

INTERNSHIP PRACTICE CLASS

Internship

- The internship is the student's opportunity to practice the technical and therapeutic skills of the TLC 500-hour training while learning to manage and market a professional practice.
- The student experience at the Lauterstein-Conway Massage Clinic is similar to that of an employee in a spa or clinic.
- As a therapist, the student is expected to work an assigned schedule, maintain professional appearance and demeanor, work on a wide range of clients, establish and maintain appropriate professional, therapeutic and personal boundaries, keep accurate and thorough records, respond to requests and feedback.

Student Intern Objectives

- To identify the steps in clinic operation, Marketing and Management.
- To conduct a client interview with ease.
- To practice applying appropriate judgment with regard to contraindications.
- To practice client observation, interaction, and assessment.
- To customize a massage session.
- To complete the session within the assigned time frame.

Student Intern Objectives

- To request and process client feedback.
- To offer appropriate client education.
- To make clear notes and comments on the client record.
- To gain confidence through experience and feedback.
- To give an effective, enjoyable massage.

Items Supplied By Intern

- 1 Blanket, 2 sheets and 2 pillowcases per massage (4 pillowcases for side-lying massage).
- Tote bag or basket to contain supplies that will fit beneath the table.
- Lubricant (cream, oil, lotion), hand and face cleanser, cotton balls, hand towel, etc.

Items Supplied By Intern

- Interns are expected to have at least two choices of lubricant for the clients. They should be hypoallergenic and unscented. A very mildly scented product may be offered, but the student should always check with the client before using scents.
- Highly scented products are not permitted because the clinic is shared space and many clients and interns are sensitive or allergic to scented products. This also goes for personal body products.

How the Session Will Proceed

◎ 1. Sign In

- Interns are required to initial the sign-in sheet no later than 15 minutes before the appointment time. (The table number will be added AFTER the student has set up for the appointment.)

◎ 2. Set Up

- Interns may enter the clinic room during the transition between appointments (15 minutes before the appointment start time) to find an available table and set up. Tables are available on a first-come first-served basis. Please do not attempt to reserve a table in advance. Please add your table number to the sign-in sheet AFTER you have set up.

How the Session Will Proceed

③ 3. Begin Paperwork

- Once the workspace is set up, the student may check the daily appointment sheet in the clinic office to find the client name. The student may begin to review the client record and begin the paperwork once the client has arrived.

Clinic Schedule

5/7/2015

Printed 5/7/2015

Intern	Client/Appt Comment	Therapist Preference	Client Phones	Appt Type/Amount
7:30 PM				
Christine Duncan November 2014	Heather Davis <i>Requested. New. Friend of Christi's?</i>	E	H) 512-633-8906 W) M)	Regular \$35.00
Samuel Junk March 2014	Mathelle Page <i>new?</i>	E	H) W) M) 214-886-7127	Regular \$35.00
Erica Rodriguez October 2014	Caroline Covington <i>requested</i>	F-only	H) 512-952-1278 W) M) 512-915-6558*	Regular \$35.00
Eric Gibbons July 2014	Jason Draper	E	H) W) M) 512-971-9851	Regular \$35.00
Charissa Ellis October 2014	Maureen McCarley	F-only	H) W) 512-536-3168 M) 512-905-7619	Regular \$35.00
Audra Scott November 2014	Ivy Holland	F-only	H) W) M) 432-254-7911	Regular \$35.00
Danielle Shrider July 2014	Michael Martinez	E	H) W) M) 512-787-5502	Regular \$35.00
TOTAL				\$245.00
GRAND TOTAL				\$1400.00

How the Session Will Proceed

◎ 4) Greeting and Interviewing the Client.

- All interns should be ready to greet clients promptly at appointment time, not before. The interview is done at the massage table. Once the interview is complete, the intern will give the client a brief description of how the session will proceed.
- Explain to them about filling out their evaluation form in their bay after the session.

How the Session Will Proceed

- 5) Session Plan
- The intern uses the time while the client undresses to write a session plan.
Please list a few techniques you plan to use to address requested focus area.
This is the time to check with an MTI if any question arose during the interview (contraindications or other challenges).

How the Session Will Proceed

⑥ 6) The Massage Session

- The massage begins when the client is ready to receive and will usually last 55-65 minutes. Regardless of what time the actual massage begins, the therapist should be “hands off” no earlier than 25 minutes before the next appointment and no later than 20 minutes before the next appointment time. Example: For a 1:30 appointment, the massage ends no earlier than 2:35 and no later than 2:40.
- During the session the intern is required to leave the session plan on the clipboard where the MTI can review it during the session. On completion of the session, the therapist reminds the client to exit the massage bay after completing the massage evaluation form.

How the Session Will Proceed

◉ 7) Client Education, and Goodbye

- When the client is dressed, the intern provides the client a cup of water. This is the time interns usually offer client education. The intern will make sure the evaluation form is complete before the client leaves.

◉ 8) Paperwork

- When complete, all paperwork goes inside the client folder and is turned in to the clinic office **before the next session**. Each packet of paperwork includes Intake Form, Treatment Record and the Client Evaluation.

Grading

- ① 1. PUNCTUALITY (PUN)
- ② 2. PROFESSIONALISM/ TEAMWORK (PRO)
- ③ 3. COMMUNICATION (COM)
- ④ 4. THERAPEUTIC SKILLS (THE)
- ⑤ 5. RECORDS MANAGEMENT (REC)

Treatment Record

Client Name SAMPLE

Date 5-7-15

Student Therapist _____

S: Subjective or what the client reports about his or her status
(client goals, functional limitations, and diagnosis/clearance from a physician)

Focus: Neck & upper back
NO HBS Sweetest lady ever
Firm Pressure /DT.
-She gets spasm in her back while
-Loves footwork! working (ticklish) keep working through it.
She is project Manager

O: Objective or findings made by the therapist
(client posture, client movement, palpation of client during interview, details of focus area treatment)

QL is really tight

Prone: Eff: back, arms, hands, legs, feet
Wring: back, arms, legs, feet
Full: back
Strip: Rhom, Trap, lev, Snp, Erectors
Melt: Rhom, Trap, lev, Snp, Erectors
Fast down Erectors
Fascial Release low back &
mid thoracic

Supine: Eff: legs, feet, Arms/hands, Neck
Wring: legs, feet, Arms, hands,
Full: legs, feet, Arms
Strip: Scalenes, traps, hands
Melt: Scalenes, traps, hands & feet

A: Assessment or how the client rates the pain or discomfort of a focus area
(0-10, 0 = no pain, 5 = moderate pain, 10 = worst possible pain, recorded before and after treatment)

Before treatment:

5 tension/stress upperback

After treatment:

2 tension low back
0 Stress/tension upperback.

P: Plan or a strategy for further care
(client education, self care such as movement or stretches, future massage session ideas, referrals)

H2O & return for more massage

Personal reflection or meaningful insights made by the therapist about the therapist

This massage was really hard for me because the
table was too high.

Technique Check List

BMTs - Prone

- ☒ Spinal Rotation & Release with Erector Compressions
- ☐ Shoulder Mobilization with Trapezius Compressions
- ☐ Scapular Mobilization with Trapezius & Deltoid Compressions
- ☐ Deltoid & Triceps Brachii Coarse Vibration
- ☐ Gluteal & Hamstring Compression with Knee & Hip Mob.
- ☐ Ankle Mobilization with Gastrocnemius Compressions
- ☐ One Handed Gastrocnemius & Soleus Jostling
- ☐ Ankle & Knee Mobilization with Plantar Compressions
- ☒ Prone Full Body Rocking Compressions

BMTs - Supine

- ☐ Supine Hip Rotation with Leg Compressions
- ☐ Pulsing Hip Traction from the Ankle
- ☐ Hip Medial Rotation & Release from the Ankle
- ☐ Unilateral Ribcage Compression and Mobilization
- ☐ Bilateral Upper Ribcage Compressions
- ☐ Shoulder Mobilization with Pectoral Compressions
- ☐ Supine Deep Lateral Friction & Release on the Rhomboids
- ☐ Wrist, Elbow & Shoulder Mobilization
- ☐ Head & Neck Rotation with Post. Cervical Comp. & Release
- ☐ Alternating Scapular Depression with Trapezius Comp.

Deep Tissue - Prone

- ☒ Infraspinatus and teres major: deep effleurage
- ☐ Triceps brachii: deep effleurage
- ☐ Upper traps, supraspinatus, levator scapula: deep effleurage
- ☒ Rhomboids: deep effleurage
- ☒ Erector spinae: deep effleurage
- ☒ Quadratus lumborum: deep effleurage
- ☐ Lats, erectors, and gluteals: broad cross fiber
- ☐ Gluteus maximus: deep effleurage
- ☒ Hamstrings: deep effleurage
- ☐ Hamstrings: deep transverse friction and melting
- ☐ Gastrocnemius and soleus: deep effleurage
- ☐ Gastrocnemius and soleus: stripping

Deep Tissue - Supine

- ☐ Tensor fasciae latae: BMT fiber spreading
- ☐ Sartorius and vastus lateralis: deep effleurage
- ☐ Rectus femoris, vastus lateralis, and I.T. tract: deep effleurage
- ☐ Distal quadriceps: petrissage/wringing/fiber spreading
- ☐ Tibialis anterior & ankle/toe extensors: deep stripping
- ☐ Pectoralis major: compressive effleurage
- ☐ Pectoralis major: superficial and deep friction
- ☐ Anterior deltoid, biceps, brachialis: BMT fiber spreading
- ☒ Forearm flexors and extensors: superficial and deep friction
- ☐ Forearm flexors and extensors: Stripping with traction
- ☐ Thenar and hypothenar eminences: cross fiber friction

Passive Stretches - Prone

- ☐ Quadriceps femoris

Passive Stretches - Supine

- ☐ Low back
- ☐ Gluteals
- ☐ Adductors
- ☐ Tibialis anterior
- ☐ Gastrocnemius and soleus
- ☐ Pectoralis major
- ☐ Latissimus dorsi
- ☐ Rhomboids
- ☐ Neck lateral flexion
- ☐ Neck rotation

Orthopedic - Piriformis & Sacroiliac

- ☐ S.I. ligament: deep transverse friction
- ☐ Piriformis: deep longitudinal stripping
- ☐ Piriformis: pin and stretch
- ☐ Piriformis: PIR deep longitudinal stripping
- ☐ Piriformis: passive stretching after PIR

Orthopedic - Low Back Pain

- ☐ Lumbar & lamina groove: deep stripping
- ☐ QL: deep longitudinal stripping
- ☐ QL: pin and stretch with active engagement
- ☐ QL: active assisted stretch after PIR
- ☐ Iliopsoas: active-assisted stretch after PIR

Orthopedic - Rotator Cuff & Carpal Tunnel

- ☐ Transverse carpal ligament: myofascial release
- ☐ Supraspinatus tendon: deep transverse friction
- ☐ GH rotators: stripping w/ active engagement
- ☐ GH rotators: passive stretch
- ☐ Subscapularis: deep friction and melting

Orthopedic: Thoracic Outlet

- ☐ Vertebrobasilar sufficiency test (VBI test)
- ☐ Pectoralis minor: pin and stretch
- ☐ Scalenes: stripping after PIR
- ☐ Scalenes: stripping with active lengthening
- ☐ Brachial plexus: nerve mobilization

Orthopedic: Neck Pain

- ☒ Posterolateral neck: deep stripping
- ☒ Cervical lamina groove: deep stripping
- ☐ Cervical extensors: PIR deep stripping
- ☐ Cervical lateral flexors: PIR deep stripping
- ☐ Passive Stretches: lateral flexion and rotation

Client's Evaluation Form

Client: DENISE Sanchez
Therapist: Sara Thompson

Date: 5-4-15
Appointment Time: 1:30

Please complete this form honestly. This is a learning context for the student therapist and your constructive criticism is as valuable as praise. Feedback greatly benefits them in their professional growth and success. You may use the back of this page to elaborate if you care to.

Did your intern ask relevant questions and discuss your special requests?

☐ Yes ☐ No (please explain) _____

Did he/she explain how the session would proceed?

☐ Yes ☐ No (please explain) _____

Please comment on the following:

Pressure: ☐ Just right ☐ Too Light ☐ Too firm ☐ Other _____

Quality of touch: ☐ Very pleasant and nurturing ☐ Satisfying

☐ Rough ☐ Inconsistent ☐ Other _____

Lubricant Used: ☐ Just Right ☐ Too much ☐ Too little

Draping: ☐ Just Right ☐ Too modest ☐ Too loose ☐ Too tight

Were you comfortable on the table throughout the session?

☐ Yes ☐ No If not, what was uncomfortable? _____

Did the intern pay attention to the areas you requested?

☐ Yes ☐ No If not, what did they miss? _____

Was their appearance and demeanor professional and caring?

☐ Yes ☐ No If not, what was missing? _____

Was there anything in this session that you especially liked?

Was there anything in this session that you felt could improve?

What was your overall impression of your therapist?

Intern No-Shows

- Failure to show up for a scheduled appointment in a non-emergency situation may be classified as a no-show. This will cost the intern:
- **\$35 for each** missed session regardless of whether the client is present or another student covers the session. This will be billed to the student's account and must be paid before transcript will be released.
- **10 points deducted from the intern's final grade.**

Intern No-Shows

- If an intern fails to show for a second scheduled day without proper notice in less than an emergency situation, he or she may be dismissed from the internship.

Intern Illness Policy

- Interns are required to give the clinic a minimum of five hours notice of illness in order that staff has time to cancel or move client(s). Interns should call **512-453-2830** to talk to either the MTI on duty or Internship staff.
- ALWAYS LEAVE A MESSAGE as the MTI might be on the phone, working with a student or client or in the clinic.

Warnings Penalties & Dismissal

- ⦿ Student grades will be monitored by the MTI on duty. An accumulation of unsatisfactory grades will result in the following:
 - ⦿ 4 U's in any one category
 - Verbal Warning
 - ⦿ 6 U's in any one category
 - Written Warning and 5 points off overall Internship Grade
 - ⦿ 8 U's in any one category
 - Possibility of being dropped from the Internship

Warnings Penalties & Dismissal

- ◎ 12 U's overall
 - Verbal Warning
- ◎ 15 U's overall
 - Written Warning and 5 points off overall Internship Grade
- ◎ 19 U's overall
 - Possibility of being dropped from the Internship

Internship Grade Sheet

Student: _____

PUN - Punctuality/ Time Management
 PRO - Professionalism
 COM - Communication Skills

THE - Therapeutic Skills
 REC - Records Management

S – satisfactory U – unsatisfactory (requires comment)

Verbal Warning:

Written Warning:

NS:

Late Cancel:

Date / Time	PUN	PRO	COM	THE	REC	Comments
1					*S	
2					*S	
3					*S	
4					*S	
5					*S	
6						
7						
8						
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24						
25						

Total # of U's _____



Error Notification- You have received a "U" in at least one category

Make requested corrections and turn in to the MTI on duty

Intern Marcus Little Date & Time 5-10-15 3pm MTI on duty Tammie

Punctuality

___ Arrived ___ Minutes late
(Sign in 15 minutes prior to the appointment time.)

___ Session ended ___ minutes early/late
(Hands off time is 20-25 minutes prior to the next appointment time.)

___ Greeted the client ___ minutes early/late

Record Keeping

Treatment Record (correct and turn in to MTI)

___ Entire record ___ Client Name/Date/Time/Your Name

✓ More detail required in your Treatment Summary.

✓ Other: personal reflection missing

Client's Evaluation

___ Entire Record ___ Client Name/Date/Time/Your Name

Therapeutic Skills

___ Working outside your scope of practice: _____

___ Other: _____
(See notes below)

Communication Skills

___ The following was not legible: _____

___ Other: _____
(See notes below)

Professionalism

___ Dress Code Violation: _____

___ Other: _____
(See notes below)

Notes: Marcus -
which BMT's did you use on the Arms? Be specific
- You wrote that you spent extra time on legs, how? Which
techniques did you use?



Reminder! (You were not graded off for this today.)

Make requested corrections and turn in to the MTI on duty

Intern _____ Date & Time _____ MTI on duty _____

Punctuality

___ Arrived ___ Minutes late
(Sign in 15 minutes prior to the appointment time.)

___ Session ended ___ minutes early/late
(Hands off time is 20-25 minutes prior to the next appointment time.)

___ Greeted the client ___ minutes early/late

Record Keeping

Treatment Record (correct and turn in to MTI)

___ Entire record ___ Client Name/Date/Time/Your Name

___ More detail required in your Treatment Summary.

___ Other: _____

Client's Evaluation

___ Entire Record ___ Client Name/Date/Time/Your Name

Therapeutic Skills

___ Working outside your scope of practice: _____

___ Other: _____
(See notes below)

Communication Skills

___ The following was not legible: _____

___ Other: _____
(See notes below)

Professionalism

___ Dress Code Violation: _____

___ Other: _____
(See notes below)

Notes: _____

Warnings Penalties & Dismissal

- Students may be dismissed from the internship for any of three reasons.
- An accumulation of more than 7 U's in any one grading category, or more than 18 U's total in the five categories.
- Failure to show up for a scheduled appointment for the second time in less than an emergency situation.
- Extreme disregard of any kind in any area regardless of the overall grade average.

Completion

- ◉ When all 50 required hours are complete, the following items are turned in to the Internship Director via the Internship Box in the Administrative Hall OR to the MTI on duty:
- ◉ **Student Log Page**
 - complete with client names documented
- ◉ **Client Evaluations**
 - pulled from student file in the clinic office
- ◉ **Student Evaluation of Internship**
 - behind the intern's Student Log Page

INTERNSHIP LOG

NAME:

CLASS:

	Date	Appt. Time	Client Name	
1				
2				
3				
4				
5				
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