

Submitter: Kellie Holloway Franz  
On Behalf Of:  
Committee: Senate Committee On Human Services  
Measure, Appointment or Topic: SB1168

My name is Kellie Holloway Franz. I'm a physical therapist, and a member of the Oregon Nurses Association. I'm writing to testify in support of SB 1168.

I have been a home health physical therapist for almost 15 years for different agencies. I see our primary role as keeping people from going back into the hospital after they've been sent home, and/or to keep them safe in their chosen environment by providing critical services.

In my most recent position of 10 years, I am paid by the hour. I have worked for other agencies where physical therapists (and other clinicians like occupational therapists, speech therapists, and social workers) were paid per visit.

Pay per visit (as opposed to hourly or salaried pay) results in hurrying through visits, cutting corners and items getting missed in order to see more people and meet "productivity" - a certain amount of "points" per day imposed by management. This dehumanizes patients, turning them into points, instead of people. This is a dangerous combination because increasingly complex patients are getting sent home from the hospital and often, people have refused going to a skilled nursing facility (sometimes referred to as a nursing home or simply, "rehab") because they've had bad experiences due to understaffing. A pay per visit system incentivizes subpar patient care. Pay per visit rewards quick, conveyor-belt care instead of quality care that our families deserve. It is important that every clinician on the home health care team is able to spend time addressing the needs of these increasingly complex patients and their families. In particular, sometimes complex patients are sent home and because a nurse is not available that particular day, a physical therapist has to go and see these medically complex patients. Sometimes they are sent back to the hospital because they are not medically stable.

There are ever-increasing productivity expectations placed upon us as home health care workers that sometimes result in disciplinary action when we have not seen enough patients in a given period.

None of us are here to care for "points." We're here to care for patients. My employer unilaterally increased the amount of "points" that we needed to see in January 2021 of the pandemic, which was demoralizing and heartbreaking. We were told to do more with less, and work harder than we already were, while risking our health and that of our families. SB 1168 would make it so that healthcare workers couldn't get disciplined for not seeing enough patients in a day.

For patients, this means that healthcare services will meet their needs, and emergent challenges will be addressed with timely and supportive care. For providers, it will reduce moral injury, burnout, and allow us to stay in the profession longer.

I urged you to support SB 1168. Thank you for your consideration.

Kellie Holloway Franz

Physical Therapist