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# Simply AmazING!

## AMAZING! PRINCIPLES RECAP

amazING! rules without rules.

*AmazING Mindset: It's All About Your Beliefs.*

AmazING! Skillset: Listen, Learn, Act

### **Amazingly Friendly Is The Difference Maker.**

AmazING! Atmosphere: "Where Everybody Knows Your Name"

AamazING! First 30 Seconds: Affirmation, Attention, Appreciation

Be AmazING! And Then Some.....

### **AmazING! Recovery Takes C.L.A.S.S.**

*Choose AmazING! Attitude Every Day.*

AN AMAZING! RESULT IS ONE WORTH FIGHTING FOR.

## TIPS FOR PREVENTING THE SPREAD OF THE FLU IN THE CLINIC

- Encourage your patients to wash their hands before you begin the therapy session.
- Waiting areas should contain hand sanitizer, tissues and trash receptacles.
- Disinfect equipment in between each patient.
- Disinfect the waiting room area throughout the day.
- Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean.



# Patient Loyalty Survey Short Takes

My family has been here and liked it also.

*I actually looked forward to coming to treatment because I felt so much better afterwards!*

outgoing staff

*I will recommend you to my friends without question.  
Great service!*

**good people,  
good atmosphere.**

A very positive experience!

SMILES FROM ALL!

ProRehab is very nice and caring.

sincere care and concern

***Jill was so helpful. She helped in every way she could even when I was a difficult patient. She also brought Thomas in who finished helping. He is great!***

***speedy recovery due to explicit directions and understanding of my injury***

***Absolutely excellent!  
Never been treated as well as here!  
Especially when it came to therapy.***

## SAVE THE DATE

Flu Shot  
October 15th 5-7 PM  
Indiana Street

ProRehab Holiday Party  
December 11th 6:30 PM  
Casino Aztar

## AMAZING! CHALLENGE

Your patient is displaying several symptoms of the flu (muscle aches, runny nose, dry cough, fever).  
What do you do?

**Email [ashley@prorehab-pc.com](mailto:ashley@prorehab-pc.com) with answers and you may win a prize!**

## ZINGERS!

**Joey Pettyjohn, Newburgh**

***“Joey is so caring about his patients that he came into the clinic on Labor Day to change a wound vac on one of his patients. To me that is truly AmaZing!!!! Joey is awesome!!!!”***

**Paul Gorman, Columbia Street**

***“Paul did a fantastic job researching and presenting information on conventional vs. reverse total shoulders. Thank you Paul for your time spent on this!”***

**Amy Tenhumberg, Washington Square**

***“Amy and her husband Scott took care of mowing Amy Mischler’s grass when she was in the hospital these past couple weeks. How great it is to work with such caring and supportive people. Thank you Amy!”***

**Kate Schwartzkopf & Jana Nicholson, TSOS**

***“Kate and Jana stayed at TSOS past 7:00pm taking late walk-ins from urgent care.”***

**Kelli Goedde & Jill Hickey, Indiana Street**

***“Kelli and Jill helped out at TSOS to help with high volume of walk-ins and to take a patient for Brian so he could go to his daughters Dr. appt.”***

**Jody Kissel, TSOS**

***“Jody treated the TSOS staff to Los Bravos... YUM!!!!”***

**Brooke Kennedy, Pearl Drive**

***“At lunch, an overflow call came to Pearl Drive, Brooke took the time to reschedule the caller’s appointment at another clinic.”***

**Jill Hickey, Indiana Street**

***“Jill hosted a field trip at Indiana Street for high school aged home schooled students that are currently studying anatomy. She did a great job and the students really enjoyed themselves. Thanks Jill.”***

**Del Nance, Newburgh**

***“Del received a thank you note from one of his patient’s. The note contained the most ultimate compliment, it simply stated “thank you for changing my life!” It doesn’t get any better than that.”***

# AMAZING! CHALLENGE RESPONSES FROM SEPTEMBER

***A patient walks in with a script at 4:30, from a physician that sends you few patients, but not a lot. They tell you the physician wants them to be seen right away and that your clinic would accommodate them. You are scheduled to leave at 5:00. WHAT DO YOU DO?***

*If there was no one else at the front desk to help with the patient, I would do what needs to be done to get the patient seen that day then leave.*

*Betty Butler, Vincennes*

***STAY and WORK THE PATIENT IN!! NO DOUBT***

*Sean Malone, TSOS*

*I would see what ins the patient has and make sure we are providers. Copy the ins and photo ID. Let the theapists know we have a patient waiting to be seen. I will have the patient fill out the appropriate paperwork. Then asked them to have a seat and a therapist will be with them as soon as they can.*

*Linda Martin, Columbia Street*

*I would....make them feel welcomed, accommodate that patient, give them the paperwork to start filling out, treat them like any other patient, put them on the schedule, have them leave with a WOW!!!, then go home and enjoy the night!*

*Jamie Thompson, Newburgh*

*As a ProRehab therapist you stay and see the patient. This an awesome opportunity to “wow” the patient. If you wow the patient they often will go back to the doctor and tell him what a wonderful experience that they had. Happy patients make happy doctors- which can increase your referrals from that doctor and give you the chance to build better rapore with that physician. That patient who was treated promptly and wow by that experience will share that with others. The amount of “overtime” that you put in that day will pay off in a lot of “advertising” to others. This is what sets us from other companies and what makes us ProRehab.*

*Bethany Richerson, Henderson*

*Tell the patient you would be happy to see them and treat them as if you were expecting them.*

*Brian Kelly, TSOS*

*At Pearl we would accomodate the patient - whether that means staying late or scheduling another day.*

*Debbie Hilgeman, Pearl Drive*

*You see the patient and do a great job. You may not do everything but you do enough to get them started to feeling better. It is the Prorehab way. Patient first.*

*Kathy Coomes, Reo*

*You go ahead and see them!! Go the extra mile by putting their needs first and make it convenient for them.*

*Julie Turner, Washington Square*

***Thank you to everyone that participated. GREAT ANSWERS!!***

# Employee Q & A Featuring...

## Kristin Dahmer!

**Name:** Kristin (Waller) Dahmer

**Clinic/Position Held:** Front Desk Henderson

**Current Residence:** Evansville - born and raised

**When/Where were you born:** St. Mary's - Evansville 1984

**Spouses Name:** Josh Dahmer

**How long have you been married:** 3.5 years

**Where is your husband employed:** Construction & Manufacturing Teacher at Harrison High School and he also coaches basketball and football at Harrison

**Kids (names & ages):** Luke Dahmer, 22 months

**Sibling(s):** 1 Brother, Chad

**How long have you worked at ProRehab:** 8 yrs

**What other positions have you held at ProRehab?** Started as a TECH, then moved to the lab, then worked in the purchasing department

**Hobbies:** Play Golf, spending time with family, baking

**High School:** Bosse HS - Evansville

**Favorite sport:** To watch - football, To play - golf

**Favorite snack:** Goldfish Crackers

**Favorite Beverage:** Sweet Tea or Peach Tea from Olive Garden

**Favorite Lunch Spot:** Planters Coffee House in Henderson (Homemade chicken salad)

**Least favorite food:** spinach

**Favorite Dessert:** Any Cake from Piece of Cake

**Best Vacation:** My honeymoon to the Dominican Republic

**Favorite Holiday:** Christmas

**Favorite music:** Country

**Favorite TV Show:** Dancing with the Stars and Greys Anatomy

**First job:** Concession Stand at East Little League when I was in middle school

**Favorite Saying:** "Oh Man!" Especially when my son says it!

**If a genie granted you one wish, what would it be?** A trip to Hawaii for a month.

**Tell us something random about yourself:** I have to make sure all of my dishes are put away before I can go to bed. I'm OCD!

**Biggest Accomplishment:** I received the Bill Flutely scholarship my senior year of high school.



*Kristin Dahmer*  
**Front Desk Henderson**





# STEMulating Young Talent

USI unveiled a pair of trucks that will be used to take state-of-the-art, hands-on learning equipment to schools in nine area counties.

The initiative came about because of numerous community donors like ProRehab. ProRehab's name is on the truck along with the other donors..

STEM stands for science, technology, engineering, and math.

Photos taken at the press conference/ ribbon cutting held at Bosse High School on 9-10-09.



## PROREHAB THERAPISTS' ACHIEVE HIGH HONOR

Congratulations to Kyle Kiesel, Robert Butler and Phil Plisky, who recently had the manuscript entitled "Functional Movement Test Scores Improve following an Off-season Intervention Program in Professional Football Players" accepted for publication in the Scandinavian Journal of Medicine and Science in Sports. This study demonstrated that an off-season intervention program can improve functional movement patterns in professional football players and builds on their previous work which demonstrated functional movement deficits are risk factors for injury. This study will help to guide future research into injury prevention. The Scandinavian Journal of Medicine and Science in Sports is ranked in the top 15% (Impact factor: 2.0) of peer-reviewed journals in the field of exercise and sports science.