



AMERICAN ACADEMY OF
OTOLARYNGOLOGY-
HEAD AND NECK SURGERY

**2017 AAO-HNS
Socioeconomic Survey
and AOA Practice
Benchmarking Survey**



ASSOCIATION OF
OTOLARYNGOLOGY
ADMINISTRATORS

Your Partner in ENT Management Excellence

INTRODUCTION AND OVERVIEW OF FINDINGS

In 2017, the American Academy of Otolaryngology-Head and Neck Surgery (AAO-HNS) and the Association of Otolaryngology Administrators (AOA) collaborated to survey their members and practices on Calendar Year 2016 data. Historically, this study has provided valuable data for physicians and practice administrators to compare their practices' data to other practices of similar size.

The AAO-HNS and the AOA worked with Somerset CPAs and Advisors, P.C. to undertake this study. Invitations and reminders were sent during the period of June 12 – July 21, 2017. There was extensive follow-up with non-respondents to encourage participation, and individual follow-up with respondents who reported data that required additional confirmation to ensure accuracy of the final report.

The AAO-HNS portion of the survey was sent to 7,459 physicians, of which 759 physicians responded, yielding a 10 percent response rate. The AOA portion of the survey was distributed among 707 practices, of which 59 practices responded at least partially, yielding a response rate of 8.4 percent.

In the report, you will find data on:

- Revenues and key operating costs;
- Staffing ratios and costs;
- Accounts receivable, payer mix, and collection percentages;
- Productivity; and
- Provider and staff benefits.

Represented Specialties:

- General Otolaryngology
- Pediatric Otolaryngology
- Otology/Neurotology
- Head and Neck Cancer
- Rhinology
- Facial Plastics
- Other

Key Trends:

- **Physician Profile:** The average respondent was 53 years of age, had 20 years of medical practice, and planned to retire by age 67.
- **Strategic Initiatives:** Most common responses for practices in the next 12-24 months included 1) Groups utilize patient satisfaction or patient outcome reporting tools, 2) Groups are looking to hire a new physician, and 3) Groups would recommend their EHR Vendor to their colleague.
- **Top EHR Use:** The top two Practice Management Systems include Greenway Medical Technologies and Centricity Practice Solutions.
- **Services Provided:** Diagnostic audiology testing, hearing aid sales, and balloon sinuplasty are the highest percent of ancillary services provided by practices. General ENT and Pediatric ENT are the highest percent of services provided.

TABLE OF CONTENTS

Definitions	4
Practice Location and Respondents by Geographic Location	5
Key Demographics	6-7
Services Provided by Practice	8-9
Practice Setting	10-11
Technology Products	10-11
Strategic Initiatives	12
Financial Summary	13-14
Staffing	15
Annual A/R Gross Charges	16
Annual A/R Collections	17
A/R Aging	18
Physician Productivity	19-22
Physician Income	23
Starting Salary & Physician Profile	23-24
Physician Data from AAO-HNS Socioeconomic Survey	24-26

DEFINITIONS

Count	The total number of practice responses for a line item.
Mean	The arithmetic average calculated by summing the data and dividing by the count.
Median	The midpoint of all responses when arrayed from lowest to highest.
25 percentile	The value where one quarter (25 percent) of the responses are lower and the remainder greater.
75 percentile	The value where three quarters (75 percent) of the responses are lower and the remainder greater.
90 percentile	The value where nine tenths (90 percent) of the responses are lower and the remainder greater.
FTE	Full-Time Equivalent. Full-time equivalent employees equal the number of employees on full-time schedules plus the number of employees on part-time schedules converted to a full-time basis. The number of full-time equivalent employees in each industry is the product of the total number of employees and the ratio of average weekly hours per employee for all employees to average weekly hours per employee on full-time schedules. (<i>Bureau of Economic Analysis, U.S. Department of Commerce</i>)
Fiscal Year Ending (FYE)	Fiscal year is defined as any continuous 12-month period used by a business or government as its accounting period. For this survey, the period used was Fiscal Year 2015.
Total Gross Charges	Gross charges are the full value (undiscounted rates) of service provided.
Total Gross Receipts	The actual receipts collected before refunds are issued.
Total Refunds	The total amount of receipts returned to an insurance company and/or patient.
Total Adjustments	The amount by which Total Gross Charges are reduced due to write-offs from contractual discounts, bad debts, etc.
Net Charges	The total gross charges less contractual allowances.

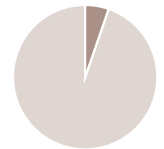
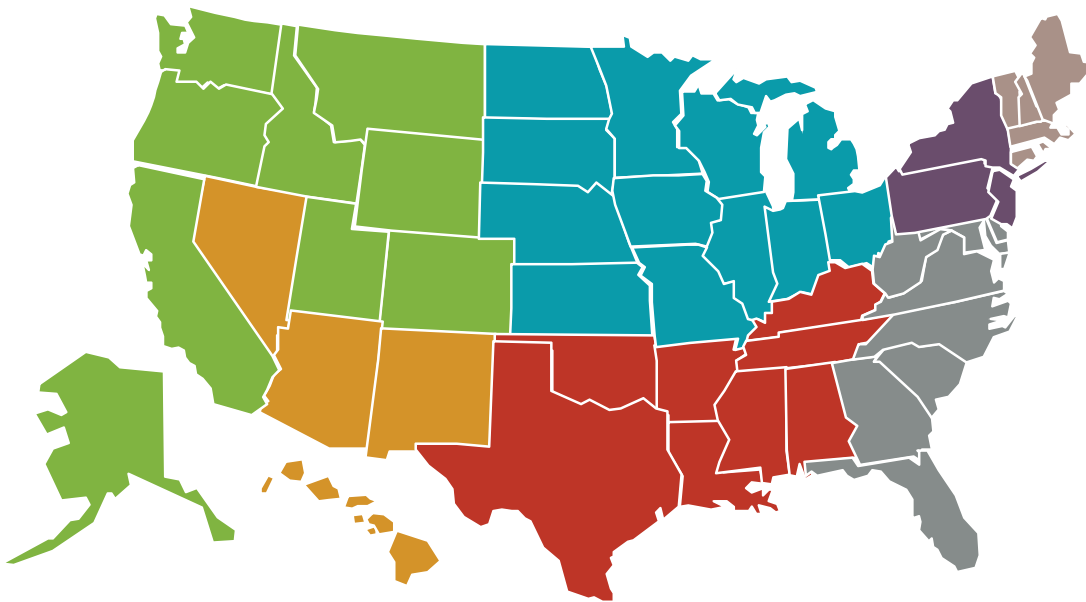
PRACTICE LOCATIONS AND RESPONDENTS BY GEOGRAPHIC AREA

Practice Locations

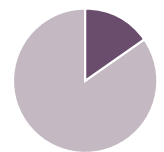


Respondents

N=723



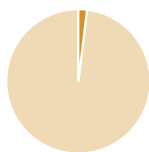
5.4%
New England



15.4%
Mid Atlantic



19.5%
Northwest



2.1%
Southwest



21.2%
North Central



14.1%
South Central



22.4%
South Atlantic

KEY DEMOGRAPHICS PER FULL-TIME EQUIVALENT (FTE) PHYSICIAN

All Groups - 59 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Total Gross Charges	56	\$2,406,837	\$1,812,990	\$2,207,720	\$2,948,229	\$3,597,349
Total Net Revenue	56	\$1,086,117	\$863,088	\$1,066,860	\$1,272,459	\$1,519,144
Total Non-Clinical Admin Staff FTE	59	2.85	2.00	2.98	3.54	4.16
Total Clinical Staff FTE	59	2.81	1.55	2.50	3.98	5.00
Total Audiologists FTE	53	0.76	0.53	0.68	0.83	1.00
Total Non-Provider Staff FTE	59	6.34	5.04	6.02	7.89	8.68
Total Non-Provider Staff Cost	57	\$332,664	\$283,202	\$329,862	\$387,500	\$455,022
Total Non-Physician Providers FTE	37	0.43	0.16	0.29	0.50	1.00
Total Non-Physician Providers Cost	33	\$74,418	\$20,291	\$39,850	\$78,667	\$151,586
Total Non-Physician Staff FTE	59	6.59	5.12	6.32	8.08	9.16
Total Non-Physician Staff Cost	57	\$375,748	\$297,775	\$352,568	\$442,522	\$531,889
Total Operating Cost	57	\$694,253	\$476,755	\$646,887	\$825,138	\$1,050,586
Total A/R	50	\$239,208	\$160,303	\$211,316	\$287,086	\$359,793
Total Procedures	48	1,482	847	1,148	1,853	3,071
Total Occupancy	57	\$97,795	\$60,131	\$75,000	\$108,326	\$142,256
Total Square Footage	54	2,979	2,163	2,657	3,506	4,371

1-3 FTE - 17 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Total Gross Charges	17	\$2,299,666	\$1,404,309	\$1,947,500	\$3,171,473	\$4,119,369
Total Net Revenue	17	\$1,100,580	\$776,565	\$1,041,996	\$1,375,600	\$1,696,547
Total Non-Clinical Admin Staff FTE	17	2.68	1.33	2.00	3.67	5.00
Total Clinical Staff FTE	17	2.84	2.00	2.50	3.50	5.10
Total Audiologists FTE	13	1.11	0.83	1.00	1.00	1.50
Total Non-Provider Staff FTE	17	6.36	4.87	6.00	7.33	8.40
Total Non-Provider Staff Cost	17	\$330,598	\$244,568	\$335,651	\$401,022	\$453,211
Total Non-Physician Providers FTE	11	0.72	0.38	0.50	1.00	1.00
Total Non-Physician Providers Cost	10	\$159,262	\$57,864	\$97,809	\$149,701	\$392,846
Total Non-Physician Staff FTE	17	6.77	5.00	6.50	8.00	9.13
Total Non-Physician Staff Cost	17	\$424,281	\$298,238	\$387,000	\$477,546	\$664,426
Total Operating Cost	17	\$783,974	\$341,533	\$741,177	\$997,146	\$1,432,732
Total A/R	13	\$296,923	\$117,967	\$212,623	\$326,041	\$643,281
Total Procedures	12	927	101	517	1,276	2,546
Total Occupancy	17	\$139,183	\$73,188	\$92,000	\$141,925	\$189,835
Total Square Footage	16	3,644	2,650	3,482	4,103	4,908

KEY DEMOGRAPHICS PER FTE PHYSICIAN (CON'T)

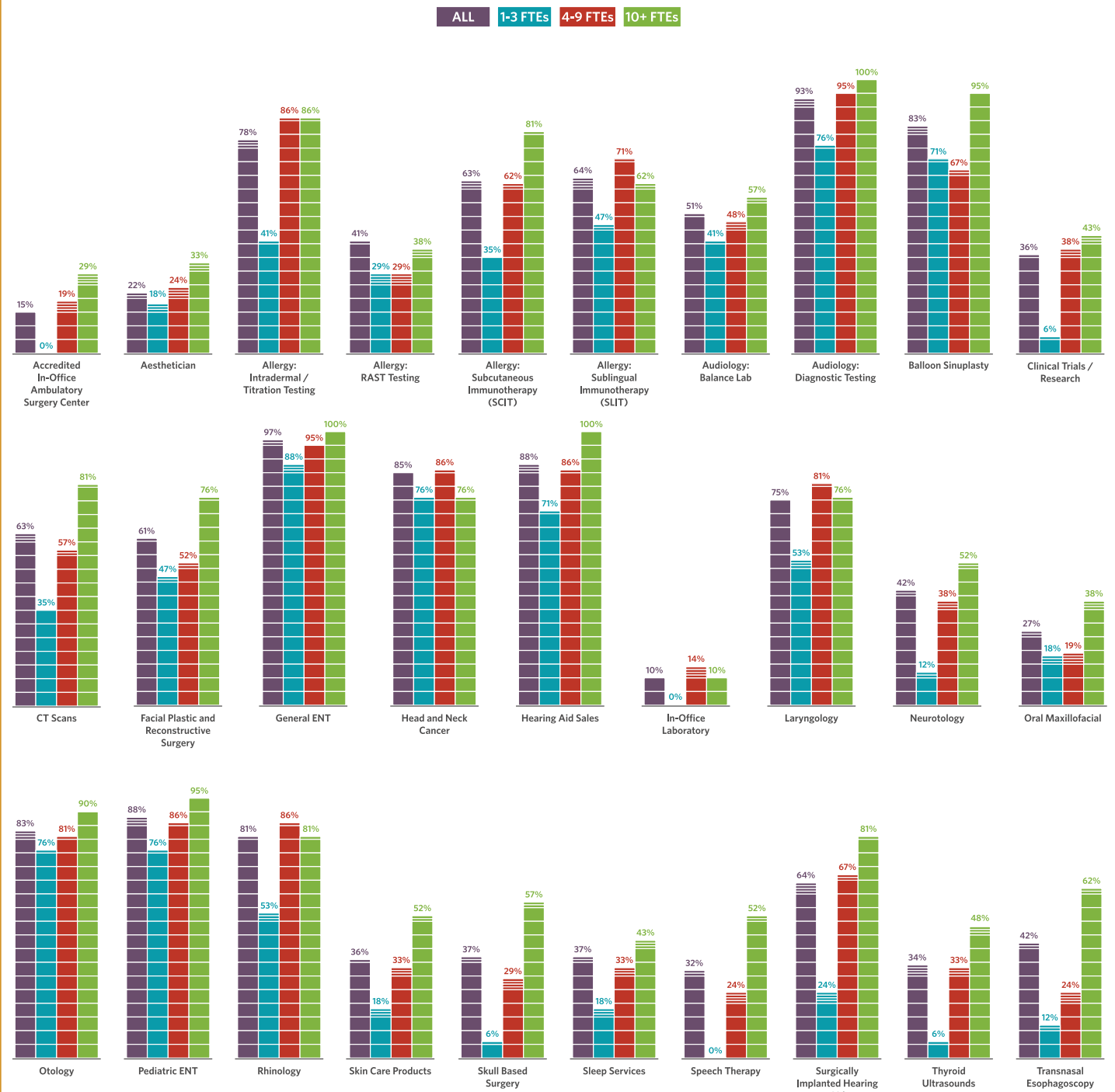
4-9 FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Total Gross Charges	18	\$2,193,196	\$1,612,931	\$2,121,039	\$2,535,507	\$3,165,578
Total Net Revenue	18	\$978,656	\$781,285	\$930,528	\$1,176,752	\$1,362,454
Total Non-Clinical Admin Staff FTE	21	2.75	2.08	2.90	3.50	3.71
Total Clinical Staff FTE	21	2.65	1.50	2.40	4.00	5.00
Total Audiologists FTE	19	0.65	0.50	0.57	0.63	1.03
Total Non-Provider Staff FTE	21	5.99	5.17	5.71	7.75	8.17
Total Non-Provider Staff Cost	19	\$324,102	\$273,253	\$311,305	\$377,225	\$445,582
Total Non-Physician Providers FTE	10	0.44	0.16	0.25	0.54	0.79
Total Non-Physician Providers Cost	7	\$31,712	\$22,221	\$25,352	\$40,114	\$53,383
Total Non-Physician Staff FTE	21	6.20	5.17	5.86	8.00	8.44
Total Non-Physician Staff Cost	19	\$335,785	\$277,065	\$329,862	\$392,834	\$458,390
Total Operating Cost	19	\$691,940	\$489,847	\$693,534	\$789,148	\$1,064,663
Total A/R	17	\$189,654	\$141,805	\$169,467	\$226,572	\$308,459
Total Procedures	17	1,582	959	1,359	1,605	2,329
Total Occupancy	19	\$81,115	\$53,942	\$65,786	\$106,682	\$131,514
Total Square Footage	19	2,863	2,180	2,443	3,336	4,492

10+ FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Total Gross Charges	21	\$2,676,715	\$2,237,904	\$2,539,576	\$2,950,920	\$3,465,739
Total Net Revenue	21	\$1,166,518	\$1,005,222	\$1,147,417	\$1,307,221	\$1,412,154
Total Non-Clinical Admin Staff FTE	21	3.09	2.48	3.07	3.45	4.38
Total Clinical Staff FTE	21	2.93	1.74	2.80	3.96	4.50
Total Audiologists FTE	21	0.65	0.60	0.71	0.78	0.79
Total Non-Provider Staff FTE	21	6.68	5.27	6.40	8.40	9.02
Total Non-Provider Staff Cost	21	\$342,083	\$295,335	\$331,779	\$370,556	\$446,639
Total Non-Physician Providers FTE	16	0.22	0.11	0.21	0.27	0.37
Total Non-Physician Providers Cost	16	\$40,074	\$11,604	\$22,836	\$42,182	\$71,039
Total Non-Physician Staff FTE	21	6.84	5.27	6.66	8.64	9.21
Total Non-Physician Staff Cost	21	\$372,616	\$310,114	\$361,621	\$427,350	\$509,043
Total Operating Cost	21	\$623,716	\$516,993	\$638,316	\$711,327	\$785,729
Total A/R	20	\$243,813	\$201,845	\$233,383	\$290,158	\$332,220
Total Procedures	19	1,742	984	1,370	2,089	3,355
Total Occupancy	21	\$79,383	\$64,517	\$70,664	\$101,542	\$116,835
Total Square Footage	19	2,536	2,063	2,432	2,969	3,292

SERVICES PROVIDED BY PRACTICE

	Number of Practices	59	17	21	21
All Groups - 59 Practices	Count	All	1-3 FTE	4-9 FTE	10+ FTE
Accredited In-Office Ambulatory Surgery Center	59	15%	0%	19%	29%
Aesthetician	59	22%	18%	24%	33%
Allergy - Intradermal / Titration Testing	59	78%	41%	86%	86%
Allergy - RAST Testing	59	41%	29%	29%	38%
Allergy - Subcutaneous Immunotherapy (SCIT)	59	63%	35%	62%	81%
Allergy - Sublingual Immunotherapy (SLIT)	59	64%	47%	71%	62%
Audiology - Balance Lab	59	51%	41%	48%	57%
Audiology - Diagnostic Testing	59	93%	76%	95%	100%
Balloon Sinuplasty	59	83%	71%	67%	95%
Clinical Trials/Research	59	36%	6%	38%	43%
CT Scans	59	63%	35%	57%	81%
Diagnostic Audiology Testing	59	93%	76%	95%	100%
Facial Plastic and Reconstructive Surgery	59	61%	47%	52%	76%
General ENT	59	97%	88%	95%	100%
Head and Neck Cancer	59	85%	76%	86%	76%
Hearing Aid Sales	59	88%	71%	86%	100%
In-Office Laboratory	59	10%	0%	14%	10%
Laryngology	59	75%	53%	81%	76%
Neurotology	59	42%	12%	38%	52%
Oral Maxillofacial	59	27%	18%	19%	38%
Otology	59	83%	76%	81%	90%
Pediatric ENT	59	88%	76%	86%	95%
Rhinology	59	81%	53%	86%	81%
Skin Care Products	59	36%	18%	33%	52%
Skull Based Surgery	59	37%	6%	29%	57%
Sleep Services	59	37%	18%	33%	43%
Speech Therapy	59	32%	0%	24%	52%
Surgically Implanted Hearing Aid	59	64%	24%	67%	81%
Thyroid Ultrasounds	59	34%	6%	33%	48%
Transnasal Esophagoscopy	59	42%	12%	24%	62%

Services Provided by Group Size



GROSS NUMBER OF HEARING AIDS SOLD

	Count	Mean	25 percentile	Median	75 percentile	90 percentile
All Groups	47	1,308	283	690	1,525	2,989
1-3 FTE Physician	9	168	116	150	206	289
4-9 FTE Physician	18	574	286	499	783	1,176
10+ FTE Physician	20	2,482	1,370	1,622	2,982	4,359

PRACTICE SETTING

	Number of Practices	59	17	21	21
	Count	All	1-3 FTE	4-9 FTE	10+ FTE
Private Group Practice - Single Specialty	59	15%	0%	19%	29%
(ENT and related specialties)	37	62.71%	35.29%	80.95%	66.67%
Private Group Practice - Multi Specialty	59	78%	41%	86%	86%
(ENT, Orthopedics, Cardiology, etc)	11	18.64%	5.88%	14.29%	33.33%
Primary Practice - Solo Practitioner	9	15.25%	52.94%	0.00%	0.00%
Hospital Owned	2	3.39%	5.88%	4.76%	0.00%

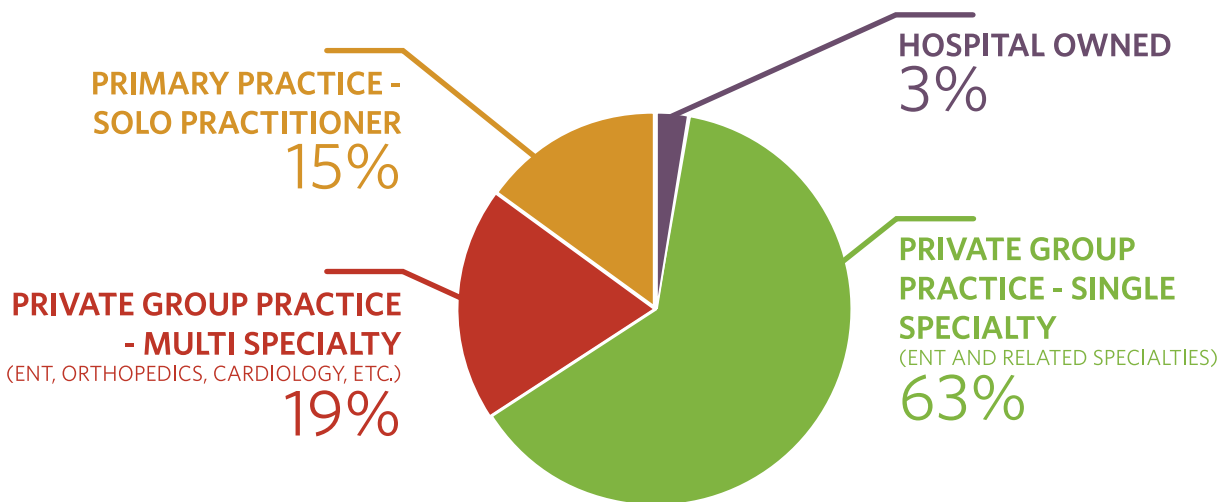
TECHNOLOGY PRODUCTS

Practice Management System	Number	Percent
Greenway	12	21%
Centricity	10	17%
Other	10	17%
NextGen	7	12%
Allscripts	5	9%
eClincial Works	4	7%
Athena Health	3	5%
AllMeds	3	5%
AMS	1	2%
EPIC	1	2%
MISYS	1	2%
Sage Intergy	1	2%
Advanced MD	0	0%
Cerner	0	0%
e-MD	0	0%
Epicare	0	0%
Healthport	0	0%
MD Logic	0	0%
Medent	0	0%
Total	58	100%

CT Manufacturer	Number	Percent
Xoran	23	62%
Carestream	4	11%
GE	3	8%
Other	3	8%
Siemens	2	5%
3M	1	3%
Scanora	1	3%
Cochlear	0	0%
Lumiview	0	0%
Sordex	0	0%
Toshiba Asteion	0	0%
Total	37	100%

Accounting Software	Number	Percent
QuickBooks	37	66%
Great Plains	8	14%
Peachtree	5	9%
Other	4	7%
MAS 90	2	4%
Client Bookkeeping Solutions	0	0%
Peoplesoft	0	0%
Quicken	0	0%
Total	56	100%

PRACTICE SETTING - ALL FTE



TECHNOLOGY PRODUCTS (CON'T)

EMR	Number	Percent
Other	14	24%
Greenway	13	22%
AllMeds	7	12%
NextGen	6	10%
Allscripts	5	9%
eClincial Works	5	9%
Centricity	3	5%
AMS	1	2%
Athena Health	1	2%
EPIC	1	2%
SRS	1	2%
Sage Intergy	1	2%
Advanced MD	0	0%
Cerner	0	0%
e-MD	0	0%
Epicare	0	0%
Healthport	0	0%
MD Logic	0	0%
Medent	0	0%
Medinotes	0	0%
MISYS	0	0%
Total	58	100%

Payroll Outsourced?	Number	Percent
All Groups	40	68%
1-3 FTE Physicians	10	59%
4-9 FTE Physicians	13	62%
10+ Physicians	17	81%

Payroll Service If Outsourced	Number	Percent
Other	20	50%
Paychex	8	20%
The Payroll Company	5	13%
ADP	2	5%
Paycor	2	5%
Advantage Payroll Services	1	3%
PayUSA	1	3%
PrimePay	1	3%
AmCheck	0	0%
APS	0	0%
Big Fish Payroll Services	0	0%
TelePayroll	0	0%
Total	40	100%

PRACTICE STRATEGIC INITIATIVES

	Number of Practices	59	17	21	21
Strategic Initiatives Over the Next 12-24 Months	Count	All	1-3 FTE	4-9 FTE	10+ FTE
Looking to hire a new doctor	59	63%	41%	62%	81%
Looking to hire ENT Nurse Practitioner	59	37%	35%	14%	62%
Looking to hire Audiologist	59	46%	29%	43%	62%
Looking to hire Audiology assistants	59	24%	6%	19%	43%
Relocating any existing office locations	59	29%	6%	29%	48%
Opening any additional office locations	59	41%	18%	38%	62%
Looking to close existing office location	59	20%	6%	14%	38%
Looking to close the practice	59	0%	0%	0%	0%
Planning on merging with another ENT practice	59	7%	6%	0%	14%
Looking to be sold/merge with larger multispecialty physician practice or health system	59	2%	6%	0%	0%
Considering addition of new ancillary services	59	47%	53%	29%	62%
Considering purchase of new practice management system	59	17%	24%	10%	19%
Investigating hospital system ownership	59	3%	6%	0%	5%
Considering implementing the practice's first EHR system	59	5%	6%	0%	10%
Considering replacing an existing EHR system	59	20%	24%	10%	29%
Considering outsourced billing services, on either an as-needed or full-time basis	59	12%	12%	5%	19%
Considering bringing outsourced billing back in-house	59	5%	6%	10%	0%
Planning to join or form a Clinically Integrated Network (CIN)	59	7%	0%	5%	14%
Currently participate in a Clinically Integrated Network (CIN)	59	31%	18%	19%	52%
Utilize patient satisfaction or patient outcomes reporting tools (practice based)	59	78%	71%	76%	86%
Would you recommend your EHR vendor to a colleague?	59	61%	59%	62%	62%

Why you would NOT recommend your EHR?	Number	Percent
Initial system cost too high	1	4%
Annual support costs too high	2	9%
Technical support not adequate	3	13%
Does not fit my practice	3	13%
Does not make efficient use of my time	1	4%
Believe system capabilities were mis-represented	6	26%
Other (Not Specified)	7	30%
Total	23	100%

FINANCIAL SUMMARY FOR TOTAL PRACTICE BY FTE PHYSICIAN

All Groups - 59 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Collections	55	\$1,097,033	\$882,164	\$1,083,420	\$1,284,046	\$1,523,474
Non-Provider Salaries, Wages, & Benefits	57	\$332,664	\$283,202	\$329,862	\$387,500	\$455,022
Non-Physician Provider Salaries, Wages, & Benefits	33	\$74,418	\$20,291	\$39,850	\$78,667	\$151,586
Office Occupancy Expenses	57	\$97,795	\$60,131	\$75,000	\$108,326	\$142,256
Hearing Aid Expenses	48	\$88,056	\$56,941	\$75,235	\$107,702	\$133,042
Non-Drug Medical Supply Expenses	55	\$38,075	\$10,938	\$20,000	\$46,718	\$69,710
Drug Expenses	52	\$16,021	\$4,466	\$9,067	\$17,917	\$38,355
Total Non-Physician Operating Costs	57	\$694,253	\$476,755	\$646,887	\$825,138	\$1,050,586

1-3 FTE - 17 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Collections	17	\$1,100,580	\$776,565	\$1,041,996	\$1,375,600	\$1,696,547
Non-Provider Salaries, Wages, & Benefits	17	\$330,598	\$244,568	\$335,651	\$401,022	\$453,211
Non-Physician Provider Salaries, Wages, & Benefits	10	\$159,262	\$57,864	\$97,809	\$149,701	\$392,846
Office Occupancy Expenses	17	\$139,183	\$73,188	\$92,000	\$141,925	\$189,835
Hearing Aid Expenses	11	\$97,558	\$84,799	\$96,500	\$126,590	\$133,333
Non-Drug Medical Supply Expenses	16	\$41,890	\$12,717	\$21,200	\$42,495	\$90,995
Drug Expenses	13	\$16,406	\$1,000	\$6,500	\$23,405	\$40,828
Total Non-Physician Operating Costs	17	\$783,974	\$341,533	\$741,177	\$997,146	\$1,432,732

Please note that for all categories (Income and Expenses): The Percentile amounts are arranged from lowest amounts reported (25th percentile) to highest amounts reported (90th percentile). Results that are near the lower or higher end of a given category do not necessarily mean lower or higher performing practices and are presented only for informational purposes. Your results cannot generally be compared to the benchmark survey in isolation, but must take all performance indicators into account. Many studies have shown that physician income (compensation) is generally maximized in groups with higher overhead amounts (total dollars) per physician.

FINANCIAL SUMMARY FOR TOTAL PRACTICE BY FTE PHYSICIAN (CON'T)

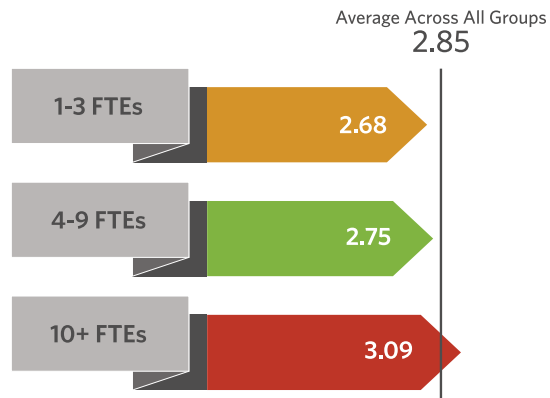
4-9 FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Collections	17	\$1,007,652	\$784,676	\$957,283	\$1,186,822	\$1,379,499
Non-Provider Salaries, Wages, & Benefits	19	\$324,102	\$273,253	\$311,305	\$377,225	\$445,582
Non-Physician Provider Salaries, Wages, & Benefits	7	\$31,712	\$22,221	\$25,352	\$40,114	\$53,383
Office Occupancy Expenses	19	\$81,115	\$53,942	\$65,786	\$106,682	\$131,514
Hearing Aid Expenses	17	\$97,593	\$57,183	\$65,510	\$95,252	\$220,525
Non-Drug Medical Supply Expenses	18	\$32,577	\$7,175	\$13,994	\$48,805	\$67,736
Drug Expenses	19	\$11,513	\$4,712	\$8,126	\$12,574	\$29,379
Total Non-Physician Operating Costs	19	\$691,940	\$489,847	\$693,534	\$789,148	\$1,064,663

10+ FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
Collections	21	\$1,166,518	\$1,005,222	\$1,147,417	\$1,307,221	\$1,412,154
Non-Provider Salaries, Wages, & Benefits	21	\$342,083	\$295,335	\$331,779	\$370,556	\$446,639
Non-Physician Provider Salaries, Wages, & Benefits	16	\$40,074	\$11,604	\$22,836	\$42,182	\$71,039
Office Occupancy Expenses	21	\$79,383	\$64,517	\$70,664	\$101,542	\$116,835
Hearing Aid Expenses	20	\$74,724	\$52,024	\$66,299	\$97,335	\$117,404
Non-Drug Medical Supply Expenses	21	\$39,881	\$13,127	\$24,793	\$44,370	\$69,715
Drug Expenses	20	\$20,054	\$6,889	\$13,157	\$20,708	\$41,952
Total Non-Physician Operating Costs	21	\$623,716	\$516,993	\$638,316	\$711,327	\$785,729

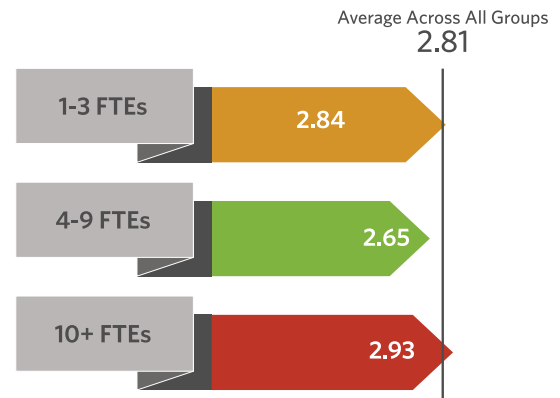
Please note that for all categories (Income and Expenses): The Percentile amounts are arranged from lowest amounts reported (25th percentile) to highest amounts reported (90th percentile). Results that are near the lower or higher end of a given category do not necessarily mean lower or higher performing practices and are presented only for informational purposes. Your results cannot generally be compared to the benchmark survey in isolation, but must take all performance indicators into account. Many studies have shown that physician income (compensation) is generally maximized in groups with higher overhead amounts (total dollars) per physician.

Staffing per FTE Physician

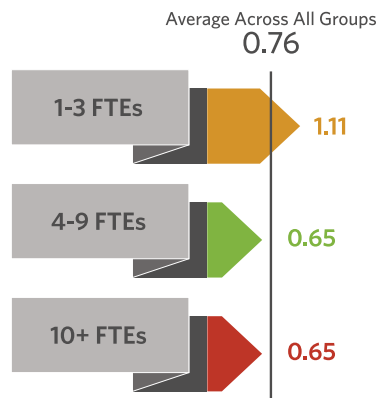
TOTAL NON-CLINICAL ADMINISTRATIVE STAFF PER FTE PHYSICIAN BY GROUP SIZE



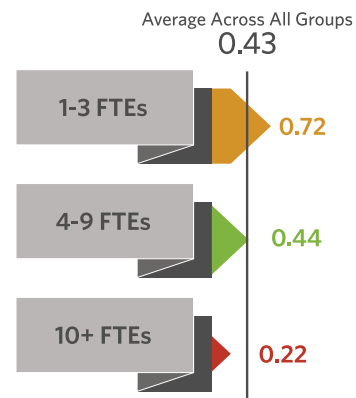
TOTAL CLINICAL STAFF (NURSES, MAs, TECHS) PER FTE PHYSICIAN BY GROUP SIZE



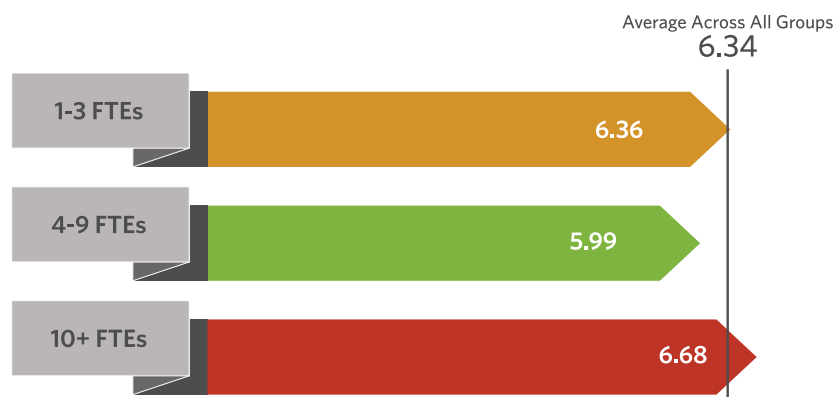
TOTAL AUDIOLOGISTS PER FTE PHYSICIAN BY GROUP SIZE



TOTAL NON-PHYSICIAN PROVIDER STAFF (NP, PA, ETC.) PER FTE PHYSICIAN BY GROUP SIZE



TOTAL NON-PROVIDER STAFF PER FTE PHYSICIAN BY GROUP SIZE



ANNUAL A/R GROSS CHARGES PER FTE PHYSICIAN

All Groups - 59 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	49	\$1,400,707	46.68%	\$765,282	\$1,200,190	\$1,751,717	\$2,322,903
Workers' Compensation	39	\$6,855	0.23%	\$2,427	\$3,571	\$8,297	\$19,236
Medicare	49	\$647,701	21.58%	\$451,761	\$601,270	\$752,750	\$985,540
Medicaid	48	\$252,321	8.41%	\$66,415	\$231,725	\$347,557	\$562,890
Other Govt Payers	39	\$58,815	1.96%	\$19,056	\$37,592	\$51,983	\$149,041
Charity Care	13	\$28,378	0.95%	\$2,210	\$8,264	\$9,789	\$38,501
Self Pay	44	\$145,858	4.86%	\$24,343	\$88,622	\$175,903	\$297,761
Other	20	\$460,326	15.34%	\$3,192	\$6,909	\$364,037	\$1,510,096
Total		\$3,000,961	100%				

1-3 FTE - 17 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	13	\$1,502,987	45.76%	\$638,730	\$765,282	\$1,315,926	\$4,008,463
Workers' Compensation	7	\$6,838	0.21%	\$369	\$2,467	\$11,308	\$19,903
Medicare	13	\$623,199	18.97%	\$300,000	\$529,028	\$846,816	\$1,128,763
Medicaid	13	\$270,018	8.22%	\$40,325	\$90,564	\$363,800	\$874,158
Other Govt Payers	12	\$43,025	1.31%	\$15,721	\$30,342	\$41,973	\$82,836
Charity Care	5	\$17,512	0.53%	\$8,264	\$9,084	\$25,000	\$35,126
Self Pay	12	\$142,665	4.34%	\$17,725	\$47,969	\$140,944	\$301,338
Other	7	\$678,121	20.65%	\$6,848	\$66,755	\$737,954	\$2,119,288
Total		\$3,284,366	100%				

4-9 FTE - 21 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	16	\$1,297,430	50.59%	\$1,061,266	\$1,134,721	\$1,567,192	\$2,040,031
Workers' Compensation	15	\$5,848	0.23%	\$2,688	\$3,470	\$5,332	\$10,722
Medicare	16	\$707,154	27.57%	\$513,252	\$592,631	\$717,503	\$1,274,251
Medicaid	15	\$295,322	11.52%	\$184,874	\$296,095	\$393,459	\$530,701
Other Govt Payers	11	\$82,420	3.21%	\$25,187	\$37,592	\$134,077	\$176,177
Charity Care	4	\$3,675	0.14%	\$762	\$2,426	\$5,339	\$8,009
Self Pay	15	\$151,595	5.91%	\$40,250	\$148,932	\$213,737	\$358,612
Other	6	\$21,080	0.82%	\$1,500	\$3,138	\$4,786	\$59,300
Total		\$2,564,523	100%				

10+ FTE - 21 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	20	\$1,416,846	45.23%	\$987,518	\$1,599,224	\$1,807,271	\$2,063,173
Workers' Compensation	17	\$7,751	0.25%	\$2,552	\$4,135	\$8,648	\$18,827
Medicare	20	\$616,066	19.67%	\$533,709	\$632,739	\$701,240	\$786,702
Medicaid	20	\$208,568	6.66%	\$73,598	\$203,321	\$303,920	\$354,314
Other Govt Payers	16	\$54,428	1.74%	\$14,674	\$41,128	\$51,941	\$115,590
Charity Care	4	\$66,665	2.13%	\$2,080	\$5,268	\$69,853	\$180,602
Self Pay	17	\$143,050	4.57%	\$52,500	\$109,242	\$158,055	\$244,341
Other	7	\$619,027	19.76%	\$5,267	\$7,531	\$1,302,236	\$1,575,713
Total		\$3,132,400	100%				

ANNUAL A/R COLLECTIONS PER FTE PHYSICIAN

All Groups - 59 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	51	\$558,091	43.95%	\$321,838	\$513,776	\$657,803	\$968,398
Workers' Compensation	41	\$4,440	0.35%	\$1,022	\$2,446	\$5,000	\$8,091
Medicare	51	\$221,891	17.47%	\$134,816	\$194,010	\$292,132	\$389,297
Medicaid	49	\$76,448	6.02%	\$20,772	\$69,849	\$107,630	\$143,531
Other Govt Payers	39	\$20,602	1.62%	\$4,923	\$11,448	\$28,878	\$52,616
Charity Care	5	\$23,230	1.83%	\$25	\$653	\$5,500	\$68,181
Self Pay	46	\$182,860	14.40%	\$9,530	\$129,579	\$330,135	\$408,598
Other	22	\$182,268	14.35%	\$2,625	\$6,061	\$130,068	\$624,007
Total		\$1,269,830	100%				

1-3 FTE - 17 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	15	\$560,385	43.83%	\$215,333	\$344,433	\$666,000	\$1,417,261
Workers' Compensation	9	\$3,157	0.25%	\$518	\$2,089	\$4,734	\$7,378
Medicare	15	\$216,409	16.93%	\$111,587	\$175,433	\$297,763	\$419,432
Medicaid	14	\$78,506	6.14%	\$18,769	\$44,968	\$119,469	\$208,859
Other Govt Payers	13	\$16,605	1.30%	\$4,186	\$8,187	\$21,450	\$48,096
Charity Care	0	\$-	0.00%	\$-	\$-	\$-	\$-
Self Pay	13	\$153,634	12.02%	\$6,000	\$63,407	\$249,628	\$328,794
Other	8	\$249,868	19.54%	\$5,069	\$72,747	\$204,337	\$684,575
Total		\$1,278,564	100%				

4-9 FTE - 21 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	17	\$542,563	51.03%	\$460,070	\$563,020	\$586,865	\$708,332
Workers' Compensation	16	\$4,028	0.38%	\$1,491	\$2,224	\$3,468	\$6,529
Medicare	17	\$218,854	20.58%	\$132,352	\$194,010	\$265,190	\$360,371
Medicaid	16	\$74,700	7.03%	\$36,903	\$80,109	\$109,186	\$135,977
Other Govt Payers	12	\$25,294	2.38%	\$5,835	\$15,416	\$46,812	\$60,549
Charity Care	2	\$2,763	0.26%	\$1,394	\$2,763	\$4,131	\$4,953
Self Pay	16	\$183,491	17.26%	\$8,685	\$190,045	\$355,704	\$404,018
Other	7	\$11,588	1.09%	\$1,548	\$3,002	\$3,476	\$29,199
Total		\$1,063,280	100%				

10+ FTE - 21 Practices	Count	Mean	Percent	25 percentile	Median	75 percentile	90 percentile
Commercial	19	\$570,173	39.68%	\$426,060	\$537,430	\$714,275	\$921,578
Workers' Compensation	16	\$5,573	0.39%	\$1,316	\$2,715	\$5,948	\$13,745
Medicare	19	\$228,935	15.93%	\$151,782	\$243,810	\$306,692	\$321,982
Medicaid	19	\$76,404	5.32%	\$22,384	\$69,849	\$97,643	\$120,252
Other Govt Payers	14	\$20,293	1.41%	\$4,952	\$12,709	\$22,885	\$33,905
Charity Care	2	\$55,311	3.85%	\$27,982	\$55,311	\$82,640	\$99,037
Self Pay	17	\$204,616	14.24%	\$55,213	\$123,625	\$377,920	\$408,396
Other	7	\$275,693	19.19%	\$4,851	\$8,145	\$622,560	\$640,946
Total		\$1,436,998	100%				

A/R AGING PER FTE PHYSICIAN

All Groups	Insurance Balance		Patient Balance		Total Balance	
59 Practices	Dollar Amount	Percent	Dollar Amount	Percent	Dollar Amount	Percent
0 - 30 Days	\$136,470	65.70%	\$10,843	24.81%	\$144,598	58.90%
31 - 60 Days	\$26,073	12.55%	\$7,898	18.07%	\$32,800	13.36%
61 - 90 Days	\$9,118	4.39%	\$4,248	9.72%	\$12,638	5.15%
91 - 120 Days	\$9,071	4.37%	\$4,916	11.25%	\$13,526	5.51%
> 120 Days	\$26,991	12.99%	\$15,805	36.16%	\$41,955	17.09%
Total	\$207,723	100%	\$43,711	100%	\$245,517	100%

1-3 FTE	Insurance Balance		Patient Balance		Total Balance	
17 Practices	Dollar Amount	Percent	Dollar Amount	Percent	Dollar Amount	Percent
0 - 30 Days	\$157,161	54.82%	\$10,258	16.95%	\$157,143	49.41%
31 - 60 Days	\$37,827	13.19%	\$11,890	19.65%	\$44,919	14.12%
61 - 90 Days	\$9,993	3.49%	\$5,255	8.68%	\$13,320	4.19%
91 - 120 Days	\$16,282	5.68%	\$5,003	8.27%	\$20,773	6.53%
> 120 Days	\$65,423	22.82%	\$28,113	46.45%	\$81,900	25.75%
Total	\$286,685	100%	\$60,519	100%	\$318,055	100%

4-9 FTE	Insurance Balance		Patient Balance		Total Balance	
21 Practices	Dollar Amount	Percent	Dollar Amount	Percent	Dollar Amount	Percent
0 - 30 Days	\$117,895	70.87%	\$11,608	37.84%	\$128,820	66.59%
31 - 60 Days	\$19,111	11.49%	\$4,880	15.91%	\$23,417	12.10%
61 - 90 Days	\$7,190	4.32%	\$2,975	9.70%	\$9,815	5.07%
91 - 120 Days	\$7,447	4.48%	\$3,229	10.53%	\$9,859	5.10%
> 120 Days	\$14,702	8.84%	\$7,985	26.03%	\$21,546	11.14%
Total	\$166,345	100%	\$30,677	100%	\$193,457	100%

10+ FTE	Insurance Balance		Patient Balance		Total Balance	
21 Practices	Dollar Amount	Percent	Dollar Amount	Percent	Dollar Amount	Percent
0 - 30 Days	\$139,845	68.55%	\$10,538	23.93%	\$149,856	61.01%
31 - 60 Days	\$25,526	12.51%	\$7,759	17.62%	\$32,897	13.39%
61 - 90 Days	\$10,338	5.07%	\$4,670	10.61%	\$14,594	5.94%
91 - 120 Days	\$6,404	3.14%	\$6,202	14.08%	\$12,295	5.01%
> 120 Days	\$21,887	10.73%	\$14,865	33.76%	\$35,970	14.64%
Total	\$203,999	100%	\$44,034	100%	\$245,612	100%

PHYSICIAN PRODUCTIVITY PER FTE PHYSICIAN

All Groups - 59 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
E&M Services (Office Visits and Consults)						
Annual Total # of New Patient Visits	57	949	664	881	1,062	1,220
Annual Total # of Established Patient Visits	57	2,306	1,443	2,118	2,580	3,289
Annual Total # of Patient Consult Visits	48	408	190	352	577	708
Annual Total # of No Charge Pre/Post Op Visits	49	382	258	332	468	607
Annual Total of E&M Visits	57	3,927	2,739	3,577	4,406	5,859
Office-Based Procedures						
Total # of Office Procedures (Including Balloons)	48	1,482	847	1,148	1,853	3,071
Office Procedures (Including Balloons) per E&M Visit	48	0.466	0.199	0.338	0.537	1.015
Total # of Balloons ONLY (CPT 31295-31297)	42	23	6	11	26	50
Balloons ONLY (CPT 31295-31297) per E&M Visit	42	0.007	0.001	0.003	0.007	0.018
Ancillary Codes Only						
Allergy	41	5,750	1,399	3,083	7,529	16,491
Allergy per E&M Visit	41	1.737	0.423	0.649	1.768	4.662
Audiology	46	1,863	1,112	1,696	2,333	3,300
Audiology per E&M Visit	46	0.541	0.357	0.512	0.646	0.837
In Office CT Scans	35	474	72	116	161	374
In Office CT Scans per E&M Visit	35	0.103	0.018	0.033	0.052	0.104
Gross Charges and Collections						
Physician Annual Gross Charges	56	\$2,406,837	\$1,812,990	\$2,207,720	\$2,948,229	\$3,597,349
Physician Annual Gross Charges per E&M Visit	56	\$706	\$500	\$651	\$840	\$1,046
Physician Annual Net Payments (Receipts)	56	\$1,086,117	\$863,088	\$1,066,860	\$1,272,459	\$1,519,144
Physician Annual Net Payments per E&M Visit	56	\$320	\$231	\$296	\$369	\$485
Physician Total Annual Practice Compensation (All Prof Sources)	46	\$494,915	\$381,347	\$456,542	\$555,229	\$773,176
Physician Total Annual Practice Compensation per E&M Visit	46	\$141	\$109	\$136	\$157	\$200

PHYSICIAN PRODUCTIVITY PER FTE PHYSICIAN (CON'T)

1-3 FTE - 17 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
E&M Services (Office Visits and Consults)						
Annual Total # of New Patient Visits	17	1,209	630	994	1,214	2,417
Annual Total # of Established Patient Visits	17	2,933	1,113	1,974	4,258	6,319
Annual Total # of Patient Consult Visits	11	263	75	180	308	361
Annual Total # of No Charge Pre/Post Op Visits	11	438	302	390	509	633
Annual Total of E&M Visits	17	4,596	2,283	3,577	6,600	9,164
Office-Based Procedures (Place of Service 11)						
Total # of Office Procedures (Including Balloons)	12	927	101	517	1,276	2,546
Office Procedures (Including Balloons) per E&M Visit	12	0.312	0.034	0.109	0.571	0.862
Total # of Balloons ONLY (31295-31297)	9	24	7	12	23	59
Balloons ONLY (31295-31297) per E&M Visit	9	0.006	0.001	0.004	0.006	0.014
Ancillary Codes Only						
Allergy	7	8,676	2,610	4,563	12,283	20,697
Allergy per E&M Visit	7	2.503	0.470	1.455	3.215	6.106
Audiology	11	2,046	817	1,210	2,277	3,738
Audiology per E&M Visit	11	0.609	0.345	0.567	0.736	0.916
In Office CT Scans	5	1,038	86	116	450	2,865
In Office CT Scans per E&M Visit	5	0.262	0.029	0.051	0.126	0.709
Gross Charges and Collections						
Physician Annual Gross Charges	17	\$2,299,666	\$1,404,309	\$1,947,500	\$3,171,473	\$4,119,369
Physician Annual Gross Charges per E&M Visit	17	\$709	\$342	\$625	\$995	\$1,398
Physician Annual Net Payments (Receipts)	17	\$1,100,580	\$776,565	\$1,041,996	\$1,375,600	\$1,696,547
Physician Annual Net Payments per E&M Visit	17	\$337	\$169	\$279	\$467	\$540
Physician Total Annual Practice Compensation (All Professional Sources)	10	\$525,558	\$324,250	\$406,541	\$711,153	\$929,342
Physician Total Annual Practice Compensation per E&M Visit	10	\$157	\$101	\$146	\$172	\$277

PHYSICIAN PRODUCTIVITY PER FTE PHYSICIAN (CON'T)

4-9 FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
E&M Services (Office Visits and Consults)						
Annual Total # of New Patient Visits	19	754	575	714	954	1,054
Annual Total # of Established Patient Visits	19	1,915	1,405	1,625	2,546	3,118
Annual Total # of Patient Consult Visits	17	402	285	453	575	622
Annual Total # of No Charge Pre/Post Op Visits	18	381	213	324	489	626
Annual Total of E&M Visits	19	3,390	2,567	2,839	4,268	5,001
Office-Based Procedures (Place of Service 11)						
Total # of Office Procedures (Including Balloons)	17	1,582	959	1,359	1,605	2,329
Office Procedures (Including Balloons) per E&M Visit	17	0.576	0.277	0.400	0.538	1.125
Total # of Balloons ONLY (31295-31297)	13	21	6	11	34	53
Balloons ONLY (31295-31297) per E&M Visit	13	0.008	0.002	0.002	0.007	0.024
Ancillary Codes Only						
Allergy	16	5,184	1,089	3,089	5,788	15,180
Allergy per E&M Visit	16	1.865	0.235	0.766	1.768	4.533
Audiology	17	1,980	1,219	1,751	2,582	3,291
Audiology per E&M Visit	17	0.614	0.409	0.560	0.693	0.896
In Office CT Scans	10	324	79	118	159	375
In Office CT Scans per E&M Visit	10	0.073	0.023	0.040	0.061	0.102
Gross Charges and Collections						
Physician Annual Gross Charges	18	\$2,193,196	\$1,612,931	\$2,121,039	\$2,535,507	\$3,165,578
Physician Annual Gross Charges per E&M Visit	18	\$701	\$494	\$629	\$780	\$902
Physician Annual Net Payments (Receipts)	18	\$978,656	\$781,285	\$930,528	\$1,176,752	\$1,362,454
Physician Annual Net Payments per E&M Visit	18	\$318	\$236	\$278	\$314	\$468
Physician Total Annual Practice Compensation (All Prof Sources)	16	\$438,438	\$345,940	\$405,391	\$494,112	\$608,140
Physician Total Annual Practice Compensation per E&M Visit	16	\$135	\$105	\$136	\$154	\$165

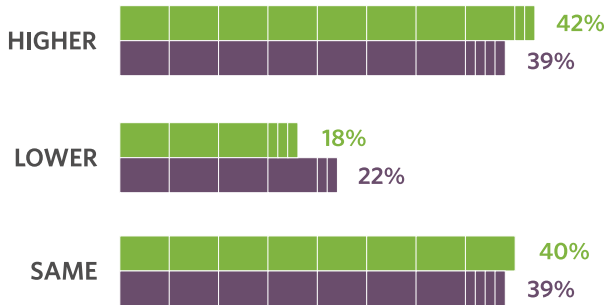
PHYSICIAN PRODUCTIVITY PER FTE PHYSICIAN (CON'T)

10+ FTE - 21 Practices	Count	Mean	25 percentile	Median	75 percentile	90 percentile
E&M Services (Office Visits and Consults)						
Annual Total # of New Patient Visits	21	915	746	893	973	1,167
Annual Total # of Established Patient Visits	21	2,152	2,056	2,165	2,352	2,610
Annual Total # of Patient Consult Visits	20	493	258	477	634	737
Annual Total # of No Charge Pre/Post Op Visits	20	352	244	314	419	487
Annual Total of E&M Visits	21	3,871	3,413	3,728	4,136	4,414
Office-Based Procedures (Place of Service 11)						
Total # of Office Procedures (Including Balloons)	19	1,742	984	1,370	2,089	3,355
Office Procedures (Including Balloons) per E&M Visit	19	0.465	0.261	0.365	0.504	0.946
Total # of Balloons ONLY (31295-31297)	20	23	5	10	24	40
Balloons ONLY (31295-31297) per E&M Visit	20	0.006	0.001	0.003	0.007	0.009
Ancillary Codes Only						
Allergy	18	5,114	1,467	2,379	7,145	13,697
Allergy per E&M Visit	18	1.326	0.495	0.625	1.588	3.535
Audiology	18	1,640	1,271	1,696	1,913	2,878
Audiology per E&M Visit	18	0.430	0.291	0.466	0.548	0.693
In Office CT Scans	20	409	63	107	160	209
In Office CT Scans per E&M Visit	20	0.079	0.017	0.030	0.042	0.053
Gross Charges and Collections						
Physician Annual Gross Charges	21	\$2,676,715	\$2,237,904	\$2,539,576	\$2,950,920	\$3,465,739
Physician Annual Gross Charges per E&M Visit	21	\$708	\$605	\$658	\$839	\$970
Physician Annual Net Payments (Receipts)	21	\$1,166,518	\$1,005,222	\$1,147,417	\$1,307,221	\$1,412,154
Physician Annual Net Payments per E&M Visit	21	\$309	\$246	\$316	\$342	\$400
Physician Total Annual Practice Compensation (All Prof Sources)	20	\$524,776	\$411,417	\$457,599	\$591,727	\$766,693
Physician Total Annual Practice Compensation per E&M Visit	20	\$138	\$113	\$132	\$157	\$193

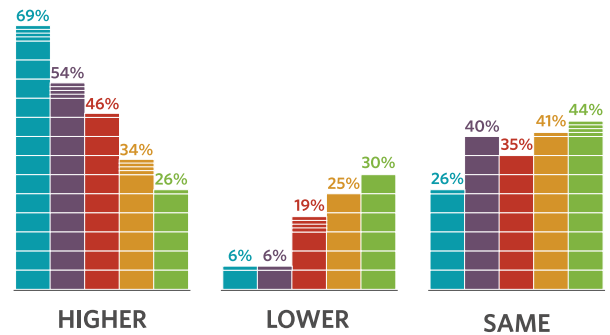
Physician Income (2016 vs. 2015)

Compared with 2015, was your 2016 personal income (salary only) higher, lower or about the same?

By Gender: Women Men

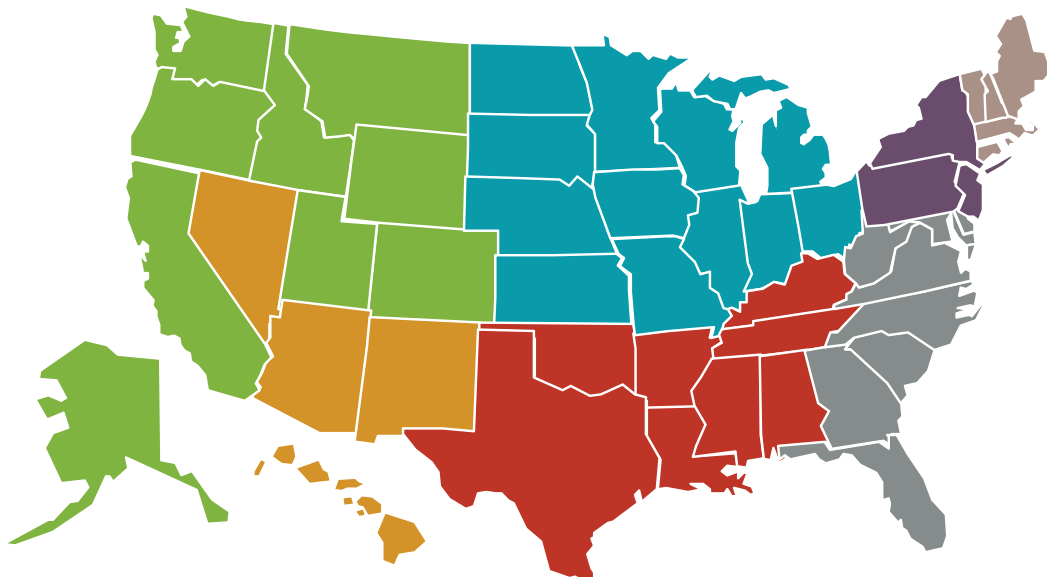


By Years in Practice: 1 to 5 6 to 10 11 to 15 16 to 20 > 21



Average Starting Salary for Physicians Following Training by Region

N=48 Practices



\$258,333
New England
(N=3)

\$216,667
Mid Atlantic
(N=6)

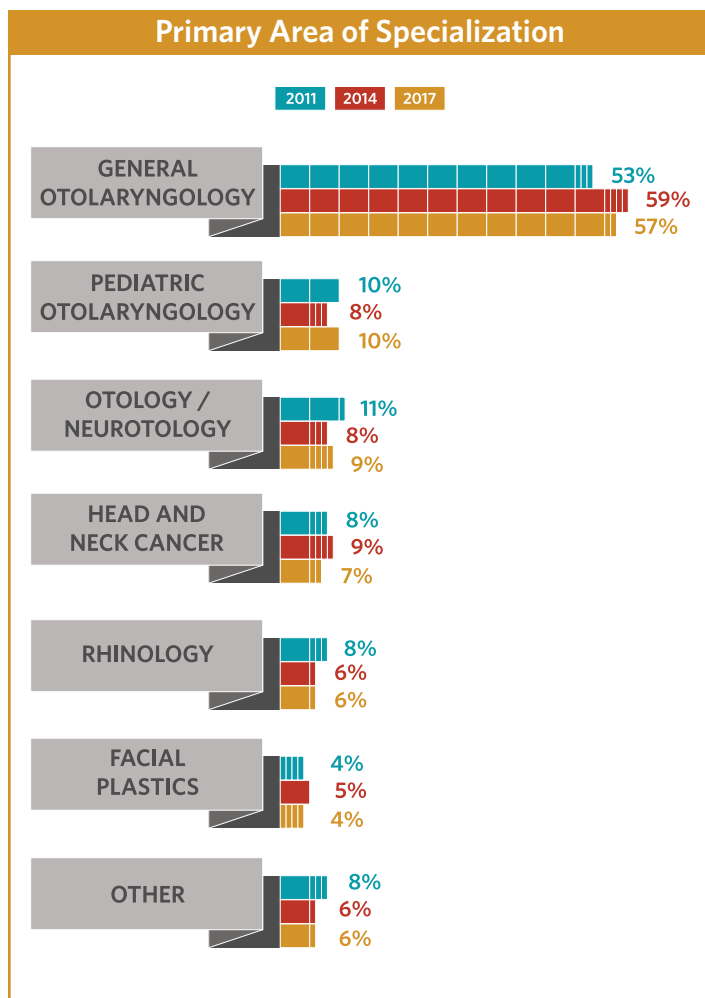
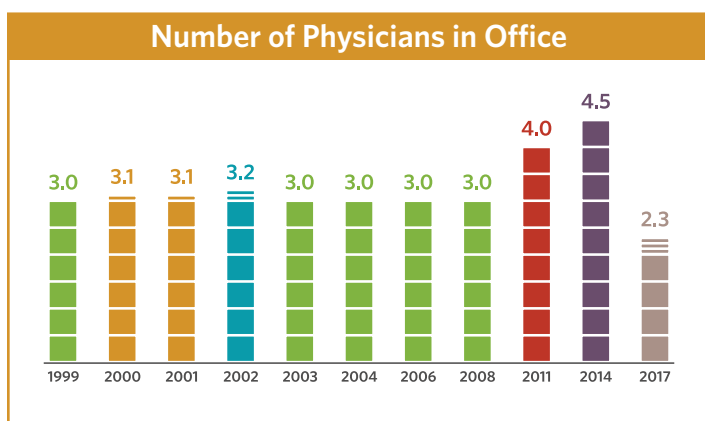
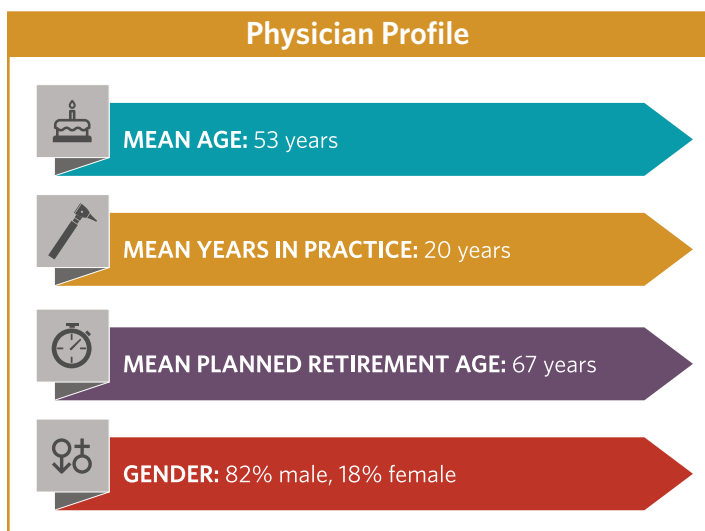
\$230,375
South Atlantic
(N=14)

\$231,429
Northwest
(N=7)

\$250,000
Southwest
(N=1)

\$230,375
North Central
(N=8)

\$228,333
South Central
(N=9)



STARTING SALARY & PHYSICIAN PROFILE

	Count	Mean	25 percentile	Median	75 percentile	90 percentile
All Groups	48	\$226,281	\$180,000	\$220,000	\$250,000	\$300,000
1-3 FTE Physicians	7	\$280,000	\$235,000	\$250,000	\$325,000	\$366,000
4-9 FTE Physicians	20	\$226,150	\$180,000	\$245,000	\$252,500	\$300,000
10+ FTE Physicians	21	\$208,500	\$175,000	\$200,000	\$225,000	\$275,000

PAY MORE FOR FELLOWSHIP TRAINED PHYSICIAN?

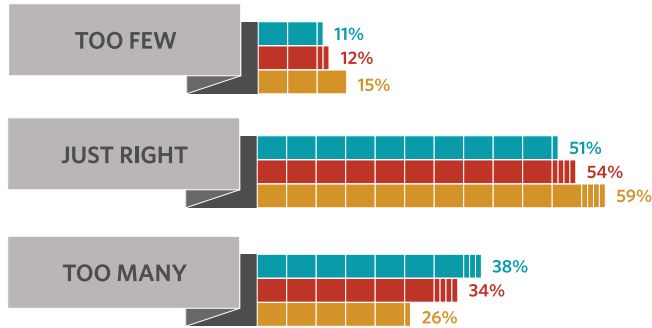
	Count	Yes Percent	No Percent
All Groups	51	25%	75%
1-3 FTE Physician	12	17%	83%
4-9 FTE Physician	19	37%	63%
10+ FTE Physician	20	20%	80%

Number of Practicing Otolaryngologists by Area

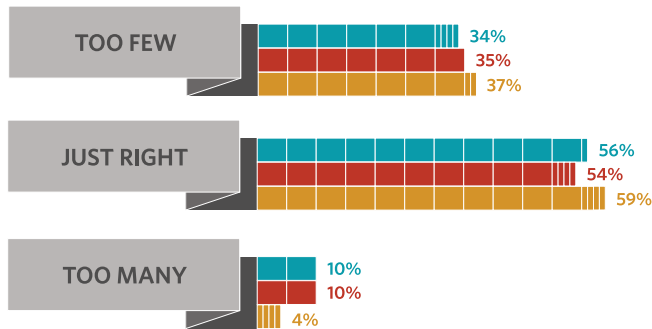
In your opinion, the number of practicing otolaryngologist-head and neck surgeons is too few, just right, or too many?

2011 2014 2017

In the metropolitan area from which you draw patients:

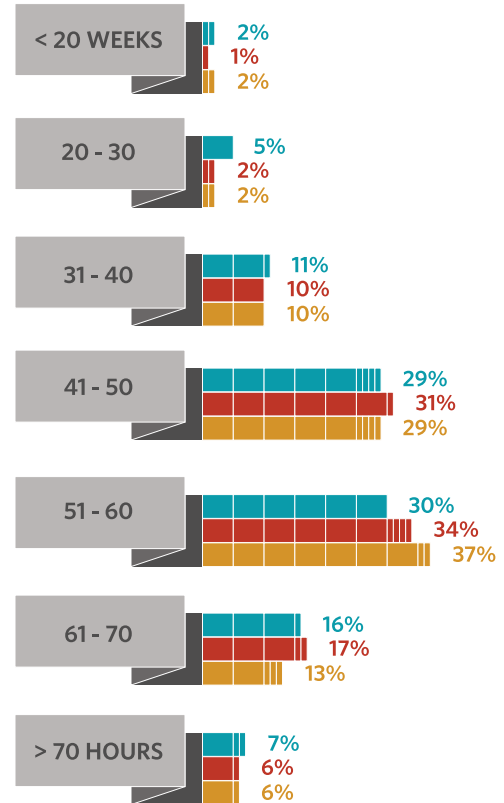


In the United States as a whole:



Total Hours Worked Per Week

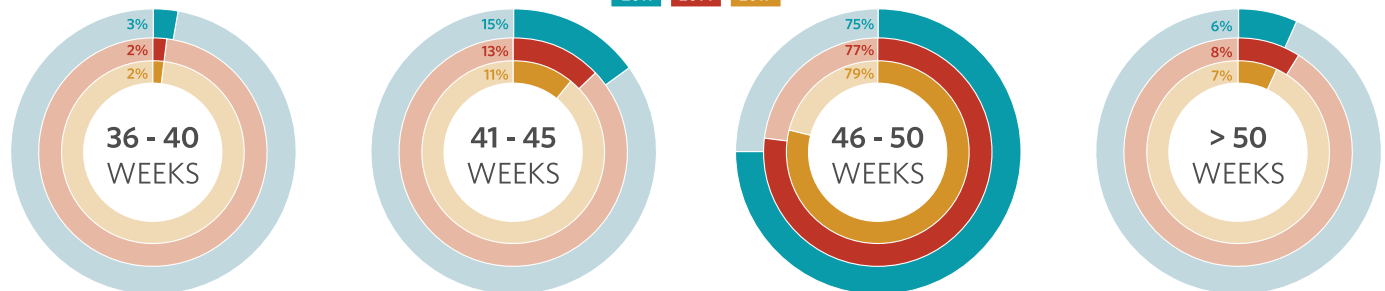
2011 2014 2017



Total Weeks Worked Per Year

Median: 47 Weeks/Year

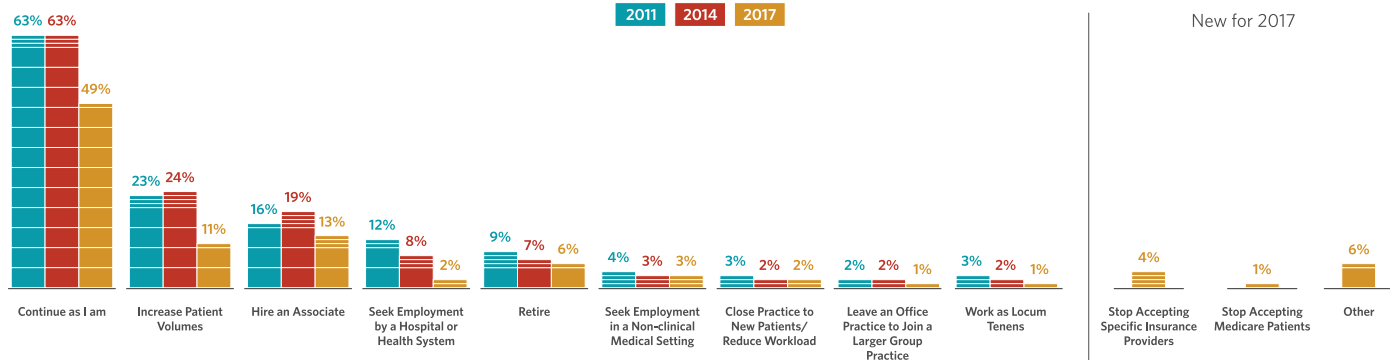
2011 2014 2017



Professional Plans in the Next Three Years

2011 2014 2017

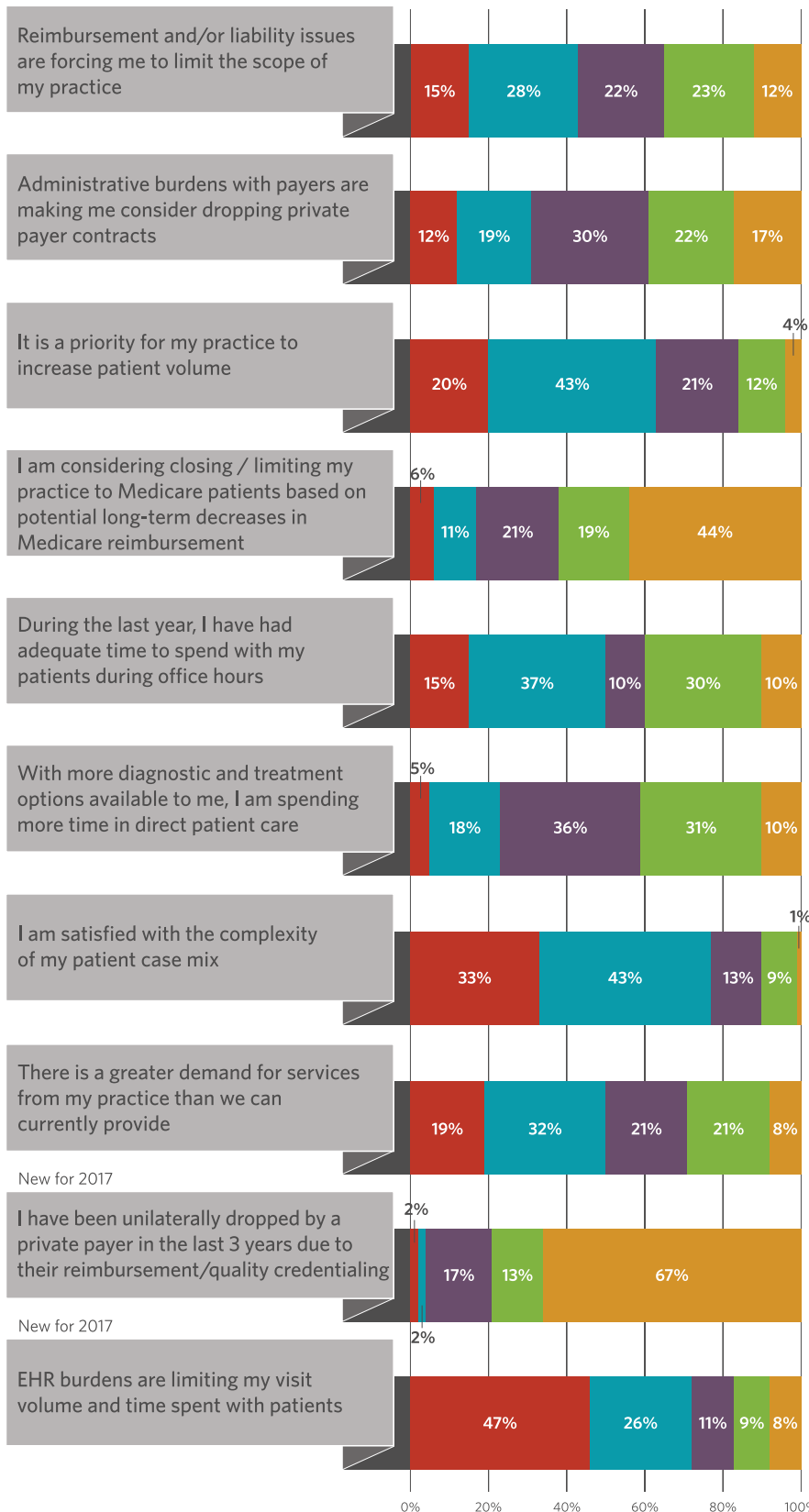
New for 2017



Physician Socioeconomic Opinion

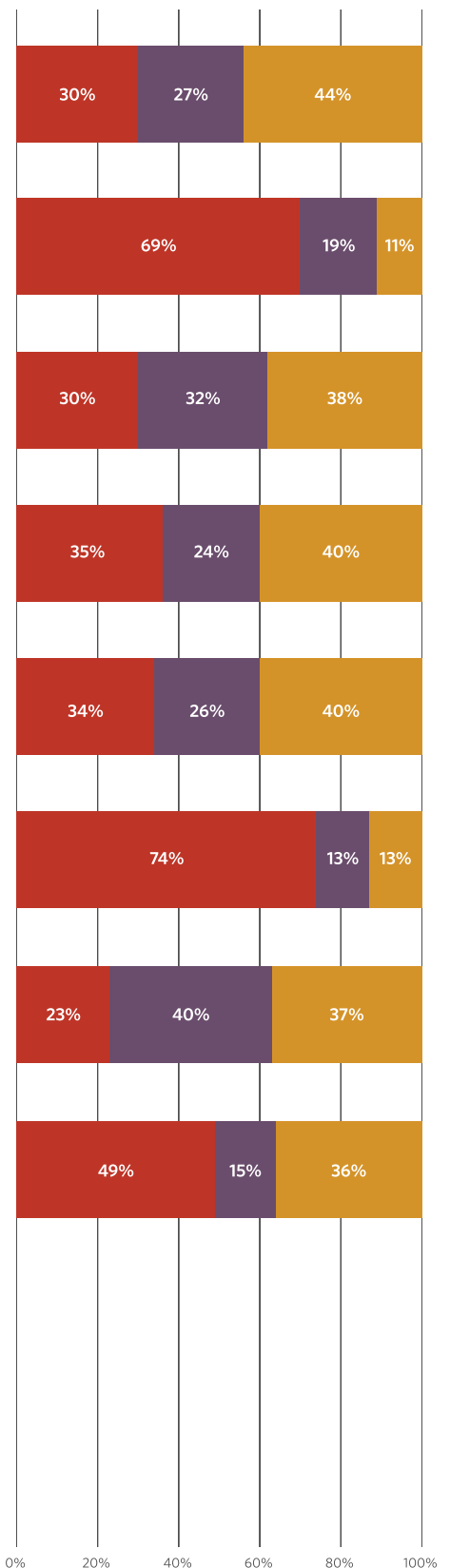
2017 SOCIOECONOMIC OPINIONS

Strongly Agree Somewhat Agree Neutral
Somewhat Disagree Strongly Disagree



2014 SOCIOECONOMIC OPINIONS

Agree Neutral Disagree





**AMERICAN ACADEMY OF
OTOLARYNGOLOGY-
HEAD AND NECK SURGERY**

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