

Simply AmAZING!

ProRehab and Neighborhood Engagement Collaborate to Help Haiti

ProRehab has formed a new alliance with Neighborhood Engagement to help clothe children in oppressed Haiti, with the help of their patients. ProRehab is a provider of outpatient physical and occupational therapy in the tri-state area with 8 locations and over 60 licensed therapists and athletic trainers. Neighborhood Engagement is a Christian organization searching for self-sustainment solutions through collaborative partnerships that satisfy needs of oppression. The pairing between the two will bring much needed aid to a country that was devastated by hurricanes in 2008.

Haiti was hit by four major hurricanes during 2008 and help is needed in a variety of ways to restore communities. ProRehab has agreed to aid in supplying necessary clothing to those who need it – particularly children. Together, Neighborhood Engagement and ProRehab will donate shirts to children in schools and sick patients in Haiti.

For starters, two of ProRehab's clinics, Vincennes and Indiana Street on Evansville's east side, will donate a shirt for every patient that completes their entire OT/PT program. These patients will receive a shirt of their own and sign a shirt to be sent to Haitian children in need. The process is as follows: patients complete their OT/PT program, get a shirt, sign and give a shirt to a Haitian child. As this program grows, additional ProRehab clinics will start donating shirts as well.

Through joining the two values of superior patient care and stewardship to the community, ProRehab and their patients will help to restore the lives of children throughout Haiti. Patients of ProRehab will be able to see their help in action through pictures of children in Haiti wearing the shirts they have signed. Patients will then fully understand that, "Cause of YOU a child will be helped while you help yourself in therapy."

About Neighborhood Engagement

Neighborhood Engagement is a Christian organization searching for self-sustainment solutions through collaborative partnerships bringing access to medicine, safe water, nourishment, or education that satisfy needs of oppression. Neighborhood Engagement mobilizes Teams to serve communities by listening to our partners, learning through cultural immersion and having a Love Much™ response to needs, using film for feedback and accountability.

For more information about Neighborhood Engagement please visit www.neighborhoodengagement.org.

A•maz•ing

1. surprisingly great
2. inspiring awe or admiration or wonder
3. ProRehab



ProRehab

The Best First Choice

Cause of YOU a child in Haiti will be clothed



ProRehab, in partnership with Neighborhood Engagement, wants to help our oppressed neighbor, Haiti. They had 4 major hurricanes in 2008 and are in desperate need. Our aid will supply much needed clothing— particularly to children.

Sign a shirt for help in Haiti.

When you complete your OT/PT program you'll receive a shirt. **AND** you'll get to sign a second shirt that will be sent to schools and hospitals in Haiti.



Cause of YOU a child will be helped, while you help yourself in therapy.

www.prorehab-pc.com www.neighborhoodengagement.org

AMAZING! CHALLENGE

Your new patient just finished their very first appointment. You hand them a Patient Loyalty Survey and ask them politely to fill it out...they say "no".
What do you do?

The best answers win a prize!
Email Ashley@prorehab-pc.com

New AmaZING! Staff Members

Phyllis Fenneman, PT
Home Health

Ashley Adler
Columbia Street - Front Office

Mindy Riley, MPT, CSCS
Home Health

Natalie Weihert, DPT
TSOS

Bethany Holder, DPT
Columbia Street

Thomas Knox, DPT
Columbia Street

WELCOME!!

AmaZING! Principle of the Month

AmaZING! Skillset: Listen, Learn, Act

Problems are inevitable. No person or institution is perfect. But you have the choice to handle problems properly and positively. Even when problems arise, you still have an opportunity to AmaZe by handling them promptly and professionally. Make sure to take the time to LISTEN, LEARN, & ACT.

LISTEN and take responsibility for problems and resolve them. Own the problem. Own the patient. Lose the problem. Lose the patient.

LEARN by not taking problems personally, but be sure to take them seriously. Problems aren't brought to your attention to make you feel bad, but when patients do have a problem, they want you to fix it. Don't make the problem worse by ignoring it or giving it to someone else.

ACT! If you were told the problem, find a way to fix it. If it's a problem related to your company, it's related to you too.

Patients appreciate all of the support that we can give them, and if you incorporate **listening, learning, & acting** into your daily routine problems will become an opportunity to AmaZe patients!

AmaZING! Experiences - ZINGERS!

Amanda Cox - TSOS

"Amanda deserves a zinger for being a great listener to a patient that has a mental illness. She listened well to the patient and appropriately referred her on to an institution for an evaluation. Due to Amanda's great listening skills, the patient got the appropriate treatment."

Amber Anslinger - TSOS

"Amber Anslinger deserves a zinger for working in a patient s/p RTC repair. She originally did not want to see a male therapist and was requesting to see Amber after refusing another therapist also. (Amber had originally worked with the patient's husband, so she had developed some patient loyalty with them). Amber was more than willing to work her into her more than busy schedule and provided great treatment to her. Thank you Amber!"

Tanya White - Madisonville/KPTS

"Tanya assisted with the Special Olympics at MNHHS. I think this is great representation for KPTS out in the community especially since this is such a huge event."

Lindsey Boots - Home Health

"Lindsey went to see a patient on Sunday (the day before Memorial Day) not for a visit, but to make sure the patient was doing okay after her shoulder surgery."



ZING - A quality or characteristic that excites the interest and enthusiasm of each patient/individual you encounter.

Patient Loyalty Survey

Everyone's Talking
About Us!

I enjoyed coming here knowing that the therapist and staff had a concern. It did not seem that they were just "doing their job". They care!

Every part of this experience has been positive. I've been for therapy in 2 locations with ProRehab & it has been great!

THE OFFICE STAFF AND THERAPY TEAM WERE VERY PROFESSIONAL, CARING AND HELPFUL.

I enjoyed every visit. The staff was courteous and fun to be around. I looked forward to coming to ALL my visits!

Received awesome, understandable answers

My therapist gave me the tools to feel better.

Lisa is very genuine and wonderful. I owe her a lot!

MY DOCTOR DID NOT SEE MY PROBLEM, BUT MY THERAPIST DID.

Instructions were very clear & to the point.

Clean, well kept facility

THE END RESULT WITH MY THERAPY WAS WONDERFUL.

Both Brad & Laura were patient; they explained things thoroughly & were professional.

My treatment was excellent; Lebra was very nice and straight forward.

I felt like the staff truly cared about my well-being.

I received the best care possible.

...custom fitting of first splint until it felt and functioned right.

I was so surprised that my pain was improved the first visit.

Convenient location; able to schedule appointments to accommodate my schedule.

The staff was very nice & friendly. They pushed me at the right times and any pain I felt was "good" pain.

Courteous, well-trained, caring therapy team

AMAZING! EMPLOYEE OF THE MONTH



Jeff Witte, PTA, NASM-PES
May EOTM

“Jeff has been a huge asset to the Home Health Team over the last couple years. He has been very flexible and is always willing to pick up extra patients.”

“Jeff’s numbers always rank near the top of home health performers. We have received many compliments from patients regarding Jeff.”

“Jeff has been the ultimate team player for ProRehab and has excelled in his Home Health role.”

“The patients absolutely adore him”

