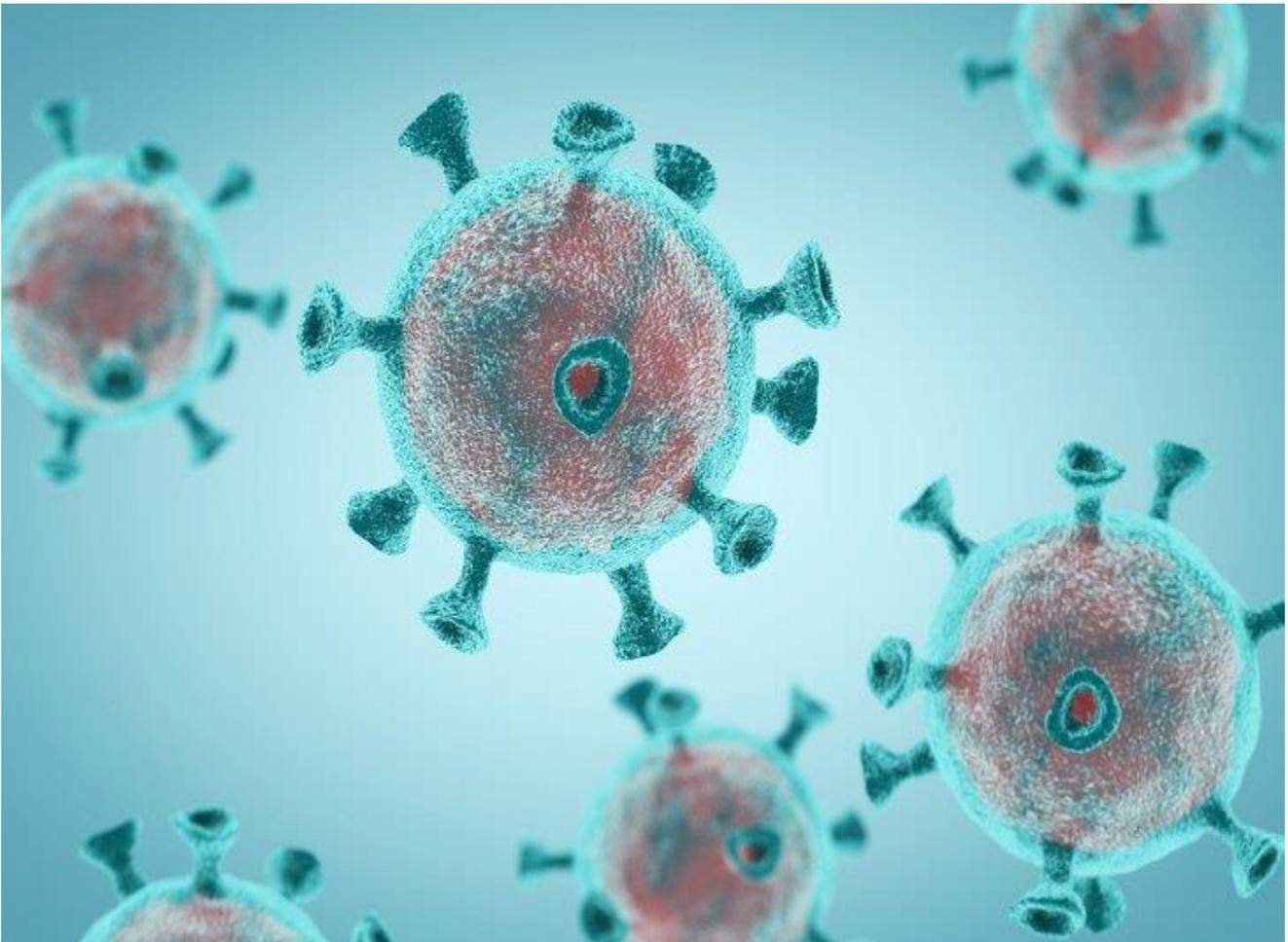


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# COVID-19 Impact on ABC Stakeholders



MAY 1, 2020

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Stephen Fletcher, CPO, LPO  
Molly Maguire  
ABC Clinical Resources



AMERICAN BOARD  
FOR CERTIFICATION

ORTHOTICS • PROSTHETICS • PEDORTHICS

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## INTRODUCTION

The American Board for Certification in Orthotics, Prosthetics and Pedorthics (ABC) serves a critical role in the profession. It establishes the standards by which certified individuals and accredited practices provide care to patients in need of orthotic, prosthetic or pedorthic services. Because it is the largest credentialing organization in the profession, ABC has access to a broad group of professionals and practices.

In March of 2020, the ABC board of directors recognized that the COVID-19 Public Health Emergency (PHE) would have a significant impact on all ABC credential holders. As state and local stay-at-home orders began to proliferate across the country, awareness increased on the possible negative effects this outbreak would have on practices and individuals in the profession.

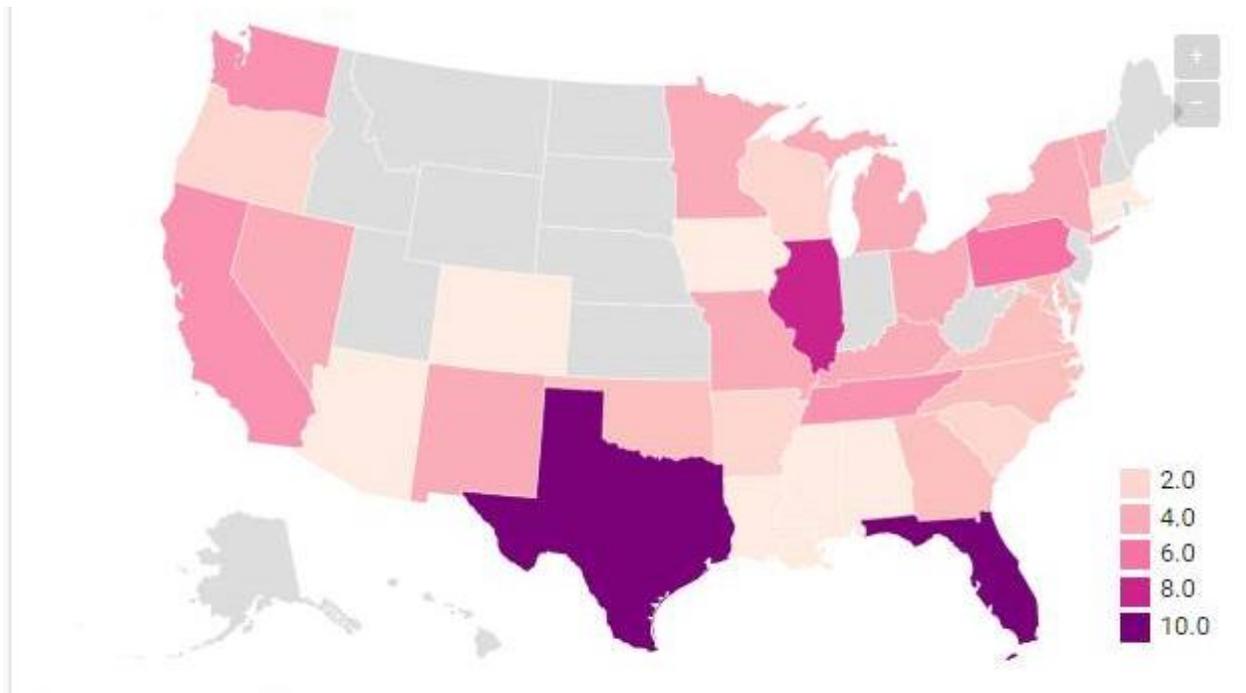
The board of directors requested ABC staff create a survey to gauge the impact of the COVID-19 PHE on ABC stakeholders. It was determined that the survey should have two distinct “paths” based on how the survey respondent classified themselves. The initial question asked the respondent to choose Employee (Path 1) or Owner/Practice Manager (Path 2). All respondents were then directed to the relevant section of the survey. There were questions asked on both pathways, as well as questions unique to each pathway.

The main goal of the survey was to gauge the current impact of COVID-19 during the height of the crisis. The focus of the survey questions was aimed at identifying employment and patient volume impacts as well as the perceived financial impact on practices.

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## EXECUTIVE SUMMARY

**Recipients** To determine which entities should be surveyed, current leaders in the profession were identified. The boards of these sister organizations were included: the American Academy of Orthotists & Prosthetists, the American Orthotic & Prosthetic Association, the National Commission on Orthotic and Prosthetic Education, the National Association for the Advancement of Orthotics and Prosthetics, and ABC's own board were all sent the survey. The list of survey recipients was supplemented with additional ABC committee members and other volunteers, in order to increase geographic, practice setting and credential-type diversity.



*Shading indicates the number of recipients per state*

**Instrument** Survey Monkey was utilized for this project. In total, 104 individuals were sent the survey. The overall return rate was 63%. The return rate was derived by taking the number of completed surveys and dividing by the number of successfully delivered emails.

**Respondents** The breakdown of respondent types was: 32% answered as Employees (Path 1) and 62% answered as Owners/Practice Managers (Path 2).

**Impacts on Employees** When Path 1 respondents were asked if the PHE has reduced the number of patients they see in their practice per day, 100% answered yes. More than half said that their number of patients per day has reduced by more than 50%. Over 60% of the Path 1 respondents stated that their work hours have been reduced as a result of the PHE.

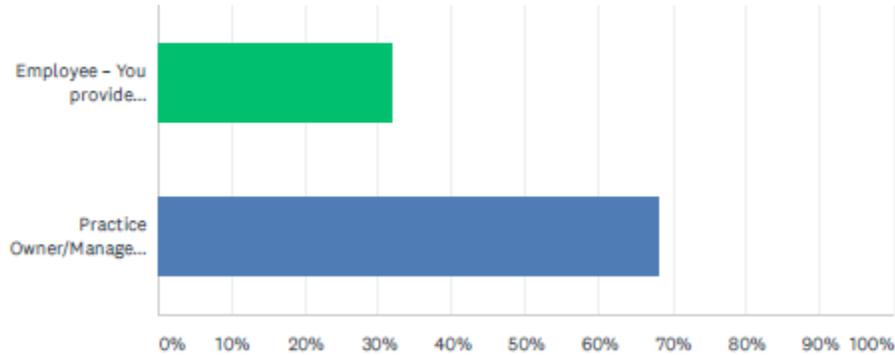
**Impacts on Owner/Managers** For Path 2 respondents, 96% said their patient volume per day has decreased. Over 60% stated that their patient volume has decreased by more than 50% and 12% stated they are currently not seeing any patients. Close to half of Path 2 respondents said the size of their staff, including residents, has been reduced during the PHE. When asked to describe the financial impact on their practices, 35% answered the impact was Moderate, 31% said the impact is High and 25% of the respondents answered that the anticipated impact was Severe. Only 6% thought there would be no impact on their anticipated revenue.

**Conclusions** The COVID-19 PHE has clearly had a significant impact on ABC credential holders. The considerable reduction in patient volume itself represents an impending reduction in revenue for almost all practices. Additional data, described later in the report, also indicates effects on staffing and employment. Both the reduction in work hours noted above, as well as the downward trends shown in the number of full-time employees reported before the PHE compared to at the time of the survey, demonstrate significant, negative impacts of the pandemic.

The survey was intended to take the pulse of the profession at the height of the PHE. These results are not intended to identify the long-term impacts of the PHE on practices and individuals in the profession.

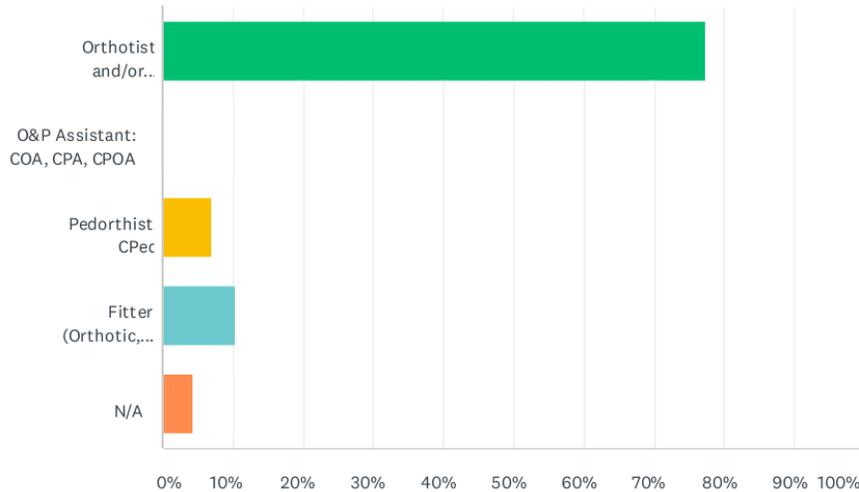
# RESULTS

## Q1 What is your role in the organization



ANSWER CHOICES	RESPONSES
Employee – You provide clinical care but have no responsibility for the business operations	31.82% 21
Practice Owner/Manager – You have primary responsibility for business operations, and may or may not provide clinical care.	68.18% 45
<b>TOTAL</b>	<b>66</b>

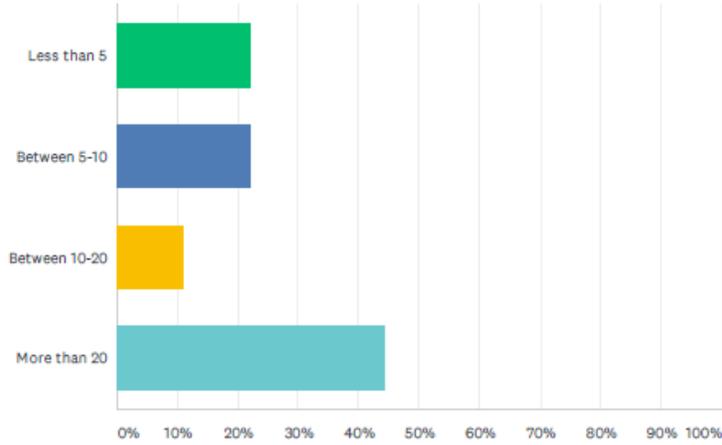
## Q2 Which ABC credentials do you hold? (Choose all that apply.)



ANSWER CHOICES	RESPONSES
Orthotist and/or Prosthetist: CP, CO, CPO	77.27% 51
O&P Assistant: COA, CPA, CPOA	0.00% 0
Pedorthist: CPed	7.57% 5
Fitter (Orthotic, Mastectomy or Therapeutic Shoe): CFo, CFm, CFts	10.06% 7
N/A	4.00% 3
<b>Total Respondents: 66</b>	

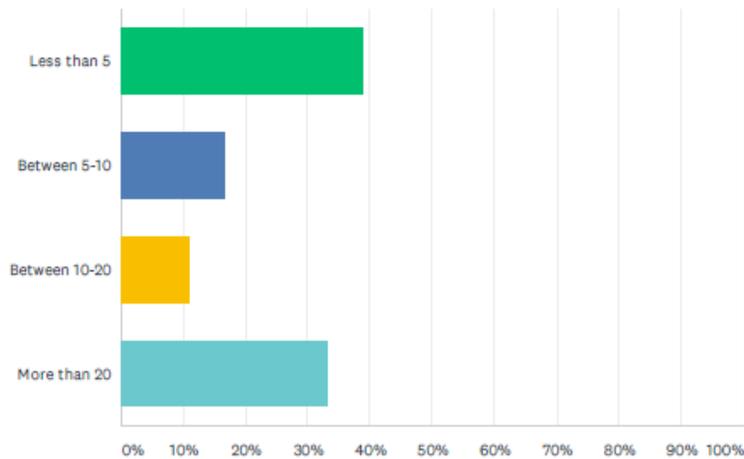
## PATH 1

**Q3 How many total full-time employees worked in your facility prior to the COVID-19 outbreak?**



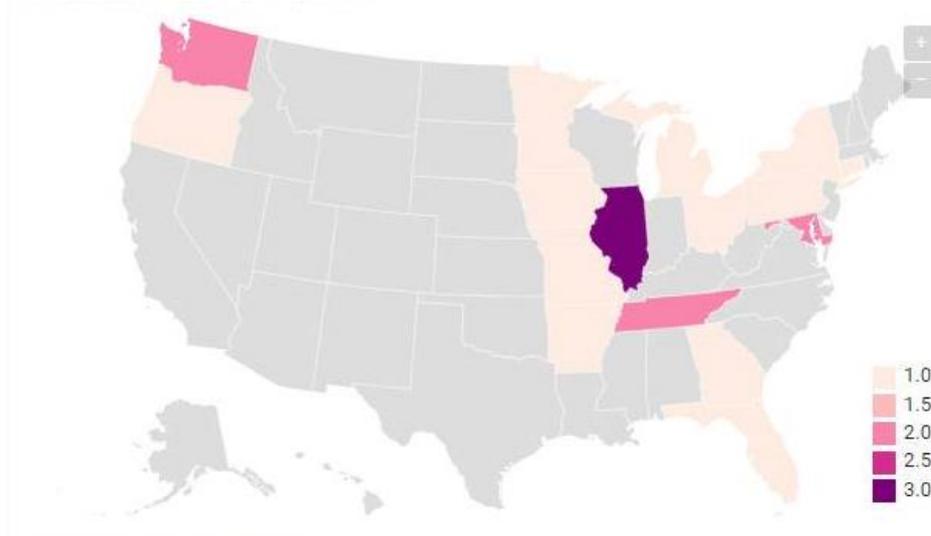
ANSWER CHOICES	RESPONSES
Less than 5	22.22% 4
Between 5-10	22.22% 4
Between 10-20	11.11% 2
More than 20	44.44% 8
Total Respondents: 18	

**Q4 How many total full-time employees work in your facility today?**

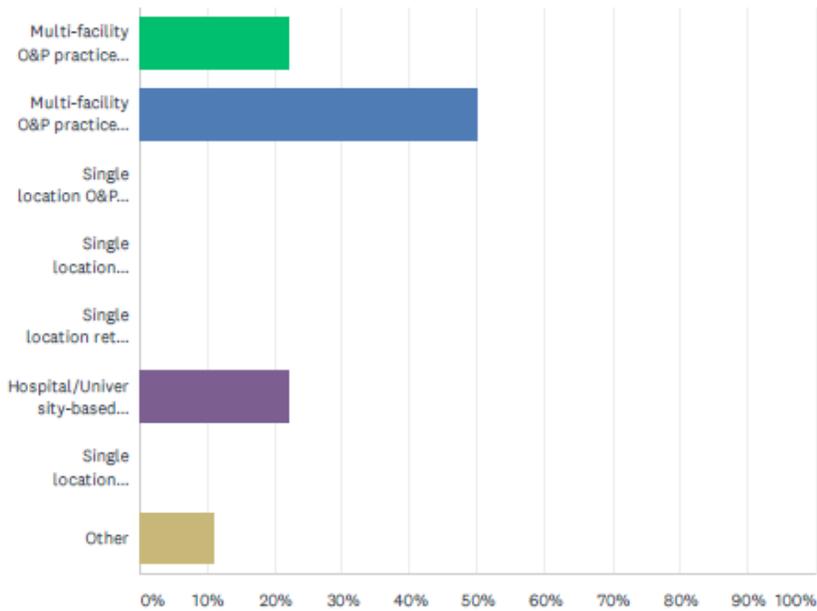


ANSWER CHOICES	RESPONSES
Less than 5	38.89% 7
Between 5-10	16.67% 3
Between 10-20	11.11% 2
More than 20	33.33% 6
Total Respondents: 18	

**Q5 In which state do you practice?**

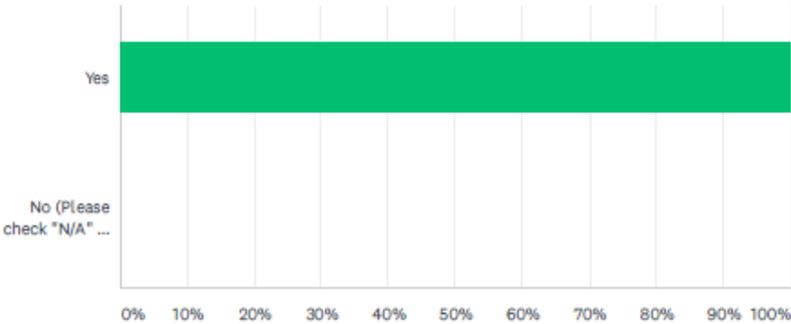


**Q6 Which of the following best describes your practice setting?**



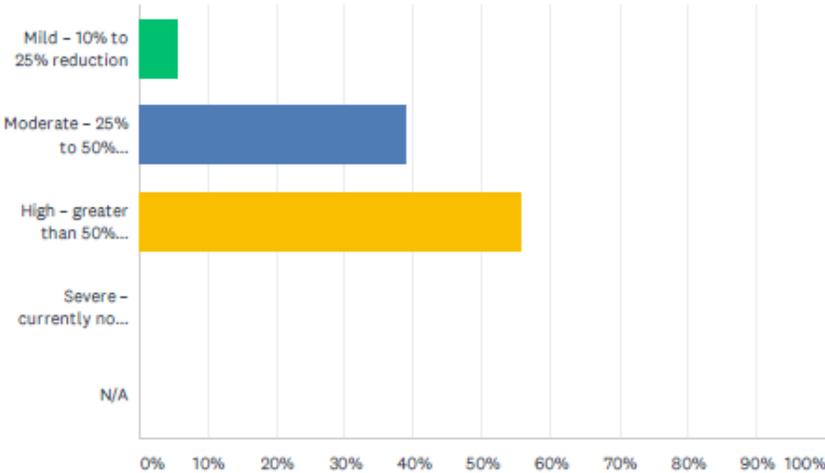
ANSWER CHOICES	RESPONSES	
Multi-facility O&P practice, publicly owned	22.22%	4
Multi-facility O&P practice, privately owned	50.00%	9
Single location O&P practice, privately owned	0.00%	0
Single location pedorthic practice, privately owned	0.00%	0
Single location retail pedorthic setting	0.00%	0
Hospital/University-based practice	22.22%	4
Single location mastectomy practice	0.00%	0
Other	11.11%	2
Total Respondents: 18		

**Q7 Has COVID-19 reduced the number of patients you see in your practice per day?**



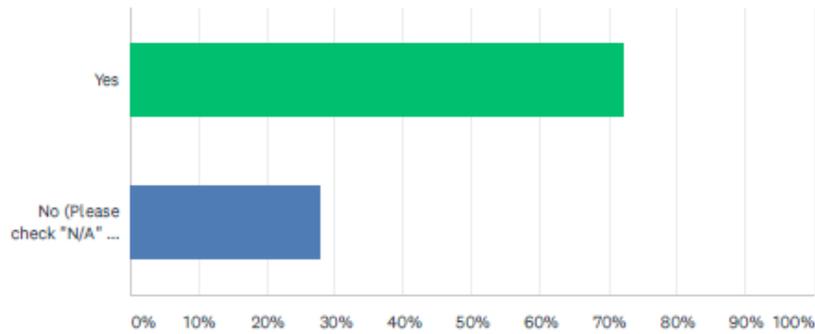
ANSWER CHOICES	RESPONSES	
Yes	100.00%	18
No (Please check "N/A" for the next question)	0.00%	0
<b>TOTAL</b>		<b>18</b>

**Q8 If you answered Yes to #7, what has been the impact on the number of patients seen per day?**



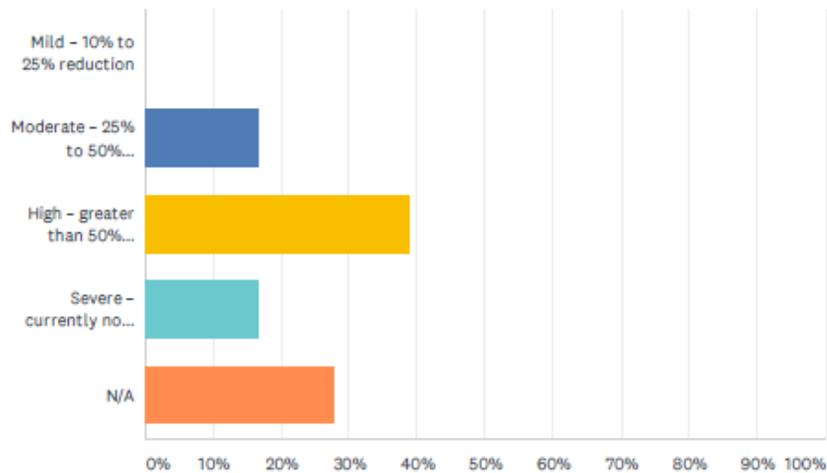
ANSWER CHOICES	RESPONSES	
Mild – 10% to 25% reduction	5.56%	1
Moderate – 25% to 50% reduction	38.89%	7
High – greater than 50% reduction	55.56%	10
Severe – currently not seeing any patients in our practice	0.00%	0
N/A	0.00%	0
<b>TOTAL</b>		<b>18</b>

### Q9 Has COVID-19 reduced your hospital/nursing home visits?



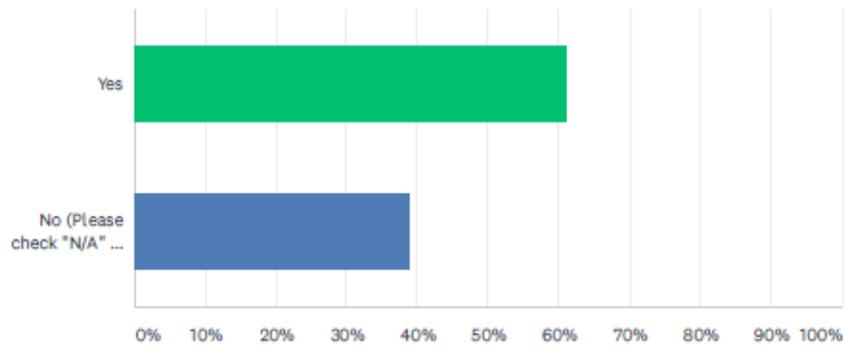
ANSWER CHOICES	RESPONSES	
Yes	72.22%	13
No (Please check "N/A" for the next question)	27.78%	5
<b>TOTAL</b>		<b>18</b>

### Q10 If you answered Yes to #9, what has been the impact to your hospital/nursing home visits?



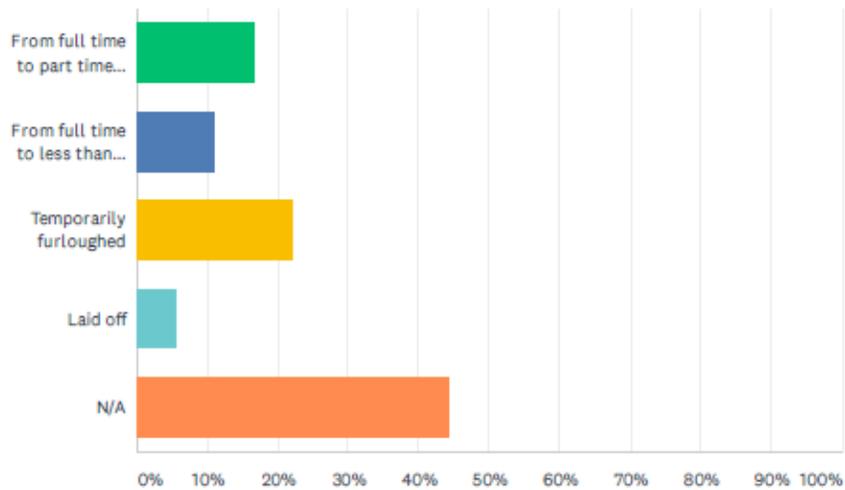
ANSWER CHOICES	RESPONSES	
Mild – 10% to 25% reduction	0.00%	0
Moderate – 25% to 50% reduction	16.67%	3
High – greater than 50% reduction	38.89%	7
Severe – currently not seeing any patients in our practice	16.67%	3
N/A	27.78%	5
<b>TOTAL</b>		<b>18</b>

### Q11 Have your work hours been reduced as a direct result of COVID-19?



ANSWER CHOICES	RESPONSES	
Yes	61.11%	11
No (Please check "N/A" for the next question)	38.89%	7
<b>TOTAL</b>		<b>18</b>

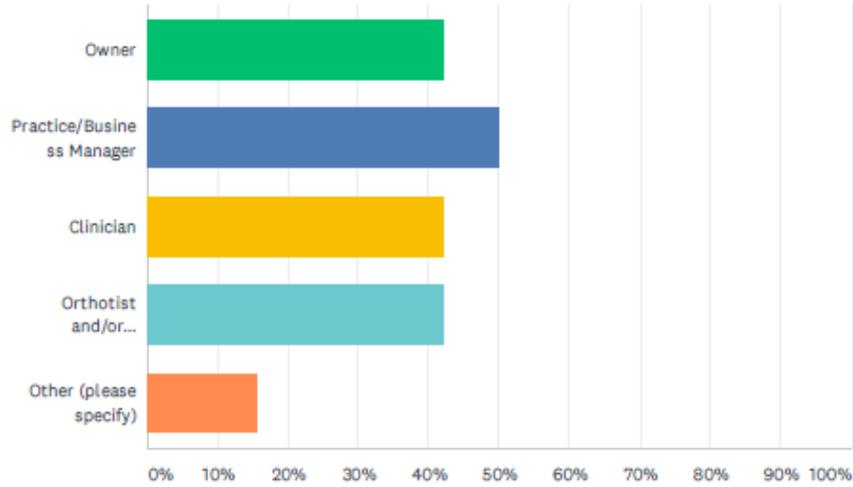
### Q12 If you answered Yes to #11, what has been the impact?



ANSWER CHOICES	RESPONSES	
From full time to part time (three days per week)	16.67%	3
From full time to less than part time (less than three days per week)	11.11%	2
Temporarily furloughed	22.22%	4
Laid off	5.56%	1
N/A	44.44%	8
<b>TOTAL</b>		<b>18</b>

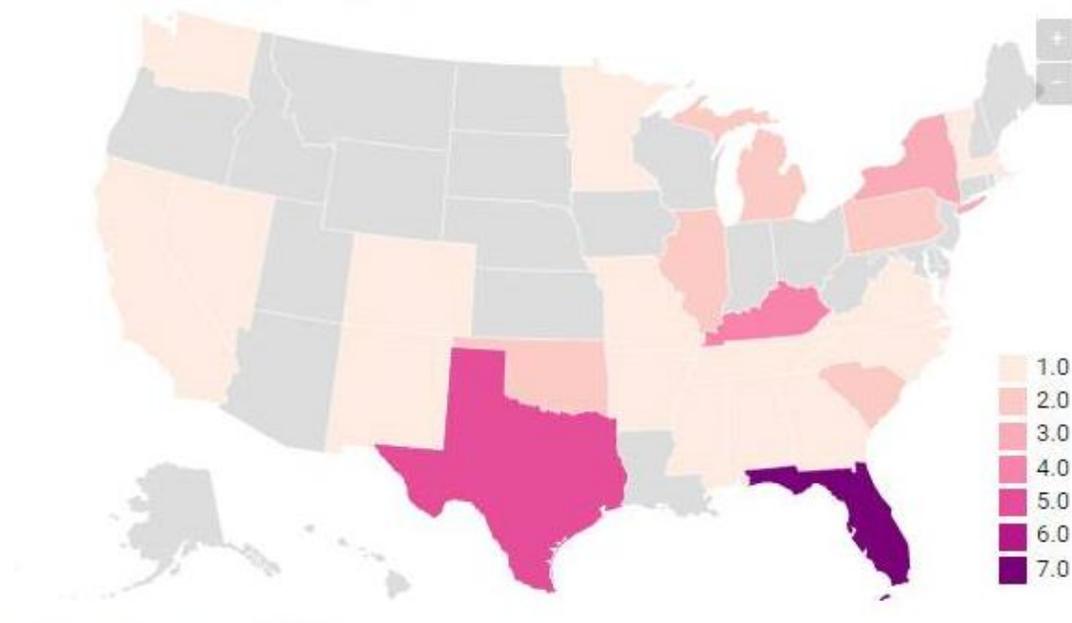
## PATH 2

**Q13 Which of the following best describes your role in the practice?**

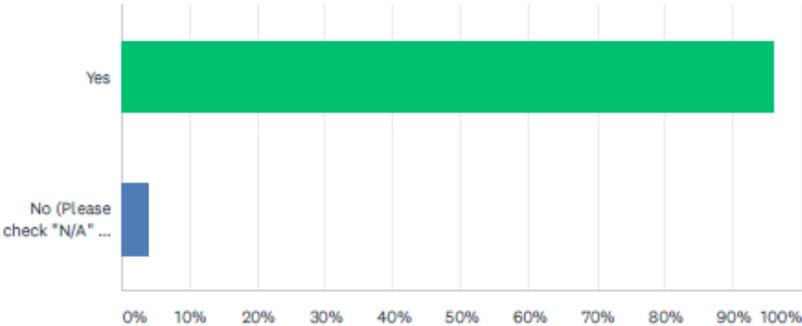


ANSWER CHOICES	RESPONSES	
Owner	42.31%	22
Practice/Business Manager	50.00%	26
Clinician	42.31%	22
Orthotist and/or Prosthetist	42.31%	22
Other (please specify)	15.38%	8
Total Respondents: 52		

**Q14 In which state do you practice?**

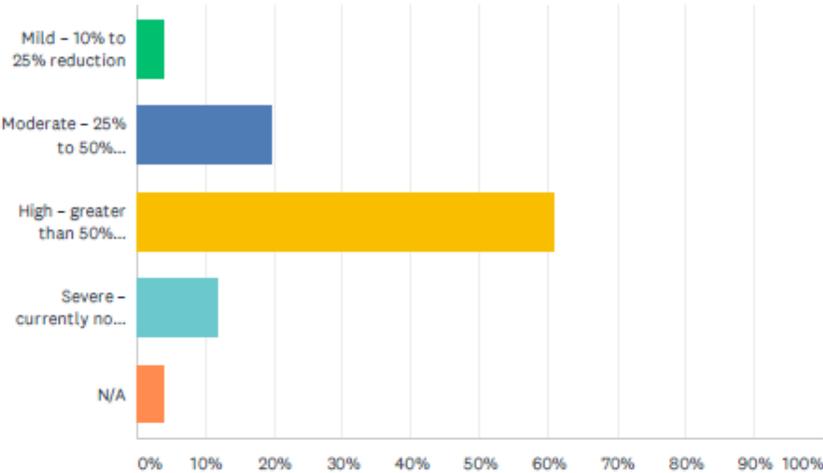


**Q15 Has COVID-19 reduced the number of patients you see in your practice per day?**



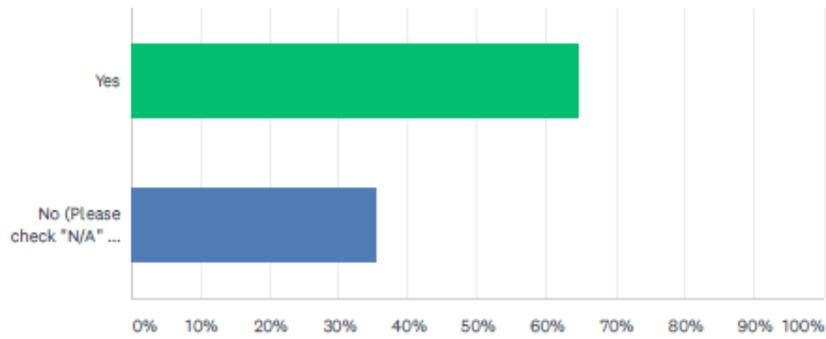
ANSWER CHOICES	RESPONSES	
Yes	96.08%	49
No (Please check "N/A" for the next question)	3.92%	2
<b>TOTAL</b>		<b>51</b>

**Q16 If you answered Yes to #15, what has been the impact on the number of patients seen per day?**



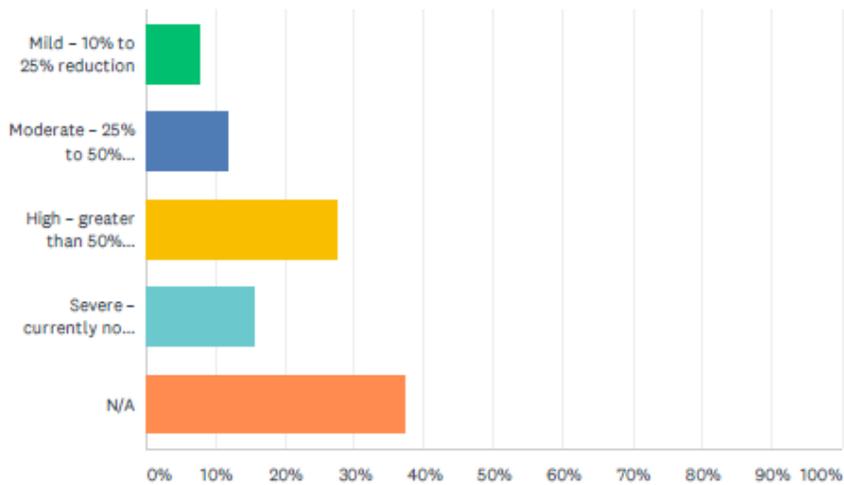
ANSWER CHOICES	RESPONSES	
Mild – 10% to 25% reduction	3.92%	2
Moderate – 25% to 50% reduction	19.61%	10
High – greater than 50% reduction	60.78%	31
Severe – currently not seeing any patients in our practice	11.76%	6
N/A	3.92%	2
<b>TOTAL</b>		<b>51</b>

### Q17 Has COVID-19 reduced your hospital/nursing home visits?



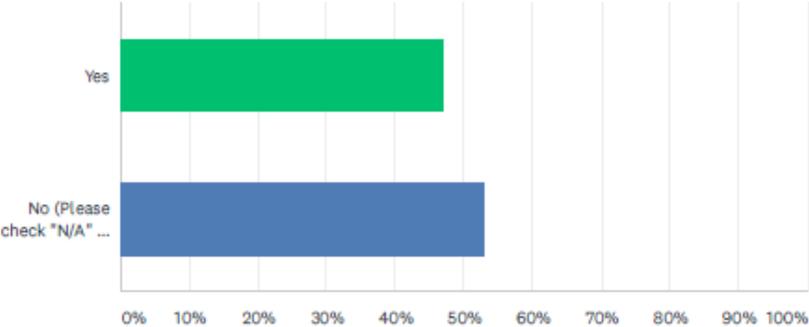
ANSWER CHOICES	RESPONSES
Yes	64.71% 33
No (Please check "N/A" for the next question)	35.29% 18
<b>TOTAL</b>	<b>51</b>

### Q18 If you answered Yes to #17, what has been the impact to your hospital/nursing home visits?



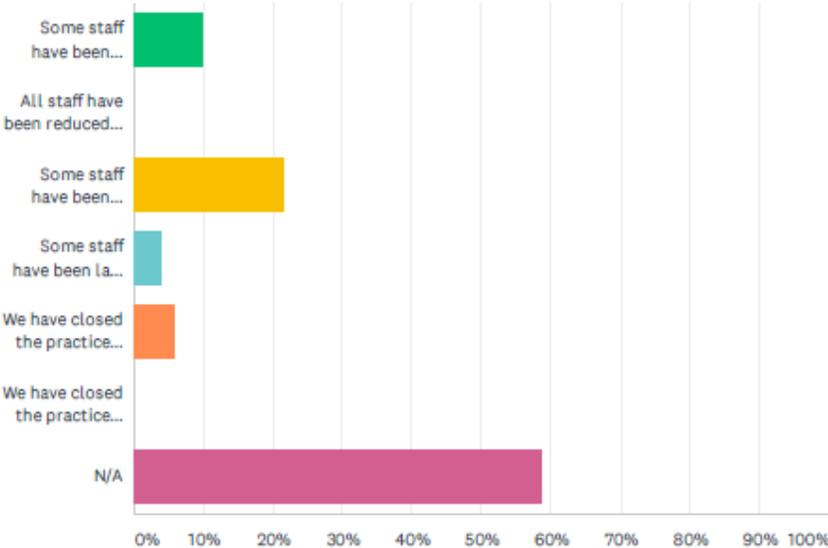
ANSWER CHOICES	RESPONSES
Mild – 10% to 25% reduction	7.84% 4
Moderate – 25% to 50% reduction	11.76% 6
High – greater than 50% reduction	27.45% 14
Severe – currently not seeing any patients in hospital/nursing home visits	15.69% 8
N/A	37.25% 19
<b>TOTAL</b>	<b>51</b>

**Q19 Has the size of your staff, including residents, been reduced as a direct result of COVID-19?**



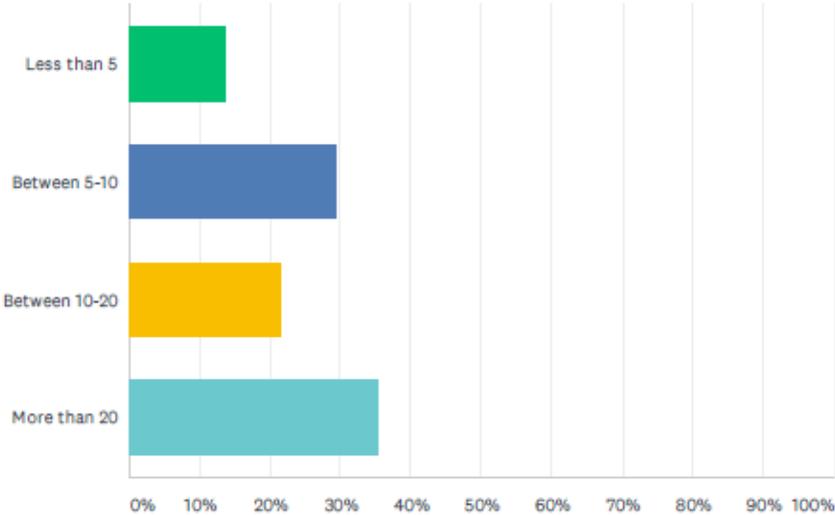
ANSWER CHOICES	RESPONSES
Yes	47.06% 24
No (Please check "N/A" for the next question)	52.94% 27
<b>TOTAL</b>	<b>51</b>

**Q20 If you answered Yes to #19, what type of reduction?**



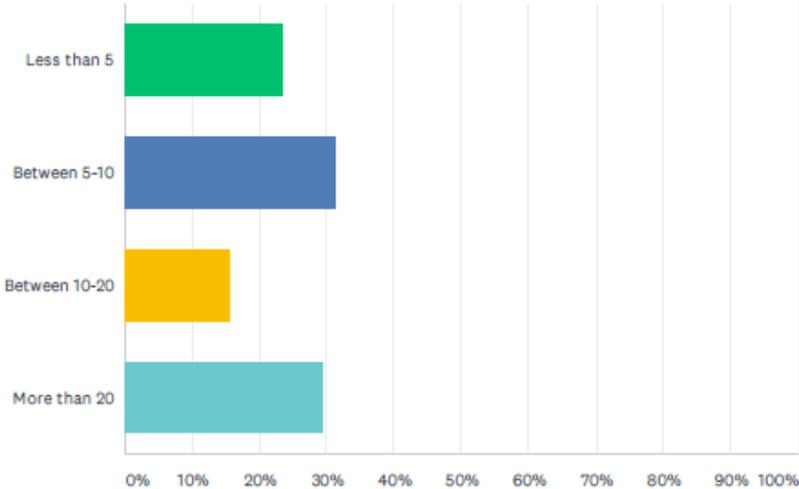
ANSWER CHOICES	RESPONSES
Some staff have been reduced from full-time to part-time (three days per week)	9.80% 5
All staff have been reduced from full-time to part-time	0.00% 0
Some staff have been temporarily furloughed	21.57% 11
Some staff have been laid off	3.92% 2
We have closed the practice but anticipate reopening when the emergency is over.	5.88% 3
We have closed the practice and do not anticipate reopening.	0.00% 0
N/A	58.82% 30
<b>TOTAL</b>	<b>51</b>

**Q21 How many full-time employees did your practice employ prior to the outbreak?**



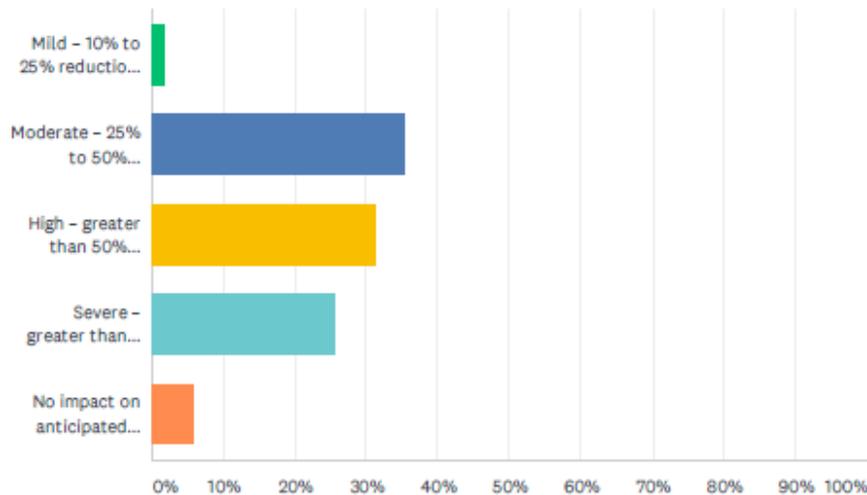
ANSWER CHOICES	RESPONSES	
Less than 5	13.73%	7
Between 5-10	29.41%	15
Between 10-20	21.57%	11
More than 20	35.29%	18
Total Respondents: 51		

**Q22 How many full-time employees does your practice have today?**



ANSWER CHOICES	RESPONSES	
Less than 5	23.53%	12
Between 5-10	31.37%	16
Between 10-20	15.69%	8
More than 20	29.41%	15
Total Respondents: 51		

**Q23 Which of the following best describes the financial impact on your practice, to date, from the COVID-19 outbreak?**



ANSWER CHOICES	RESPONSES	
Mild – 10% to 25% reduction in anticipated revenue	1.96%	1
Moderate – 25% to 50% reduction in anticipated revenue	35.29%	18
High – greater than 50% reduction in anticipated revenue	31.37%	16
Severe – greater than 50% reduction in anticipated revenue	25.49%	13
No impact on anticipated revenue	5.88%	3
<b>TOTAL</b>		<b>51</b>

**NEXT STEPS**

The goal of this initial survey was to gather data from ABC stakeholders during the peak of the PHE. The ABC board of directors plans at least one additional survey to seek information from the profession about the recovery from the national shut-down and the long-term impacts on professionals and practices. The timing of any subsequent survey(s) will depend on when hospitals and businesses are open and fully operational. It is anticipated that the next survey will be sent out late summer or early fall.