

THERAPY TRACK

713-968-6594
866-558-7225 Toll Free
713-968-6595 Fax
www.therapytrack.com
5100 Westheimer, Suite 200
Houston, TX 77056

Remedies

Therapy Track Newsletter, Issue 20: June 2006

Therapy Track Products: REAL TIME INFORMATION

Real Time Productivity
Real Time Staffing
Real Time Cost Control

FUTURE PRODUCTS

Documentation
Outcome
Benchmarking

THERAPY TRACK QUESTIONS

[Click here!](#)

THERAPY TRACK WEBSITE

[Click here!](#)

Therapy Track has a **30-Day Free Trial** offer going on these days – so be sure to pass this newsletter along to colleagues that you think might be interested in taking advantage of all the great features we have to offer!

Stay tuned for more exciting announcements over the coming months! Visit us at www.therapytrack.com to stay up to date on all our latest news.

Part I: Great Expectations: Productivity is the Result of a Happy Staff

As any therapy manager can testify, if the staff's not happy, no one's happy. Confusion about job requirements, fuzzy lines of authority and unclear expectations can all lead to disgruntled personnel, low productivity, dissatisfied patients, and, ultimately, an unattractive bottom line.

On the other hand, a happy staff is a productive staff. The reverse is also true: A productive staff is a happy staff.

In an ideal world, staff members know what's expected of them. Goals are clearly communicated and understood, and it's easy for them to check on their progress. Performance reviews are timely and overwhelmingly positive. Patients are happy. Your department is thriving.

So how do you start moving toward this perfect ending? **Communication** is one of the keys.

It's not as easy as it sounds. The hard truth is that leadership isn't the same as good management. In fact, the leadership qualities that drove you to excel as a therapist and move into a manager position—self-starter, driven to excel, highly focused, independent—are the same characteristics that can leave you with a disgruntled, direction-less staff.

Chances are, your staff wants to do well. They're smart, caring people with the skills to make a difference with patients and within the department. One way to facilitate this is to communicate your goals, expectations and targets to your staff. But can you even put these thoughts into words? And your answers must be more specific than just "do your job and work hard."

Communicating specific targets is vital to achieving consistency – one of the most difficult things to maintain for one simple reason: People have good and bad days.

Clinicians have days when energy and preparation levels, even skill levels, vary. Establishing daily and monthly goals, and implementing easy tracking can help smooth out the ups and downs of your therapy department. It also makes your clinical operations stable and reliable.

Goals also allow staff members to achieve an amount of **emotional and professional independence**. They know what's expected of them, and they must meet the targets. They become well-rounded, competent employees who feel better about the job and can be more productive team members.

How do you create and communicate these magic-making goals? Start by explaining why you're all there, which is to inspire and help your patients. **Quality care should always be the No. 1 goal**, and any discussion with the staff must begin by stressing this point

In the next Remedies: Part II: 5 Tips for building a motivated, productive staff!

the power of real time information!