

PRACTICE ANALYSIS ON SAFETY CARE PROCESS OF PRACTITIONERS TOWARD REFLEXOLOGY TREATMENT

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Abstract

Introduction: Practice analysis is a set of planned procedures used to classify the key elements of the job, such as the task performed or the nature of the worker required. In other words, practice analysis is the basis for the validity of the examinations used for professional regulatory purposes. Reflexology is a popular alternative treatment in massage, in which pressure is applied on a specific form of feet and hands to reflex point and give impacts on health which relates some part of the body.

Objective: To explore safety care process implementation among practitioners towards foot reflexology.

Method: Data was collected using semi-structured interviews with practitioners in Klang Valley. The case study will be used to illustrate the various ways qualitative research data may be recorded. This research has been used multiple case study with embedded (type 4) as stated in figure 1 for focus practitioners in a different reflexology treatment center or Traditional Complementary and Medicine center that provide reflexology treatment. For the sampling design, the researcher will choose purposive sampling and snowball sampling. The data gathered from the interview are analyzed using Thematic Analysis (TA).

Result: The finding of this study is based on the interpretation and analysis of data obtained through the process of semi-structured interviews. Safety process intended for reflexologists involved in administering the therapy especially therapeutic purposes. It is proposed to be a relevant, flexible, accessible and practical report that respects practitioners and the procedure setting of their work

Conclusion: This safety process during treatment proves by using the guideline on reflexology for reflexologist practicing, procedure process of care and precaution in client handling.

Keywords: practice analysis, safety care, practitioners, reflexology treatment, qualitative study

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INTRODUCTION

Practice analysis of practitioners is focused on the demographic, professional characteristics, roles and responsibility and the qualifications of practitioners in reflexology treatment. According to the Canadian Council of Registered Nurse Regulators (CCRNRR) (2015), practice analysis is a set of planned procedures used to classify the key of the job, such as the task performed or the nature of the worker required. In other words, practice analysis is the basis for the validity of the examinations used for professional regulatory purposes. A study proved that collaboration practices among practitioners will endorse job performance, patient satisfaction and proficiency (McCaffrey, Hayes, Stuart, Cassel, Farrell, Miller & Donaldson, 2011; Keller, Eggenberger, Belkowitz, Sarsekeyeva, & Zito, 2013). The employer will make sure that each practitioner understands his or her role and the role of the people around them, this will help everyone understand the big picture and how they fit into it. Hence, people in the organization are clear on the goal needs to be achieved (Lizzie, 2017). Every practitioner in the health care industry must ensure their health care services are quality by involving in audit procedures so they can evaluate and make an analysis of the practice in terms of management, assurance and quality control. New practitioners in reflexology treatment need to carry out on-going training and monitor by senior practitioners.

The standards of proficiency have highlighted the rules and regulations toward registrant reflexology treatment where they must be able to practice safely and effectively within their scope of practice and maintain a safe practice environment. The certified practitioner must understand the need to act in the best interest of service patients at all times in order to maintain their own health. Meanwhile, the practitioner should participate in training, supervision and mentoring the disable people while delivering the reflexology treatment services. Malaysia has many cultures and races; hence all the

practitioners must be aware of the impact of equality and avoid being discriminatory. According to Haswani (2015), people used reflexology treatment when their primary needs and wants to treat their body health problems are effectiveness and high level of safety. Consumers also used reflexology treatment when they realized that reflexology treatment is a natural treatment without consuming drugs.

Reflexology is a popular alternative treatment in massage on a specific form of feet and hands that apply pressure to reflex point and give impacts on health which relates some part of the body (Embong et al, 2015). Reflexologists explained that feet are a tiny map of the entire part of the body (Sahbaee et al, 2015). Every point of feet and hands were linked to other internal organs of numerous parts of the body. Reflexology is origin from Ancient Egypt, India, and China. In the years 1913, Doctor William introduced and share the knowledge of this remedy to the western as zone therapy. Dr. William declared every point of foot and hands were linked to other organs of the entire body within the same zone (Sally Kay, 2011). In the years 1930, Eunice Ingham continued to expand this zone remedy to what is now known as reflexology. Eunice learned and observed that pain or congestion any part of feet is related to a certain part of the body (Sally Kay, 2011).

Reflexology therapy is a gentle remedy that encourages the body to work naturally to regenerate its own balance. It can help both physically and emotionally of an individual and bring relief to a variety of acute and chronic conditions. Reflexology also kind of foot massage can harmonize the functions of the body and give the result of relaxing (Stephenson, 2000). The reflexology technique massage on a specific point of the foot will be improved blood circulation of the entire body, help to release tension or stress and maintain homeostasis. Foot reflexology treatment also will be used with other combination components such as aromatherapy, a good environment surrounding and some peaceful music to improve remedy

programs (Lotan, 2007). Reflexology is a complex massage treatment in the form of specific areas on feet that apply some pressure to reflex point and soles on feet is a map the entire part of internal organs in the body (Embong, 2015). Each part of the organs in the body is shown by a unique reflex point.

Koh (2004), indicate that consumers were concerned about medicine safety and effectiveness when they made a treatment decision. The reasons consumers used reflexology treatment because of their self-care and interest in own healthcare. Previous studies have shown that most of the consumers felt they did not require advice from a health professional and they only recommended by family and friends (Koh, 2004). Practitioners' attitudes had become a factor that would affect their intention on foot reflexology treatment. Furthermore, people used reflexology treatment when their concern about treat health problems is effectiveness and high level of safety. Based on the Good Practice Guideline on Reflexology for practicing in Malaysia, the safety monitoring process can be evaluated by the process of care. There are four processes of care in a guideline on reflexology treatment must practitioner concerned:

Process of Care: Evaluative Phase

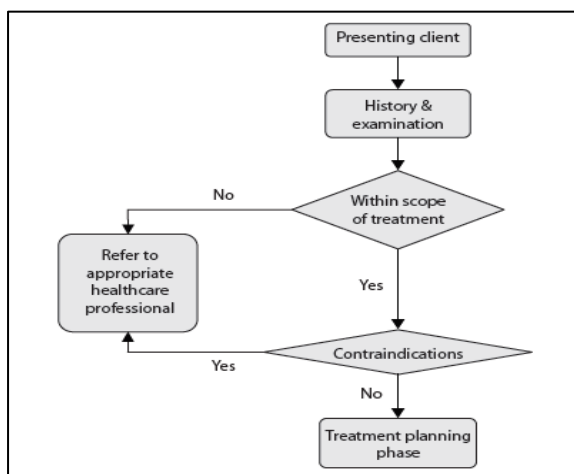


Figure 1: Process of Care: Evaluative Phase (Good Practice Guideline on Reflexology, 2011)

Evaluation phase deals with the availability of adequate practitioners and also the applicable engagement of client data into the clinical method. It's a basic treatment process that's provided by a practitioner. Steps around the formulation and validation of hypotheses about client problems. It starts with data collected through client checks and validates the client's problem, create a summary and decided whether to continue the treatment.

Before taking the customers' history, decide if the customer has a particular diagnosis. If the client has diagnosed, the practitioner will more focus on information about the client's current condition and then there will include a history question related to the current condition. Other than that, if the clients are walk-in and don't have a specific diagnose, it will start to analyze with general information and clarify clients' problems and suggest a diagnosis. Next is, the practitioner will move to proceed client's examination which examines hands, feet, and ears. All the findings of the examination will be documentation. Therefore, the practitioner will determine whether clients need to receive treatment or not and not all clients presented are suitable for reflexology therapy.

Treatment planning will start when a practitioner is confirmed that treatment is suitable for the client's current condition. If there are no suitable treatment clients should refer to professional healthcare for appropriate treatment and most medical conditions reflexology. However, some health problems with reflexology treatment cannot be provided to

customers. First is fever and any infectious disease (systemic or localized). Provides reflexology treatment to current customers' fever or any infections may cause excessive stimulation of the immune system is fighting the infection.

Secondly, Vomiting and diarrhea Like infections, reflexology can cause excessive body stimulation and may aggravate the condition. After that local skin diseases affecting hands, feet, and ears, If the customer has a skin problem on the hands, feet, and ears, reflexology treatments may cause pain and may aggravate existing skin problems. In addition, cancer also might practitioners need to take precautionary measures when giving care to cancer-prone customers. Especially for customers with cancer in the hands, feet or ears where the risk of cancer cells is spreading if reflexology treatment is given.

Process of Care: Treatment Planning Phase

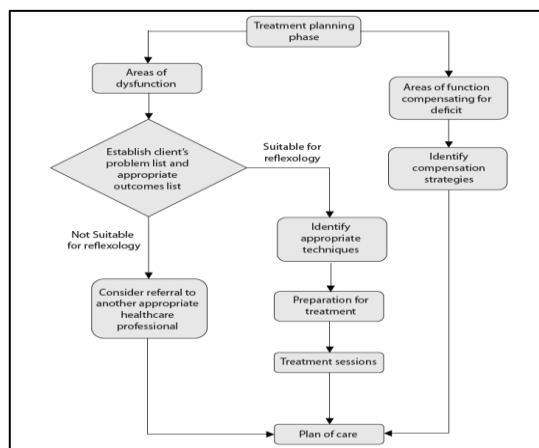


Figure 2.4 Process of Care: Treatment Planning phase (Good Practice Guideline on Reflexology, 2011)

The treatment planning phase starts with a summary of all the findings of clients from the evaluative phase before. Practitioners need to distinguish the functional part of the client and the problematic limb. Then, the practitioner should select a seemly technique need to be applied at the point of the reflex zone on feet, hands or ears once the areas have been identified. There are two methods that are accepted internationally.

- 1) Ingham method This technique is a technique popularized by Eunice Ingham in the early 1930s. It is a technique that does not use any equipment in the treatment.
- 2) Rwo shur method This technique was popularized by a Swiss pastor, Father Josef Eugster. This technique is more popular in Asian countries and it involves the use of equipment such as wooden twigs. However, through the circulation of time, this technique is now using only a knuckle.

The clients should be informed and explain regarding that has been decided on the client's current condition that will not harm clients. If there is a risk of adverse effects from the proposed treatment, it should be notified, understood and accepted by the customer. The practitioner must obtain treatment from customers before any treatment is started. The customer shall be competent to give treatment approval. For minors (less than 18 years old) and adults with mental disabilities, practitioners need consent from the guardian. The customer first informed the contents of the ingredients in the cream, powder, lotion or oil to be used in the treatment. Ingredients used in the help release the hands and fingers movement of the practitioner during a treatment. It also adds value to customers by stimulating calmness and relief. Before the treatment is started, the practitioner should be aware of

allergy problems and avoid the use of cream/powder/lotion/oil containing the relevant material. Last but not least the duration of each treatment session is within 30 to 45 minutes. The number or frequency of follow-up care planned is advisable to the customer, depending on the health problems faced, the age and health level in general.

Process of Care: Treatment Phase

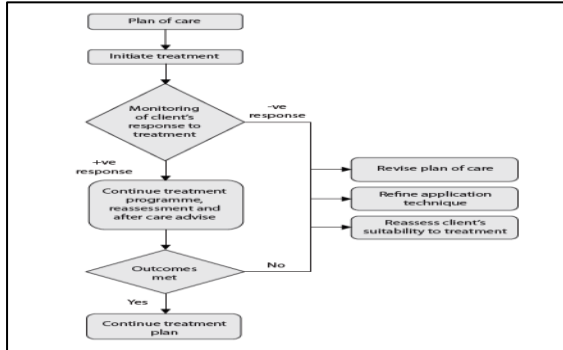


Figure 2.5 Process of Care: Treatment Phase (Good Practice Guideline on Reflexology, 2011)

This phase involves a continuous cycle of treatment, re-examination and treatment development that begins after the practitioner completes the treatment plan. Practitioners need to evaluate the suitability of the treatment plan and estimate the level of customer tolerance to treatment at the beginning. Introduce too many treatment methods at once causing difficulty in identifying techniques that have a positive or negative effect response to customers. So, the practitioner is advised to not introduce many methods at one time.

To evaluate any clinical changes the practitioner will check the customer at any time during the treatment. The re-examination is also intended to identify whether the client has a positive or side-effects response to the treatment provided. The focus for re-examination is to identify and measure changes in customer problems as well as to improve the functional level before the treatment is started. Ideally, during each treatment session, practitioners combine customer checks with developments or modifications to customer care or education techniques.

Process of Care: Discharge Phase

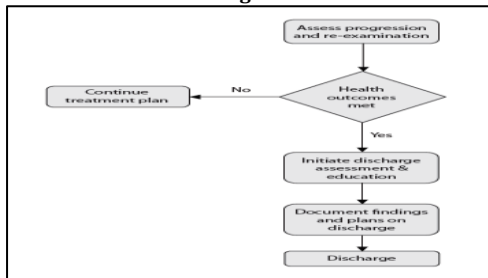


Figure 2.6 Process of Care: Discharge Phase (Good Practice Guideline on Reflexology, 2011)

The discharge phase involves shifting customers from practicing practitioners to other medical practitioners or to self-care.

- i. Practitioners need to get the customer's wishes related to the need to discard.
- ii. Customers are then informed about the continuation of treatment after discharge.
- iii. An appropriate initial discard plan is provided based on clinical findings.
- iv. Goals and discharge management discussed with the client and practitioner documenting the final discharge plan.
- v. Customers are equipped with education and preparations before discard.
- vi. Practitioners complete and document the check before discharge and determine whether the customer has achieved the identified functional result. The customer may be referred to another practitioner or health worker for proper follow-up treatment.
- vii. Advice clients should be given for personal care, health care and prevention of problems from recurring.

METHODOLOGY

Data was collected using semi-structured interviews with practitioners in Klang Valley. A case study will be used to illustrate the various ways qualitative research data may be recorded. Who, what and where questions can be explored through documents, archival analysis, surveys, and interviews. Case studies are one approach that supports deeper and more detailed investigation of the type that is normally necessary to answer how and why questions. Common features for case study including the use of multiple sources of data including interviews, observation, records, and documents that allowing a triangular of findings.

This research has been used multiple case study with embedded (type 4) as stated in Table 1 for focus practitioners in a different reflexology treatment center or Traditional Complementary and Medicine center that provide reflexology treatment. Multiple case study has been used for this research because it has different six reflexology center which the respondents are practitioners among reflexology treatment. This reflexology center or Traditional Complementary and Medicine center is located in Klang Valley. Single embedded has been used to determine practice analysis among practitioners. All respondents who are 14 practitioners have reflexology treatment skills from different reflexology centers are willing to participate in this research.

Table 1: Case Study Designs (Yazan, 2015; Rowley, 2000)

	Single Case Designs	Multiple Case Designs
Holistic (single unit of analysis)	Type 1	Type 3
Embedded (multiple units of analysis)	Type 2	Type 4

For the sampling design, the researcher will choose purposive sampling which is the type of non-probability sampling technique. This study is conducted using the interview method with six reflexology centers via purposive sampling. Purposive sampling is a means that the researcher used their own decisions about respondents to choose and picks those who best suit the purpose of the study. The purpose of this sampling also to focus on particular characteristics of the population that are of interest, which will best enable the respondent to answer the question that will be given.

Besides that, in this study, snowball sampling has been used. Snowball sampling is the most researchers use to conduct in observation research and in the community of studies. Snowball is a sampling to develop a research sample where existing study subjects recruit future subjects from among their acquaintances (Etikan, Alkassim & Abubakar, 2016). The selection of participants or sources of data to be used in a study, based on referrals from one source to another. For example, in the reflexology centers one, practitioners have identified and given an interview with respondent one. Then, respondent one

suggested respondent two who also therapist on reflexology treatment. Sampling sample had been using for six reflexology treatment center which is selected and willing to participate in this research. The data gathered from the interview are analyzed using Thematic Analysis (TA).

Data collection took place in May 2019. A smartphone was used to record the interviews and all interviews were fully transcribed verbatim. All participants were contacted through an email containing details of the research and make an appointment by telephone with the interview particulars. All participants chose to have the interviews carried out in their workplaces, where they felt more at ease in their surroundings and thus allowed them to speak more detail about their working experience and openly on the research topic. Each participant was given a similar set of questions relating to their experiences of working as practitioners and their process to become a therapist. The questions were mainly open-ended questions with a small number of closed questions relating to information such as age, educational level, training center and so on.

RESULTS

The results of this qualitative study are based on an interview of 6 reflexology center from Klang Valley. This reflexology center is selected based on the list of the company registered under the Ministry of Tourism, Art, and Culture (MOTAC).

In this research, three-item demographics have been established which are gender, race, education level, and training center. Gender has been coded as male which consist of 5 male and 9 females. The percentages of respondents by gender out of 14 respondents 35.7% of total respondents were male and the remaining 64.3% were female respondents who involve in this study. Female is the majority of respondents for this study. Most of the respondents in the Klang Valley area are Malay and Chinese was 5 respondents while the number of others is 4 respondents. The percentages of respondents by race out of 14 respondents 35.7% of total respondents were Malay, 35.7% of total respondents were Chinese and the remaining 28.6% were other respondents who involved in this study.

In this study, the education level has been used in the demographic section. The educational level of this study explained the highest level of education that a respondent has successfully completed. Successful completion of a level of education refers to the achievement of the learning objectives of that level, typically validated through the assessment of acquired knowledge, skills, and competencies. The educational level coded is Primary School, Secondary School, Post-Secondary School, and others. The educational level is 11 (78.6%) respondents Secondary School and 3 (21.4%) respondents Post-Secondary Education.

In good practice guidelines on reflexology for reflexologists practicing in Malaysia, the safety monitoring process can be evaluated by the process of care. This topic mainly focusses on the safety process that has been used by practitioners to treat clients. Safety process gained from exploring whether practitioners know about good practice guidelines on reflexology for reflexologists practicing in Malaysia, steps process of care that practitioners concerned and any precaution in clients handling in Klang Valley. The outcomes identified were categorized under a specific theme.

The first theme to emerge was acknowledged about the 'Good Practice Guideline on Reflexology for Reflexologist Practicing in Malaysia', which is practitioners concerned about the guideline. For example, some practitioners stated that "All practitioners work at Healthland must follow Good Practice Guideline on reflexology for reflexologist practicing in Malaysia" and others gained about this guideline about "We are followed step process of care on guideline reflexology". Some practitioners also mention "I never knew Good practice guideline on reflexology for reflexologists practicing in Malaysia. I only follow the procedure provided by this premise".

The second theme is to focus on the steps 'Process of Care' on reflexology treatment using by practitioners. For example, start with customers come, the respondent claimed that the treatment process will be done by following the wishes of the customer such as "process of treatment is start by customer come and choose a package of treatment. I will make customer satisfaction and fulfill their demand. During treatment, I will massage and explain every point on feet give impacts on health which is related to some parts of the body. After treatment, the customer will rest for a while and lastly, the customer will discharge". The same likes other participant mentions that "I only massage by following customers' demands and wishes. I did not ask any customers' history whether has a specific diagnosis. After the customer washes the feet with salt, I will start to massage them by feeling the vein on feet. During treatment, I will explain reflexology is a massage that focuses on the soles of the feet and hands that need a practitioner to know points that affect the health of the patient. I will make sure the customer feels comfortable and satisfied with my treatment.". Process of care generally practitioners explain how their treat customers start from customers choose the package of treatment until customer discharge. Some practitioners also mention that "Every new client, we will get information on patient health history to avoid any risk". These safety processes on reflexology treatment have different ways to treat the customer and it is depending on practitioners itself.

The third theme is about 'Precaution in Clients Handling'. Some practitioners mention that such as "Client who has any allergies or infection disease, we did not massage them to avoid any risk". Other practitioners also explain the precaution conduct during treatment, such as "our manager very concern about cleanness and personal hygiene. All equipment before and after use must be clean. We are very concerned about the overall cleanliness of the premises". Conversely, many other practitioners reflected on negative experiences. For example, "There also have several precautions that are practitioners take which is we did not accept any clients who have allergies, critical injuries or infection disease especially skin problem. This is because to reduce any risk and to avoid infectious to us. For those men customer, the practitioner's woman must open curtain 10% to avoid negative things happens.". Lastly, some practitioners mention about reflexology treatment using a wooden stick. For example, "Here, we focus on traditional massage that is massage by hand and not using a wooden stick. In my opinion, massage using wooden sticks is dangerous and practitioners cannot feel the veins of those who have problems. It only hurts patients and gives a wound to the tissue on the feet.". All of these themes reflect practitioners' using the process of care during treatment.

Good practice guideline on reflexology for reflexologist practicing in Malaysia

Most of the participants acknowledge that they know about the Good Practice Guideline on reflexology for reflexologists practicing in Malaysia. Some participants claimed that using this good practice guideline

During studies in the field of management college at Delta, I learn the guideline on massage for therapists practicing. In Healthland also I learn the Good Practice Guideline on reflexology for reflexologists practicing in Malaysia. Here, we are practicing this guideline. (Participant 2)

At Ampang's point too, I learned Good practice guidelines on reflexology for reflexologists practicing in Malaysia. (Participant 10)

However, two participants recall that they know about the Good Practice Guideline on reflexology for reflexologists practicing in Malaysia but they did not use this practice. One participant recalls how she was working, her lifestyle meant it depends on therapies to use any skills of massage.

I know about Good practice guidelines on reflexology for reflexologists practicing in Malaysia but here, we don't use this practice. It depends on therapies to use any skills of massage. (Participant 5)

Manjakaki did not use Good practice guidelines on reflexology for reflexologists practicing in Malaysia and I also did not follow step manjakaki. I massage like studying in Taiwan. Manjakaki focuses much on the muscle and I focus on the point. (Participant 6)

However, few participants spoke about they did not follow any guideline, they just follow the procedures have been fixed by this company.

I never knew Good practice guidelines on reflexology for reflexologists practicing in Malaysia. I only follow the procedure provided by this premise. (Participant 13)

Here, we do not use Good practice guidelines on reflexology for reflexologists practicing in Malaysia. We just follow the procedures have been fixed by this company. (Participant 12)

Step process of care

Based on the Good Practice Guideline on Reflexology for practicing in Malaysia, the 'Safety Monitoring Process' can be evaluated by the process of care. There are four processes of care in a guideline on reflexology treatment must practitioner concerned which is an evaluative phase, treatment planning phase, treatment phase, and discharge phase. All participants have their own techniques and depend on their company procedures. One participant has shown that the process of care by evaluating the process, treatment planning process, treatment process, and discharge process.

Here, every customer comes, the therapist will ask customers some questions like if customers have been massaged before? How old are you? What kind of pain? Do you have diabetes? After that, I will choose which type of massage is suitable for customers. There are two methods of reflexology which is Rwo Shur method and Ingham method. I have both certificates for reflexology. Rwo Shur method uses a wooden stick and I learn at International Training. The wooden stick also has a certificate from International Training. This wood works when some of their veins are deep and their skin is rough like on the feet. This wood will make it easier for me to find the veins. Before starting the treatment, the customer will wash the feet with salt and then, I will massage them. After the treatment, the customer will wait for a while and discharge. Most of the customers here are Malays. For regular customers usually, they will ask the same practitioner to massage. The customer will take my number phone to book the next treatment. Here, we really care about customer satisfaction. If there is a new employee who makes the customer uncomfortable or sick, the senior practitioner will take over their duties. We will make the customer feel comfortable and make them want to massage here again. If have any customer with a specific diagnosis, we did not accept it because to reduce any risk and avoid infectious to us. (Participant 5)

However, the majority of participants highlighted that the process of care treatment depends on customer demand and wishes. They mention the process of treatment is to follow customers' choice has been chosen on the package.

I only follow the procedure provided by this premise. In the beginning, we will introduce a foot massage package to customers. I did not ask any customers' history whether has a specific diagnosis. I just follow their choice has been chosen on the package. For customers that have diabetes or pregnancy, the massage concept is still the same as others but only the pressure is applied reduced. Slow massage can avoid any risk and reduce stress. After the customer washes the feet with salt, I will start massaging them. The ways I attract customers by serving customers well and fulfill customer requests. I will try to communicate with customers by sharing my experience in massage. I show them how I learn at Manjakaki. During the treatment, I would attract their attention on reflexology by telling each point on the feet are related to the whole body. To ensure that customer always comes here, the customer will be given a membership card and voucher. After that, the guest will be rested and given a drink. Finally, the customer will be leaving the premises. (Participant 14)

She added that she did not take customers' background. Customers' history is important to decide if the customer has a particular diagnosis. If the client has diagnosed, the practitioner will more focus on information about the client's current condition and then there will include a history question related to the current condition.

I did not know about Good practice guidelines on reflexology for reflexologists practicing in Malaysia. Aura Kencana has its own guidelines on reflexology. Based on experience, every customer came here, we did not take their background. If they have any illness, they will inform us. I've got an allergic customer with oil. Because of that, the company will be responsible for the customer by taking care of it. Most of the allergic customers will tell the practitioner to massage them without oil. Usually, the customer will call us to make an appointment before coming to do a treatment. We also have customers walk in to get the treatment. We are following the wishes of the customer and satisfying the customer as best we can. During the treatment, I will explain every point on the feet is related to some parts of the body during the treatment. If customers feel hurt at that point, it's mean that there is some problem with their body. (Participant 3)

Another participant also did not take any information on customer health whether the customer has a specific diagnosis. My experience in massage is still new and less than a year. I am still in the process of learning in the field of massage. But based on experience working here, the process of treatment is started by customers come and choose a package of treatment. I will make customer satisfaction and fulfill their demand. We did not take any information on customer health whether the customer has a specific diagnosis. The customer will inform us if has allergic or any disease. During treatment, I will massage and explain every point on feet give impacts on health which is related to some parts of the body. After treatment, the customer will rest for a while and lastly, the customer will discharge. (Participant 4)

Precaution in client handling

Precaution in client handling care should be taken when applying treatments to the clients with some conditions like pregnancy, cardiovascular disorder, diabetes, HIV infection and so on. One of the participants mention that participant will get some background information on the customers that related to health and the way of massage is different.

Every new visitor coming, we will get some background information on the customers. For example, is customers have diabetes? Every way a foot massage for each patient is different depending on their health. If the customer has diabetes, the practitioners cannot massage too hard to avoid any risk of the patient's health. (Participant 10)

Most of the participants described that customers who have any infectious disease or allergies should not have any treatment of massage because to avoid any risk.

There also have several precautions that are practitioners take which is we did not accept any clients who have allergies, critical injuries or infectious disease especially skin problems. This is because to reduce any risk and to avoid infectious to us. For those men customers, the practitioner's woman must open curtain 10% to avoid negative things happens. (Participant 2)

Participant 5 also added she did not accept any customer who has serious illness or disease to avoid any infection to them.

Here, every customer comes, the therapist will ask customers some questions like if customers have been massaged before? How old are you? What kind of pain? Do you have diabetes? For those who have serious illness or disease, we did not accept for massage. It is because of to reduce any risk and avoid infectious to us. (Participant 5)

Furthermore, one participant mentions that customer who has pregnant or diabetes should not get this treatment and also mentions reflexology are suitable for customers who do not have serious health problems.

Every customer who comes for the first time will be picked up in the background related to the health problem of the customer. Then, the physical examination should be taken and recorded. After that, the practitioner will ensure that the patient's request and the treatment provided did not have any problems. Customers who have pregnant or diabetes should not get this treatment. Reflexology is suitable for customers who do not have serious health problems. (Participant 9)

Another participant acknowledges that he can identify the customers' illness based on his experience. He explained that customers who have any disease should not have any treatment of massage because they cannot endure pain when massage.

My experience will teach me to identify the patient's illness. I did not take the patients' background because I saw them, I knew they were sick. Like a few minutes ago, there was a client asking me to massage the hands but I refused. Her hands were swollen and I massage her before. He cannot endure pain when massaging because he has a disease. So, customers who have any disease should not have any treatment of massage because they cannot endure pain when massage. (Participant 6)

DISCUSSION

An exploratory qualitative approach was used because there is no previous study had been conducted in this area. The finding of this study is based on the interpretation and analysis of data obtained through the process of semi-structured interviews.

Good practice guideline on reflexology for reflexologist practicing in Malaysia

Good practice guideline on reflexology for reflexologists practicing in Malaysia (2011) was developed under the Traditional and Complementary Medicine Division in the Ministry of Health Malaysia. This practice guideline is planned to support practitioners in their practice of group reflexologists. The guideline is intended for reflexologists involved in administering the therapy, especially therapeutic purposes. It is proposed to be a relevant, flexible, accessible and practical report that respects practitioners and the procedure setting of their work (Bernard, Burlingame, Flores, Greene, Joyce, Kobos and Feirman, 2008). Furthermore, the guideline also intended to help those who depend on mental health services in encouraging effective treatment and assessing the quality of treatment services.

Step process of care

The process of treatment is important to solve the individualized problem because its creation of useful goal and procedure steps will easily follow. A therapist must be patient, empathetic, and understanding during the treatment process. Quality of care described everything about the organization of care, structure, the process of care treatment provided and high patient-level health care outcomes (Kilbourne et al., 2018; Kilbourne et al., 2010; Donabedian, 2005). Rushing to finish some treatment will probably make unsatisfaction customers in treatment. When a therapist uses their training and personal skills, they can create a collaborative environment. This collaboration can enhance the customer's motivation to look at the benefit of reflexology treatment by using the step process of care.

Precaution in client handling

Precaution in client handling measures the standard of cleanliness to be applied to all contact with blood and body liquids from any patients or for diagnosis or infection status. The therapist should apply the precaution in clients handling at each encounter with a patient or clients and consider every person, patient or staff as potentially infectious or susceptible to infection (Angaw, Gezie, & Dachew, 2019). According to Good practice guidelines on reflexology for reflexologists practicing in Malaysia (2011), precautions also should be taken when applying treatment to clients with the type of conditions such as pregnancy, cardiovascular disorder, diabetes, osteoporosis and so on.

CONCLUSION

In conclusion, practice analysis of the safety care process of practitioners toward reflexology is very important to avoid any risk. This safety process during treatment proves by using the guideline on reflexology for reflexologist practicing, procedure process of care and precaution in client handling. The finding indicates that the participants have used the process of care in Good Practice Guidelines on reflexology for reflexologists practicing in Malaysia. The participants have explained and acknowledged the four processes of treatment in the Good Practices Guideline which are 1) the evaluative phase; 2) treatment planning phase; 3) treatment phase; 4) discharge phase. This research has some limitations pertaining to the practitioners' characteristics and proficiency level in the reflexologist position. Although reflexology treatment is a huge topic to be discussed, hence focusing on certain things is good in providing a better understanding of this phenomenon. However, this research needs to find a lot of journal and reading materials as the references nature of self-reporting. Sometimes the facts are conflicting with other sources and it is needed to refer to other sources of evidence. Besides that, to improve the quality of reflexologists' services, it possible reflexologists integrated into hospitals which means close and direct link to diabetes, orthopedics, and pregnancy therapy department because it helps to learn more about the precaution in client handling and the true procedure to massage them. This will make the services more effective and increase the perception that the profession is equal to other health professions. The manager in charge should make sure all therapist personnel are well trained and use proven technologies and working methods based on the best available evidence

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