

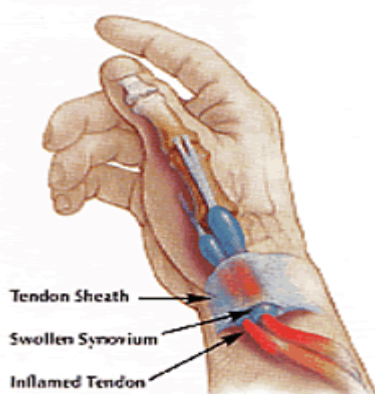


TPTN PROVIDER NEWSLETTER - SPRING 2011

**Our latest results are in!
Our overall member satisfaction rate is 99%**

Inside this Issue:

Provider Contributing Article Texting Tendonitis By Shreepal Chanduri, PT Director



For millions of people worldwide, hand-held electronic devices are a source of convenience and efficiency. But, if used improperly, they can also be a source of chronic pain and injury, according to the American Physical Therapy Association (APTA).

Today we are using hand muscles constantly between text messaging, Twitter, Facebook, PlayStations, Xbox, Internet surfing, and computer writing.

Statistics

- According to a nationwide survey conducted by Virgin mobile, each year 3.8m people complain of injuries resulting in text messaging. According to them, each day 100m texts are sent.
- According to the CTIA's Semi-Annual Wireless Industry Survey, there are more than 270 million wireless subscribers in the US today. With about 3.5 billion SMS text messages sent every day in 2008, the math works out to each and every American wireless customer sending 13 messages per day.
- 72.2% of the wireless users have paid sms packages, which equates to 203 million Americans.
- As of June 2010, about 65 million tweets were posted each day, equaling about 750 tweets sent each second, according to Twitter.
- According to Facebook, by January 2011, it had 600 million registered users.

Symptoms

- Pain at the base of the thumb
- Tingling and numbness in hand
- Pain in elbow
- Shoulder, neck pain during computer use
- Tired, achy fingers...etc

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PROVIDER CONTRIBUTING ARTICLE (cont.)

How to prevent?

- If texting starts to hurt, stop. Use the other hand or call instead.
- Take frequent breaks.
- Write fewer and shorter messages; learn to abbreviate.
- Vary the hand you use.
- Vary the digits you use.
- Don't text for more than a few minutes without a break.

Simple Exercises

- Tap each finger with the thumb of the same hand. Repeat five times.
- Alternate tapping the palm of your hand and the back of your hand against your thigh as quickly as you can. Repeat 20 times.
- Open up your hands and spread fingers as far apart as possible. Hold for ten seconds and repeat eight times.
- Fold your hands together; turn your palms away from your body as you extend your arms forward. You should only feel a gentle stretch. Hold for ten seconds and repeat eight times.
- Fold your hands together; turn your palms away from your body and extend your arms overhead. You should feel the stretch in your upper torso and shoulders to hand. Hold for ten seconds and repeat eight times.
- Massage thumb web, back of forearm and front of forearm. Two minutes.
- Press and rub in a circular motion the painful nodules in those muscles. Thirty seconds for each nodule.
- Reach up high with both arms and shake your hands. Reach down low with both arms and shake. Repeat three times.
- Arms at 45 degrees squeeze them behind you.
- If it still hurts after a week of doing exercises, wrap an ice pack on sore hand and arm parts. Do not put ice directly on the skin but wrap in a thin cloth or piece of kitchen roll. Fifteen to twenty minutes on, repeat 3 to 5 times.

If Problem still persists see your PCP or Physical therapist.





GARDENING TIPS

By planning out your projects in advance, using the techniques below and relying on quality, well designed tools, your landscape work will help you become stronger, healthier and happier.

Start with the right tools, and make them do the work

- Look for lightweight hand tools with resilient rubber handles and ergonomic designs that will be easier on your hands and require less effort. Gardening tools with offset handles make digging and weeding easier.
- Add handle extenders to shovels and other gardening tools to reduce bending.
- Use a reacher to reduce stretching, reaching and bending, especially if you have back problems or arthritis. A reacher could pick up weeds or dead leaves, or even help you plant seedlings, and will help you put your tools away when you're done.

Use gardening gloves to protect your hands and provide extra cushioning

- This will protect your hands and prevent injuries. Spend a little more and get gardening gloves with leather palms, or get "rose gloves" that protect your hands from thorns.

Add accessories to make lawn mowing easier

- Use an oversized pull grip handle. An oversized handle makes it easier to grasp the string for pull-start lawn mowers, trimmers and blowers, and works for garage and attic doors, too.
- Try a handle extender if you have to bend to use the lawn mower. Raising the handle height will help reduce strain on your back and shoulders.
- Steering knobs make steering easier, and allow you to use one hand so you can balance with the other. They also raise the position of your arm, which puts less strain on your back.

Use shortcuts to make gardening go faster

- Replace annuals with bulbs and other perennials to get garden color with less effort each year. In many parts of the country, you can plant bulbs all summer and well into fall. Stagger planting times and choose plants that bloom at different times to provide color through most of the year.
- Choose the best time to do certain tasks. Soil is softer after it rains, making it a good time to dig.

Try container gardening for ease and accessibility

- Containers can provide a variety of colorful and fragrant flowers, as well as delicious vegetables, and they are easier to manage than a garden.

Know your limits, plan carefully and use the right tools to have a garden you'll enjoy for years to come.





MEET OUR DIRECTOR OF HEALTH SERVICES

Gwendolyn Stanulis **Director of Health Services**

As Health Services Director for TheraMatrix Physical Therapy Network (TPTN), Gwen is responsible to support TPTN's program management and tracking of utilization patterns, quality outcomes and cost-effectiveness of medical care delivered by TPTN's providers, promoting best practices for performance improvements through Provider Education.

Gwen is a master's prepared RN with 25 years of experience in specialties encompassing trauma/critical care medicine, geriatrics, health care quality improvement (QI) process/utilization management, disease management, adult education, as well as Joint Commission and Medicare Survey compliance. Gwen started her clinical experiences at Henry Ford Health System; she then developed a co-hort group of nurses and therapists to implement a Medicare QI pilot study through University of Colorado, which shaped episodic care reimbursement for home care, while improving end result geriatric functional outcomes through an evidenced-based model. She developed disease management programs and many of her projects have led to national speaking experiences to a wide audience. Gwen has also served as full time and adjunct faculty for University of Detroit-Mercy.

Gwen's leisure enjoyments include antique hunting, dancing, spectator sports and family games.

TPTN REMINDERS

TPTN Authorization Phone and Fax Hours

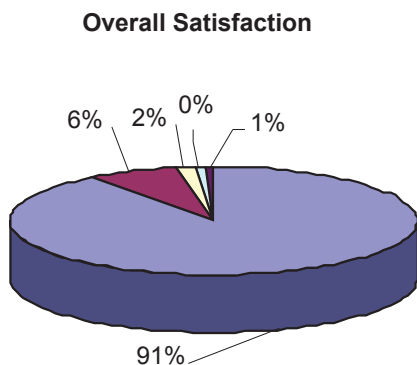
- Monday – Thursday 8:30am – 6:30pm (EST)
- Friday 8:30am – 6:00pm (EST)
- Any messages left after hours will be returned within 24 hours.
- You may check claim status and eligibility 24 hours a day through our automated fax back process. Call 888-638-8786 and follow the prompts.
- You may send authorization requests 24 hours a day to the Utilization Review Department at 248-333-7957. All authorization requests will be responded to within 48 hours.
- Customer Service – 888-NET-TPTN (888-638-8786)
- Auth Request Fax – 248-333-7957





MEMBER SATISFACTION SURVEY RESULTS

Our latest results are in!
 700 surveys were sent **NATIONALLY** to members treated from January 2011-March 2011, and our response rate was **44.1%**
Our overall satisfaction rate is 99%



Detail of Survey Results:

Very Satisfied	91%
Somewhat Satisfied	6%
Neutral	2%
Somewhat Dissatisfied	0%
Very Dissatisfied	1%

If we had no winter, the spring would not be so pleasant; if we did not sometimes taste of adversity, prosperity would not be so welcome.
 ~Anne Bradstreet

PROVIDER ACCOLADES

TPTN is appreciative of the efforts of our network providers to continuously render quality medical services to our membership. As evidenced by TPTN's outstanding customer satisfaction scores, you continue to meet and exceed our membership's expectations as it relates to their outpatient physical therapy. Below are a few member comments that were submitted during our most recent satisfaction initiative.

"This facility gets 5 stars. The staff was courteous, efficient, and professional. I would wholeheartedly recommend this location." - TheraMatrix Physical Rehabilitation, 43628 Garfield Rd., Clinton Twp., MI 48038

"I would like to say that everyone was very kind. They made me feel at ease and provided me with the knowledge to understand what was happening with my therapy. Very Satisfied! Thank you." - Rehabilitation Consultants, Inc., 1317 Cooper Foster Park Rd., Amherst, OH 44001

"This is my second experience with this facility, and I was very pleased with my therapy. The staff was great." - Southern Therapy Services, 204 Allen Memorial Drive, Ste. 301, Bremen, GA 30110

"This is the best staffed and equipped facility I have ever received therapy services. Thank you!" - Pisgah Physical Therapy & Sports Rehab, Inc., 1635 Asheville Hwy., Hendersonville, NC 28791

"Best facility in town! The front office staff were very knowledgeable and the therapists were extremely understanding, gentle but firm. I would refer all of my friends and family to this facility. Thanks a bunch and God bless." - Advanced Health Orthopedic Sport & Spine Rehabilitation, 2500 Strub Road, Ste. 150, Sandusky, OH 44870

Congratulations to all TPTN providers for adhering to such high standards of patient care!



HEALTH AWARENESS UPDATES

**Below is a calendar of health awareness events taking place thru August 2011.
Use the contact listed to obtain materials to pass out at your facility.**

June

National Cancer Survivors Day

National Cancer Survivors Day Foundation

P.O. Box 682285

Franklin, TN 37068

(615) 794-3006

(615) 794-0179 Fax

info@ncsd.org

www.ncsd.org



June

Men's Health Month

Men's Health Network

P.O. Box 75972

Washington, DC 20013

(202) 543-6461 x101

(202) 543-2727 Fax

info@menshealthweek.org

www.menshealthmonth.org



July

Juvenile Arthritis Awareness Month

Arthritis Foundation

1330 West Peachtree Street, Suite 100

Atlanta, GA 30309

(800) 283-7800

(404) 872-0457 Fax

help@arthritis.org

www.arthritis.org/ja-alliance-main.php



August

Children's Eye Health and Safety Month

Prevent Blindness America

211 West Wacker Drive, Suite 1700

Chicago, IL 60606

(800) 331-2020

(312) 363-6001

(312) 363-6052 Fax

info@preventblindness.org

www.preventblindness.org



LOOKING for Contributing Articles from YOU!!!

- TPTN is looking to feature articles from our providers in future newsletters.
- Wouldn't you love to network your ideas with your colleagues?
- Have you found a unique way to keep authorizations up to date that you would like to share?
- Articles could contain educational tips related to patient and/or clinician interests.
- Providers and clinics featured in the newsletter will be highlighted with a short bio.
- Keep in mind that this is a national publication.
- We would also love to hear about success stories with the TPTN program or TPTN patients.
- Please submit any questions or recommendations for future "Notes" articles to: mgarmo@theramatrix.com, we welcome your feedback and appreciate your involvement in our program.

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