

TREATMENT SERVICES

Broad Occupational Category - 77

DUTIES AND RESPONSIBILITIES

- *Maintain accurate client/patient records, charts, and reports.*
- *Develop and implement individualized treatment plans based on assessment outcomes, communicating with families, guardians or caregivers.*
- *Plan, organize, and conduct therapeutic, recreational, or occupational activity programs.*
- *Plan therapy activities according to individual functional and social abilities.*
- *Document client/patient progress, behavior, and responses to therapy.*
- *Monitor and document client/patient responses to therapy and progress toward goals.*
- *Provide hands-on care, exercises, or functional activities to clients/patients.*
- *Develop habilitation or rehabilitation programs tailored to client needs.*
- *Perform occupational, activity, or physical therapy assessments of clients/patients using observation, interview, examination, and testing.*
- *Deliver therapy services using traditional or adaptive techniques.*
- *Modify treatment programs as necessary to achieve outcomes.*
- *Lead group therapy or recreational/therapeutic activity sessions.*
- *Integrate therapy programs into overall treatment plans.*
- *Analyze program effectiveness and recommend adjustments.*
- *Develop long-term activity/therapy program strategies.*

NEBRASKA

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COMPETENCIES

- **Compassion** - Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Motivating Others** - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Peer Relationships** - Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Managing Diversity** - Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

SMART Goal Prompting Questions

Maintain accurate client/patient records, charts, and reports

- What actions could you take to improve the accuracy, completeness, timeliness, and organization of client/patient records?
- How will you measure success, such as fewer documentation errors, more timely records, or improved audit results?
- What documentation standards, templates, checklists, or quality-control processes could strengthen recordkeeping?
- How does accurate documentation support continuity of care, regulatory compliance, and effective treatment decisions?
- By what date or documentation cycle will you aim to improve your recordkeeping practices?

Develop and implement individualized treatment plans based on assessment outcomes, communicating with families, guardians, or caregivers

- What strategies could you use to improve the development and implementation of individualized treatment plans?
- How will you measure success, such as improved progress toward goals, stronger family/guardian participation, or fewer plan revisions caused by incomplete information?
- What assessment tools, planning templates, team processes, or communication strategies could strengthen individualized planning?
- How does effective treatment planning support client outcomes, continuity of care, and meaningful participation by families or caregivers?
- By what date or treatment-planning cycle will you aim to improve individualized treatment planning?

Plan, organize, and conduct therapeutic, recreational, or occupational activity programs

- What actions could you take to improve the planning, organization, and delivery of therapeutic or recreational activity programs?
- How will you measure success, such as increased participation, improved client outcomes, or positive feedback from clients and care teams?
- What activity-planning tools, scheduling methods, resources, or evidence-based practices could strengthen program delivery?
- How do well-designed activities support client development, independence, quality of life, and treatment goals?
- By what date or program cycle will you aim to improve your activity programs?

Plan therapy activities according to individual functional and social abilities

- What steps could you take to better align therapy activities with individual functional abilities, interests, and social needs?
- How will you measure success, such as improved participation, progress toward individualized goals, or increased client independence?
- What assessment information, adaptive techniques, or individualized planning tools could improve activity selection?
- How does matching activities to individual abilities contribute to meaningful and effective therapy?
- By what date or treatment-planning cycle will you aim to improve individualized activity planning?

Document client/patient progress, behavior, and responses to therapy

- What actions could you take to improve the consistency, accuracy, and usefulness of documenting client progress and responses to therapy?
- How will you measure success, such as more timely documentation, fewer missing details, or improved ability to track progress over time?
- What documentation standards, observation tools, or progress-tracking methods could strengthen your work?
- How does accurate progress documentation support treatment decisions and continuity of care?
- By what date or documentation cycle will you aim to improve progress documentation?

Monitor and document client/patient responses to therapy and progress toward goals

- What strategies could you use to improve how you monitor and document responses to therapy and progress toward individualized goals?
- How will you measure success, such as improved goal-tracking accuracy, earlier identification of concerns, or more timely treatment adjustments?
- What measurement tools, observation methods, progress indicators, or documentation practices could strengthen monitoring?
- How does effective monitoring help ensure therapy remains appropriate and responsive to client needs?
- By what date or treatment review cycle will you aim to improve progress monitoring?

Provide hands-on care, exercises, or functional activities to clients/patients

- What actions could you take to improve the safety, effectiveness, and consistency of hands-on care and therapeutic activities?

- How will you measure success, such as improved client participation, achievement of functional goals, or fewer safety concerns?
- What training, adaptive equipment, treatment techniques, or safety practices could strengthen service delivery?
- How does effective hands-on therapy support functional ability, independence, and quality of life?
- By what date or treatment cycle will you aim to improve hands-on therapeutic practices?

Develop habilitation or rehabilitation programs tailored to client needs

- What steps could you take to strengthen the development of individualized habilitation or rehabilitation programs?
- How will you measure success, such as progress toward functional goals, improved independence, or successful completion of program objectives?
- What assessment data, evidence-based practices, adaptive strategies, or interdisciplinary input could strengthen program development?
- How do individualized rehabilitation programs support meaningful and sustainable client outcomes?
- By what date or program-development cycle will you aim to improve individualized rehabilitation planning?

Perform occupational, activity, or physical therapy assessments using observation, interview, examination, and testing

- What actions could you take to improve the accuracy, consistency, and completeness of therapy assessments?
- How will you measure success, such as improved assessment documentation, more accurate treatment recommendations, or reduced need for reassessment?
- What assessment tools, interview techniques, testing methods, or professional development opportunities could strengthen your assessments?
- How do thorough assessments support appropriate treatment planning and measurable client outcomes?
- By what date or assessment cycle will you aim to improve your assessment practices?

Deliver therapy services using traditional or adaptive techniques

- What strategies could you use to improve the delivery of therapy using traditional and adaptive techniques?
- How will you measure success, such as improved client participation, achievement of treatment goals, or increased effectiveness of interventions?

- What adaptive equipment, therapeutic approaches, training, or evidence-based resources could expand your treatment options?
- How does selecting appropriate therapeutic techniques help meet individual client needs?
- By what date or professional development cycle will you aim to strengthen your use of therapeutic techniques?

Modify treatment programs as necessary to achieve outcomes

- What actions could you take to identify when treatment programs need to be modified and make appropriate adjustments?
- How will you measure success, such as improved progress toward goals, faster response to changing needs, or improved treatment outcomes?
- What progress indicators, assessment results, team consultations, or review processes could guide treatment modifications?
- How does timely modification of treatment programs improve responsiveness and client outcomes?
- By what date or treatment review cycle will you aim to improve your process for modifying treatment programs?

Lead group therapy or recreational/therapeutic activity sessions

- What steps could you take to improve the planning, facilitation, and effectiveness of group therapy or therapeutic activities?
- How will you measure success, such as participation levels, achievement of group objectives, or participant feedback?
- What group facilitation techniques, activity structures, adaptive approaches, or engagement strategies could strengthen sessions?
- How do effective group activities support social development, therapeutic goals, and quality of life?
- By what date or program cycle will you aim to improve group therapy or activity sessions?

Integrate therapy programs into overall treatment plans

- What strategies could you use to better integrate therapy services with each client's broader treatment plan?
- How will you measure success, such as improved interdisciplinary coordination, fewer conflicting interventions, or stronger progress toward overall goals?
- What team meetings, communication tools, shared documentation, or care-planning processes could strengthen integration?
- How does coordinated therapy contribute to consistent and comprehensive client care?

- By what date or treatment-planning cycle will you aim to improve integration of therapy services?

Analyze program effectiveness and recommend adjustments

- What actions could you take to more effectively evaluate therapy or activity programs and identify needed improvements?
- How will you measure success, such as improved client outcomes, implementation of recommendations, or measurable program improvements?
- What outcome measures, client feedback, progress data, or evaluation methods could strengthen your analysis?
- How does ongoing program evaluation support better treatment outcomes and responsible use of resources?
- By what date or program review cycle will you complete an evaluation and implement identified improvements?

Develop long-term activity/therapy program strategies

- What steps could you take to develop effective long-term strategies for therapy and activity programming?
- How will you measure success, such as achievement of long-term client outcomes, improved program continuity, or successful implementation of strategic priorities?
- What trends, client needs, outcome data, stakeholder input, or evidence-based practices could inform your long-term strategy?
- How does long-term program planning support sustainable services and improved client outcomes?
- By what date or strategic planning cycle will you develop or update your long-term therapy program strategy?