



# REAL-LIFE EXPERIENCES

## Managing through COVID-19

# HOST



## Jerry Henderson PT

Founder and Vice President of Clinical Strategy  
Clinicient, Inc.

Jerry is the founder of Clinicient, and serves as “the voice of the therapist” in all company undertakings. He has deep roots in physical therapy, and brings an immense amount of industry thought leadership to the company’s therapist-facing activities.

Prior to Clinicient, he started three successful private practices and one of the first physical therapy specific EMRs. He has had extensive clinical experience in a variety of settings. He speaks regularly at industry conferences, and is published frequently in professional journals.

✉ [jhenderson@clinicient.com](mailto:jhenderson@clinicient.com)

🐦 [@HendersonPDX](https://twitter.com/HendersonPDX)

# SOME HOUSEKEEPING

## Using GoToWebinar®

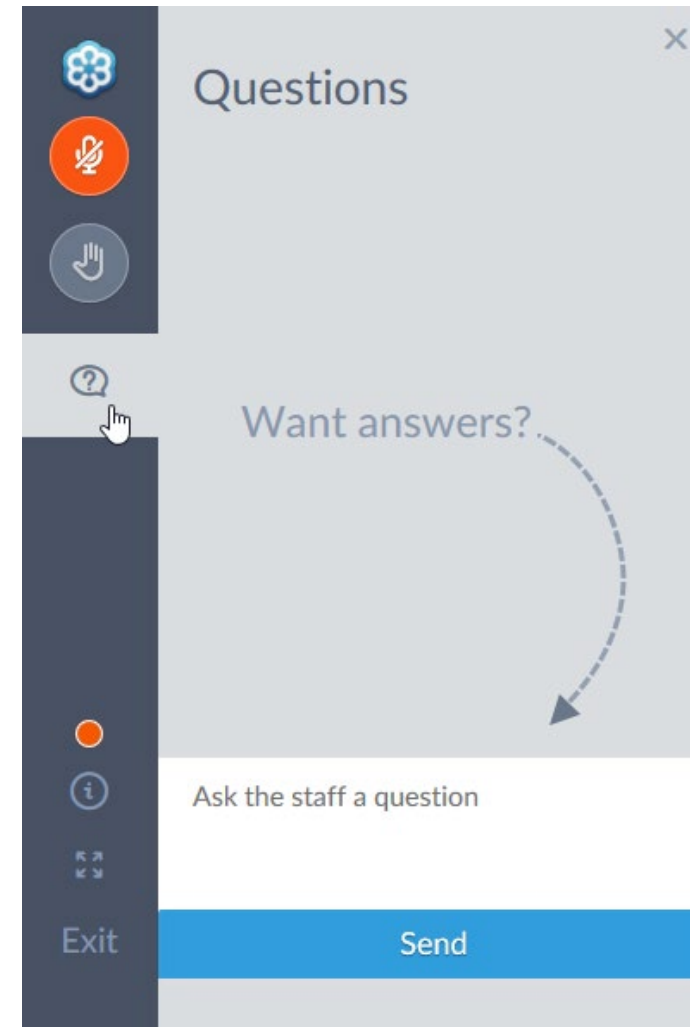
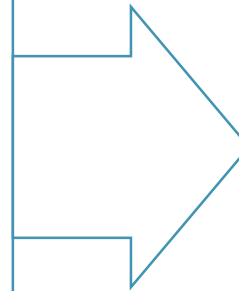
Click on orange arrow to show or hide panel

This Session will be recorded

- Link to the recording and resources will be emailed to all registrants

Please use the “Questions” Panel

- Please do not use the “raise hand”
- Questions will be answered at the end of the webinar as time allows
- Additional questions will be answered in emailed resources



# SOME FINE PRINT

The information provided herein is intended to be general in nature. It is not offered as legal or insurance related advice, and is not a complete description, or meant, or intended, to replace or be interpreted as specific, of Medicare or other requirements. Although every effort has been made to ensure the content herein is correct, we assume no responsibility for its accuracy.

# A REQUEST

- Please let us know
  - If (when) we make an error
  - If (when) we say something that is misleading or unclear
- How?
  - Respond in the questions panel so we can all learn together
  - Email to [jhenderson@clinicient.com](mailto:jhenderson@clinicient.com) so we can research, follow up and clarify

# PANELIST



**Mike Studer** PT, MHS, NCS, CEEAA, CWT,  
CSST, FAPTA

Owner, Lead Therapist  
Northwest Rehabilitation Associates  
Oregon

Mike has been a physical Therapist since 1991 and a Clinical Specialist in Neurologic Physical Therapy since 1995. He is the only therapist in the nation to be awarded the Clinician of the Year by two different national academies of the American Physical Therapy Association, being awarded the Clinical Excellence Award in both Neurology and Geriatrics.

He has authored over 30 journal articles and contributed-to or primary authored 6 book chapters.

He is a recognized national and international speaker on topics including aging, stroke, motor learning, motivation in rehabilitation, cognition, balance, dizziness, and Parkinson's Disease, having presented in 48 states and 9 countries. In 2020, Mike presented a TED talk on neuroplasticity that has been viewed by thousands, and he was designated with the highest honor that can be bestowed on a physical therapist – a Fellow of the American Physical Therapy Association for lifetime and diverse contributions to the profession in clinical, research and educational fields.

NWRA employs 21 therapists in four locations.

# PANELIST



## Justin Pezick PT, OMT, DPT, ATC, CSCS

Owner and Physical Therapist  
Orthopaedics Plus Physical Therapy  
Massachusetts

Justin has been a physical Therapist since 2013. Prior to his physical therapy career he was the director of operations for a personal training studio. He has completed a 2-year fellowship in manual therapy (FAAOMPT).

Orthopaedics Plus started in 1986 in Burlington, Massachusetts and Justin acquired the practice in 2018. The practice has a staff of 26 employees including 15 physical therapists and specializes in the Norwegian approach to physical therapy with a very high emphasis on patient education and ADL modification, followed by exercise and manual therapy.

# PANELIST



## Kelly Dellapiano BS, PTA

Director of Operations  
Rehabilitation Associates, Inc.  
Connecticut

Rehabilitation Associates employs approximately 90 therapists at multiple locations in Connecticut.

Kelly has been with Rehabilitation Associates, Inc. for the past 28 years. After starting as a physical therapist assistant, she quickly moved to an administrative role.

Over the years she has taken responsibility for practice management including compliance, project management, data analysis, and operations

# PANELIST



## **Brian P. Krebs** PT, DPT, OCS, COMT, Cert. MDT

AVP-Rehab Service Line  
STARS Rehabilitation  
New York

Brian has been in clinical practice for 23 years and has clinical specialties in general orthopedics and spine rehab.

STARS employs approximately 190 therapists in 18 outpatient clinics, 4 of which are attached to hospitals. Their staff includes physical, occupational, and speech therapists specializing in orthopedics, pediatrics, vestibular therapy, pelvic-floor dysfunction, neuro rehab, hand therapy, and aquatic therapy.

# PANELIST



## Matthew P. Weiss MHA

Operations Supervisor  
STARS Rehabilitation  
New York

Matthew has been working in administrative roles within the rehabilitation field for the past six years, he is currently the Operations Supervisor for STARS.

Matthew focuses predominately on IT initiatives, workflow efficiencies, and data analytics.

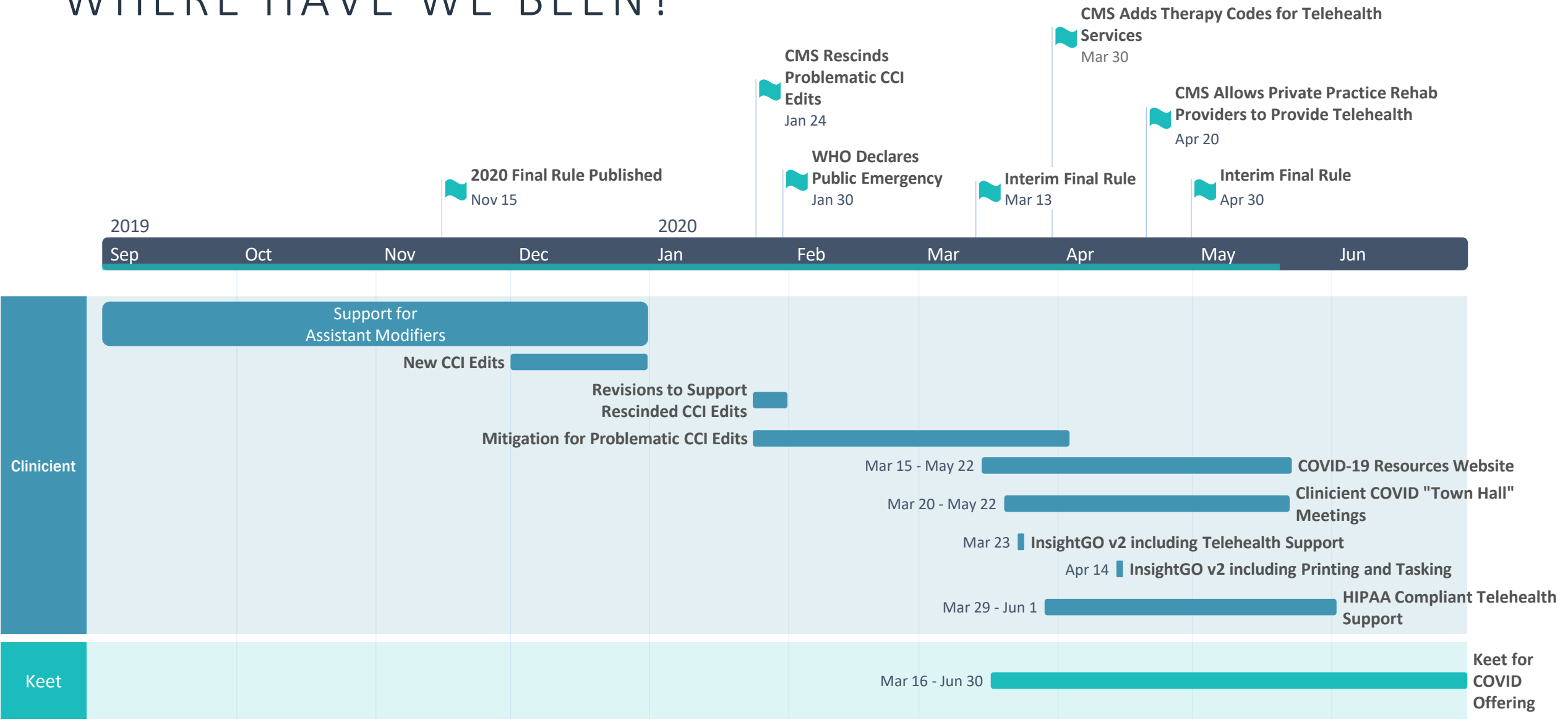
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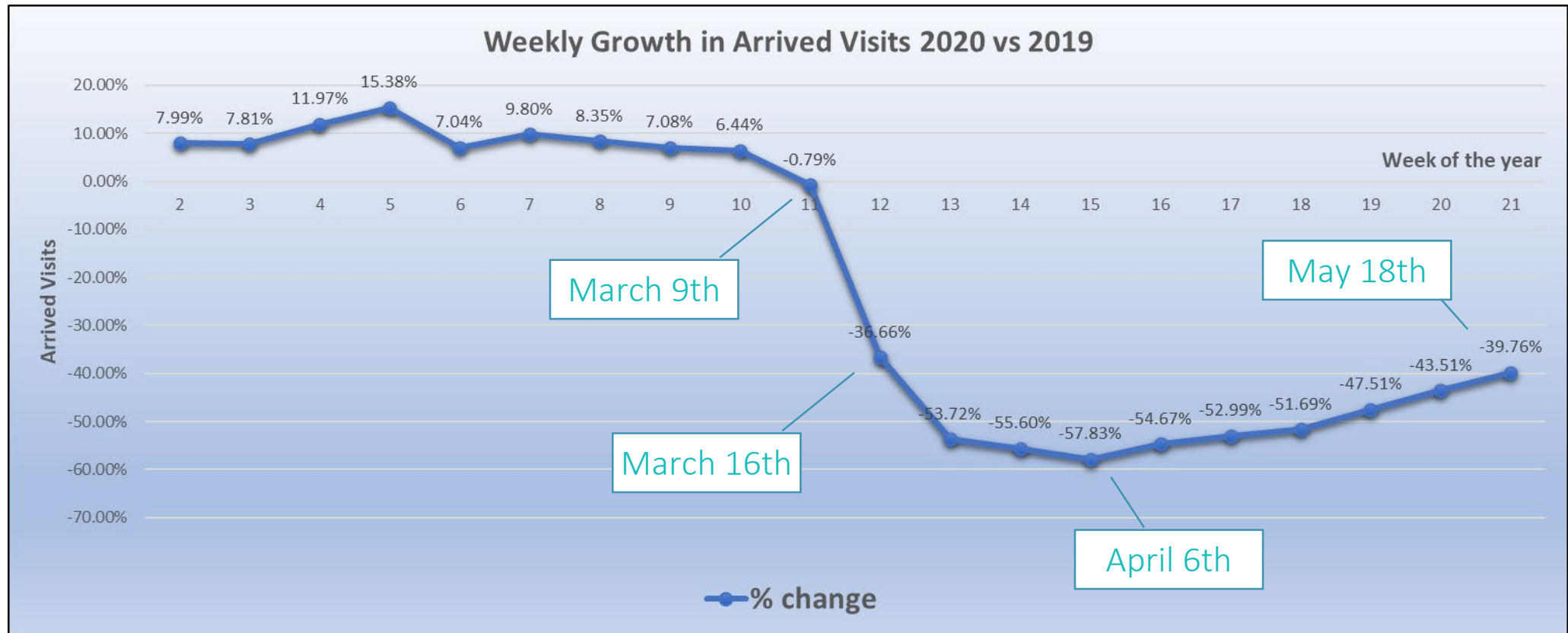
- Review – Where We Have Been
- Mitigation Strategies
- Return to “Normal”

# POLL QUESTION

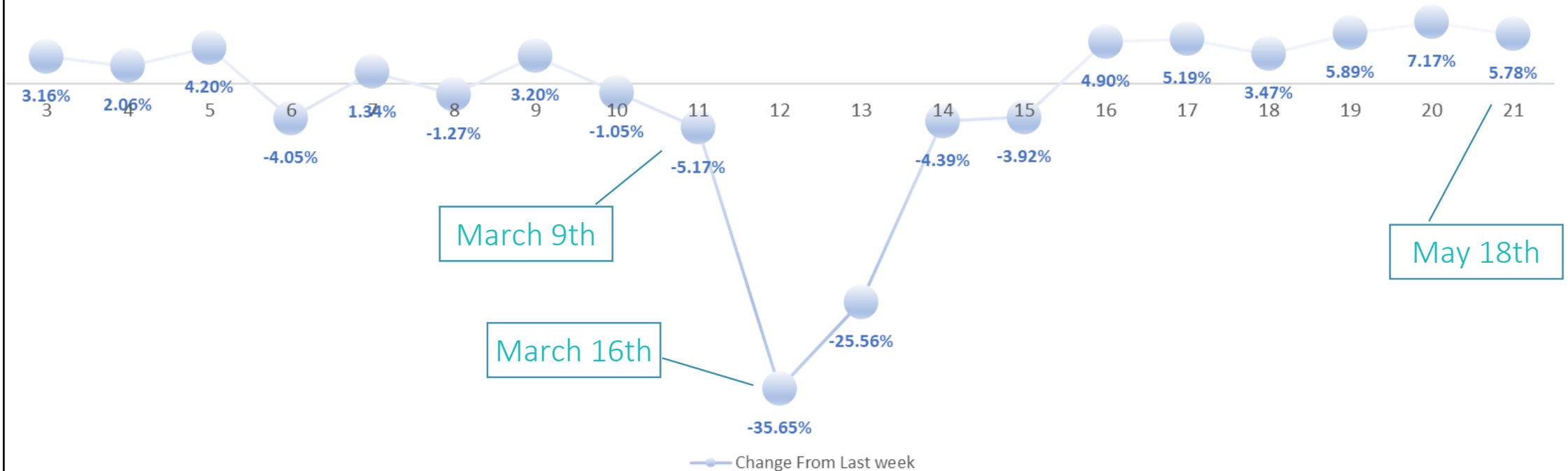
# CLINICIENT'S COVID EXPERIENCE

# WHERE HAVE WE BEEN?





GETTING BACK ON YOUR FEET:  
HOW MUCH DID WE GROW FROM LAST WEEK IN 2020.



# REAL LIFE EXPERIENCES

# MIKE STUDER PT, MHS, NCS, CEEAA, CWT, CSST, FAPTA



Owner, Lead Therapist  
Northwest Rehab Associates  
Oregon



- Mitigated with early adoption of telehealth and home visits
- Policies and procedures for social distancing and rigorous cleaning. Rearranged staffing to adjust volume of therapists for time of day and days of the week, repositioned equipment, cleared waiting room chairs, patients waiting primarily in cars until appointment time, caregivers/drivers waiting in cars, cleaning every surface after every patient contact.
- Staff wears masks
- YouTube video explaining our stance, precautions, and which patients were deemed essential. Excellent receptivity from staff and community alike.
- Stayed “ahead of the curve”: Clinicient webinars, APTA contact, reading and listening outside of the rehabilitation silo
- Volunteer task force: CORVETTE: Coronavirus Voluntary Evolution Transition Team

# JUSTIN PEZICK PT, OMT, DPT, ATC, CSCS



Owner and Physical Therapist  
Orthopaedics Plus Physical  
Therapy  
Massachusetts



- Immediate patient volume drop of 70%
  - Laid off 8 employees / 1 PT
  - Reduction of schedule hours
  - Decreased employee hours mitigated with Workshare
- Telehealth and limited in clinic visits
- New goals and metrics for leadership, PTs and admin staff

# KELLY DELLAPIANO BS, PTA



Director of Operations  
Rehabilitation Associates, Inc.



- Patient volume decline beginning mid-March, static volume through April, referrals increasing in May
- “Every person’s feelings, fears and reactions to the pandemic were all different”
- Mitigation:
  - Telehealth, Split staff into teams, Patient screening
  - Temperature checks for patients and staff
  - PPE, hand sanitizer
  - Communication

Brian P. Krebs  
PT, DPT, OCS, COMT, CERT. MDT



AVP-Rehab Service Line  
STARS Rehabilitation

Matthew P. Weiss, MHA



Operations Supervisor  
STARS Rehabilitation



- Keeping staff on board with reduced volume
- Protecting staff and patients
- Signage, online paperwork
- Telehealth
- Expanding hours of operation
- Post-COVID Treatment Program

# PANEL DISCUSSION

# THE “NEW NORMAL”

- How do you think your organization will adapt in the next 3 months? 6 months?
- How do you think this pandemic will influence health care policy?
- What are our responsibilities as health care professionals during this pandemic?
- How optimistic are you about the future of our profession?
- Any other bold predictions?

# ADAPTING TO TELEHEALTH

- [Example of Telehealth Innovation](#) from Mike Studer

# QUESTIONS AND COMMENTS

# ANNOUNCEMENTS

# INSIGHTGO® LEARNING FORUM – JUNE 3

InsightGO

Q Molly Medicare (75) x

Molly Medicare

Demographics

Appointments 27

Attachments

Precautions

▼ Active Cases + ADD

▼ Telehealth Case 0

Insurance

Goals 2

▶ Chart Notes 1

▼ Medicare Case 8

Insurance

Goals 8

▶ Chart Notes 17 All

Current Note

Standard Visit

04/20/2020

Last Note

Standard Visit

04/22/2020

09:00 AM

09:45 AM

00 00 0/45

UNITS MIN.

Keet Outcome Scores

★ 1 ADD

Summary

The patient requested, and has consented to, this virtual visit in lieu of an in person visit to mitigate the risk of COVID-19 transmission. This visit was completed utilizing videoconferencing technology from my home office.

The patient has previously consented to the use of this technology and the storage <<CONDITION>> of video recordings. In addition, the patient understands that as providers we are not responsible in the event of a technology failure.

Prior to the visit, the patient's identity and location was verified. The clinical decision making that occurred as a result of the visit is included in the chart note.

☐ Include all displayed items from this area

Primary Functional Limitation

☐ ☒ Modified Patient Specific Functional Scale (PSFS) -9 - Minimal difficulty performing activity Notes

Objective

★ 4

Procedures

ADD

Summary

Enter summary text here

☐ Include all displayed items from this area

☒ Therapeutic Activity Minutes 8

CPT Code 97530 Performed By Henderson, J...

THANK YOU

