



*National Coalition For Assistive & Rehab Technology*

# **Connecticut Wheelchair Repair Task Force Industry Response**

November 16, 2023

# Questions

- Industry Standards- We have consulted with outside groups, and we did not find any industry standards that deal with the questions from the consumers.
  - Both companies have internal standard of minimum of 1 tech per ATP
- When ordering multiple parts are they all ordered at the same time?
  - Yes- however based on manufacturers availability and shipping times parts do not always ship at the same time.
- Re slide 11: You answer the question about repair vs. new equipment with the percentages 47% (NSM) and 58% (Numotion) but it is not explained what this means. Is it based on units dealt with per month or year, relative revenue, relative profit, or something else? Please provide this for each company separately.
- Based on Revenue (Not Profit)- both companies

# Questions

- How many actual customers is each company serving for each category of equipment, as identified in slide 10 (only percentages are provided)? This is not repairs and is the last 12 months- ending in September 2023
  - NSM- 2,928- PWC- 1926, MWC- 865, Other- 74, Shower Chair- 74, Scooter 29
  - NuMotion- 3625- 943 PWC, MWC- 1233, Other- 1,449

# Questions

- Re slide 16: What percentage of the time are the parts in stock (either with your company or the manufacturer), and what percentage of the time do they need to be ordered?
  
- Common Parts kept in stock
  - Batteries
  - Chargers
  - Arm Pads – excludes consumer specific complex rehab either MWC or PWC
  - Seatbelts (various sizes)
  - Headrest – excludes consumer specific complex rehab headrest
  - Casters – basic manual chair- complex rehab casters are model specific
  
- Majority of Custom Rehab parts must be ordered from the manufacturer- Average shipping lead time is 3-5 days
  
- Other Custom Rehab parts require longer lead times
  - Custom cushions – Not off the shelf
  - Custom backs- Not off the shelf
  - Joysticks are clearing up presently- Spring/Summer of 2023 was backorder 4-5 months which caused a backlog of repair orders- which could held up entire orders because other parts were needed.

# Questions

- How many repair requests in CT are being fulfilled each month in-shop versus in-home and how many customers do they represent in each setting? Please indicate this for each company separately.
  - NuMotion- 285 repairs delivered, 20% or 57 are done per month in shop.
  - NuMotion- 285 repairs delivered, 80% or 228 are done per month in home.
  - NSM- 244 repairs delivered, 14% or 34 are done per month in shop
  - NSM- 244 repairs delivered, 86% or 210 are done per month in home
    - Please remember seasonality does skew this by month.
  
- Trending analysis
  - We are delivering more repaired equipment than we are receiving new repair orders which is reducing the backlog

# Questions

- Of the 14 techs identified respectively for each company, how many are physically located in CT? How many are full time employees and how many are part-time employees? How many are permanent employees and how many are “surge” employees?
  - All 28 for both companies are located in CT. and full time permanent employees.
  - Technician attrition is on average 35%
    - Please remember it takes 3 months to identify, interview, and hire a technician (one month longer than pre-covid), and 2 more months to train them to be ready to work on equipment and with consumers

# Questions

- Of the 28 techs identified respectively for both companies, how many are regularly in the field assessing and servicing CRT in the home or other community locations, versus being mostly or entirely in the shop?
  - On average we have 4-6 in the shop depending on in shop demand, the remaining are in the field.
  - In the shop technician responsibilities include but are not limited too- receiving and QC parts and new equipment, evaluating and repairing equipment picked up from patient's homes, remote evaluations, repairing and fitting consumers who come to the store, configuring custom parts for consumer equipment and repairs, other duties.

# Questions

- How many repair requests in CT are currently unfulfilled and how many *customers* do they represent (since some customers have more than one request pending)? Please indicate this for each company separately.
  - Numotion currently has 740 outstanding service orders for 622 customers
  - National Seating and Mobility has 687 outstanding service orders for 445 customers



# Questions

- How many new repairs are being requested in CT each month and how many customers do they represent
  1. The requests are not consistent for each month due to seasonality- Back to school is an example- 70-85 per month is the average per company.
- How many in-home repair visits per month are repeat visits because the wrong parts or incomplete parts were delivered?
  - There are limitations of the software systems to track these specific categories
  - 2023: Providers- Returned Part % = 1.8- 2.1% aggregate due to human error- CT numbers for providers
  - 2023: Manufacturers- Returned Part %= .71 to .8% aggregate due to human error- This is national total- Systems do not have data specific to CT.

# Incorrect Parts

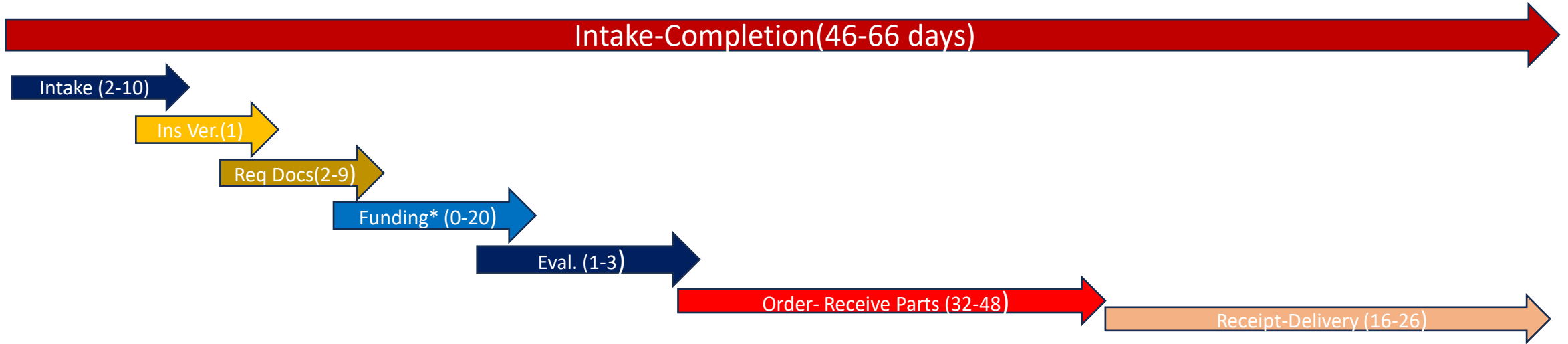
## Factors that can cause incorrect parts

- Tech Error - Current Tech population averages less than 2 years
  - 2 years is the established measure of a fully trained tech.
  - 50% of technicians experience is under 2 years
  - 35% on average attrition rate
    - Both companies have increased salaries, retention bonuses, and are offering up additional training to speed up tech proficiency.
- Manufacturer picking error
- Purchasing entry error
- Consumer chair has modifications
- Change of insurance- no history
- Multiple manufacturers for large percentage of complex chairs
- Modifications to chair after initial delivery
- Shear number of SKU's- 75,000- 85,000

# Questions

- In Shop Repairs- Location issues
  - Additional equipment on hand for safe transfers - Lifts/Mat Tables
  - ADA accessible bathrooms are available
  - Due to liability issues brought up by insurers the industry was forced to discontinue offering assistance to consumers to exit their equipment for repairs-
    - For both in shop and in the home repairs.
    - Accreditation agencies also limit what our staff can do with assisting consumers

# Service Order Process



- Intake – Verify Demographics, Clinician Details, Current Insurance Coverage; Schedule Evaluation (Remote or Live).
- Documentation – Obtain Prescription and/or Other Required Documents.
- Evaluation – Assess Repair, Identify Needed Parts, and Obtain Quotes from the Manufacturer.
  - 27% of the Time, Additional Parts Must be Ordered After the Original Request
- Spec Entry - Pricing/Coding; Verify Part Numbers
- Funding – Request Prior Authorization
- Order - Receive Parts – Send Purchase Order to Manufacturer; Receive and Verify items.
- Schedule Delivery (Prior to Covid, Scheduling was Based on Expected Receipt Dates)

# Consumer Surveys

- Providers are required to do consumer satisfaction surveys per their accreditation requirements.
- The surveys are completed by outside agencies and not employees
- The next slides show an example of the survey's
- The number of respondents to the survey is-



# 1 Press Ganey NSM

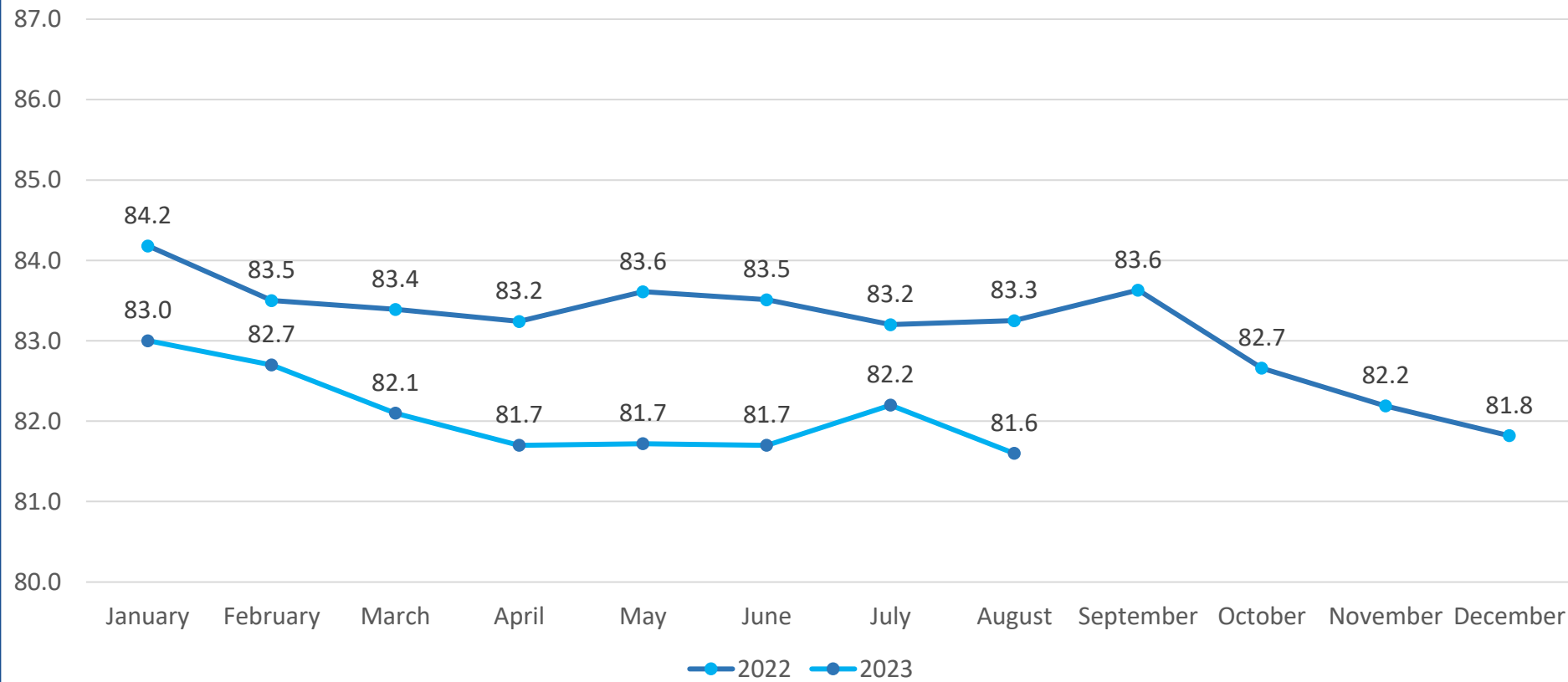
This information represents 325 responses to date in New England through September 2023



# Press Ganey Results Summary

## Service & Repair

Press Ganey Repairs T3M



Goal for Service and Repair

87%



# Press Ganey - Categories

## Highest Rated Categories

Cleanliness of equipment	93.7
Courtesy/respect of delivery person	92.5
Courtesy: Rehab Tech Supplier †	90.6
Degree equipment helps with work	90.0
Delivery person answer questions †	89.8
Professional: Repair Technician †	89.5
Use of Equipment Overall	89.3
How well equipment works	89.0
Degree equipment helped w/self-care	88.7
Explanation of safe equipment use †	88.6

## Lowest Rated Categories

Informed: status of new equipment †	75.9
How well any complaints handled	77.3
Rehab tech explain process/timeline †	79.8
Rights/responsibilities explained	80.1
How/whom to contact was explained	80.2

## Most Improved Categories

Appointment held at my convenience †	86.9	+0.6
My appointment was held on time †	87.7	+0.6
Degree equipment helps with work	90.0	+0.5
Knowledge: Repair Technician †	86.6	+0.5
Delivery person answer questions †	89.8	+0.4

New England market , is categories together, looking at CT market only would adjust rates , 5-10pts below above

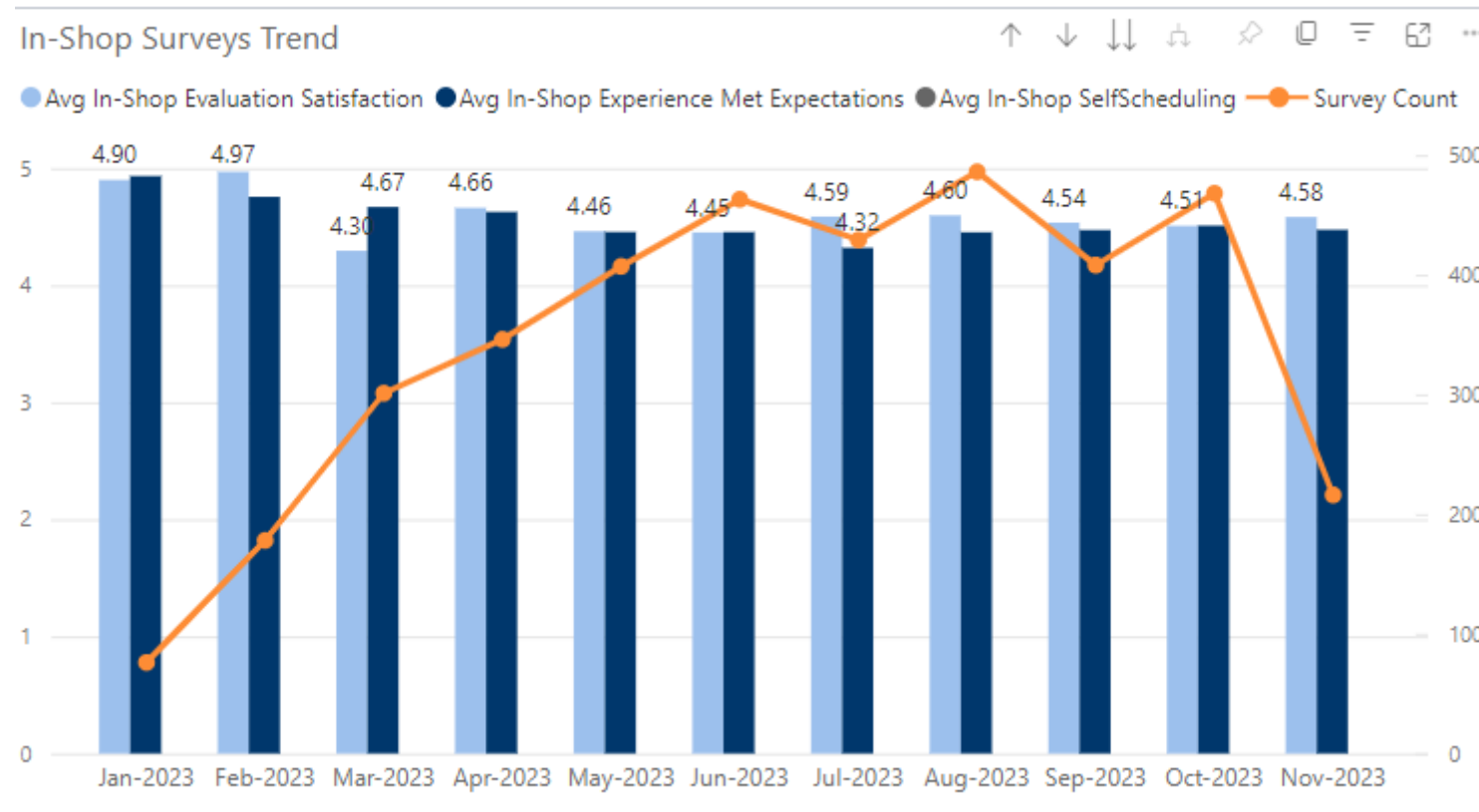




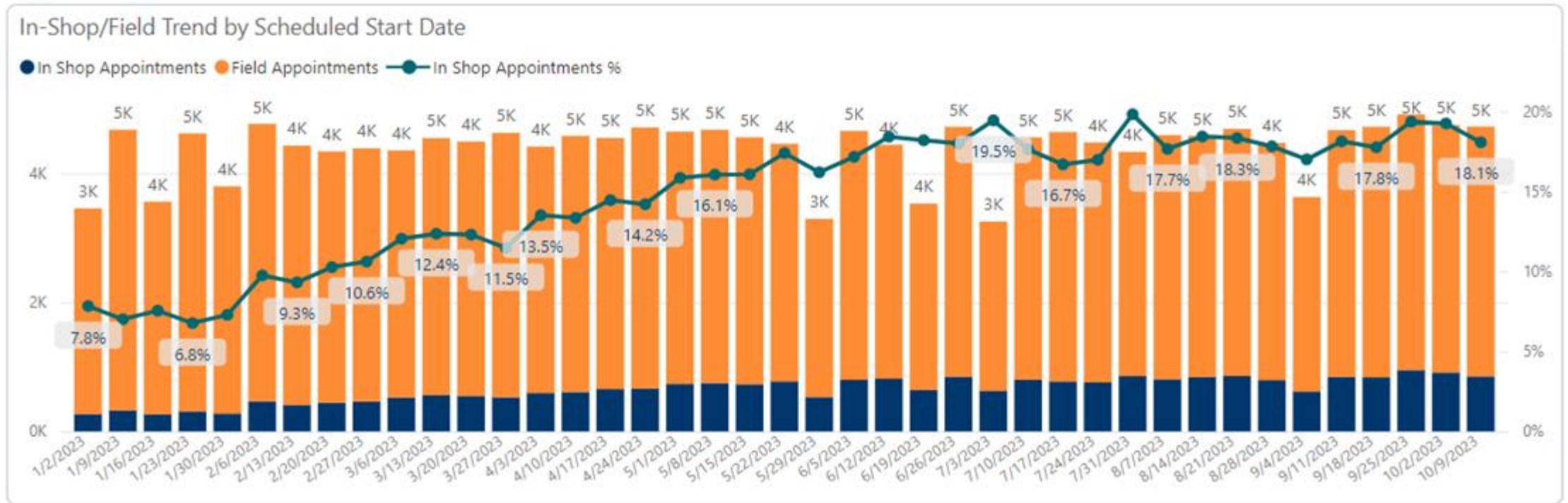
# Consumer Surveys

- The providers have also been surveying their consumers about their in shop experience.
- The industry has **never** stated that all consumers **must** utilize in shop repairs exclusively.
  - The numbers prove that in shop is the fastest method to get repairs
- Consumers should have choices on how they want to have their equipment repaired.

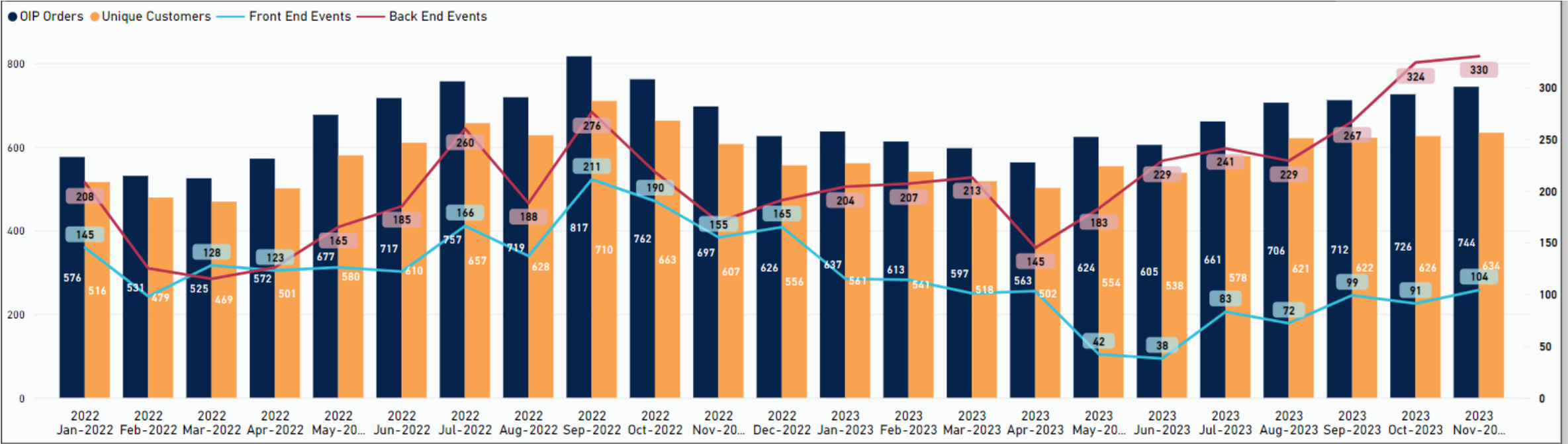
# In Shop Service Data - Survey Responses/In Shop Activity



# In Shop Service Data - Survey Responses/In Shop Activity



# Current Repair Order in Process



# Questions

Questions were posed to look at the effect of adding an additional technician to reduce the number to 3 business days per the request of the consumers.

We have tried to model this and were unable to provide this information at this time due the complexity of the multiple variables that need to be included in any analysis.

Information below is information we have shared:

Each New Tech after the hiring period (3 months on average) and training (2 months on average) can complete 4.5 orders per day in the home vs. in shop 7.5

We will always fully support in the home repairs for any consumer that needs it- we want to be as transparent as possible and offer up in the shop repairs for those that can utilize this option