20a Treatment Planning:
Intake, Assessment, and Documentation

20a Treatment Planning: Intake, Assessment, and Documentation Class Outline

5 minutes	Attendance, Breath of Arrival, and Reminders
20 minutes	G: 1 What is required during hydrotherapy classes
	A: 81 What to expect during Touch Assessments
	A: 91 What to expect during Practical Exams
30 minutes	F: 57 Explanation of SOAP notes
5 minutes	Fill out intake forms on A: 147b. Hold onto this!
1h	Total

20a Treatment Planning: Intake, Assessment, and Documentation Class Reminders

Written Exams:

- 21a Written Exam
  (1b, 2a, 2b, 3a, 3b, 4a, 5a, 6a, 7a, 8b, 9a, 9b, 11a, 12a, 13a, 13b, 14a, 15a, 16a, 17a, and 17b)

Practical Exams:

- 22b Swedish: Touch Assessment
  - Perform Swedish massage on 1 assigned body area
  - **Bring your grading sheet for evaluation A: 83**
  - **Be prepared to make up missing assignments and retake tests**
  - **Bring laptop, tablet, or phone to watch class videos, Quizlet or Exam Coach**

- 23b Swedish: Practical Exam
  - Perform 60-minute full body Swedish massage with nothing excluded
  - **Bring your grading sheet for evaluation A: 93**

Assignments:

- 30a Review Questions (A: 139-156)

Preparation for upcoming classes:

- 21a Written Exam

- 21b H&H: Emergency Preparedness
  - Packet H: 27-38
  - RQ Packet A-145

Classroom Rules

Punctuality - everybody's time is precious

- Be ready to learn at the start of class; we'll have you out of here on time
- Tardiness: arriving late, returning late after breaks, leaving during class, leaving early

The following are not allowed:

- Bare feet
- Side talking
- Lying down
- Inappropriate clothing
- Food or drink except water
- Phones that are visible in the classroom, bathrooms, or internship

You will receive one verbal warning, then you'll have to leave the room.

Hydrotherapy Supplies Packet G: 1

- Before each Hydrotherapy class begins, your instructor will check to see that you have ALL of your supplies.
- If you are lacking any supplies, you will have to leave class and make up the class at a later date.

Hydrotherapy Supplies

- **24b Hydrotherapy: Theory and Technique Demo**
  - Your packet

- **25b Hydrotherapy: Dry Brushing, Cold Water Wash, and Foot Treatment**
  - 1 natural bristle dry brush
  - 1 set of sheets and blanket
  - 1 washcloth
  - 1 medium plastic trash bag
  - 2 regular-sized bath towels

Hydrotherapy Supplies

- **26b Hydrotherapy: Cold Water Treading, Facial, and Herbal Wrap**
  - 1 pair of flip-flops or sandals
  - Shorts or pants rolled up
  - 1 hand towel
  - 1 bathing suit
  - 2 long-type bath towels
  - 2 regular-size bath towel
  - 1 set of sheets and blanket
  - 1 medium plastic trash bag
  - Facial toner and cotton pads
  - 2 washcloths

- **27b Hydrotherapy: Heat, Cold, and Contrast Treatments**
  - 3 regular-sized bath towels
  - 1 set of sheets and blanket
  - 1 medium plastic trash bag

- **28b Integration Massage: Swedish and Hydrotherapy**
  - 2 regular-sized bath towels
  - 1 set of sheets and blanket
  - 1 medium plastic trash bag

A: 81 What to expect during Touch Assessments

Touch Assessments are an excellent opportunity for students to receive valuable feedback on the quality of their touch. They occur only four times in the following classes:

22b Swedish: Touch Assessment

62b Deep Tissue: Touch Assessment

87b Orthopedic Massage: Touch Assessment

97b Deep Massage: Touch Assessment

The classroom will be divided into two halves using the folding dividers and the dry erase board. On the “preparation side”, students can setup a massage table to practice or bring an optional laptop, tablet or phone to work on quizlet, Exam Coach, or watch class videos. Students who need to make-up and retake tests will also have an opportunity to do so. Everyone else will sit in chairs or on the floor to study.

A: 81 What to expect during Touch Assessments

On the "evaluation side", each participating instructor will setup and dress his or her own massage table using TLC linens. Usually the table height of the tables should be adjusted to "Low", "Medium", "Medium", and "Tall" to accommodate the average distribution of student preference. On a lecture table there will be clipboards provided for the students. **Bring the appropriate Grading Sheet from your packet to every Touch Assessment.**

The lead instructor will begin the class by assigning students to time slots. Depending on the number of students being evaluated, each time slot will be 20-35 minutes long. Each time slot is associated with a particular task such as "Posterior Upper Body", "Posterior Lower Body", etc. It is best to begin the time slot assignment process by having the students physically gather into groups according to table height preference.

A: 81 What to expect during Touch Assessments

Next, the lead instructor will call for volunteers for the first time slot. Well-prepared, eager, and confident students are encouraged to volunteer for any time slots that need to be filled. In a similar fashion, anxious, nervous, or minimally-prepared students are encouraged to select a time slot that is most likely to result in a beneficial learning experience.

Time slots that are not filled voluntarily will be assigned by the lead instructor. The lead instructor will also be responsible for keeping the sessions on time so that we have ample time and finish class in time to sit and talk about the experience.

A: 81 What to expect during Touch Assessments

Each Touch Assessment will be assigned a grade by the receiving instructor. The grade options are Satisfactory (S) or Unsatisfactory (U). If a student was not able to demonstrate adequate Swedish massage skills in the categories on the reverse side of this form, he or she will receive a U **and be required to retake the Touch Assessment**. Retakes of a Touch Assessment can be scheduled with the Student Administrator.

If a student does not pass the touch assessment, the instructor must make notes detailing why the student did not pass so the student can know what to work on before re-taking the Touch Assessment.

22b Swedish: Touch Assessment

Bring this Grading Sheet to class 22b for Grading

Student Name: _____ Group: _____ Date: _____

Receiver Name: _____ Body Area: _____

Interview Notes: _____

_____

Please summarize the comments made by the instructor:

Contact _____

_____

_____

Pressure _____

_____

_____

Strokes _____

_____

_____

Draping _____

_____

_____

Body Mechanics _____

_____

_____

Other _____

_____

_____

1 strength of this session _____

_____

1 weakness of this session _____

_____

Complete and submit this form to the lead instructor to receive credit

_____ **Final Grade (S = 100%, U = retake the Touch Assessment)**

22b Swedish: Touch Assessment

Criteria

Each student will perform the Swedish massage routine for one of these body areas:

- Posterior upper body (bilateral)
- Posterior lower body (unilateral)
- Anterior lower body (unilateral)
- Abs (bilateral) and Chest & Arms (unilateral)
- Neck, Face, and Scalp (all bilateral)

This is a guideline to how this Touch Assessment will flow:

1. Identify your table height: “Low”, “Medium”, or “Tall”
2. Volunteer for a time slot
3. Prior to your turn, review the written routine or set up a table and practice
4. Check that you are professionally dressed and have your lubricant in a holster
5. Get a clipboard, pen, and Touch Assessment form **from your packet**
6. Fill out the top portion of the form (name, group, date, receiver name, body area)
7. Be ready to go when it’s your turn
8. Introduce yourself to the receiver
9. Brief interview (contraindications, massage preferences, etc.)
10. Hands-on portion: perform the Swedish routine for your assigned body area
11. Be prepared to hear some feedback during the session
12. With 5 minutes remaining, bring the session gracefully to a close, have a seat, and ask for some final feedback and a final grade of S or U
13. Write all of the receiver’s feedback and suggestions on the form
14. Submit the form, clipboard, and pen to the lead instructor
15. Help your classmates to prepare for their turn or study school related material

A: 91 What to expect during Practical Exams

- Receivers will be fellow classmates
- Receivers for the first trade will be assigned to you by the instructor 5 minutes before the exam begins
- For the second trade, keep your same partner
- There will be a 5-minute interview using an intake form completed by the receiver
- Fill out the subjective objective, and assessment sections of your SOAP notes prior to the beginning of the hands-on portion

A: 91 What to expect during Practical Exams

60-minute hands-on:
- Full-body session
- Timing
- Body mechanics
- Professional dress and hygiene
- Draping
- Contact and communication

Massage strokes depending on the exam:
- Swedish massage
- Joint mobilizations and passive stretches
- BMTs
- Deep tissue massage

A: 91 What to expect during Practical Exams

- 5-minute completion of SOAP notes after the hands-on portion
- Intake form and SOAP notes will be submitted for evaluation
- Fill out the top of the grading form and give it to your grader to evaluate your massage

23b Swedish: Practical Exam

Student Name _____ Group _____ Date _____

This exam must be taken again if (a) there was inappropriate contact, or (b) there was a draping-related exposure, or (c) if grader deems any category was unsatisfactory, you may require a tutor

___/10 TIME MANAGEMENT
- ___/5 Addressed the full body including face and abs in 58-60 minutes
- ___/5 Balanced session (allotment of time to segments)

___/45 THERAPEUTIC SKILLS
- ___/9 Effleurage, nerve strokes, and tapotement
- ___/9 Fulling, wringing, and kneading
- ___/9 Deep cross-fiber friction, compression and stripping
- ___/9 Contact appeared to convey a high quality of touch
- ___/9 Body mechanics (breath, neutral spine, stances, relaxed shoulders)

___/15 RECORDKEEPING
- ___/5 Subjective: Goals, functional limitations, diagnoses or clearances, and Objective: Posture, movement, palpation, area of focus details
- ___/5 Assessment: Pain/discomfort/immobility (0-10 before and after), and Plan: Client education, self-care, and future massage care plan
- ___/5 Intake form and SOAP notes have full names, dates, and signatures

___/10 COMMUNICATION SKILLS
- ___/5 Intake/interview was smooth, confident, clear, and concise
- ___/5 Therapist checked-in during the session about pressure. comfort, and temperature

___/20 PROFESSIONALISM
- ___/4 Student had necessary supplies and was set up and ready to go
- ___/4 Clothing and any fragrances were professional
- ___/2 Hands did not pass under the drape
- ___/10 Draping was done well with proper access to draped areas
  - ___Back ___Legs ___Abs ___Chest ___Arms

_____/100 TOTAL ____Passed ____Retake ____Tutor

_____

_____

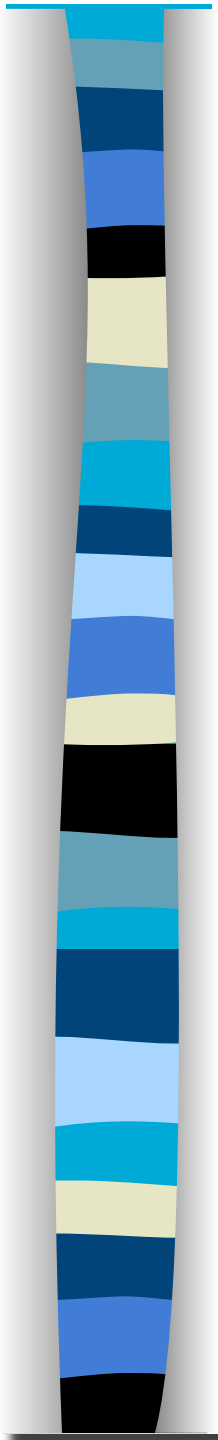
_____

_____

_____

_____

Instructor Name _____ Instructor Signature _____



23b Swedish: Practical Exam

Criteria

Students will play the role of therapists and clients. The lead instructor will assign each instructor to evaluate 3-4 therapists using clipboards, grading forms, and pens. At the very beginning of class, the instructor will call for half of the students to volunteer to be therapists for the first massage. If not enough students volunteer, the lead instructor will assign the remainder. All of the clients will fill out intake forms while the therapists setup and dress their tables, adjust table height if necessary, get a chair, and prepare needed items such as breast drapes, face toner, cotton pads, face lotion, and lubricant in a holster. The instructor will assign each client to a therapist just before client interviews begin. All therapist and client belongings must be stowed under their massage table. Each therapist will conduct a 5-minute interview using the client's intake form, a treatment record for taking SOAP notes, a clipboard, and a pen. The Subjective and Objective portions of the SOAP notes must be completed and approved by the evaluating instructor before the session begins.

All of the therapists will begin and end the hands-on portion of the practical exam at the same time. The therapists will perform a 60-minute full body Swedish massage following the sequence detailed in the packet. The lead instructor will make two verbal reminders during the session: halftime (when 30 minutes remain), and fulltime (when the session has come to an end). It is the therapist's responsibility to watch the clock. The evaluation categories for this practical exam are shown on the grading form (see reverse side).

Once the hands-on portion has ended, the therapist will thank the client, remove the bolster, hand the clothing to the client, and provide room under the drape for getting dressed. The therapists will not leave the clients to fend for themselves for any reason. Once the client is dressed, the therapist will have 5 minutes to submit the completed intake form and SOAP notes. Finally the therapist will remove the sheets, and clean the surfaces of the bolster, face cradle cushion, table, and chair.

The students will then switch roles as therapist and client. The new clients will fill out the intake form and the therapists will setup and dress their tables, adjust the table height if necessary, get a chair, and prepare needed items such as breast drapes, face toner, cotton pads, face lotion, and lubricant in a holster. <u>After a break indicated by the lead instructor, this process will be repeated.</u>

Should a student fail their practical, the instructor will notify the student verbally and present them with a copy of the practical grading sheet, with detailed feedback they need to address for their re-take. The original Grading sheet will be left in the Student Administrator's box for recording of the grade and any further correspondence with the student. If the instructor/grader recommends, the student will then schedule a tutoring session through the Student Administrator or Education Director. Swedish Practical (Class 23b) must be made up by class 28b.

Students who fail to make this up on time must meet with the Director of Education or Student Administrator to determine a plan of action which may include scheduling or rescheduling, mandatory tutoring, NPs, or suspension. Please be advised that if required to take NPs or if suspended, absences will accrue in accordance with the attendance policy (see Student Handbook). If these conditions cause the total absences to meet or exceed 10 consecutive class days or 15% of enrolled hours, the student will be dismissed from the program. Subsequent benchmark assessments may not be taken until the student satisfies the outstanding assessment(s).

Introduction

The Treatment Record/SOAP is the form used by the therapist to keep a record of what occurs during a session.

This record must be:

- Legible
- Specific
- Accurate

General session note procedures

- All 5 categories must be completed for each session
  - Subjective
  - Objective
  - Assessment
  - Plan
  - Personal reflection

- Common abbreviations may be used (see Packet F-61).
- You may use phrases in lieu of complete sentences.
- Please do not use medical terminology that was not taught or used at TLC.
- Use only professional wording.
- Due to H.I.P.A.A. regulations, clients have complete access to their records

(see the next two slides for a quick explanation of HIPAA).

HIPAA

The Health Insurance Portability and Accountability Act of 1996

HIPAA details how an individual's health information should be handled by health-care providers.

The law sets out administrative standards for certain transactions and it defines patients' rights with respect to their health information.

There are two important parts of HIPAA:

- The Privacy Rule – Client consent is required to disclose health information.
- The Security Rule – How do you secure client info and recover from a breach.

HIPAA

The Health Insurance Portability and Accountability Act of 1996

As massage therapists, we all need to maintain client confidentiality, but we are not all legally required to be HIPAA compliant unless we **transmit health information electronically for things such as claims submission**.

It's important to seek legal advice in order to confirm what, if any, legal obligations you have based on the types of services you perform.

An attorney can help you determine whether you are transmitting health information electronically in connection with a business activity covered by the HIPAA Transaction Rule, and/or whether you are providing a service for (or on behalf of) a covered entity that makes you its business associate.

Why Document at all?

TDLR Rules and Regulations says:

117.91. Consultation Document. *(New Section adopted effective November 1, 2017, 42 TexReg 4991)*

(a) A licensee shall provide an initial consultation to each client before the first massage therapy session and obtain the signature of the client on the consultation document. The consultation document shall include:

- (1) the type of massage therapy services or techniques the licensee anticipates using during the massage therapy session;
- (2) the parts of the client's body that will be massaged or the areas of the client's body that will be avoided during the session, including indications and contraindications;
- (3) a statement that the licensee shall not engage in breast massage of female clients without the written consent of the client;
- (4) a statement that draping will be used during the session, unless otherwise agreed to in writing by both the client and the licensee;
- (5) a statement that if uncomfortable for any reason, the client may ask the licensee to cease the massage and the licensee will end the massage session; and
- (6) the signature of both the client and the licensee.

Why Document at all?

- Sharpens the therapist's critical thinking skills
- Therapist can review assessment results, choices of techniques or methods, previous decisions to focus on or avoid areas, and pressure judgments
- They are legal evidence, which serves to protect the therapist by establishing professional accountability
- Documentation decreases liability risks by verifying the information that your client has shared with you, which led to the treatment that you advised
- Adequate and accurate documentation also helps in supporting payment reimbursement, improving quality of client care, and demonstrating to the public that the therapist followed accepted standards of care

Why Document at all?

- Documented or recorded information is the 'Gold Standard' of admissible evidence and is more credible than other types of evidence in legal proceedings

- Many state licensing boards mandate systematic collection and ongoing documentation, which may be used in peer review, licensing determinations, and legal proceedings

- Relying on memory is poor record keeping. The more detailed and specific client notes are, the more accurate the assessment and planning will be

- **117.90. General Ethical Requirements.** *(New Section adopted effective November 1, 2017, 42 TexReg 4991) says:*

  (f) For each client, a licensee shall keep accurate records of the dates of massage therapy services, types of massage therapy and billing information. Such records must be maintained for a minimum of two years.

S = Subjective
(what the client reports to you about their status)

- Client goals, expectations, and preferences
- Client functional limitations
- Physician's diagnosis or clearance

These are notes taken during the client interview and apply to *today's* session.

Interview example

- What brings you in, What is the focus
- Where do I avoid, any injuries, ROM
- Lubricant
- Pressure
- Anything else- speed, BMTs, likes and dislikes

Repeat it all back to the client (same page)

S = Subjective Example
(what the client reports to you about their status)

What: Relaxing massage, to have less stress

Focus: Upper back, shoulders and neck

Avoid: Stubbed right big toe 2 days ago

Lubricant: Ok with oil, no allergies

Pressure: Medium to firm, deep as needed.

Ticklish behind knees

Allergies, stretches, BMTs: No allergies, stretches and BMTs ok for shoulders and neck

Other: Loves scalp massage but doesn't want oil in hair

Why is important to write down specific details?

O = Objective
(findings made by the therapist)

- Client posture
- Client movement
- Palpation of client during interview
- Details of treatment on the area of focus:
    - Techniques used- Be specific! No nicknames (rainbows, hitchhiker, etc)
    - Names of structures addressed (back, R deltoid, low back, etc)
    - Include 3-4 areas addressed including focus area
    - List 2-3 techniques per area written down
    - Avoid words like massage, work and routine (face massage, foot work, neck routine, etc)

O = Objective Example
(findings made by the therapist)

Top Lines

Posture-Upright, forward head/neck

Palpation-Felt tension more in right upper back than left

Observation-Client's right shoulder if higher that left and head is tilted to the right

O = Objective Example
(findings made by the therapist)

(Prone and Supine Lines)

Prone:

Back Compressive eff, thumb circles, alternating eff

Calves Full, wring, knead

Feet Heel pinching, thumb circles

Simple, detailed and to the point. When in doubt, ask the MTI or your Instructor.

No need to write that you're doing Swedish. Check off stretches, BMTs, deep tissue and orthopedic techniques on back of SOAP.

A = Assessment

(OR how the client rates the 'feeling' of a focus area)

- Assessment- When your client walked in and sat down, did you ask them how they are doing? Their response is their assessment. We interview them to get more details.

- What brings you in today? What is your focus area?
- What if they aren't in pain, don't have any tension and feel fantastic?
- Can I leave this blank? Writing NA (not applicable) is NA (not acceptable)
- When they get off of the table, you ask them, how are you feeling? This is your after assessment!

- Recorded first during the interview for each area of focus
- Recorded again after the treatment for each area of focus

A = Assessment
(OR how the client rates the 'feeling' of a focus area)

- Rating Scale of 0-10
  - 0 is no pain/tension/anxiety, 'feeling'
  - 5 is moderate pain/tension/anxiety, 'feeling'
  - 10 is the worst possible pain/tension/anxiety, 'feeling'
- We should be looking for 3 things when 'rating' the 'feeling'
  - Where is being affected
  - By What/'feeling'
  - Rating
- Recorded first during the interview for each area of focus
- Recorded again after the treatment for each area of focus

A = Assessment Examples

(OR how the client rates the 'feeling' of a focus area)

(For our current client, they mentioned they are stressed)

Before:	After:
Client is very stressed, Just wants to relax	Client is very relaxed could take a nap now

-or-

Before:	After:
Stress in head, neck And back is a 6	Stress in head, neck and back is a 3

-or-

Before:	After:
Tension 6 in head, neck and back	Tension 3 in head, neck and back

P = Plan
(a strategy for further care)

- Client education
- Self care such as movement or stretches
- **Future massage** session ideas
- Referrals
- Avoid anything not taught at TLC Massage school. No foam rolling, yoga, gym workouts, herbs/supplements. If you do this in your own practice, that is on you. Please respect our boundary.

P = Plan Examples
(a strategy for further care)

Get more massage

Drink water to hydrate, continue receiving SI joint work

-or-

See Jayne for deeper specific work later this month

Try contrast baths for forearms as often as you would like if you get relief from it

-or-

Stretch quads and pecs before working

Get more massage from me at least 1-2 times a month for wellness if you can

Personal reflection
(meaningful insights made by the therapist about the therapist)

- List any learning, surprise, satisfaction, or dissatisfaction that you took away from the session, Your Ah-hah moment during the session

- Please include meaningful insight and avoid vague phrases such as “session went well” Give more details

- Name something you enjoyed about the session or something that challenged you

- Reflection is Personal. Make it about you, the therapist

Personal reflection Examples
(meaningful insights made by the therapist about the therapist)

I should snack before sessions, I was so hungry.

I need to learn more about working with client's who have herniated disks. I didn't feel confident. The client did enjoy the work that I did do.

My table was too high for deep tissue and now my back hurts. I should lower the table during the interview next time!

I was so sweaty during that session. I should be sure to bring an extra shirt and turn the fan on first!

Tammie came in to help me with techniques to relief TMJ tension. Why didn't I realize Temporo= Temples/temporal muscle!! Mandibular=mandible, the masseter is attached there. I'm really enjoying this work.

Fill out an intake form

- Packet A: 147b To be used in B class with a partner to practice interviewing and SOAP notes, return to packet when done. It's a page from your Review Questions.

20a Treatment Planning:
Intake, Assessment, and Documentation