

As printed in the January 2013 Issue.



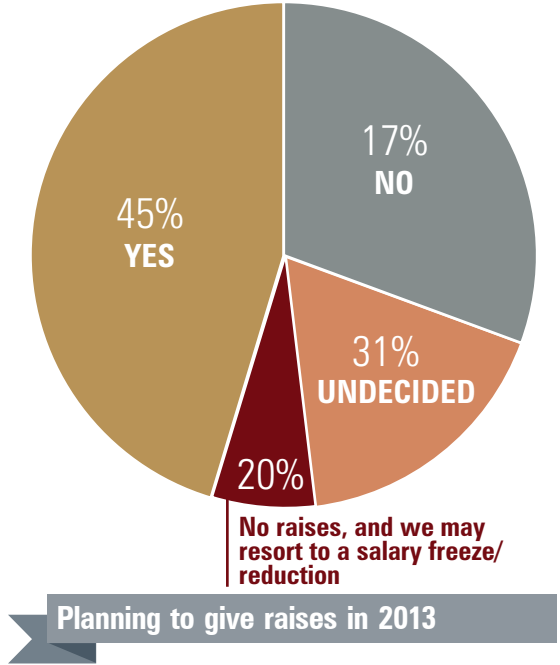
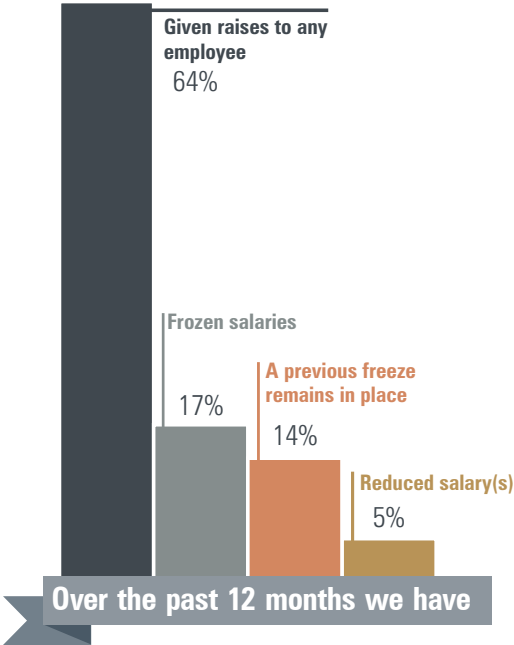
Doing the Math

Insights to help chart your course for 2013

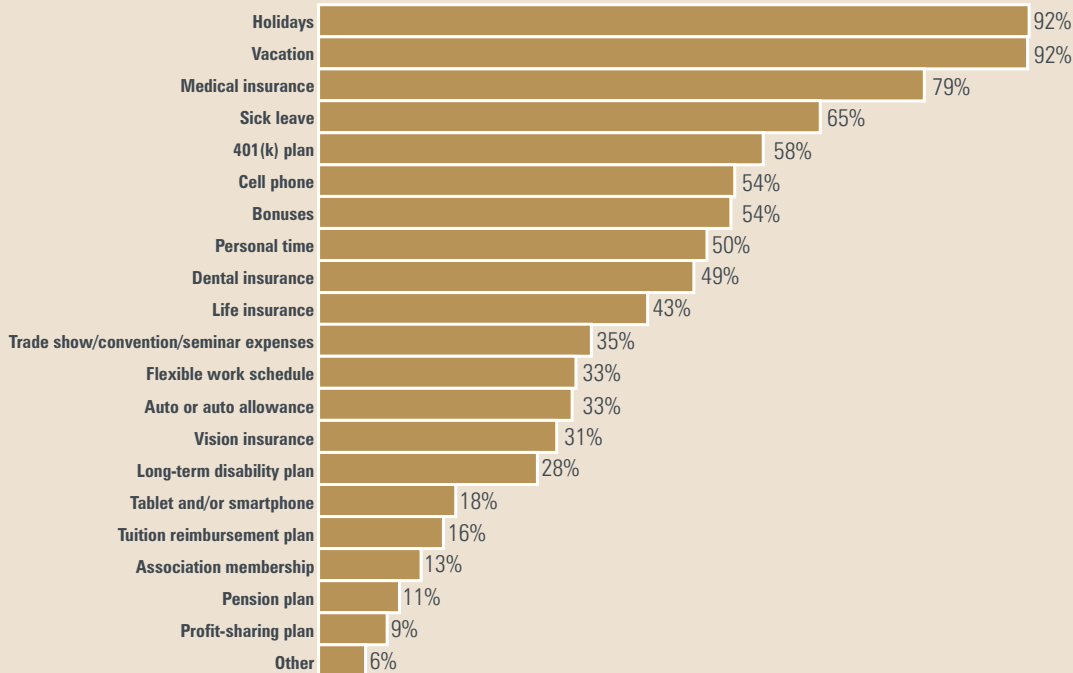
HME/DME providers face a business environment that's in a constant state of evolution, and savvy business owners are modifying their approach by embracing retail sales and developing new services for their patients. Employees equipped with new skills must be trained and/or hired, and reworked business plans must be developed. So what salaries and benefits are your colleagues providing to current and future employees? Check out the numbers submitted by the hundreds of providers from across the country who agreed to participate in our annual salary survey. Perhaps you'll find some valuable insights to help you chart your own course forward.



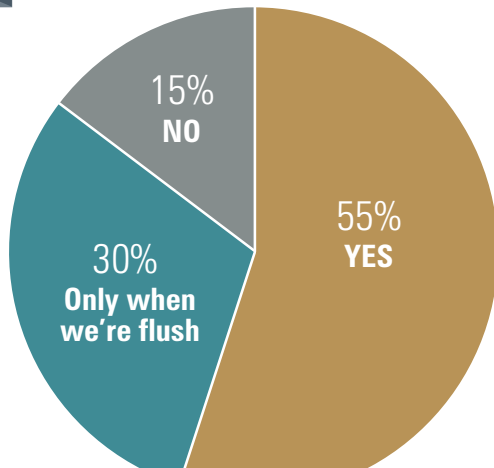
RAISES & REDUCTIONS



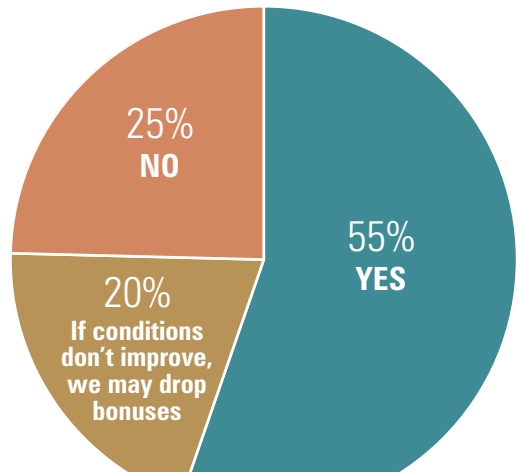
BENEFITS & BONUSES



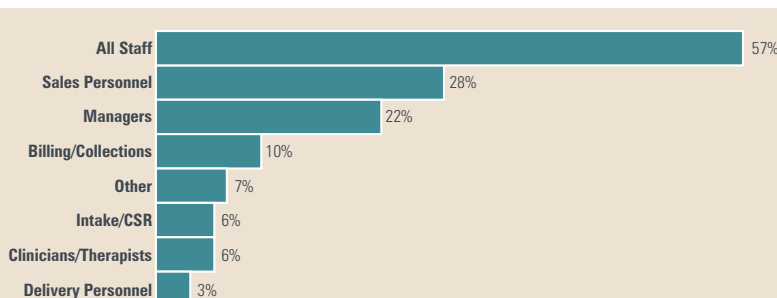
Employee benefits provided



Bonuses paid



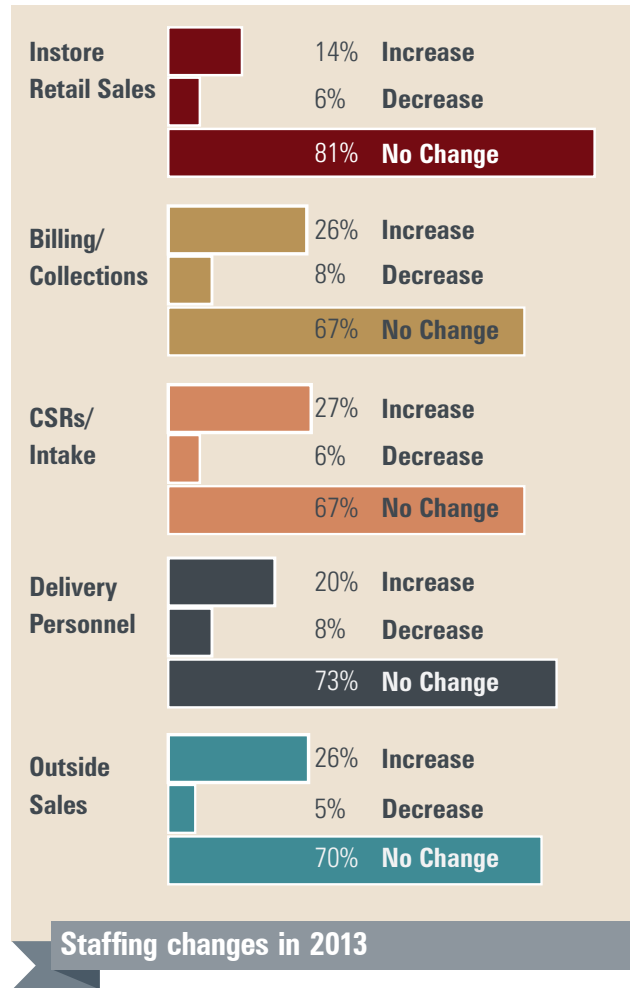
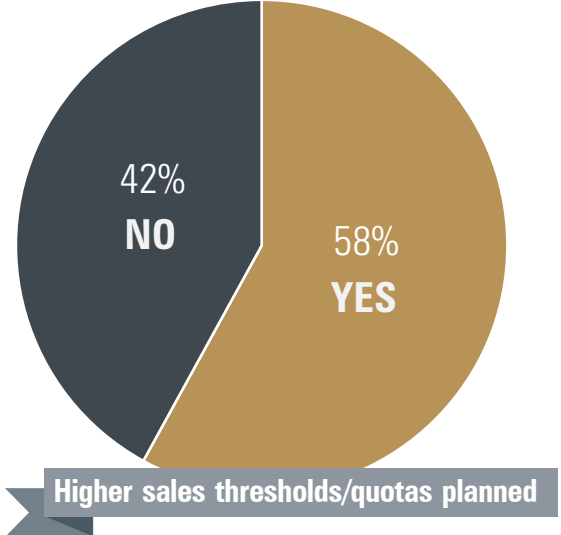
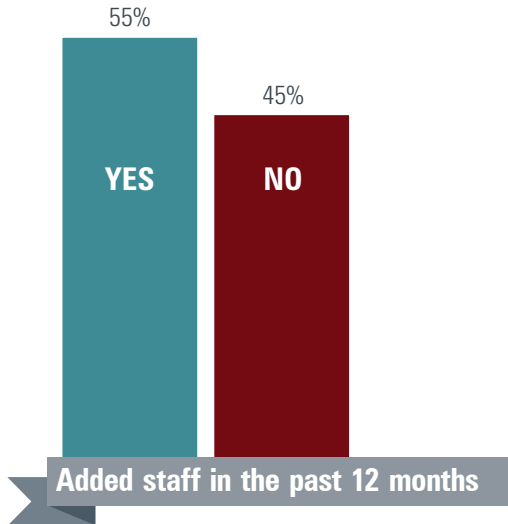
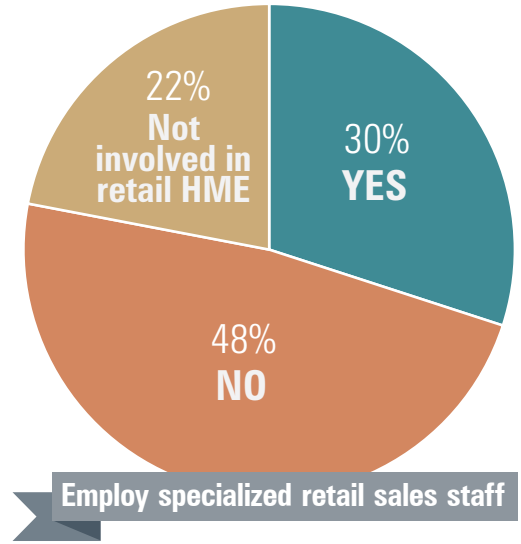
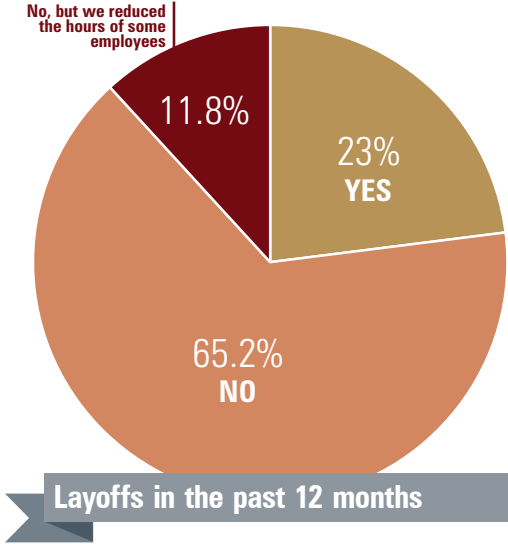
Continuing bonuses

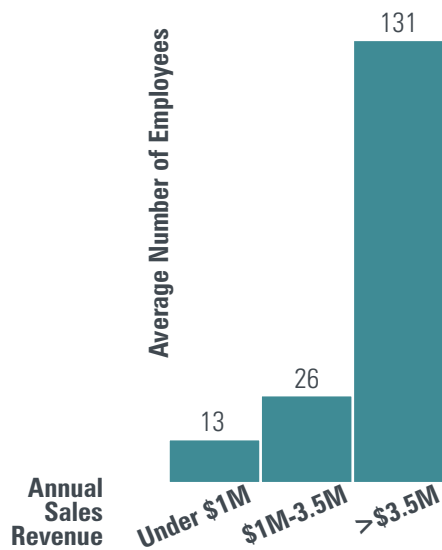
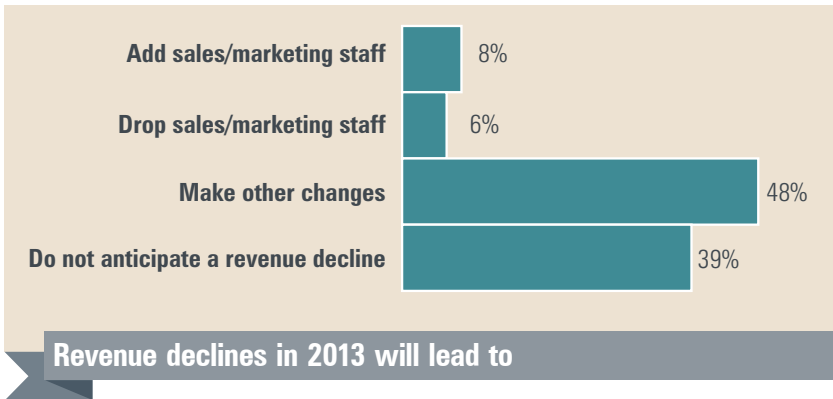


Bonuses paid to

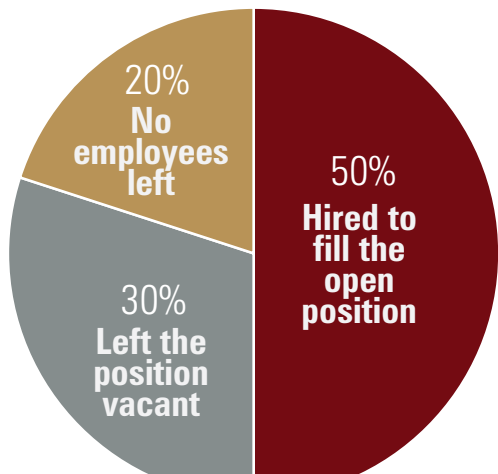


EMPLOYEES

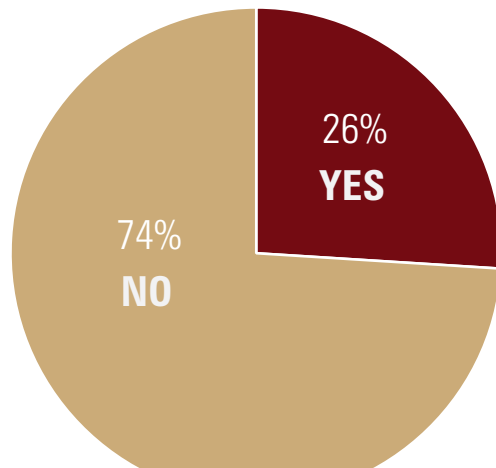




Annual revenue/number of employees



When employees left in 2012



Created new job functions in 2012

SALARY SURVEY | Doing the Math

ANNUAL & HOURLY SALARIES

Average annual salaries by job title

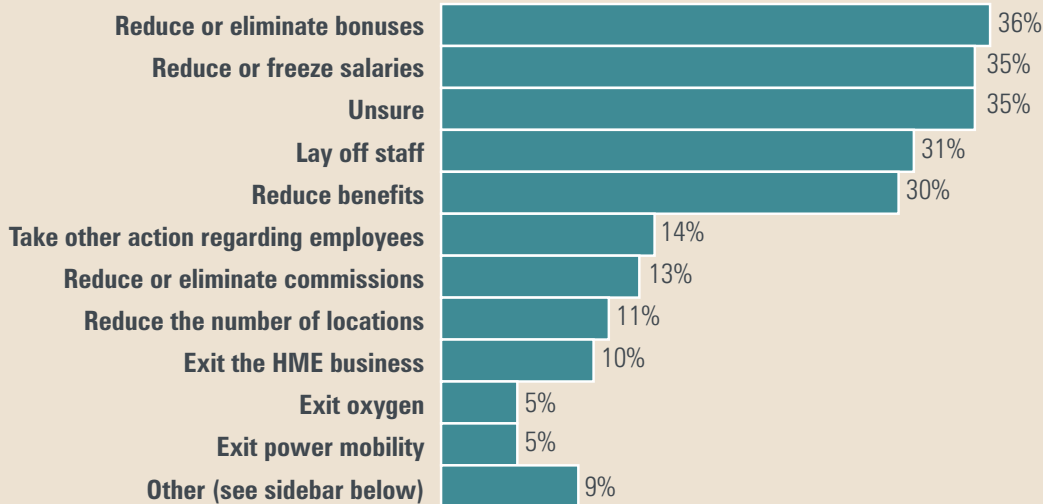
JOB TITLE	2012		2010	
	MEDIAN (\$)	MEAN (\$)	MEDIAN (\$)	MEAN (\$)
Accounts receivable manager	45,000	47,964	45,000	46,893
Billing clerk	32,000	31,997	32,800	32,785
Bookkeeper/Assistant controller*	42,800	41,356	44,000	42,196
CEO/President	99,172	110,484	87,500	113,072
Clerical/Administrative support	28,200	29,906	30,000	33,774
Compliance officer*	50,000	54,502	45,500	48,995
Controller/VP finance	75,000	79,981	73,500	83,700
Customer service representative	30,000	30,787	30,000	30,550
Manager/Supervisor	50,600	52,505	41,000	44,158
Delivery technician	30,000	31,076	28,000	27,255
Information technology*	55,692	56,187	40,000	46,125
Nurse (RN/LPN)*	60,000	57,197	60,000	56,115
Operations manager	65,000	67,851	50,000	53,082
Outside sales/Marketing representative	50,000	54,069	44,650	48,046
Rehab technician*	50,000	48,656	48,000	47,333
Respiratory therapist	50,000	49,759	49,000	50,757
Sales manager/VP sales	75,000	80,629	70,000	73,512
Service/Repair personnel*	30,600	32,343	35,000	33,714
Store/Branch manager	55,000	55,526	50,000	56,722
Warehouse manager	40,000	42,346	35,000	38,125

Average hourly wage by job title

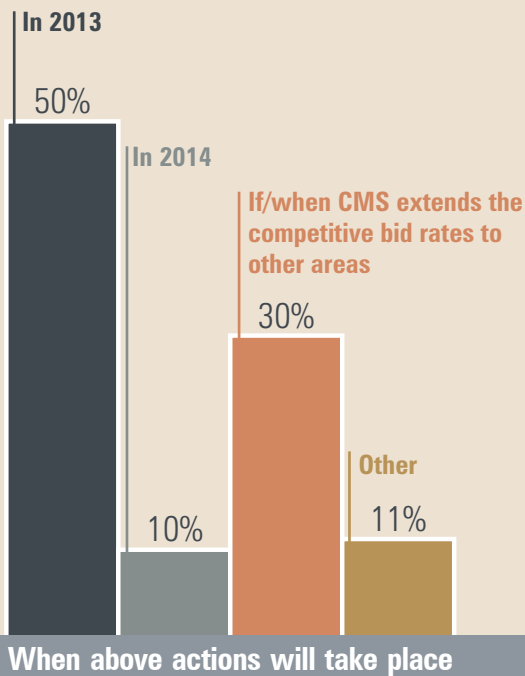
JOB TITLE	2012		2010	
	MEDIAN (\$)	MEAN (\$)	MEDIAN (\$)	MEAN (\$)
Accounts receivable manager	17.00	18.39	17.00	17.45
Billing clerk	14.00	14.37	13.00	13.77
Bookkeeper/Assistant controller*	15.91	15.94	15.00	18.09
Clerical/Administrative support	12.00	12.59	12.00	13.65
Customer service representative	13.00	13.17	13.00	13.03
Customer service manager/Supervisor*	17.75	18.21	16.50	17.39
Delivery technician	13.00	13.52	14.00	13.84
Dispatcher*	14.50	14.50	15.00	14.85
Nurse (RN/LPN)*	21.75	23.78	22.00	23.94
Operations manager*	23.26	26.85	17.00	17.24
Respiratory therapist	24.00	24.13	23.50	24.55
Service/Repair personnel	15.00	14.63	15.00	15.33
Store/Branch manager*	18.00	21.20	20.00	22.78
Warehouse manager*	16.00	16.71	15.00	15.82

* Fewer than 30 respondents reported.

THE FUTURE



If industry conditions don't improve



When above actions will take place

Strategic Planning

Here are various responses to the question **"If industry conditions don't improve, what do you plan to do?"**

- Cut back on services
- Expand retail and home modifications
- Focus on high-end rehabilitation
- Develop specialized services
- Merge with another HME/DME
- Move even more aggressively to cash
- Keep growing!
- Possible decrease in service area
- Reduce additional hiring plans
- Obtain more patients
- Increase retail, walk away from third-party payers
- Stop accepting Medicare
- Close operations
- Manage costs better
- Seek other revenue streams
- Outsource service
- Use technology to improve efficiency
- Diversify, offer home modifications
- Keep moving forward with a retail-heavy focus