

**INTERPRETATION GUIDELINES  
for  
WCB PRIMARY LEVEL  
MESSAGE THERAPY THERAPIST/CLINIC SURVEY**

Refer to the [CLINIC SURVEY](#) document.

Scoring: Note the total points available in each section. Clinics/therapists will be scored on a 100-point scale. See the Survey for further details with respect to scoring and pass marks. If any section is not applicable, the score will be prorated out of the total score that the clinic achieves.

[Scheduling](#)  
[Facility](#)  
[Ongoing Education](#)  
[Record Keeping](#)  
[Quality assurance](#)

**A. SCHEDULING**

The “**Practice Standards for Massage Therapy Service Providers**” document states that “There shall be evidence of some measure of volume per therapist with a minimum treatment time for Saskatchewan WCB patients of approximately one-half hour **at no time exceeding the volume of two patients per hour**”.

For clinic inspection purposes, the Workers’ Compensation Board will choose three patients that have been treated at the clinic being surveyed. At the time of clinic survey, six dates of attendance for each patient will be reviewed in the clinic appointment book. Six points will be given for each patient where it is documented that there were no more than two (2) patients scheduled in the hour in which the patient in question was treated. If there is evidence that just one date of attendance has been scheduled inappropriately (more than two patients/hour), all six points would be lost for that patient.

**Note:** Surveyors may require management assistance in interpreting methods of scheduling. The most efficient way of checking the scheduling is to use the therapy notes for the treatment dates and then check the appointment book.

**SCHEDULING Points Available: 18**

**Sources of Verification:**

- Documentation
- Management Interview

## B. FACILITY

- a) **Adequate Space:** The massage therapy service has the necessary space to allow for effective assessment and treatment of the populations served. Treatment is provided in a room designated solely for that purpose. Minimum standard: a treatment room (or curtained cubicle) of a size which contains a standard size treatment table and chair and in which adequate space is left for patient and therapist to comfortably move during the examination/treatment procedure. Patient privacy must be demonstrated in the way of proper closing of curtains or doors.
- b) **Physical Accessibility:** The surveyor will award two points if the facility is wheelchair accessible.
- c) **Adequacy of Equipment and Supplies:** The massage therapy service has the necessary equipment to allow for effective assessment and treatment of the populations served. Minimum standard for massage practice: a safe treatment table, treatment room (as described in subsection (a)), towels and sheets.
- d) **Cleanliness - facility, furniture, equipment:** There are mechanisms in place to control the spread of infection i.e.:
  - i. antibacterial soap in treatment areas
  - ii. adequate towels
  - iii. nail brush
  - iv. disinfectant spray for tables
  - v. availability of latex gloves to be worn as necessary
  - vi. linen changed after each patient
  - vii. overall clinic cleanliness i.e. floors, garbage cans, sinks, etc.
- e) **Non-smoking Provisions:** There is evidence that this is a non-smoking facility, i.e. signage.
- f) **Emergency Procedures - (fire):** There is an adequate number of appropriate and well-maintained fire extinguishers prominently placed and easily accessible within the facility. Documentation should exist detailing annual inspection of fire extinguishers. There are written exit directions and telephone numbers with respect to fire or other emergency situations, and each staff member has been made aware of these. The surveyor may question staff to determine if staff is aware of emergency protocols.
- g) **Equipment Inspection/Preventative Maintenance Program:** All equipment is in good repair.
- h) **Policy and Procedure Manual:** There is a Policy and Procedure manual on site reflecting current additions to policy and procedures as required by WCB. (For future development. No points assigned for this currently.)
- i) **First Aid Kit:** A first aid kit should be located in clinic and should contain as a minimum Band-Aids, gauze, tape, tweezers, Polysporin, latex gloves, mouth barrier (for CPR), and a first aid handbook.

**FACILITY Points Available: 34**

### **Sources of Verification:**

- Documentation
- Management Interview
- Facility Tour
- Staff Interview

### **C. ONGOING EDUCATION**

- a) **Evidence of Orientation Checklist:** There is an orientation checklist in place that is used to orientate all new staff on clinic procedures, including training in emergency procedures.
- b) **Are Reference Books/Charts Available:** The massage therapy service has the necessary reference books/charts to allow for effective assessment and treatment of the populations served.
- c) **Is Continuing Education Encouraged:** The Massage Therapy Association of Saskatchewan has documentation of continuing education hours for massage therapists according to the Association guidelines. The massage therapists meet the current requirement of MTAS for continuing education hours.
- d) **CPR Certification and Re-certification:** Not currently assessed.

**ONGOING EDUCATION Points Available: 11**

#### **Sources of Verification:**

- Documentation
- Facility Tour
- Management Interview

### **D. RECORD KEEPING**

- a) **Current History:** Client file indicates a history was taken to include chief complaint, duration, treatment given prior to, and results.
- b) **Past Pertinent Medical History:** Client file indicates previous surgeries, allergies, pathologies.
- c) **Physical Assessment:** Client file includes objective findings to include range of motion, asymmetry, tissue structure.
- d) **Treatment Provided:** Client file shows treatment and modalities provided and area of treatment.
- e) **Treatment Plan:** Treatment plan to include reasonable expectation of treatment time.
- f) **Timely Initial Report:** Initial report received at WCB within three business days of the assessment if it is faxed and five business days if mailed. If there is indication WCB has requested reports be received in total after the last treatment, full points should be given.
- g) **Timely Progress Report:** Progress report received at WCB every six treatments or every three weeks (fifteen working days not counting statutory holidays).
- h) **Timely Discharge Report:** Discharge report received at WCB within three business days if faxed and five business days if mailed.

**RECORD KEEPING Points Available: 24**

#### **Sources of Verification:**

- Documentation
- Management Interview

**E. QUALITY ASSURANCE**

- a) **Therapists on APL:** All therapists in clinic who treated the WCB client are on the WCB Approved Providers List.
- b) **Therapist Currently Registered with MTAS:** Care provider has a current MTAS registration card.
- c) **Referral From Licensed Practitioner:** Client file includes referral from licensed practitioner.
- d) **History/Consent Form:** A signed consent form from client is on the chart.
- e) **Evaluation of Quality and Quantity of Treatment:** Not currently assessed.

**QUALITY ASSURANCE Points Available: 13**

**Sources of Verification:**

- Documentation
- Management Interview
- Staff Interview