

COVID – 19 CRISIS

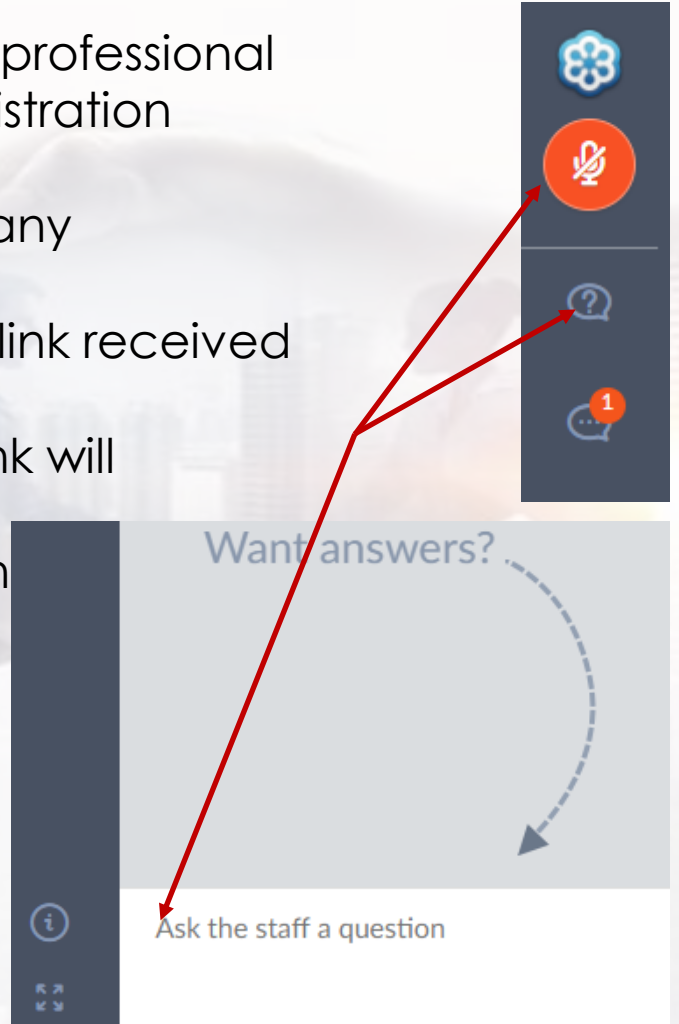
WORKING TOGETHER

Town Hall Meeting:

July 1, 2020 5:00pm PDT | 7 PM CDT | 8 PM EDT

Quick Participation Tips

- Attendees who added any additional information like middle name(s), professional designations or anything else to their First and Last name during the registration process will NOT receive PDA points.
- Attention all NCCAOM Diplomates: the NCCAOM ID# cannot contain any characters, letters or leading zeroes, it may have from 3 to 6 digits only.
- All attendees must login into the live session through the "Join Webinar" link received after completing the Webinar registration form;
- All attendees logged into the Town Hall live session via "Join Webinar" link will receive two (2) PDA points for attending;
- To ensure proper attendance: attendee must be able to see this presentation dashboard on their device;
- Attention family and friends: You can watch the presentation together, but each attendee must be logged into the session separately in order to receive PDA points;
- All Attendees are muted;
- You can ask questions using your dashboard. All questions will be answered during or after the meeting;



Presenters

Olivia Friedman, DACM, LAc, Dipl. O.M. (NCCAOM)
Chair, American Society of Acupuncturists

Mina Larson, M.S., MBA, CAE[®]
Chief Executive Officer
National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM)

Afua Bromley, MSOM, Dipl.Ac. (NCCAOM), L.Ac.
Immediate Past Chair, NCCAOM

Lisa Conboy, MA, MA, ScD
Instructor in Medicine, Beth Israel Deaconess Medical Center, Harvard Medical School
Director of the Research Department, New England School of Acupuncture at
MCPHS University

BLACK LIVES MATTER

Several weeks ago, following the murder of George Floyd and resulting protests calling for an end police brutality and systemic racism, the ASA and NCCAOM issued a joint statement regarding our individual and collective organizational commitment to anti - racist practices that root out bias, discrimination and oppression in the medical field. Our statement in no way was a detraction from the fact that Black Lives Matter. Words mean nothing without action and meaningful action is imperative. In the ensuing weeks, we have begun the process of reflection, dialogue and planning for concrete ways in which our two organizations can create real and lasting change in our profession. Please stay tuned for future programming.

MEDICARE ADDITIONAL INFORMATION

Lisa Conboy, MA, MA, ScD

Instructor in Medicine, Beth Israel Deaconness Medical
Center, Harvard Medical School

Director of the Research Department, New England School
of Acupuncture at
MCPHS University

Workforce Survey Results: How Covid19
Impacted the Acupuncture Profession

Goals of Survey

- **Understand the environment of U.S. during COVID-19?**
- **How are practitioners affected**
- **How ASA members have adapted**
- **Share strategies with other members**

Types of environments salaried or hired practitioners work in.

Environment	Number who work in environment (%)
Single practitioner	2998 (56.9%)
Group practice (w other acupuncturists)	672 (12.8%)
Integrated (alongside other health professionals)	887 (16.8%)
Hospital	195 (3.7%)
Community Acupuncture	257 (4.9%)
No income from acupuncture	1400 (26%)
Other	4755 (90.3%)

Many practitioners had multiple sources of, or environments for, income.

Types of environments for contractors or those with self-owned practice.

Environment	Number who work in type of practice (%)
Single practitioner	3626 (68.9%)
Group practice (w other acupuncturists)	683 (11.1%)
Integrated (alongside other health professionals)	700 (13.3%)
Hospital	99 (1.9%)
Community Acupuncture	200 (3.8%)
No income from self-owned or contract work	552 (10.5%)
Other	4853 (92.2%)

Many practitioners used multiple business models.

Type of practice tools that you use

Tool	Number use that tool (%)
Acupuncture	5164 (98.1%)
Herbal Medicine	3559 (67.6%)
Other	2076 (39.4%)

Many practitioners used additional tools included cupping, bodywork, education, moxibustion, yoga.

Did your state or local government mandate or strongly suggest closing your clinic?

Government Mandate Closure	Response
Yes	3232 (61.4%)
No	1207 (22.9%)
Not Sure	805 (15.3%)

Most states mandated closure and few practitioners were unsure.

Did you close your practice even though you could have remained open?

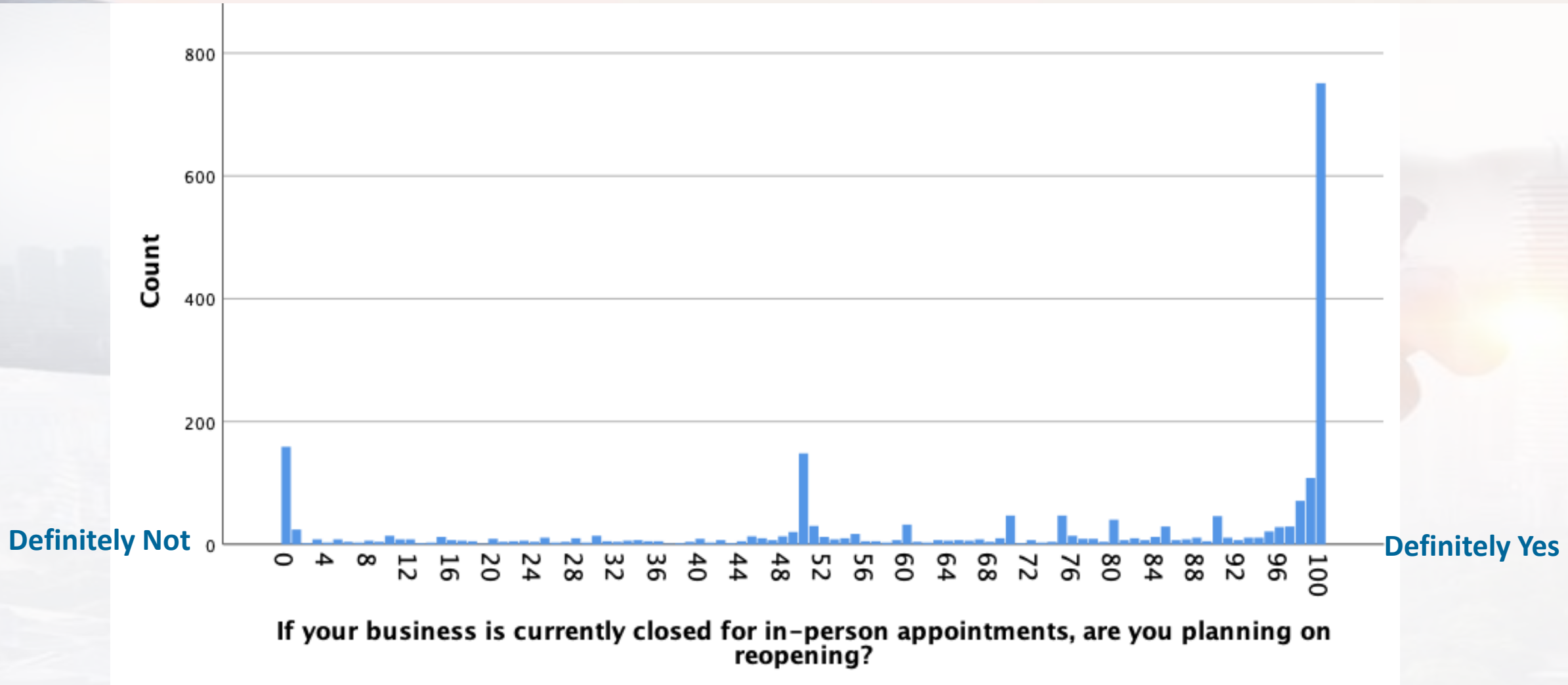
Closed on own	Response
Yes	2433 (46.2%)
No	2266 (43%)
Why close anyway?	2172 (41.3%)

Comments: Most practitioners who closed voluntarily did so for health and safety reasons, acupuncture is non-essential, patients cancelled due to fear.

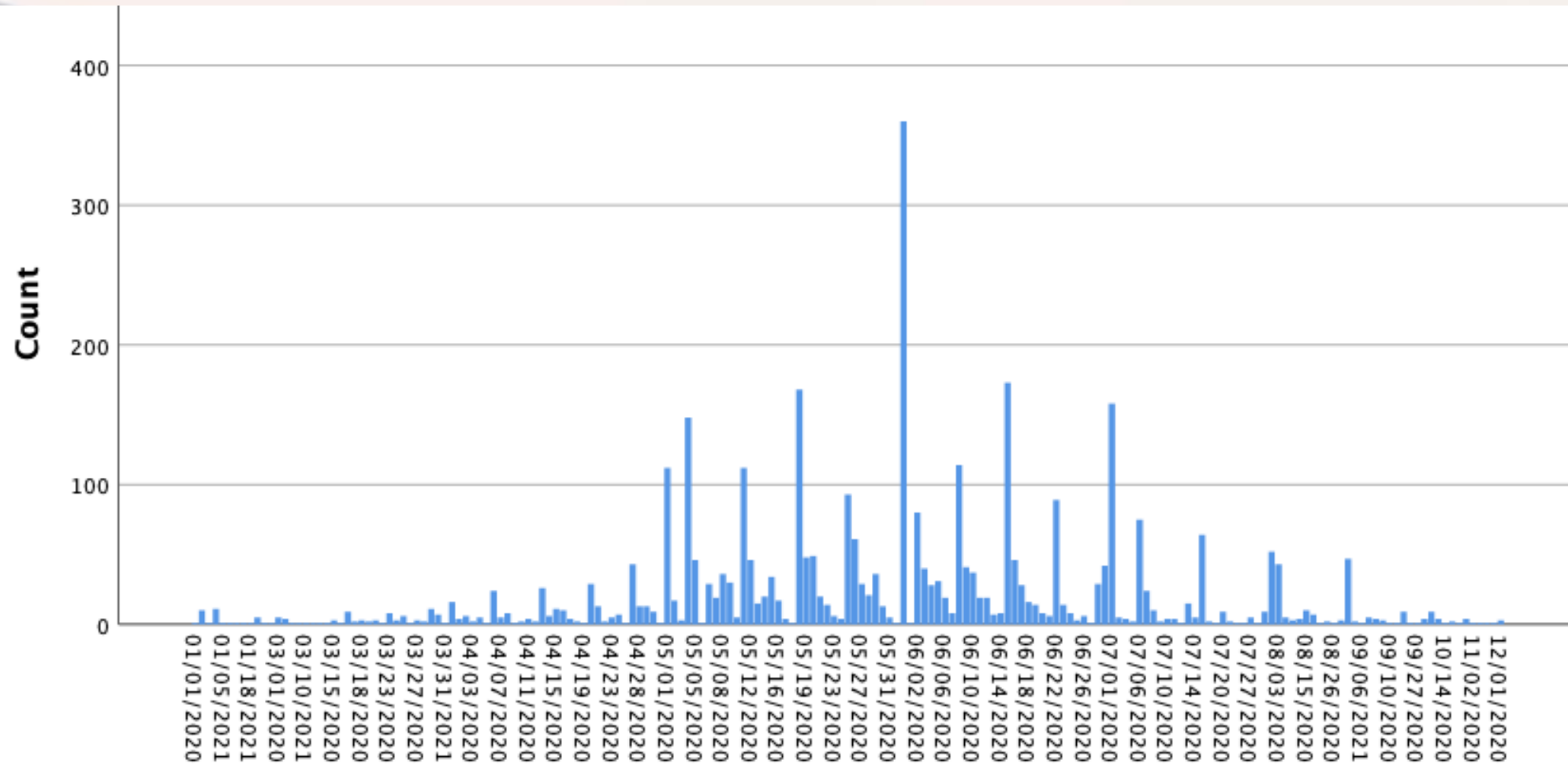
Have you reopened for in-person appointments?

Reopened to in-person appointments	Number (%)
Yes	3194 (60.7%)
No	1842 (35%)

Most commonly, practitioners are planning on reopening



When did you or when will you reopen for in-person appointments?



What video platform do you use to communicate with patients?

Video Platform	Number who use that type of platform
Doxy.me	378
Facetime	637
Google Meeting	129
Jane	166
Skype	251
Unified Practice	189
Zoom	1388
Other (emails, Facebook, WeChat)	603

Economic Assistance

Economic Assistance	Number (%)
Have you filed PPP or EIDL?-yes	2683 (51%)
Have you received the PPL/EIDL?	2094 (39.8%)
Have you filed for unemployment?	2865 (54.5%)
Have you received unemployment?	2150 (40.8%)

PPP = Paycheck Protection Program

EIDL = Economic Injury Disaster Loan

Most members have requested assistance. Of those, some are still waiting for that assistance.

Use of Electronic Health Records (EHR)

Use of Electronic Health Record Systems EHRs	Number (%)
I do not use an EHR	3477 (66%)
I use an EHR	1721 (32.7%)
I used an HER before COVID 19	1579 (30%)
I started using an HER during COVID 19	131 (2.5%)

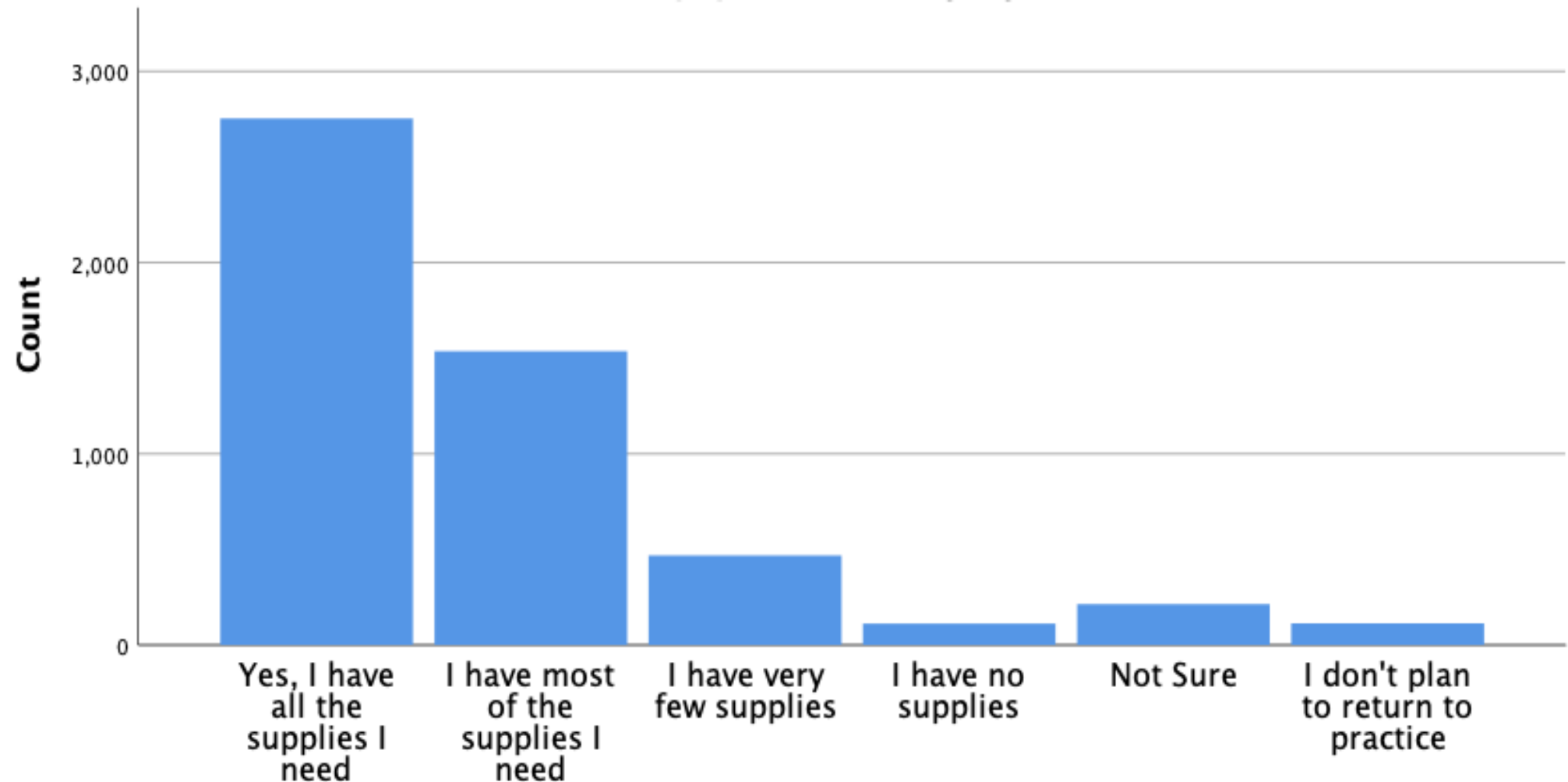
Some increase in the use of EHR.

Are you able to modify your practice to follow local, state and national guidance?

Able to modify practice to follow guidance	Number (%)
Yes	4142 (78.7%)
No	149 (2.8%)
Not Sure	883 (16.8%)

Most of us able to modify.

Do you have adequate supplies for treating your patients upon your return (PPE, signage, disinfectants, etc)?



How do you spend your time during COVID 19

Activity	Number (%)
Spend time with family	3507 (66.6%)
Exercise	3492 (66.3%)
Work	2496 (47.4%)
Baking/Cooking	2469 (46.9%)
Crafts	839 (15.9%)
Meditation	2358 (44.8%)
Volunteer	481 (9.1%)

Activity	Number (%)
Garden	2462 (46.8%)
Webinars	3446 (65.5%)
Increase Skills	3384
How to reopen	2651

Resources that have been helpful

- *NCCAOM town halls super helpful, Healthy Seminars free contact also very helpful for education and also community.*
- *They (the state) have provided little to nothing. The most useful information came from the American Society of Acupuncturists.*
- *NCCAOM, FSOMA and Lhasa OMS*
- *Federal or state acupuncture guidelines were most commonly mentioned as helpful.*
- *Florida health department link Fl.Governor's sites*
- *Mostly the state acupuncture board's guidelines.*

Resources and Suggestions

- *Let this be an awakening, not an excuse to shut down.*
- *Educate self on trauma, not only of the patients, but self*
- *Meditation and remembering we are all in the same boat, we are not alone in our financial stress.*
- *Don't fight it. Be water.*
- *Meditation, exercise, getting a moderate amount of COVID information.*
- *Nada auricular protocol, gratitude journal, help others, do something that will improve your future, make plans for future with goals.*

The Future – most people report some concern/change

- *Very optimistic. Upon reopening I'm back to 80% capacity.*
- *I am very optimistic. This pandemic has shown how essential acupuncture is.*
- *I had a very full practice prior to COVID. The pause during COVID helped me realize that I was over extending myself and needed a break. I will be scaling back my hours for the foreseeable future.*
- *I lost my job as a result of COVID. I am now forced to work on my own so I'm trying to be optimistic but it's difficult when I have bills to pay.*

Summary

- Majority of practitioners report that they have been able to respond to local, state, and federal mandates.
- Supplies are available for most.
- Most have received financial assistance (if requested).
- Local, state, and federal organizations are being utilized for information and updates.
- Telemedicine is being used by many. *Some started using telemedicine because of COVID.*
- Many practitioners have multiple sources of income (*resilience*).
- Spirits are mixed, but most are optimistic, and planning to or are currently open.

Next Steps

Complete coding of “write in” responses

- How practice has changed due to COVID 19
- Direct effect on weekly income
- Coping strategies
- Use of telehealth

Manuscript(s) for publication:

- *Acupuncture Today*
- *Medline-Indexed Journal*

Thank You, ASA Volunteers!



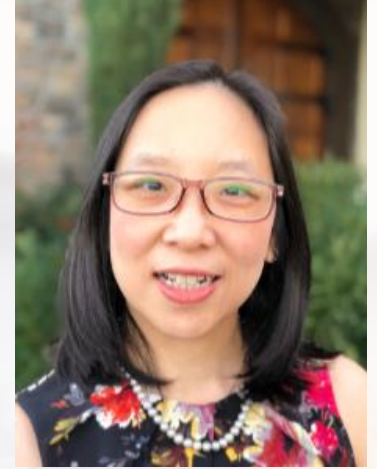
Olivia Hsu Friedman, ASA BOD Chair



Zeyaid Elias, ASA Vice Chair Operations



Amy Mager, ASA Vice Chair Public Policy



Li Ming Tseng, ASA Board Member-at-Large



Christine Cronin, ASA BOD Secretary



David Miller, ASA Immediate Past Chair

Thank You, NCCAOM Staff!



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(NCCAOM)®, DABMA, ABIHM,
Certified GUNN-IMS, Board Chair



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Chief Executive Officer



Molly Giammarco, MPP,
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Olga Cox, M.S.,
Chief Operations Officer



Irene Basore, Director of
Administration and Governance



Chris Minar, Coordinator, Digital
Marketing and Communications



James McHugh, MSIA,
Director of Information Technology



Ruosi Lee, MSOM,
Coordinator of PDA and Education



Thank you!
Questions and Answers

townhall@thenccaom.org

COVID – 19 HELPFUL RESOURCES

NCCAOM
NATIONAL CERTIFICATION COMMISSION
FOR ACUPUNCTURE AND ORIENTAL MEDICINE

ADVOCACY / REGULATORY CERTIFICATION EDUCATION RESOURCES ABOUT CONTACT

Are you NCCAOM National Board-Certified Acupuncturist™?

GET CERTIFIED

Coronavirus (COVID-19) Updates

Latest News

ADVOCACY
Discover how we advance our industry by advocating for board-certified acupuncture practices and safer regulations.

CERTIFICATION
Find everything you need to know about our certification and exam: eligibility, exam prep and renewal.

EDUCATION
Expand your knowledge of the practice or help a student learn more.

NCCAOM
NATIONAL CERTIFICATION COMMISSION
FOR ACUPUNCTURE AND ORIENTAL MEDICINE

ADVOCACY / REGULATORY CERTIFICATION EDUCATION RESOURCES ABOUT CONTACT

NCCAOM UPDATES ON CORONAVIRUS (COVID-19)

NCCAOM is closely monitoring the impact and spread of the coronavirus in the U.S. and abroad. NCCAOM's headquarters and operations remain unaffected by the COVID-19 outbreak. We are constantly evaluating the situation with news from the [Center for Disease Control \(CDC\)](#), [World Health Organization \(WHO\)](#) and other government sources and will provide updates as the situation evolves.

The NCCAOM has created this webpage to keep NCCAOM Stakeholders informed as the COVID-19 situation evolves. Please see the tabs below for the latest information pertaining to each stakeholder group. To contact NCCAOM regarding developments and questions concerning how the organization is affected by the Coronavirus, please contact covid19alerts@thenccaom.org

Helpful Resources

Town Hall Meetings

COVID – 19

HELPFUL RESOURCES

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CORONAVIRUS COVID-19

[COVID-19 RESOURCE PAGE >](#)



CORONAVIRUS COVID-19

COVID-19 Resource Page

4 days ago • by Zeyiad Elias

CERTIFICATES OF COMPLETION FOR TOWN HALL
MEETINGS ARE DISTRIBUTED WITHIN
TWO (2) WEEKS OF THE EVENT DATE