

PhysioMentor

Graduate Development Program

**PHYSIO
MENTOR**

ENHANCING PROFESSIONAL GROWTH

Our Aim

The purpose of 'Graduate Development Program' is to provide new graduates with a scheduled variety of experiences, knowledge, mentoring and clinical skills to set the foundations for your career and enhance professional growth. In addition to expanding your clinical knowledge, this program is a great way to learn how to be successful in private practice as we aim to teach you how to market your products and services, and create recurrent business. These tools of business coupled with a high standard of clinical skills and knowledge will secure you a prosperous career in private practice.

Your Mentor

Mellissa Salmond B|Phdy (Hons) M.A.P.A

Jobfit & Workhab Evaluator



Mellissa completed her Bachelor of Physiotherapy at the University of Qld in 2003. Mellissa worked in the public health system for several years before opening her own private practice. As a practice owner, Mellissa hired and trained many new graduates and found they all entered the private sector overwhelmed and unprepared for the dynamics of working in private business. Mellissa has a passion for teaching and has created a standardised curriculum to train new graduates for a private practice setting. This training in business and clinical streams will enhance your professional growth and job satisfaction.

	Week	Mentoring	Time & Setting	Resources
Jan On-site Assessment (1:1 Program)	1	<p>Orientation Should Include: Front Desk System, NP paperwork, Follow up patient paperwork, Report templates, Exercise Sheets Familiarisation, Stock training, Equipment training KPI targets and expectations, Clinical Skills Appraisal. Schedule 1:1 sessions.</p>	1 day On-site	Welcome Email, Expectations, KPI Requirements What is PhysioMentor. B: Business C: Clinical MME: Monday Morning Email
	2	Caseload Discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	B: Dealing with Work Cover Clients— Processes, Procedures, Best Management, Getting What you Want for your Client MME B: What a patient wants to get out of an initial consultation
	3	<p>Building Clientele Part 1: The Private Practice Experience: A Patient's Perspective</p> Caseload Discussion	Webinar 1on1 Phone/ Skype Call	B: Dealing with Chronic Disease Management Plans— Processes, Procedures, Best Management MME B: What not to say at the end of a consult and how to create recurrent clientele
	4	Caseload Discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	B: Dealing with Department of Veterans Affairs Clients- Processes, Procedures, Best Management MME B: Referring GP's and Specialist's in your area, how to build your referrals quickly

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Feb Clinical Notes Review Video Feed Back Review KPI Update	1	Dealing with Work Cover, Insurance Companies, Chronic Disease Management Plans and DVA- Liaising with case managers and getting approvals of rehabilitation plans Caseload Discussion	Webinar 1on1 Phone/ Skype Call	C: Musculoskeletal Recovery Timeline — Tendinosis, Tendinopathy MME C: What can I refer for in regards to investigations?
	2	Caseload Discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	C: How do you know when your patient is ready to Return to Work? MME B: Stock: Item selling points, lead conversations, how to approach it without sounding salesy or pushy...
	3	Selling Stock Item Selling Point, Trialling Equipment, Selling to improve your patient outcomes. Caseload Discussion	Webinar 1on1 Phone/ Skype Call	C: Report & Letter Writing Tips for GP's & Specialists. MME B: What should be the most important things you should prioritise telling your patient after an initial consultation
	4	Caseload Discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	B: What to do when your client is not adhering to the frequency of appointments you recommend.... MME B: Over servicing vs Underservicing

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<p><u>Mar</u> Clinical Notes Review Video Feed Back Review KPI Update Performance Appraisal</p>	1	<p>Lx Spine Assessment: Part 1 - Clinical patterns, assessment, diagnosis. How to educate your patient about their LBP the simple way.</p> <p>Caseload Discussion</p>	<p>Webinar</p> <p>1on1 Phone/Skype Call</p>	<p>B: Why are my patients cancelling and not rescheduling? What can I do about it?</p> <p>MME</p> <p>C: How do I know the correct firmness for treatment....</p>
	2	<p>Caseload Discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/Skype Call</p>	<p>C: Recovery Guidelines How long does this condition take to get better? What should my patient expect during rehabilitation? How frequently do I need to see them for this condition?</p> <p>MME</p> <p>B: Customer Service Skills - to keep your patients happy customers.</p>
	3	<p>Lx Spine Assessment: Part 2 – Treatments, Exercise Progressions. How to treat and get your patient on-board with the rehabilitation plan.</p> <p>Caseload Discussion</p>	<p>Webinar</p> <p>1on1 Phone/Skype Call</p>	<p>C: Musculoskeletal Recovery Timeline— ACL Reconstruction</p> <p>MME</p> <p>B: Increase conversion rates and compliance in your patients with effective communication skills</p>
	4	<p>Caseload Discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/Skype Call</p>	<p>B: How to create your own referrals from your patient’s friends and family. <i>Lead the conversation</i></p> <p>MME</p> <p>B: Fear Avoidance Behaviour in Graduates in Private Practice</p>

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Apr Clinical Notes Review Video Feed Back Review KPI Update	1	Cx Tx Spine Assessment: Part 1- Clinical patterns, assessment, diagnosis. Caseload discussion	Webinar 1on1 Phone/ Skype Call	C: Musculoskeletal Recovery Guidelines—Ankle Sprains MME B: Never Judge a book by it's Cover: Private Practice Physiotherapist Lesson #1
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	C: Musculoskeletal Recovery Guide- lines— Patello-Femoral Pain Syndrome MME B: Time Management in Private Practice
	3	Cx Tx Spine Assessment: Part 2- Treatments, Exercise Progressions. Caseload discussion	Webinar 1on1 Phone/ Skype Call	B: What to do if you expect your patient will be sore after a treatment MME C: Patient Education & Changing Beliefs in Patients: Tips from other Physiotherapists
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	C: Barriers to treatment adherence in physiotherapy private clinics: Do we have to act more like a Health Coach?? MME B: Graduate in Focus— KPI Report

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<p>May</p> <p>Clinical Notes Review</p> <p>Video Feed Back Review</p> <p>KPI Update</p>	1	<p>Shoulder Assessment: Part 1- Clinical patterns, assessment, diagnosis.</p> <p>Caseload discussion</p>	<p>Webinar</p> <p>1on1 Phone/ Skype Call</p>	<p>C: Musculoskeletal Recovery Guidelines – Whiplash</p> <p>MME</p> <p>B: 4 Sessions and Out the Door : Are you discharging your patients too early and not seeing results...</p>
	2	<p>Caseload discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/ Skype Call</p>	<p>B: How using stock in a consultation can encourage a buyer and patient commitment.</p> <p>MME</p> <p>C: Graduate’s Nightmare: “How long is this going to take to get better?”</p>
	3	<p>Shoulder Assessment Part 2 - Treatments, Exercise Progressions</p> <p>Caseload discussion</p>	<p>Webinar</p> <p>1on1 Phone/ Skype Call</p>	<p>C: Musculoskeletal Recovery Guidelines - Meniscal Tear</p> <p>MME</p> <p>B: How does a patient judge a good physiotherapist in private practice?</p>
	4	<p>Caseload discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/ Skype Call</p>	<p>B: How to conduct a follow up phone call to a client</p> <p>MME</p> <p>C: How frequent should I book my patient in for their condition?</p>

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Jun Clinical Notes Review Video Feed Back Review KPI Update Performance Appraisal	1	Knee Assessment : Part 1- Clinical patterns, assessment, diagnosis Caseload discussion	Webinar 1on1 Phone/ Skype Call	B: Word of mouth referrals MME C: How to deal with difficult patients
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	B: It is not about the price – it is about the value MME B: Tips to create a full appointment book as a graduate
	3	Knee Assessment Part 2 - Treatments, Exercise Progressions Caseload discussion	Webinar 1on1 Phone/ Skype Call	B: Business skills are just as important as clinical skills in private practice MME C: Musculoskeletal Recovery Guidelines — Hamstring Tendinopathy
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/ Skype Call	C: Interpreting MRI scan results MME B: Interaction is Intervention

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Jul Clinical Notes Review Video Feed Back Review KPI Update	1	Hip & Groin Assessment : Part 1- Clinical patterns, assessment, diagnosis Caseload discussion	Webinar 1on1 Phone/Skype Call	C: Adolescents and Spinal Pain MME B: Graduate Income Report Review
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: 10 commandments for graduate physiotherapists in private practice MME C:How do I test core stability and motor control improvements in back pain patients?
	3	Hip & Groin Assessment Part 2 - Treatments, Exercise Progressions Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Why don't my patients listen to me? Why do they keep asking the same questions? MME C: Taping Techniques Video - Ankle
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Correct language to get best results with your patient MME C: Neural Tension Tests—What do they tell you? What is considered positive?

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<p>Aug</p> <p>Clinical Notes Review</p> <p>Video Feed Back Review</p> <p>KPI Update</p>	1	<p>Ankle & Foot Assessment : Part 1-</p> <p>Clinical patterns, assessment, diagnosis</p> <p>Caseload discussion</p>	<p>Webinar</p> <p>1on1 Phone/Skype Call</p>	<p>B: What if my patient is not improving with treatment? What do I do next?</p> <p>MME</p> <p>C: Taping Techniques Video—Knee</p>
	2	<p>Caseload discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/Skype Call</p>	<p>B: Cross Referrals within the Practice</p> <p>MME</p> <p>C: How can I measure my patients improvement on WorkCover? Questionnaires for Quantitative Data</p>
	3	<p>Ankle & Foot Assessment Part 2 -</p> <p>Treatments, Exercise Progressions</p> <p>Caseload discussion</p>	<p>Webinar</p> <p>1on1 Phone/Skype Call</p>	<p>B: Why you need to progress and not just continue in the next session .</p> <p>MME</p> <p>C: Taping Techniques Video— Upper Limb</p>
	4	<p>Caseload discussion</p> <p>Clinical Quiz Questions</p>	<p>1on1 Phone/Skype Call</p>	<p>B: Graduate in Focus— KPI Report</p> <p>MME</p> <p>C: Musculoskeletal Recovery Guidelines—MTSS</p>

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<u>Sept</u> Clinical Notes Review Video Feed Back Review KPI Update Performance Appraisals	1	Elbow Assessment & Treatment Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Manual Therapy vs Exercise Therapy—Why do we have to choose? MME C: Return to Sport Testing—How do I know when they are ready?
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Self Promotion Tools for Private Practice MME C: Musculoskeletal Recovery Guidelines— Lateral Epicondylalgia
	3	Wrist & Hand Assessment : Part 1- Clinical patterns, assessment, diagnosis Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Graduate Income Report MME C: Musculoskeletal Recovery Guidelines— Patella Dislocation
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Keeping in the front of your referrers mind shelf. MME C: Achilles Tendon Rupture: Conservative vs Surgery

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Oct Clinical Notes Review Video Feed Back Review KPI Update	1	Wrist & Hand Assessment Part 2 - Treatments, Exercise Progressions Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Creating urgency and demand for you and your appointments. MME C: It's a disc bulge and I can't do anything about it...
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Stop, Look, Listen MME C: Musculoskeletal Recovery Guidelines—Anterior Shoulder Dislocation
	3	ACL Reconstruction Part 1 – Rehab week 1—12, Frequency of sessions, Milestones Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Unique habits to make you a likeable physio MME C: How to be confident in making a clinical diagnosis as a graduate.
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Graduate in Focus— KPI Report MME C: Geriatrics in Private Practice

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Nov Clinical Notes Review Video Feed Back Review KPI Update	1	ACL Reconstruction Part 2 – Rehab 12 weeks – 9 months, Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Maintaining your case-load when you go on holidays. MME C: BPPV—What is it? How do I treat it?
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Clinicians influence on Patient's Beliefs and Treatment Choices MME C: Musculoskeletal Recovery Guidelines—Plantar Fasciopathy
	3	Pelvis & SIJ Assessment & Treatment Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Treating patients as if they were your family members. MME C: Musculoskeletal Recovery Guidelines—Glut Med Tendinopathy
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Why am I running late all the time? MME C: Musculoskeletal Recovery Guidelines—MCL Knee Injury

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Dec Clinical Notes Review Video Feed Back Review KPI Update Performance Appraisals	1	Spinal Surgery Rehabilitation Caseload discussion	Webinar 1on1 Phone/Skype Call	B: You want more bananas, then bring me more bananas! MME C: Musculoskeletal Recovery Guidelines—Total Knee Replacement
	2	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: Why Patients say NO! MME C: Adhesive Capsulitis—what can be done?
	3	DNF Retraining & How to Progress from Chin Nodding Caseload discussion	Webinar 1on1 Phone/Skype Call	B: Fastest way to boost credibility. MME C: Gait, Running & Shoes—what to look for?
	4	Caseload discussion Clinical Quiz Questions	1on1 Phone/Skype Call	B: How to move forward from being a graduate. MME C: Musculoskeletal Recovery Guidelines—Biceps Tendinopathy.