With extension exercises even though hips come up, elbow has to be fully extended, overtime when the low back is more flexible he/she should be able keep it on the mat. In the clinic therapist can always apply pressure on the P.S.I.S, same thing with retraction exercises-apply pressure and counter pressure in the clinic and when they are home it is very important that they take the neck to end range. If they don't take it to end range, they will only get half result therefore it must be explained very well to the client.

Gilles has a technique with retraction exercises of taking the neck to end range, he will be happy to show you.

Don't think your job is finished with just stating the appropriate exercise, you have the responsibility of knowing how the person doing after discharge. Whenever you get free time like unexpected cancellation, call old patients to see how they are doing. As clients know that you really care about them-is exactly how you would keep them for life. Why else would someone come to us year after? We have to do the job well as well as maintain the relationship. In order to maintain the relationship, trust has to there. The most basic element in any transaction is trust. Without trust, nothing is possible. The client has to know and feel that we will only do what is best for them not for us. Exact opposite of this is what I see in most businesses, the business will do what is best for them not for their clients. In the short term, it makes sense but long term? We have been serving the community for seventeen years and intent to stay for a very long time.

Are you beginning to feel that we have some kind of responsibility towards the clients? We do and it doesn't end at discharge either, matter of fact it is the beginning of a relationship that would last their life time and the lifetime of many friends and relatives they refer us. You see where I am going with this? Don't think that end of discharge means end of relationship, it is only the beginning. We have to continue serving them and their kids! See how much of a long term perspective I have with this and I would need commitments from each one of you for this to happen. We are going to be here for a very long time and for this to happen each and every client has to feel that their interest is our interest.

If working at Healing Touch gives each of us the peace of mind then we will be here for a long time serving its clients well. The community needs a place they can trust, why can't it be us?
