

Simply Amazing!

ProRehab Continues to Expand

Kiesel, Richerson, Kelly newest promotions on growing team of PT professionals

We are proud to announce the recent promotions of Dr. Kyle Kiesel, Dr. Bethany Richerson and Brian Kelly as partners. In their new roles, they will continue providing one-on-one patient care in an environment that promotes wellness and improves the lives of the patients treated at ProRehab.

Dr. Kyle Kiesel currently serves as ProRehab's Director of Outcomes and Evidence-Based Practice and is also engaged in patient care in orthopedics, as well as in sports rehabilitation. In addition to his role as a certified Athletic Trainer and Strength and Conditioning Specialist, Kyle will apply his experience with ultrasound imaging to patients with lower back pain. His skill in teaching will also prove to be invaluable for ProRehab, as will his background as a conditioning consultant for sports teams from the high school to professional level. Dr. Kiesel has been an Associate Professor of Physical Therapy at the University of Evansville since 2000. He earned his B.S. in Physical Education and Sports Medicine from the University of Nebraska at Kearney in 1990. He then earned his Master's in Physical Therapy from the University of Nebraska Medical Center in 1994, and finished his PhD in Rehabilitation Sciences from the University of Kentucky in 2007.

Dr. Bethany Richerson has been on the ProRehab team for seven years and accepted the role of Clinic Manager at the company's Henderson, Kentucky location in September. As a Board Certified Clinical Specialist in Orthopedic Physical Therapy, Bethany brings an interest in orthopedics, as well as in wound care. She earned her Masters in Physical Therapy from the University of Louisville, and she has just completed her doctoral work with University of Kentucky, and will formally receive her DPT this May.

Brian Kelly has been with ProRehab for eight years and currently works as a Clinic Manager. Brian earned his Masters in Physical Therapy from the University of Evansville in 1996 and is currently working towards a doctoral degree in Physical Therapy from the University of Kentucky. He is also a Certified Athletic Trainer. Prior to working at ProRehab, Brian was the Rehab Coordinator and Assistant Athletic Trainer at Wake Forest University. With a board certified specialty in Sports Rehabilitation, Brian works with sports teams and is closely affiliated with the local soccer community.



A•maz•ing

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



ProRehab

The Best First Choice

AmaZING! Principle of the Month

AMAZINGLY FRIENDLY IS THE DIFFERENCE MAKER

FRIENDLY, FRIENDLY, FRIENDLY.

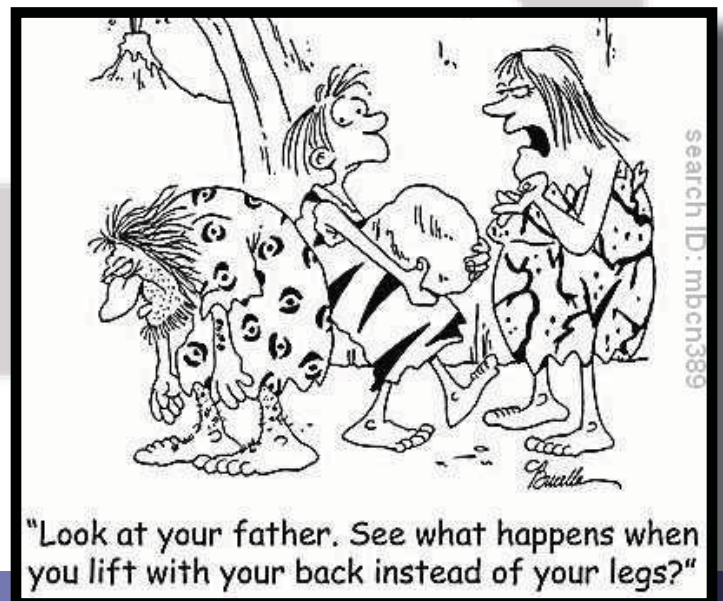
Everyone wants to do business with friends.

- Over 50,000 patient surveys have been examined in the last 10 years. The answers to open ended questions have been reviewed to see frequency of responses. These questions include, "What is the most memorable experience that you have had in our clinic?", "Why will you be referring friends and family members to us?" The most frequent responses BY FAR were "friendly, caring".
- Morning, noon and night...*FRIENDLY, FRIENDLY, FRIENDLY.*

NATIONAL NURSES WEEK MAY 6TH-12TH

National Nurses Week is celebrated from May 6th, also known as National Nurses Day, through May 12th, the birthday of Florence Nightingale, the founder of modern nursing.

Please be sure to thank the nurses you come in contact with for everything they do!



AmaZING! Experiences - ZINGERS!



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

Linda Martin - Columbia Street

"She is always going the extra mile here. She gladly goes upstairs and gets copies of prescriptions for the patients appt prior to them arriving to make sure everything is in order. The therapists' love this because it gives them an idea of what the patient needs before they arrive with their prescription. Thanks Linda!"

Phil Plisky - Columbia Street

Phil is OUTSTANDING! His schedule is always jammed packed and he always tells his patients when he can see them so the front desk does not have to bother him or waste the patients valuable time trying to figure out a slot to put them in. The front desk @ Columbia really appreciates him! Way To Go Phil! (Please remind Phil that this is not for everything - we are working on him daily - HAHA)"

Del Nance - Indiana Street

"Del did something very nice for me today...He spent a long time helping me with a power point presentation problem/issue that I could not figure out!!!! He figured out the problem and fixed it for me!!! Then sent me the updated copy to me via e-mail. Way to go Del!"

Julie Buedel - TSOS

"Julie was late to work one day to help give her paper lady a ride home after her car broke down. The lady lived across town and was going to walk several miles home. The lady used Julie's home phone and could not reach any family or friends. Thanks to Julie she was able to get home."

Laura Poland & Courtney Howton - REO

"We had a patient fall at the REO clinic and they were very calm. They took excellent care of comforting the patient and calling people for her. They were excellent and showed great compassion."

Kristen Mitchell - TSOS

"Kristen got a great card from a patient that read, *'Thanks For Your Positive Energy & Total Great Spirit! Consider Yourself Most Appreciated!!!'* The patient even brought Kristen pickles (she's been craving them due to being pregnant)"

New AmaZING! Staff Members

Laura Poland, Front Office
REO

Stephenie Dest, MSOT, OTR/L
TSOS

Matt Dickerson, Tech
Washington Square

WELCOME!!

AmaZING! Challenge

Can you recite ProRehab's Division Service Theme and Standards?

The first person to email Ashley with the correct answer wins a prize!

Patient Loyalty Survey

*Everyone's Talking
About Us!*

TO MY THERAPIST, I WAS THE ONLY ONE IN THE ROOM!

I'm very comfortable here.

Very Informative!

I LIKE THE CONVENIENCE
OF THE OFFICE ADJACENT
TO THE DOCTOR.

Everyone was very caring
and concerned - even the
people who weren't
actually doing my therapy.

The whole staff is very
caring and devoted.
Always enthusiastic and
they seem to really enjoy
caring for their patients.

Everyone was very
accommodating. My
appointment times were
at my convenience.

I enjoy the team atmosphere.

I always have a good
experience with ProRehab.
They are very friendly.

I received thorough treat-
ment that not only ad-
dressed my area of pain
but also taught how my
core muscle stability could
be improved.

The service was excellent!

*"Let no one ever come to you without leaving BETTER AND HAPPIER."
Mother Teresa*

AMAZING! EMPLOYEE OF THE MONTH



Julie Turner, Human Resources Assistant
April EOTM

“Julie is a “quiet” force in the corporate office. She does many jobs and knows many things that I feel most people in the company do not realize she does. Julie is a key role in our daily routines and is an AmaZING! employee.”

“Julie is always eager to help and does so with a smile.”

“Julie is such a great employee! She is very versatile and even does a little plumbing and electrical work! No job is too big or too small and everything is always done with a smile. Thanks Julie for always being a team player!”

“Julie is the most helpful, kindhearted person. There is nothing that she wouldn't do to help solve a problem or just answer a question.”

