

JEFFREY W. HATHAWAY, P.T.

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SUMMARY

Physical Therapist with a concentration in organization effectiveness and injury management. He has researched the role of conflict in injury/illness. A recognized speaker on Team-Building, Ergonomics, Medical Management and Managing the Injured Worker. Career progression from Physical Therapist/Office Manager to Owner of Industrial-Functional therapy clinic to an Industrial and Organizational Consultant and now owner of six physical therapy clinics. Education includes B.S. in Physical Therapy with selected continuing education courses in Conflict Resolution, Interest-Based Negotiation, Leadership, Evidence-Based Practice, Medical Management, Industrial Rehabilitation, Ergonomics and Total Quality Management.

EXPERIENCE

President/Owner –

Primary Physical Therapy, PLLC – D/B/A PRO-Active Physical Therapy (NY) **01/00 - Present**

Breakthrough Physical Therapy, LLC (NC) **01/07 - Present**

Outpatient physical therapy clinics with a focus on the best results in the fewest visits utilizing the newest high level research while creating a new and positive experience for patients, doctors and insurance companies. Provide physical therapy services with a focus on outpatient orthopedics, aquatics, diabetes, work-related injury and prevention. A leader and pioneer in NY and NC with Evidence Based Practice in Physical Therapy and its implementation in primary care and workers' compensation.

Selected Accomplishments

- Developed Management and Operation Systems and grown from 1 to 6 clinic locations
- Certified Anodyne™ Neuropathy Care Clinics
- Nationally Recognized Speaker on Business and Organizational Development of PT Practices.
- Certified ASTYM™ Clinics for treatment of repetitive stress injuries
- Developed a PT in Primary Care model and a Workers' Comp model
- All Clinics Licensed in Evidence Based Practice
- Member NY APTA SIG for Private Practice – CNY Liaison; National APTA member; PPS member; NC APTA affiliate member; NC APTA Member Reimbursement Committee; IPPT member; and Member of RAN

President/Owner –

Spring Mountain Management Company, Inc. **2/04 - Present**

Management company for medical clinics that specializes in designing unique systems for operations, treatment, marketing and finance. Provide billing services to third party payers.

Selected Accomplishments

- Developed Management, Marketing and Operation Systems
- Implemented Software for Paperless clinics
- Developed vision for Evidence Based Practice and its implementation in Physical Therapy.

Sole Proprietor -

PRO-Active Solutions

06/96 – 01/02

Provides services to industries in injury/medical management and ergonomic team development. Provides organizational development services to physical rehabilitation facilities including re-engineering and management contracts. Started business coaching specifically in the E-Myth Mastery program – getting business to work for you rather than because of you. Clients included Mobil, GE Railcar, Tyco/Kendall Healthcare, and Syracuse University

Selected Accomplishments

- Co-Developed 3-D Ergonomic Team Training for ergonomic teams in industry.
- Developed medical case management system for employers
- Developed a management system for all components in a Chiropractic/Medical Doctor/Physical Therapy Clinic.
- Certified E-Myth Consultant – business coaching certificate.

Managing Partner -

OnSite Solutions, LLC (off shoot of Finger Lakes P.T.)

03/95 to 06/96

Responsible for initial development of the injury management programs. Marketing and sales. Consultant in injury management and organization effectiveness. Clients included Amphenol, Mead (formerly Keith Clarke), Buckbee Mears, Geneva Health Systems and Clinton's Ditch Coop – Pepsi Bottlers.

Selected Accomplishments

- Co-Developed use of Self Directed Process Teams for Medical Clinics including a management contract at a Hospital
- Developed process for ergonomic teams to improve effectiveness, overcome resistance and get their ideas implemented.
- Co-developed public seminar “Optimizing Ergonomics and Medical Management: An Advanced Process”
- Member Training Faculty for Maxwell School of Public Administration, Syracuse University: Social Security Administration Component Partnership Training in Interest-Based Negotiating, Change Dynamics and Conflict Resolution

Clinic Manager

Finger Lakes Physical Therapy, P.C. -

09/93 to 06/96

Responsible for business management, re-engineering of clinic, and limited patient care services. Market and provide consulting services in injury prevention, management, and conflict.

Selected Accomplishments

- Co-founded **ON-Site - A Division of Finger Lakes Physical Therapy**, a division that provided prevention, treatment and management of work related injury in industrial settings. Marketed, developed and provided above services.
- Co-developed and implemented self-directed work teams involving both clinical and non-clinical personnel at Finger Lakes that decreased FTE's, increased patient visits and improved profitability
- Developed comprehensive teambuilding approach specifically for ergonomic teams.
- Certified in Total Quality Improvement 1994

Director/Operations Manager

Center for Work Performance/Syracuse Sports Medicine

08/92-09/93

Design, develop, market, direct and start The Center for Work Performance in providing Functional Capacity Testing, Work Hardening, and consulting services. Manage day-to-day operations of Syracuse Sports Medicine.

Selected Accomplishments

- Developed outpatient clinics and programs in other states with hospitals and fitness centers.
- Operations manager for PT clinic with gross income greater than \$1 million.
- Trained and developed staff in communication skills and team building.

Vice President/Co-Founder

Synergistics

12/90-08/92

Develop, market, and deliver consulting services to insurance companies and businesses in Conflict management, Ergonomics, Communication skills, Workers' Compensation and Injury Management.

Selected Accomplishments

- Develop use of conflict management in addressing work-related injury and illness.
- Developed process to combine ergonomics and conflict interventions to reduce work-related injury and illness.
- Developed and presented Public seminars

Vice President/Co-founder

MedReady, Inc.

04/88-12/90

Manage, market, and deliver Industrial Therapy Programs (Functional Capacity Evaluation, Work Hardening, Education, and Ergonomics). Manage Corporate finances. Coordinate staff services for other Physical Therapy contract services. Develop new consulting and clinical services.

Selected Accomplishments

- Developed and presented a public seminar "How to Manage the Injured Worker".
- Developed, negotiated, and managed the opening of a two office locations.
- Pioneered FCE and Work Hardening/Readiness in Upstate New York

Physical Therapist/Office Manager

Watertown Physical Therapy Associates, P.C.

07/84 - 03/88

Responsible for patient load of 20-40 orthopedic patients per day. Manage patient flow and quality (450 patients visits per week). Supervise staff of up to 8 people. Develop, design, and market new programs and services to meet market needs. Negotiate contracts. Conduct public relations.

Selected Accomplishments

- Developed an aggressive Low Back Treatment Program that increased patient referrals.
- Coordinated purchase of equipment that brought us to state of the art status.
- Improved community relations via volunteer education/seminars to local high schools and athletes.
- Developed, marketed, and presented Back Education programs to industry.
- Developed, marketed, and implemented one of the first Return to Work (RTW) therapy and treatment programs in Upstate New York.

- Negotiated, managed, and developed contracts for Physical Therapy services to a hospital and a military base.

EDUCATION

B.S. Physical Therapy-1984
Albert Einstein College of Medicine/Ithaca College

Sports Medicine
Herkimer Community College

SELECTED HONORS/PUBLICATIONS/SPEAKING ENGAGEMENTS:

- “The Future of Healthcare in NC and the Country” – East Carolina University Forum – April 2008
- “Physical Therapy: Black Hole or Best First Choice” – Utica Claims Association – March 2008
- “Interest-Based Negotiating: Getting on the Same Side of the Problem.” – PPS Annual National Conf. - 2007
- “Creating Independence in Your Practice - II”, PPS Annual National Conference – October 2006
- “Incentive Programs” – Impact Magazine – August 2006
- “Managing Frustrations” – PT Products Magazine – June 2006
- “Marketing Your Practice”, Envision ASTYM National Seminar – June 2006
- “Vision – Putting the Puzzle Together”- Impact Magazine – May 2006
- “Creating Independence in Your Practice”, PPS Annual National Conference – October 2005
- “3 Dimensional Ergonomics”, Annual Northeast Regional AIHA Meeting – December 2000
- “The Three Dimensions of an Ergonomic Program”, Occupational Hazards, - February 2000
- “Physical Therapy in a Multi-Care Setting”, Practice Perfect Master Mind Seminar – May 1999
- “3 –D Ergonomics – Focus on Medical Management” Regional ASSE meeting – May 1999
- “Negotiating with Insurance Companies”, NY APTA Annual Insurance Meeting—May 1996
- “Component Partnership Training: Interest Based Negotiation/Dynamics of Change”, Social Security Administration (3 day sessions) through Syracuse University—October 1995 - May 1996
- “Team Readiness Training” Social Security Administration through Syracuse University - Spring/Summer 1995
- “Optimizing Ergonomics and Medical Management: An Advanced Process”, Two day public seminar—March, April 1996
- “You Can Lead Your Clinic Out of Chaos”, PT Magazine, November 1995
- “The Therapist as Conflict Manager”, Work Injury Management News Digest, November, 1995
- “Ergonomics: A new perspective”, Annual Conference of FMRF—1994

“Worker’s Compensation Issues: Utilizing Effective Strategies”, Medical Society Annual Seminar – 1994

“Ergonomics--Meeting OSHA Guidelines”, Public seminar through Manufactures Association--1993, 1994

“How to take the Pain Out of Conflict”; Public Seminars--summer 1991

“Communication Skills and Team Building Workshop”; Maxwell School of Public Administration, Syracuse University, Syracuse, NY--1991

“Treating the Cause and Not the Symptoms--Ergonomics in Rehab.”; Annual Central New York Conference of the American Society of Safety Engineers, Syracuse, NY--1991

“Functional Therapy”; American Society of Safety Engineers, Syracuse, NY--1990

“Work Hardening/Functional Capacity Evaluation”; New York Self Insured Association-Annual Conference, New York City--1989

”Work Hardening”; International Center for the Disabled New York City --1989

“Managing the Injured Worker”; Public Seminar, Syracuse, NY--1989

Selected Continuing Education Courses

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| Strategic Coach | 2008 |
| APTA PPS Annual Conference | 2007 |
| APTA CSM National Annual Conference | 2007 |
| Evidence Based Treatment: Low Back and Neck, UE Courses | 2006/07 |
| APTA PPS Annual Conference | 2006 |
| Envision ASTYM Seminar | 2006 |
| APTA CSM Annual Conference | 2006 |
| APTA PPS Annual Conference | 2005 |
| Duffy-Rath Seminars – Low Back Treatment | 2005 |
| APTA PPS Annual Conference | 2004 |
| ASTYM™ Training/Certification | 2004 |
| National Leadership Conferences | 2002/03 |
| Fast Track E-Myth Mastery Training | 1999-01 |
| E-Myth Consultant Certification Intensive Training | 1999 |
| Int’l Industrial Hygiene Conference – Toronto | 1999 |
| Business Coaching – Coach University | 1999 |
| Networking Strategies | 1998 |
| Practice Perfect - Practice Strategies (Master Mind) Seminar | 1997-99 |
| Breakthrough Coaching - Marketing Seminar | 1997 |
| Annual Combined Sections of APTA Conference | 1996 |
| Annual Conference APTA Private Practice Section | 1995 |
| Total Quality Improvement Certificate | 1994 |
| Self-Directed Work Teams | 1994 |
| Adverse Neural Tissue Injuries with Robert Elvey; Northeast Seminar | 1994 |
| One-on-One training with Keith Blankenship; FCE/Disability Testing | 1992 |
| The Blankenship System of Functional Testing | 1992 |

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| Sales and Marketing--Zig Ziglar Seminar | 1992 |
| Ergonomics in the 1990's | 1991 |
| Conflict and Communication Skills Course (3 credits)--Syracuse University | 1991 |
| "In Search of Excellence/Thriving on Chaos"--Tom Peters | 1990 |
| The Role of Physical Therapists in the Industry | 1989 |
| Industrial Rehabilitation/Ergonomics--Regional Conference | 1988 |
| International Challenge of the Lumbar Spine | 1987, 1989 |
| Back Injury Prevention and Management Seminar | 1987 |
| Work Capacities/Work Hardening --E.R.I.C. | 1989 |
| Work Hardening/FCE--American Therapeutics | 1986 |
| American Back School | 1986 |
| Manipulation of the Spine--Ace Neames | 1985 |
| Cybex Back and Sports Medicine Symposium | 1985 |
| McKenzie Back Institute | 1984 |