

HAPPY NEW YEAR
AmaZING! Principle
AmaZING! Challenge
Loyalty Survey Short Takes
Zingers!

Simply AmaZING!

NEW YEAR'S "BUSINESS" RESOLUTIONS

While I consider goals to be measurable accomplishments that are frequently complex and made up of many different mini-goals, resolutions are simpler, behavior-driven activities that typically do not require advanced planning. Resolutions are almost mantra-like, in that they are meant to give you motivation and encouragement as you work at bettering yourself. Here are 30 of the top business resolutions you can make for 2010.

1. I will be more focused.
2. I will stop procrastinating.
3. I will listen more (and better).
4. I will be willing to get out of my comfort zone.
5. I will do better with managing my business finances.
6. I will work to be more productive.
7. I will not let email rule my day.
8. I will work harder.
9. I will work smarter.
10. I will work less.
11. I will work more.
12. I will communicate better.
13. I will keep an open mind.
14. I will get to know my clients.
15. I will embrace social media.
16. I will start a business blog.
17. I will think positively.
18. I will hold myself accountable.
19. I will back up my data.
20. I will try new marketing activities.
21. I will stop shying away from networking events.
22. I will remember why I love what I do.
23. I will get out of the office.
24. I will provide better customer service.
25. I will follow through.
26. I will keep my desk clean.
27. I will make a plan.
28. I will give back.
29. I will learn something new.
30. I will keep it all in perspective.

Written by Alyssa Gregory, sitepoint.com



Patient Loyalty Survey Short Takes

Courtesy of staff, professional, prompt billing

everyone was so nice and very helpful. i liked my experience here and think ProRehab and the staff are amazing!

Was surprised how fast I improved since first visit.

Staff was excellent. Always willing to help and listen to questions.

The information shared was great. Consistent care and therapy regardless of which therapist I had!

I wasn't treated like a patient. Brooke asked about my life and college career while also being very professional.

My time spent here was well worth it. If ever needed, I will be back.

...HELPED ME TREMENDOUSLY!

This is the 2nd time I have been here & I find it amazing how simple exercises can make you feel so much better with the guidance of the therapist.

Anne was awesome and has a down to earth approach.

took very good care of my daughter when she was injured and I got the same treatment

only PT to reduce the swelling in my leg & foot

I have gone from a very painful experience to back to training for my next triathlon!

STAFF WAS PROFESSIONAL, WELL TRAINED, AND ABLE TO COMMUNICATE WITH ME AS A PATIENT

ability to openly discuss embarrassing problems

I have been a patient at ProRehab for many reasons and every experience has been excellent!

Extreme care & friendly with me. Willingness to listen to my questions and concerns. Information on condition & ability to explain answers and compassion for my over all well being.

ZINGERS!

Melissa Brown, Indiana Street

"A patient came up to let us know that the toilet was overflowing. Mis went back there and mopped it up! Ya gotta give her some credit!"

AMAZING! CHALLENGE

Last Month's Question:

Chatty Cathy is here again! She is chatting away about her dog, grandchildren, and what she ate for breakfast while you are politely trying to get her out the door so you can get to your next patient. How do you do this without offending her?

Answers:

If she is at the front desk, I would excuse myself to other customers letting them know I would be right back then I would link my arm with Cathy's and walk her to the front door letting her chat as we go. I would then wish her a good day and head back to the front desk.

Betty Butler, Vincennes

While walking toward the door tell her how much you enjoy her visits but that your next appt is here and you know she would not want you to be late. Tell her you look forward to seeing her again at her next appt.

Lori Champion, Home Health

I would politely smile and walk with her to the checkout. I would respectfully let her know that the front desk would get her checked out and I would look forward to talking with her more on her next visit.

Brian Kelly, TSOS

Without offending the patient just end the conversation with a positive statement and say excuse me but I must sched the next patient, ending with "have a good day".

Debbie Hilgeman, Pearl Drive

This Month's Challenge...

Your patient today is a huge complainer...they never want to do the exercises and are always taking short-cuts. You know this will absolutely have an effect on their therapy outcome. How do you help to turn around their negative attitude?

Email ashley@prorehab-pc.com with answers and you may win a prize!