The Health Care Environment

Massage may help in these areas:

- Massage before surgery can help with anxiety.
- Comfort or palliative care before and after an invasive medical procedure can ease the discomfort somewhat.
- Massage provided during drug rehabilitation programs supports the recovery process.
- Massage for the medical staff promotes their ability to serve effectively.

Research is validating the effects of massage, making its inclusion in health care possible.

The challenge for massage therapists who want to work in the health care environment is not so much how to work with specific diseases, but rather how to work effectively with the health care professionals serving the patient.

Clinical/Medical Massage

An outcome-based treatment specifically targeted to address conditions that have been diagnosed by an appropriate health care professional

Focus: application based on the diagnosis, the prescribed treatment, and the determined outcomes for the patient

Massage therapists must be willing to work in situations involving an increased risk of disease transmission. Also, the massage professional functions as part of a health care team where the overall treatment plan is supervised by a medical professional, usually a physician.)

Becoming Part of the Health Care Team

Characteristics of successful interdisciplinary teams:

- Provide care to a common group of patients.
- Develop common goals for performance outcomes and work together toward these goals.
- Appropriate roles and functions are assigned to each team member.
- Members understand and respect the roles of others.
- All members contribute and share essential information about both, tasks and group process.

The massage therapist must know the scope of practice of each of the members of the interdisciplinary team and must be able to explain his or her own role.

The massage therapist must develop an understanding of various treatments used by the integrated team and must be able to contribute to the patient's care, while adapting to varied health care environments.

Professionalism

Includes:

- Loyalty
- Dependability
- Courtesy
- Initiative
- Flexibility
- Credibility
- Confidentiality
- Positive attitude
- Dress
- Grooming

Behaving in a professional manner in the medical environment creates trust.

Trust is one of the most important factors in preventing medical professional liability lawsuits.

Responsibilities of the Massage Therapist

Health care is provided in many settings, and the massage therapist must be able to adapt to the different locations.

Massage Therapist
Massage Therapy

Sisters of Mercy Hospital

Washington, DC
Provide Massage Therapy services to our Hospice, chemotherapy, and specific palliative care patients. Provide one hour and half hour massages in our outpatient clinics.

REPORTS TO: Licensed Massage Therapist.

SUPERVISORY RESPONSIBILITIES: None.

SKILL AND EDUCATIONAL REQUIREMENTS:

EDUCATION:
Graduate from an approved School of Massage Therapy. Current District of Columbia license.

EXPERIENCE:
Two (2) years' experience as a Massage Therapist preferred. Must have some experience working with the public.

KNOWLEDGE, SKILLS AND ABILITY:
This position requires an individual with a great deal of sensitivity to properly interact with patients and their family members. Must be familiar with terminal illnesses and be comfortable in a hospital setting. Ability to relate to patients in various levels of care and disease processes. Strong verbal and written communication skills. Basic computer skills necessary. Some business skills needed. Very detail-oriented job. Must be able to shift from one thing to another calmly.

WORKING CONDITIONS:
The employee will be encountering patients that are diagnosed with terminal illnesses and thus the Massage Therapist must possess the emotional capacity to handle this type of patient. Will be working closely with other staff members and with supervisor; must be able to follow directions and instructions and work well with a variety of personalities. Must be willing to work off site as needed.

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Responsibilities of the Massage Therapist

Full-Time Licensed Massage Therapist

We Care Physical Therapy

Tampa, FL

Description

The Licensed Massage Therapist develops and implements specialized massage therapy programs under the standards of the massage therapy practice act. Responsibilities include: assisting in carrying out predetermined patient-related activities in a Physical Therapy setting; performs neuromuscular, myofascial and cranio-sacral massage techniques under the direct coordination and plan of treatment established by the physical therapist. Performs other duties as assigned.

Qualifications

- ***Required Education:*** *High school or GED*
- ***Preferred Education:*** *Associate's in related field*
- ***Required Experience:*** *One year Massage*
- ***Preferred Experience:*** *One year Rehab*
- ***Required Licensure:*** *Massage therapy*
- ***Required Specific Skills:*** *Computer skills appropriate to position, customer service skills, organizational skills, written and verbal communciation skills, teamwork, work independently with minimal supervision.*

B

Infection control

Sanitation measures

Clinical reasoning and problem solving

Preparation of justifications for treatment

Setting qualifiedly and quantifiable goals

Medical terminology

Pathology

Massage therapists who want to work in the health care setting must be skilled and knowledgeable in the areas listed here.

Medications

Assessment

Development of treatment plans

Analysis of the effectiveness of methods used

Charting/documentation and record keeping

Effective communication of information

Third-party insurance reimbursement requirements

Massage therapists also must have a basic understanding of various medical tests, procedures, and treatments so that they can make safe, beneficial decisions on ways to use massage to complement the medical treatments the patient is receiving.

Communication Among the Health Care Team

Most communication done in written form

- Treatment orders
- Charting

Effective documentation skills required

Face-to-face documentation limited

Highly trained massage therapists are able to discuss the treatment plan intelligently with various medical professionals.

Pay Scales for Massage Therapists

Compare pay to similar health care careers

E.g., EMT annual salary = $23,000 – $30,000

Annual entry level massage therapy salary = $22,000 – $30,000

Benefits may also be offered

If a massage therapist has an associate's degree or higher, or previous health care experience, or is dually trained (e.g., is a licensed practical nurse [LPN]), the pay rate may be as high as $35,000 a year.

Best Practice

A technique or methodology that, through experience and research, has proven to reliably lead to a desired result

I.e., Best way to do something

In 2006 the Massage Therapy Foundation began the process of developing best practice recommendations for massage therapy.

Evidence-based practice guidelines are supported by systematic peer review and clinical research.

Best Practice Points for Massage in the Health Care Environment

Target population is ill or injured

More injured/ill = more general massage

Massage should support medical treatment

Healing requires multidisciplinary approach

Healing does not mean cure; coping

Living well is important goal of healing

Maintain scope of practice

Paramount respect for patient and team

Integrating Massage into the Health Care Setting

Main focuses of massage in health care:

- Breathing effectiveness
- Circulation support (blood and lymph)
- Comfort and pleasure
- Edema and fluid imbalance management
- Enhanced parasympathetic dominance
- Pain management
- Reduced sympathetic dominance
- Support for sleep and reduction of fatigue
- Soft tissue normalization

Most massage applications in the health care setting are general in nature, targeting restorative mechanisms, maintenance of homeostasis, and palliative care.

Massage care is supportive, not curative, for those who are ill or injured.

HIPAA

Protected health information includes:

- Information physicians, nurses, and other health care providers put in a medical record
- Conversations the physician has about a patient's care or treatment with nurses and others
- Information about an individual in a health insurer's computer system
- Billing information about a patient

The massage therapist should receive in-service training about procedures relating to HIPAA requirements and how they are implemented in the specific health care environment.

Health Insurance

Type of third-party payer system

Available in many ways and has many coverage options

- Some plans may cover CAM care

Types include:

- Private
- Government sponsored (Medicare and Medicaid)
- Workers' compensation
- Disability programs

Managed care is a broad term used to describe a variety of health plans developed to provide health care services at lower costs.

Unlike many countries (e.g., Canada), the United States does not have a universal health care system.

In March, 2010, the Affordable Care Act was signed into law. Although the new law does not provide a universal health care system for the United States, it does address many issues regarding the health insurance industry.

Health Insurance Reimbursement

Massage therapist's responsibilities:

- Understand health insurance and the billing process
- Maintain appropriate records
- Follow preauthorized treatment plans

Although some massage therapists work in areas that bill directly to insurance for payment, this is not common practice.

In some situations, a massage therapist may receive health insurance reimbursement outside the traditional health care setting, in the context of private practice. A physician's referral and preauthorization may be required.

Record Keeping

Extremely important in medical settings

Must be practiced and perfected

Quality health data must be:

- Valid, reliable, complete, recognizable, timely, relevant, accessible, secure, and legal

Patient records are confidential

Massage therapists must be aware of the policies regarding release of patient information

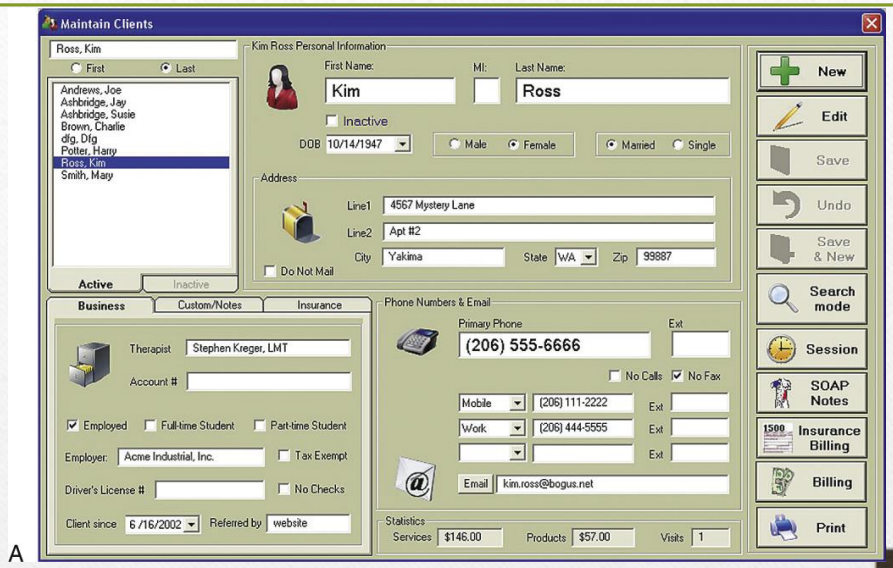
Box 13-8 Guidelines for Creating a Patient Record

The following rules help ensure that a patient's record is accurate, timely, specific, objective, concise, consistent, comprehensive, logical, legible, and reflective of the thought processes of the health care providers.

- Each page of the record should identify the patient, by name, hospital, clinic, or private physician clinical record number.
- Each entry in the record should include the date and time the entry was made and the signature and credential of the individual making the entry.
- No blank spaces should be left between entries.
- All entries should be written in ink or produced on a printer or typewriter.
- The record must not be altered in any way. Erasures, use of correction fluid, and marked-out areas are not appropriate.
- Errors should be corrected in a manner that allows the reader to see and understand the error. The following procedure is recommended:
  1. A single line is drawn through the error, and the legibility of the previous entry is checked.
  2. The correct information is inserted.
  3. The correction is dated and initialed.
  4. If there is not enough room for the correction to be made legibly at the error, a note should be made indicating where the corrected entry can be found, and the reference dated and initialed. The correct information is entered in the proper chronologic order for the date the error was discovered and corrected.
- All information should be recorded as soon as possible. Telephone contacts with the patient should be entered in the record immediately. Memories can fade, and important facts can be omitted.
- All information given to the patient before any procedures should be recorded. This ensures and verifies that the patient was properly informed of the benefits and risks before giving consent to the procedure.
- Abbreviations should be used sparingly. Only those that have been approved by the organization and that are listed in an abbreviation code on the document should be used. Otherwise, the same abbreviation can have different meanings, which can be misleading.
- All entries must be written legibly. It is embarrassing and can be expensive when caregivers cannot read their own entries in court. Because the patient record is used by so many other clinicians in providing care, it is important to the quality of patient care that the record be legible. The use of the electronic record is addressing this issue.
- All entries must be consistent with one another. The assessment must agree with the diagnostic testing, or an explanation must be given as to why it does not.
- Entries should be factual accounts. Criticisms of the patient or a colleague should never occur. Records that blame or belittle others can be damning evidence in a lawsuit.
- Some method of organizing entries, such as the SOAP format, must be used to ensure that the entries are comprehensive and reflect the thought process used in making decisions about the patient's care.

The paper medical record is fast becoming a thing of the past. The federal government is encouraging adoption of meaningful use of electronic medical records (EMRs) and other health information technology by 2014.

A client information record and SOAP form are shown here.



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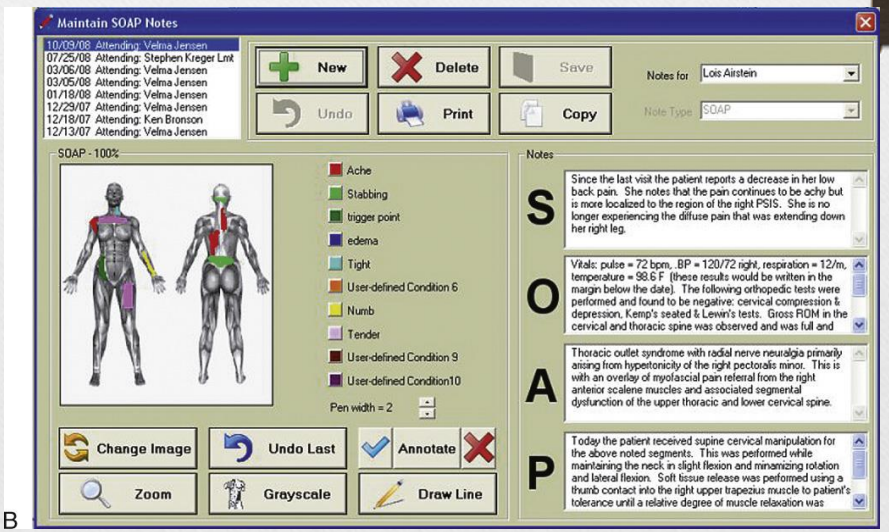
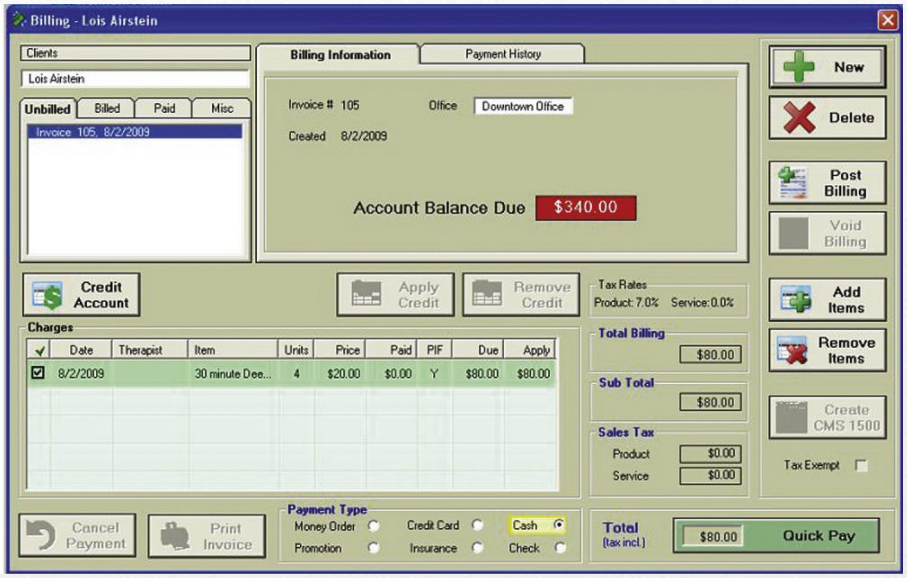


B

Massage therapists must be able to use whatever electronic record keeping system is in place in the environment where they work. The thought process is the same; the data record is the same.

These are examples of billing and schedule records.



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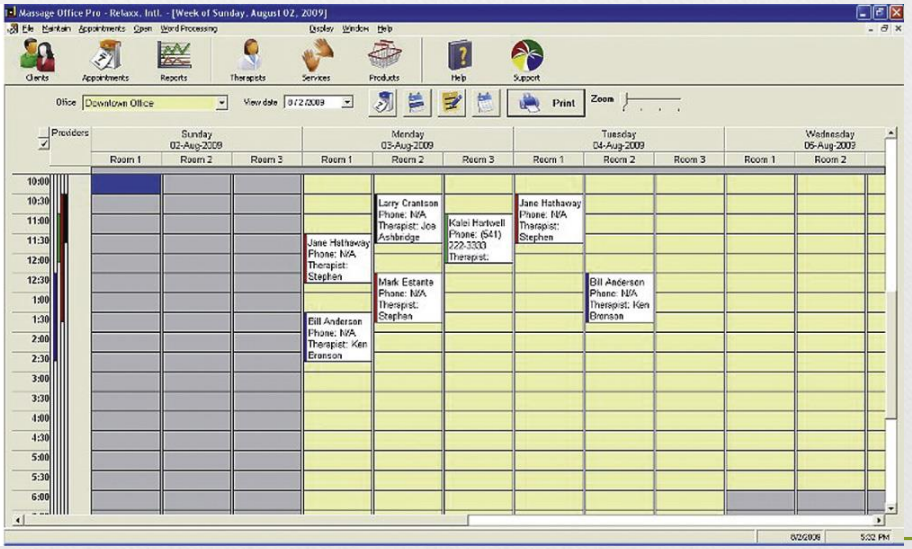

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Basic Pharmacology

Pharmacology is the science of drugs and includes:

- The development of drugs
- The understanding of their mechanisms of action
- The description of their conditions of use

Pharmacodynamics is the study of the effects of a drug on the body and the mode of the drug's action.

The massage therapist needs to understand the action of a medication and then needs to use clinical reasoning skills to adapt the massage appropriately.

All chemicals taken into the body have the potential to influence the body in both beneficial and negative ways.

Basic Pharmacology

- Drug interactions
  - Certain foods, herbs, and vitamins can affect the action of drugs
  - Can be beneficial or detrimental
- Using a drug reference
  - Helpful resource to learn how a drug is used and its side effects

Evolution of Health Care

Biopsychosocial model of medicine

- Similar to the body/mind/spirit model of wellness

Complementary

- Refers to approaches or therapies that are used in addition to conventional medical treatments

Alternative

- Refers to approaches or therapies that are used instead of or in place of conventional medicine

Integrative Medicine

The body has the power to heal itself.

Most health problems derive from a failure of the tissues, or the individual, to adapt to the biochemical, biomechanical, and/or psychosocial stressors of life.

Healing often requires the use of multiple techniques that involve the mind, body, and spirit.

Combining conventional and complementary approaches to health care has become more accepted, because the intent is to emphasize care in a wider context of body/mind/spirit interconnectedness and the importance of supporting wellness in addition to treating pathologic conditions.

History of CAM

Five domains:

- Alternative health systems
- Mind/body interventions
- Biologically based therapies
- Manipulative and body-based methods
- Energy therapies

In 1991 Congress established the Office of Alternative Medicine (now is known as the National Center for Complementary and Alternative Medicine) within the National Institutes of Health.

Massage is being incorporated into the conventional health care setting for three main reasons: low risk, low cost, and high patient satisfaction.

Complementary Medicine Approaches

Acupressure
Acupuncture
Alexander technique
Applied kinesiology
Aromatherapy
Autogenic training
Ayurveda
Chiropractic
Cranial osteopathy
Environmental medicine
Homeopathy
Hypnosis
Massage
Meditation
Naturopathy
Nutritional Therapy
Osteopathy
Qi gong
Reflexology
Relaxation and visualization
Shiatsu
Tai chi
Therapeutic touch
Yoga

Cross-Training Recommendations

Certified nursing assistant/patient care technician

Licensed practical/vocational nurse

EMT

Most CNA programs take 1 year or less to complete and prepare students for state certification examinations.

EMT training usually is a 6-month to 2-year certificate, diploma, or associate degree program depending on the level of certification.

Most licensed practical/vocational nurse training programs take 1 year to complete, and a licensing examination is required.

Therapeutic Massage in the Sports and Fitness Environment

Clients have range of needs

Additional demands of therapist due to nature of sports/fitness area

Requires highly skilled massage therapists based on type of sport or fitness activity

Many massage practitioners who are interested in sports massage want to work with professional athletes, but these jobs are rare because there are not that many professional or Olympic athletes. Another common misconception is that professional athletes make many millions of dollars when most make far less to no athletic income at all. Justifying the cost/benefit of therapeutic massage, compared with the expense and regularity of use, is an ongoing issue and the massage fees have to be manageable

Locations and potential employers who would provide opportunities to practice sport-specific massage include fitness centers, fitness spas, sports clubs, sports training facilities, gyms, sports medicine facilities, and individual athletic clients. 23

Fitness for You

Job Title: Massage Therapist
Location: Newark, NJ

Description
Part-time Massage Therapist must be able to excel in an environment that sets goals, tracks progress, and strives for growth. Team members with our company are expected to be the most technically advanced and educated professionals, committed to positively enriching each other, our members and our guests.

Responsibilities
As a Massage Therapist for our company you will be responsible for providing sports massage as part of member services in a professional atmosphere. Massage services provide a variety of techniques targeted to support training protocols. Massage Therapists are required to provide assessment and outcome massage treatment plans in conjunction with the strength and conditioning personnel.

Qualifications
Appropriate License in massage therapy.
Additional training and experience in performance related massage therapy application.
Flexible schedule.

Because experience and additional training are necessary to work with the complexities of athletic performance demand, pay scales are somewhat higher.

Most massage therapists who specialize in massage for athletes work as independent contractors

Remedial, Rehabilitative, Medical, and Orthopedic Massage

- Remedial massage
  - Used for minor to moderate injuries
- Rehabilitative massage
  - Used for more severe injuries or as part of the postsurgical intervention plan
- Orthopedic massage
  - Used if the injury or surgery is related to bones or joints

Methods used in remedial massage include all those presented in this text.

During active rehabilitation, massage can become part of the total treatment plan for recovery when supervised by an appropriately qualified professional.

Common Goals and Outcomes

Primary goals of sports massage

- Assist the athlete in achieving and maintaining peak performance
- Support the healing of injuries

A massage professional should be able to recognize common sports injuries and should refer the athlete to the appropriate medical professional.

Massage professionals who intend to work with athletes must obtain additional training.

The Sporting Event as a Practice Option

Pre event (warm-up) massage

- Goal: help athlete feel that his or her body is perfect physically
- Focus on enhancing circulation and should be very careful not to overwork any area
- General, nonspecific, light, and warming
- No friction or deep, heavy strokes should be used
- Massage techniques that require recovery time or are painful are strictly contraindicated

The pre event, or warm-up massage is a stimulating, superficial, fast-paced, rhythmic massage that lasts 10 to 15 minutes.

Intercompetition massage

- Techniques: short, light, focused

Recovery/post event massage

- Generally focused, full-body massage

Promotional (event) massage

Intercompetition massage, given during breaks in the sports event, concentrates on the muscles being used or those about to be used.

Recovery massage focuses primarily on athletes who want to recover from a strenuous workout or competition and who have no injuries.

Promotional (event) massage

- Usually are given at events for amateur athletes
- Offered as a public service to provide educational information about massage
- Quick paced and lasts about 15 minutes
- Lubricants optional
- Superficial and supportive massage and should be focused more on enhancing circulation

The massage practitioner may choose not to use lubricants because of the risk of allergic reaction, staining an athlete's uniform, or other unforeseen factors.

No connective tissue work, intense stretching, trigger point work, or other invasive work should be done with an athlete at a sporting event.

Informed Consent

Box 13-11 Sample Informed Consent Form for Use at Sporting Events

Name: _____

Sporting event: _____

Date: _____

I have received, read, and understand informational literature concerning the general benefits of massage and the contraindications for massage. I have disclosed to the massage practitioner any condition I have that would be contraindicated for massage. Other than to determine contraindications, I understand that no specific needs assessment will be performed. The qualifications of the massage practitioner and reporting measures for misconduct have been disclosed to me.

I understand that the massage given here is for the purpose of stress reduction. I understand that massage practitioners do not diagnose illness or disease, perform any spinal manipulations, or prescribe any medical treatments. I acknowledge that massage is not a substitute for medical examination or diagnosis, and it is recommended that I see a health care provider for those services.

I understand that an event sports massage is limited to providing a general, nonspecific massage approach using standard massage methods but does not include any methods to address specifically soft tissue structure or function.

Participant's signature: _____ Date: _____

Participant's signature: _____ Date: _____

Participant's signature: _____ Date: _____

It is important to have written documentation of informed consent from each person who wants to receive a massage at these events.

Sports Massage Team

Team leader in charge

All participating massage practitioners follow a similar routine

Often a group of massage professionals and supervised students work an event as a team.

Permission of the organizer is required if you intend to put contact information on a brochure about massage that you distribute at such an event.

Cross-Training Recommendations

Personal trainer

- Helps people exercise
- Most common

Athletic trainer

- Degreed health care profession

Athletic training involves preventing, diagnosing, and interventions for emergency, acute and chronic medical conditions involving impairment, functional limitations, and disabilities.

Athletic training is recognized by the American Medical Association (AMA) as a health care profession and requires a degree program (bachelor's or master's).

To Test

Access Code: GDWD

Please write down case sensitive code. You will be asked for it. This course is 6 CE.

Once you have successfully passed the test (70% correct), please email us at cehotschool@gmail.com. We will email you your CE certificate within 7 business days.