



The Hanger Clinic Difference

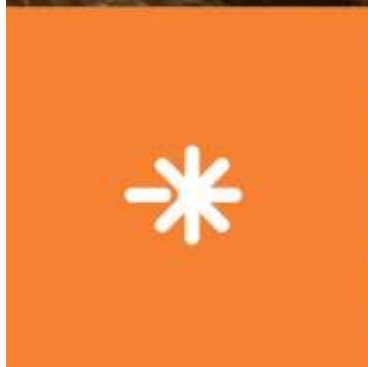
Experts who care. Patients who thrive.

 **Hanger Clinic**[®]
Empowering Human Potential



The Nation's Leading Provider of Orthotic & Prosthetic Care

With approximately 800 locations across the country, we create customized solutions for people of all ages—including state-of-the-art prostheses, braces, cranial helmets, and other devices—designed to increase the mobility and function of each person we serve.





Our Services

We care for our patients like family, working together to deliver the best possible orthotic and prosthetic outcomes through compassionate, expert care and customized solutions from our initial consultation through lifelong care.

PROSTHETICS

Upper & Lower Limb



ORTHOTICS

Bracing & Supports



PEDIATRICS

Prosthetics & Orthotics





Why Choose Hanger Clinic

Experts who care. Patients who thrive.



**Compassionate
Care**



**Unmatched
Expertise**



**Patient-Centered
Innovation**

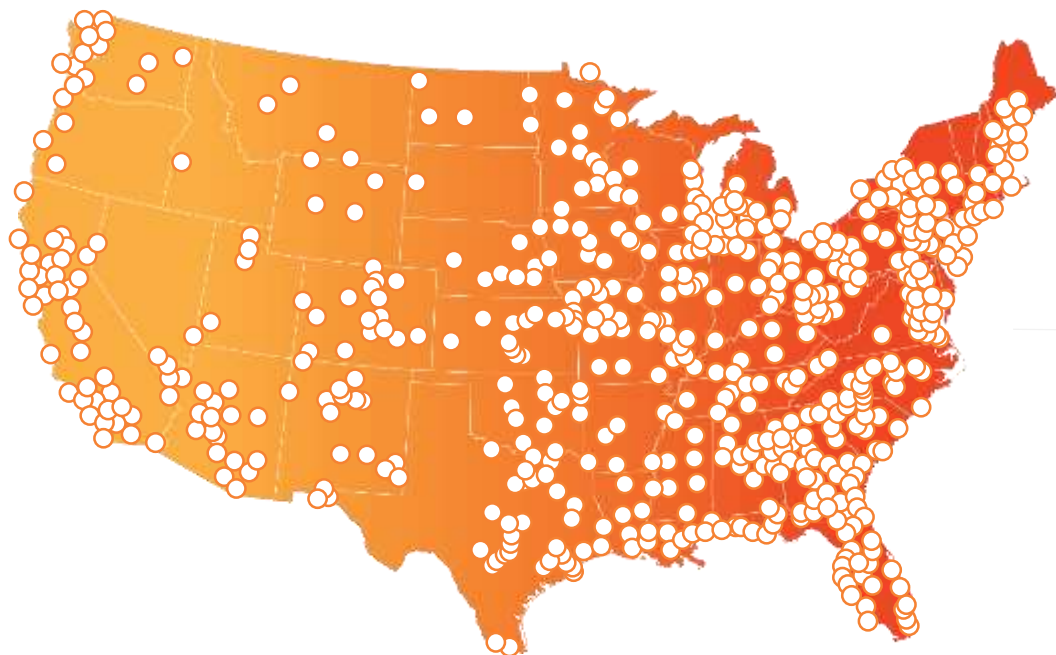


**Community
Support**



A Team You Can Count On

Steeped in nearly 160 years of superior care and service, we have the expertise to take care of your patients when and where they need us.



○ Hanger Patient Care Clinics

1M

PATIENTS TREATED ANNUALLY

We have the highest volume of O&P patients as compared with any provider, enabling us to develop and deliver best practices in O&P care.

800

LOCATIONS NATIONWIDE

We are the only O&P provider operating a nationwide network of patient care clinics in 46 states and D.C.



1,500

CLINICAL PROVIDERS

We employ over 20% of the board certified O&P clinicians in the U.S.

2,500

IN-NETWORK INSURANCE PROVIDERS

Our broad provider footprint allows for a healthy diversity of payors.

*Numbers are approximate.



Comprehensive, Individualized Care

POST-OPERATIVE AMPUTATION CARE

- Prompt follow-up care by Hanger Clinic clinician
- AmpuShield® Limb Protector
- Peer support services and online community

LOWER EXTREMITY PROSTHETICS

- Solutions for all levels of lower limb loss and limb difference:
 - Above and below knee
 - Hip and ankle disarticulation
 - Prosthetic feet and partial foot prosthetics
- State-of-the-art prosthetic technology
- ComfortFlex® Adapt adjustable socket system

UPPER EXTREMITY PROSTHETICS

- Solutions for all levels of upper limb loss and limb difference:
 - Above-elbow, shoulder, and bilateral
 - Partial hand and partial finger
 - Silicone hand and finger restorations
- Myoelectric arms and hands
- Body-powered solutions

UPPER & LOWER EXTREMITY CUSTOM ORTHOSES

- Ankle Foot Orthoses (AFOs)
- CROW boots
- Functional Electrical Stimulation (FES) technology – WalkAide® and Pace XL
- Knee Ankle Foot Orthotics (KAFOs)

FUNCTIONAL AND SPORT ORTHOSES (OTS AND CUSTOM)

- ACL braces
- Ankle stabilizers
- Carbon fiber AFOs
- Functional foot orthotics
- Osteoarthritis braces

PRE- AND POST-OP SURGICAL ORTHOSES

- Camwalkers
- Fracture braces
- HALO braces
- Knee immobilizers
- Spinal braces

SPINAL ORTHOSES (OTS AND CUSTOM)

- Neuromuscular diseases
- Post-operative conditions
- Kyphosis
- Scoliosis

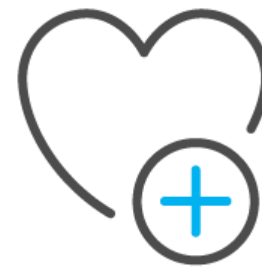


Our robust partnerships with over [2,500 insurance providers](#) allow us to provide more accessible clinical care.



Patients Come First, Always

The Hanger Clinic Patient Experience



We are committed to listening to our patients, getting to know them as people, and doing everything we can to help them achieve their potential.





Listen, Learn, & Respond

Hanger Clinic is the only O&P provider to measure Net Promoter Score (NPS) at a national level.

WHAT IS NPS?

- A proactive patient survey that asks two simple questions – how likely the respondent would be to recommend us to someone else, and why
- Responses provide deep insight into patient loyalty, our status as a trusted partner, and the quality of our patient relationships.

WHAT IS OUR GOAL WITH NPS?

- Listen to our patients' perceptions of their care and better understand their needs
- Define and create a world class patient experience
- Build lasting relationships with our patients
- Utilize the feedback to reinforce where we excel and identify areas for improvement
- Follow up with detractors and ask for the opportunity to make it right
- Trend the data and utilize the information to make investments for improvement



The Hanger Clinic NPS score is **84** (as of January 2020), well above the healthcare industry average of **75**.



Translating Knowledge into Outcomes

The Hanger Clinic Professional Education Program

Continuing Education

Our nationwide continuing education program allows you to pick and choose the courses that work best for you—anytime, anywhere.

- **Evidence-based courses**
- **Expert instructors**
- **Collaborative learning**

Nationwide Events

We host a variety of professional events that provide extensive, in-depth, and hands-on training to learners across the country.

Healthcare professionals are invited to learn alongside our expert clinicians and to take part in education focused on advancing their understanding of the world of O&P and how we can improve patient outcomes together.

Online Learning

With several live and recorded webinar options, we're able to offer continuing education credits for many types of healthcare and medical professionals, including, physicians, therapists, and O&P clinicians.



10,000

Annual Participants
Nationwide

40,000

Members of Our Learning
Community

25+

Accredited Education
Courses

65+

Nationwide Events

Improving patient outcomes through collaborative learning for professionals who care for O&P patients.

*Numbers are approximate.



Research-Driven Care

Our landmark research helps us develop insights-based clinical programs designed to improve patient outcomes, set a national standard of care, and drive the O&P profession forward.



MOBILITY ANALYSIS OF AMPUTEES (MAAT)

Led by our Department of Clinical & Scientific Affairs, the MAAT series is one of the largest multicenter retrospective analyses of mobility among lower limb prosthetic patients evaluating satisfaction, quality of life, comorbid health conditions, and prosthetic component choices.

MAAT 1:

Maximizing mobility through prosthetic rehabilitation positively impacts quality of life and satisfaction.

Prosthetics and Orthotics International, Oct. 2017

MAAT 2:

Comorbidities including diabetes, osteoporosis, heart failure, COPD, and obesity, do not significantly impact prosthetic mobility.

American Journal of Physical and Rehabilitation, Nov. 2018

MAAT 3:

Microprocessor knee technology improves mobility for above-knee limb loss patients and cuts in half the functional gap between below-knee and above-knee users.

Assistive Technology The Official Journal of RESNA, Dec. 2018

MAAT 4:

A classification tree analysis was developed to effectively predict the probability of a lower limb prosthetic patient's functional potential and inform K-Level designation.

Disability and Rehabilitation: Assistive Technology, Feb. 2019

MAAT 5:

Prosthetic ankle-foot selection directly impacts functional mobility for patients with an amputation due to diabetes and/or vascular disease.

Journal of Rehabilitation and Assistive Technologies Engineering, Feb. 2019

MAAT 6:

Patients with vascular disease / diabetes who remained actively engaged in prosthetic rehabilitation as far out as 7 years post-amputation experienced high levels of quality of life, satisfaction, and sustained mobility.

Journal of Prosthetics and Orthotics, Feb. 2020



A Culture of Outcomes that Drives Patient Success

Improve care, save time, and provide earlier intervention with measured patient outcomes.



Our outcomes protocol allows you to see how your lower limb loss patients are progressing following amputation and how they are doing compared to similar cases nationwide.

WHY IT MATTERS

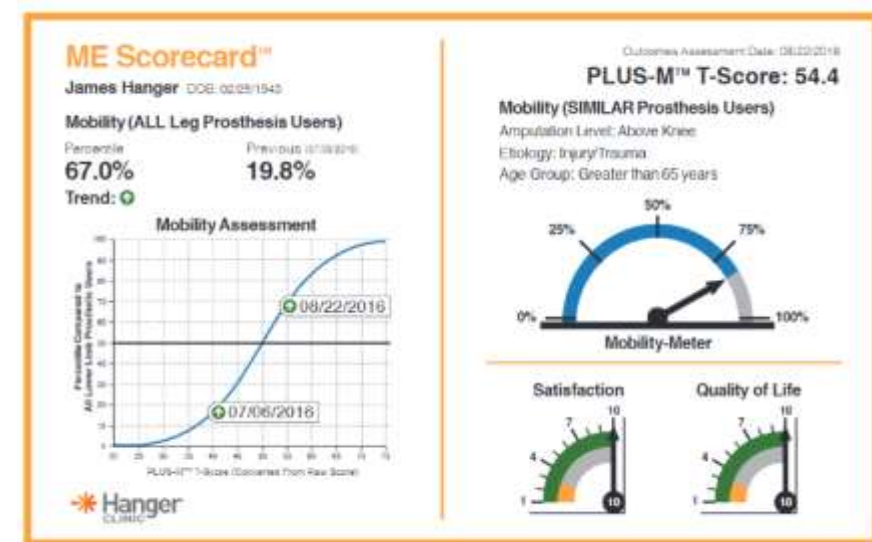
- Improves patient care using a validated, scientific process
- Identifies areas of concern and needs for additional medical intervention
- Empowers patients to take an active role in their care



We care for **more patients** than any other O&P provider, which means we can aggregate patient outcomes at **unprecedented volumes**.

ME SCORECARD™

The ME Scorecard tracks and monitors patient satisfaction, quality of life, and progress as they move through the care pathway. It is a powerful tool for improving patient care, collaborating with the healthcare team, and demonstrating medical necessity to payors.





Post-Operative Amputee Care

We provide transparent, accountable, cost-effective clinical care to thousands of hospitals nationwide.



Our post-op care protocol is designed to **protect** the residual limb, **prepare** patients for a prosthesis, and **address** emotional needs through support and education.



PARTNERSHIPS THAT LAST A LIFETIME

We partner with surgeons, physiatrists, nurses, and rehabilitation professionals to help ensure the long-term success of our patients.

PEER SUPPORT

Evidence shows that the most effective way for patients to adjust to life with limb loss is through education and emotional support from peers who have successfully moved forward after amputation.

OUTCOMES FOR LIMB MANAGEMENT

Over 40 years of published evidence shows that removable rigid dressings (RRDs), like our proprietary line of AmpuShield® limb protectors, help:

- Expedite healing
- Control edema
- Promote earlier ambulation
- Prevent contractures
- Reduce length of acute stay
- Allow for visual inspection of the wound at any time
- May eliminate the need for revisions due to falls



Lower Limb Prosthetic Patient Rehab Timeline

Comprehensive care for a lifetime.

BEFORE SURGERY



0-2 WEEKS



3-4 WEEKS



4-8 WEEKS



2-4 MONTHS



4-6 MONTHS



6-12 MONTHS



LIFELONG CARE



Pre-Op

- Schedule prosthetist & pre-op peer visit

Post-Op

- Apply post-op protector
- Schedule post-op peer visit
- Begin limb shaping and pre-prosthetic training

Recovery

- Remove sutures
- Wear shrinker to manage limb volume
- Initial prosthetic evaluation

Healing

- Incision fully healed
- Measure for prosthesis

Initial Mobility

- Fit first prosthesis
- Prosthetic gait training

Maturation

- Limb volume stabilization
- Ongoing therapy and prosthetic adjustments

Definitive Device

- First definitive prosthesis delivery
- Patient continues to work toward long term rehab goals

Holistic Care

- Follow-up adjustments
- Patient events and continued peer support
- Device replacements every 3 – 5 years



Connect, Engage, Empower

Empowering human potential through specially-designed patient programs and holistic care.



At Hanger Clinic, we know the key to our patients' independence isn't just their advanced prosthetic or orthotic devices, but care that addresses the whole person through innovative [events](#), peer support and [mentorship](#), strong [communities](#), and more.

AMPOWER®

Amputee Peer Support Network

BILATERAL ABOVE-KNEE BOOTCAMP

3-Day Workshop

ACTIVE SOCIAL COMMUNITY

Consistently Engage With ~130K Followers

EMPOWERFEST

Upper & Lower Extremity Community-Building Events

PATIENT EDUCATION CLINICS

One-on-One Consultations with Renowned Specialists





Thank You

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