



American  
Occupational Therapy  
Association

# Occupational Therapists & Occupational Therapy Assistants Through the Pandemic

# OTs & OTAs Shared Their Experiences

AOTA conducted 3 surveys, each with a unique focus



**Identify Needs Related to PHE**



**Telehealth Adoption & Needs**



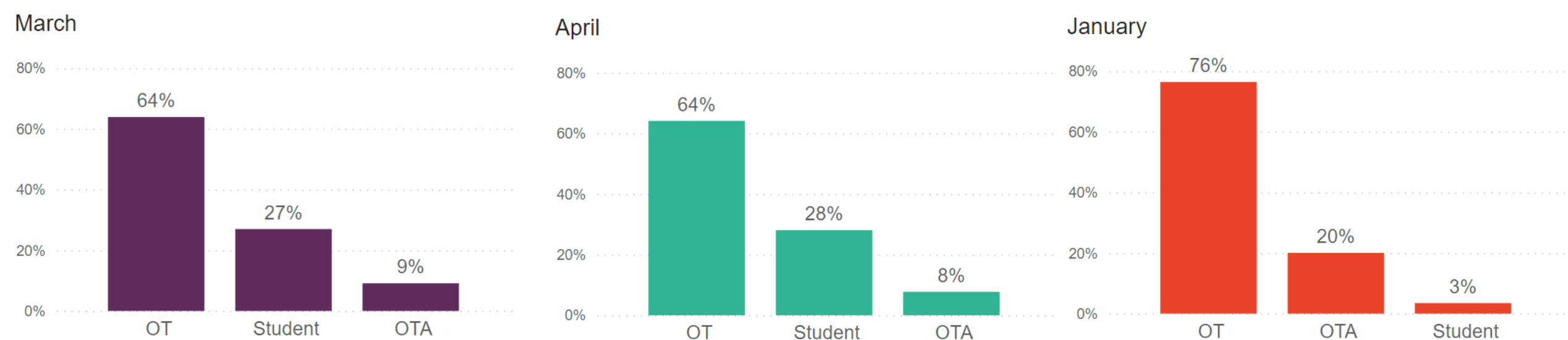
**Potential Workforce Issues**

# OTs, OTAs, & Students Participated

**March 2020**  
3,684 Participants

**April 2020**  
2,052 Participants

**January 2021**  
773 Participants



Avoid comparing OT & OTA combined across surveys  
or control for differences.

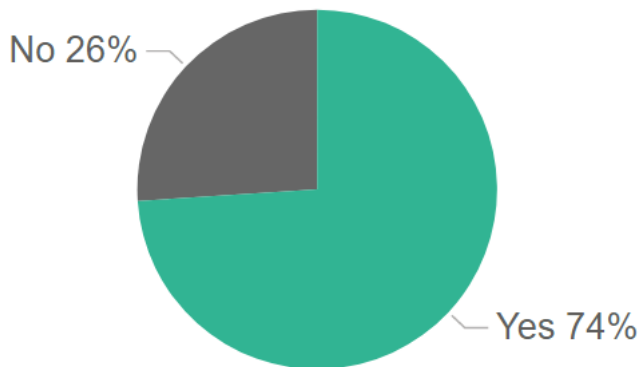
# Members & Nonmembers Participated

**March 2020**  
**3,684 Participants**

Did not ask  
about membership  
status

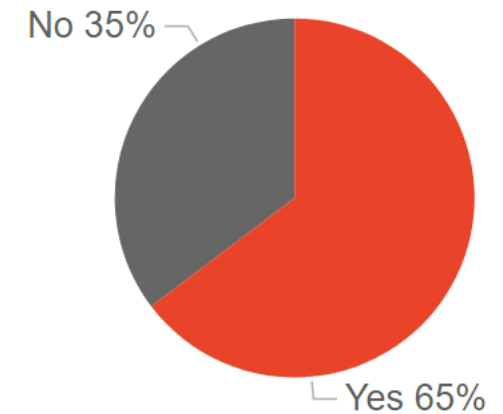
**April 2020**  
**2,052 Participants**

AOTA Member



**January 2021**  
**773 Participants**

AOTA Member



While perspectives represent some non-members,  
data from the survey largely represent member experiences.

# Results by Practice Setting



# Margin of Error by Practice Setting

	March 2020		April 2020		January 2021	
Setting	OT	OTA	OT	OTA	OT	OTA
Across All Settings	±2%	±5%	±2%	±7%	±3%	±7%
Academia	±7%	±19%	±10%	±25%	±21%	±37%
Outpatient	±4%	±15%	±6%	±23%	±9%	±25%
Home Health	±6%	±16%	±7%	±24%	±12%	±29%
Hospital	±4%	±14%	±4%	±21%	±7%	±19%
LTC/SNF	±5%	±7%	±6%	±10%	±8%	±10%
School	±4%	±12%	±6%	±19%	±9%	±24%
Community	±12%	±41%*	±18%	±58%*	±34%	±83%*
Early Intervention	±5%	±22%**	±5%	±48%*	±15%	
Mental Health	±13%	±83%*	±19%	±58%*	±29%	±48%*

90% Margin of Error; \* Results not shown; \*\* Results not show due to size of April & January MoE

# Across All Settings

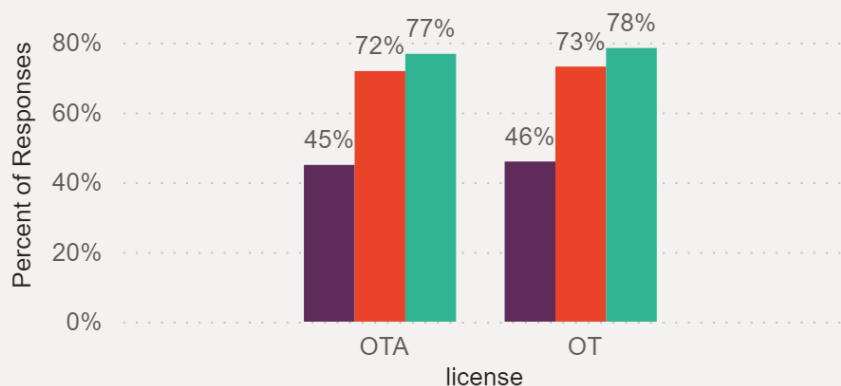
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	2335	1315	590	4240
OTA	333	159	155	647
<b>Total</b>	<b>2668</b>	<b>1474</b>	<b>745</b>	<b>4887</b>

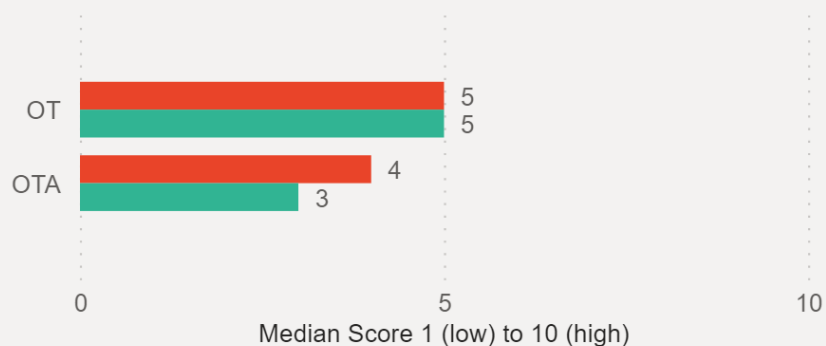
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

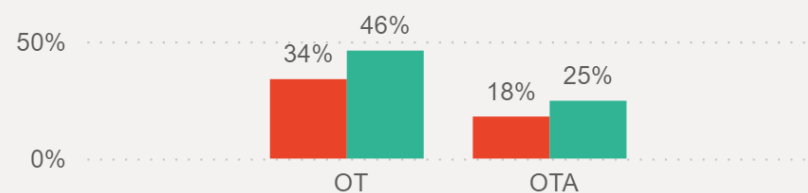
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**12%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License	2020-04	2021-01
OT	25%	25%
OTA	10%	20%

## Employment Status

### April 2020 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	67%	10%	14%	8%
OTA	65%	9%	23%	3%
<b>Total</b>	<b>67%</b>	<b>10%</b>	<b>15%</b>	<b>7%</b>

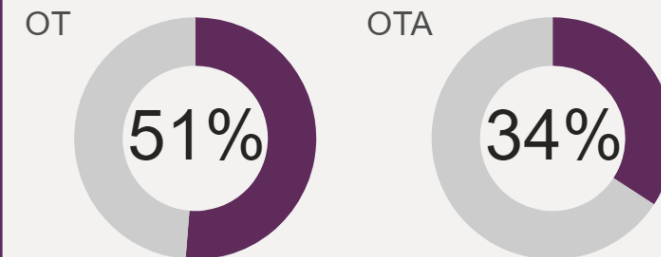
### January 2021 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	68%	7%	16%	9%
OTA	64%	8%	17%	11%
<b>Total</b>	<b>67%</b>	<b>8%</b>	<b>16%</b>	<b>10%</b>

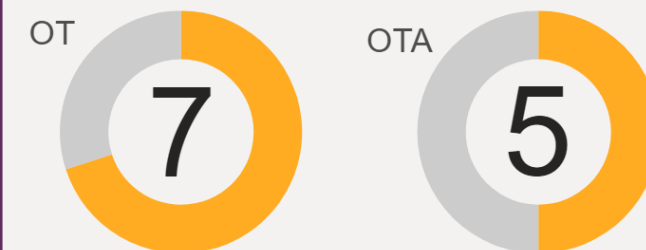
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## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?



### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)



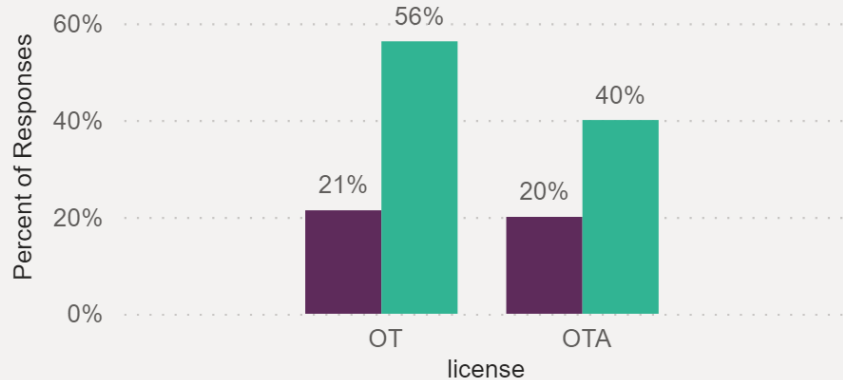
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	136	66	16	218
OTA	18	11	5	34
<b>Total</b>	<b>154</b>	<b>77</b>	<b>21</b>	<b>252</b>

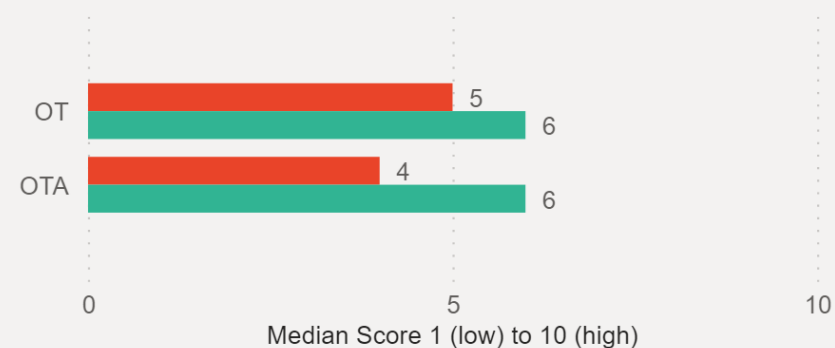
### OT/OTA Considered Essential

● 2020-03 ● 2021-01



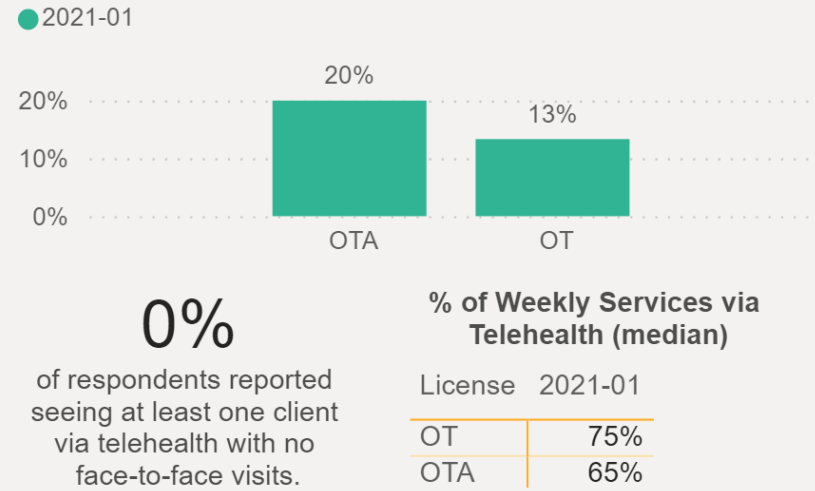
### View of the Job Market

● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth



## Employment Status

### April 2020 Status

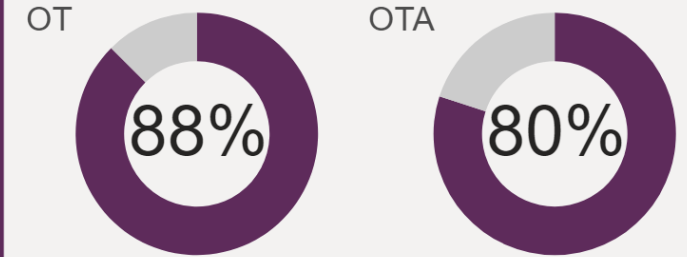
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	94%	3%	0%	3%
OTA	100%	0%	0%	0%
<b>Total</b>	<b>95%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>

### January 2021 Status

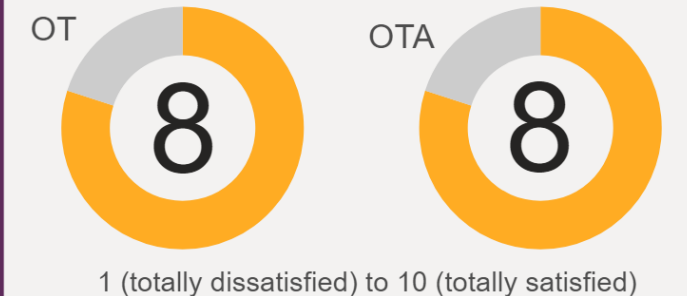
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	88%	0%	0%	13%
OTA	100%	0%	0%	0%
<b>Total</b>	<b>90%</b>	<b>0%</b>	<b>0%</b>	<b>10%</b>

## Workforce Info as of Jan 2021

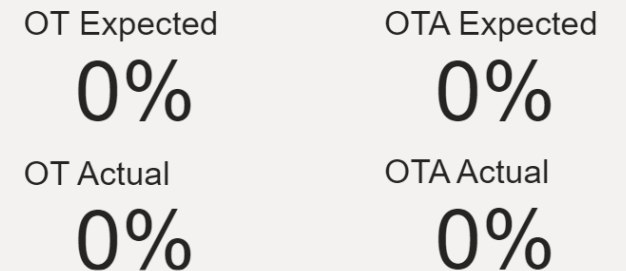
### Will you be working for the same organization 2 years from now?



### Satisfaction with current employment (median)



### % of typical workweek spent face-to-face with clients (median)





# Outpatient

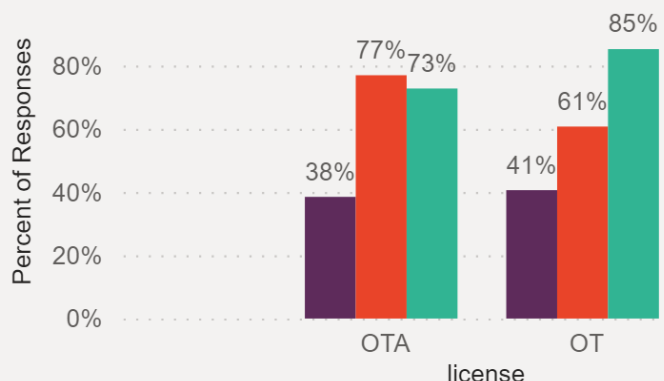
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	396	202	82	<b>680</b>
OTA	32	13	11	<b>56</b>
<b>Total</b>	<b>428</b>	<b>215</b>	<b>93</b>	<b>736</b>

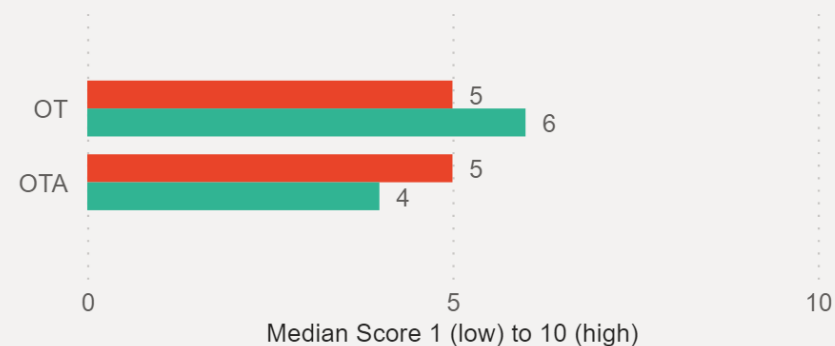
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

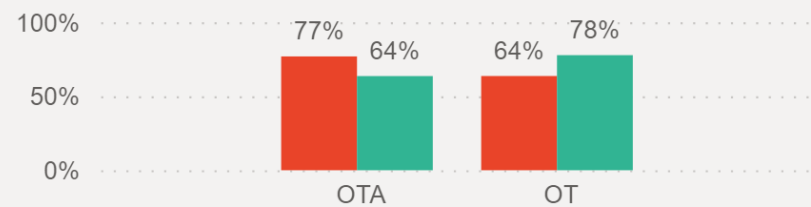
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**26%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License	2020-04	2021-01
OTA	50%	5%
OT	50%	20%

## Employment Status

### April 2020 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	67%	12%	10%	10%
OTA	77%	15%	8%	0%
<b>Total</b>	<b>68%</b>	<b>13%</b>	<b>10%</b>	<b>10%</b>

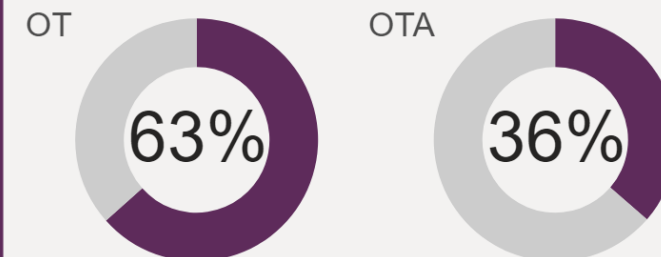
### January 2021 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	77%	6%	9%	9%
OTA	64%	0%	36%	0%
<b>Total</b>	<b>75%</b>	<b>5%</b>	<b>12%</b>	<b>8%</b>

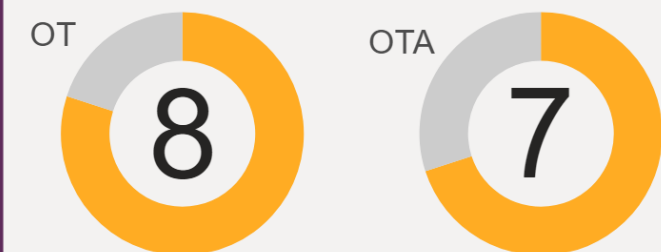
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## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?

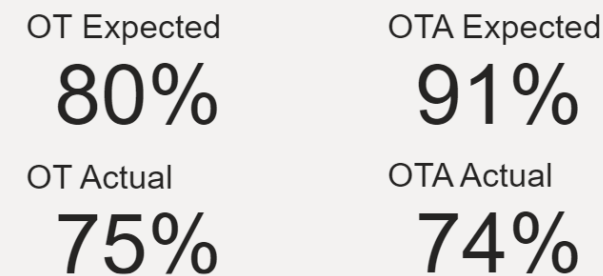


### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)



# Home Health

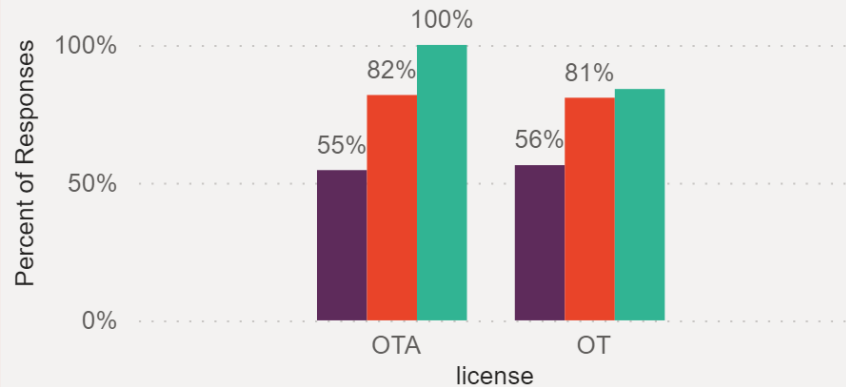
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	205	120	50	<b>375</b>
OTA	28	12	8	<b>48</b>
<b>Total</b>	<b>233</b>	<b>132</b>	<b>58</b>	<b>423</b>

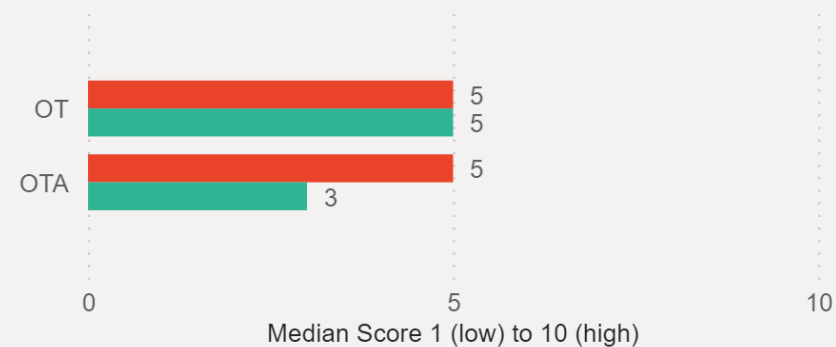
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

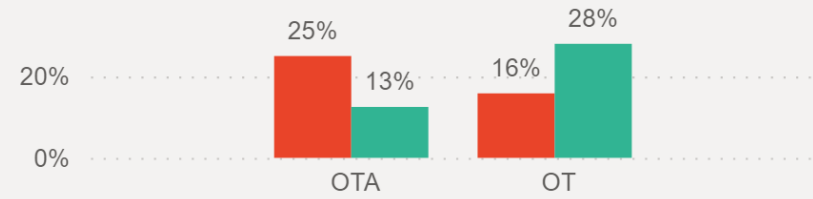
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**4%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License	2020-04	2021-01
OT	25%	20%
OTA	23%	40%

## Employment Status

### April 2020 Status

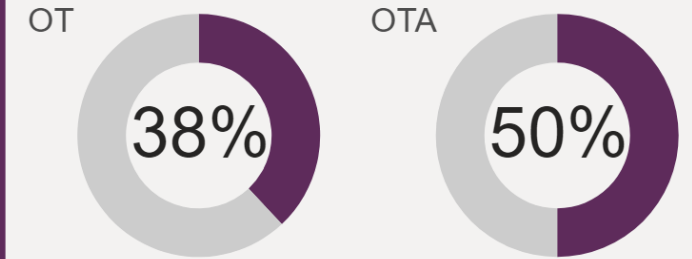
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	54%	17%	23%	6%
OTA	33%	8%	50%	8%
<b>Total</b>	<b>52%</b>	<b>16%</b>	<b>26%</b>	<b>6%</b>

### January 2021 Status

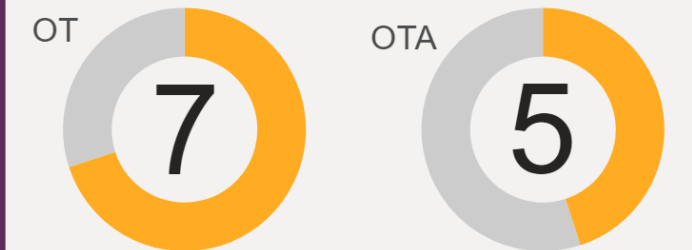
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	60%	16%	22%	2%
OTA	50%	25%	25%	0%
<b>Total</b>	<b>59%</b>	<b>17%</b>	<b>22%</b>	<b>2%</b>

## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?

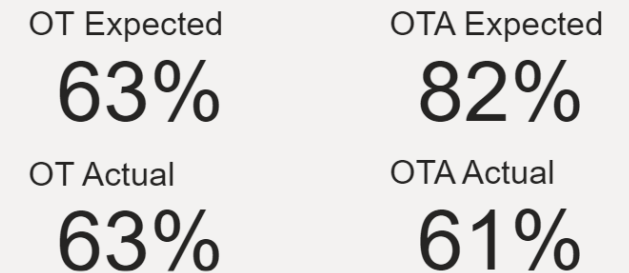


### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)



# Hospital

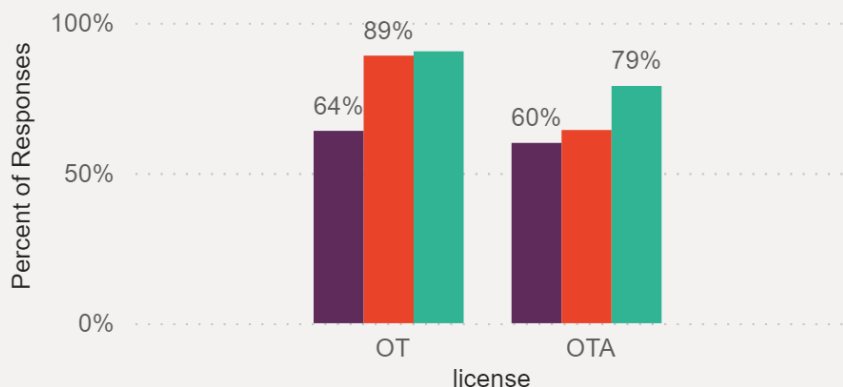
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	532	360	126	<b>1018</b>
OTA	37	15	19	<b>71</b>
<b>Total</b>	<b>569</b>	<b>375</b>	<b>145</b>	<b>1089</b>

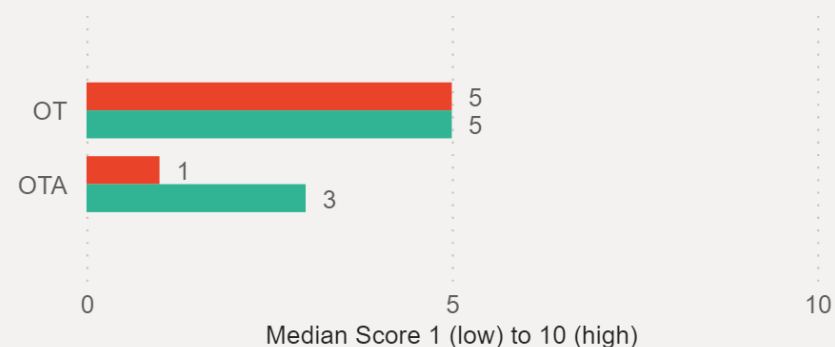
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

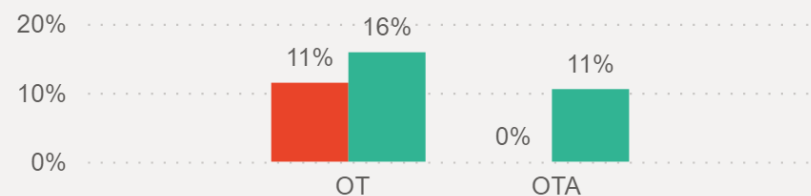
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**3%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

**% of Weekly Services via Telehealth (median)**

License	2020-04	2021-01
OT	10%	8%
OTA	0%	

## Employment Status

### April 2020 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	72%	9%	17%	2%
OTA	60%	7%	33%	0%
<b>Total</b>	<b>71%</b>	<b>9%</b>	<b>18%</b>	<b>2%</b>

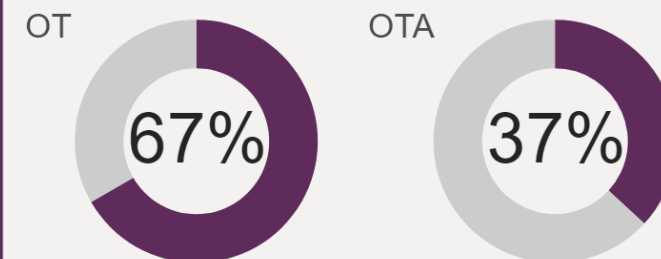
### January 2021 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	69%	6%	24%	1%
OTA	53%	5%	42%	0%
<b>Total</b>	<b>67%</b>	<b>6%</b>	<b>26%</b>	<b>1%</b>

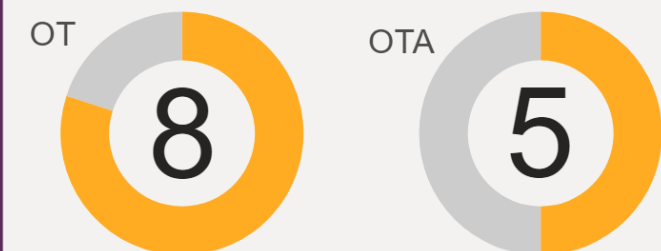
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## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?

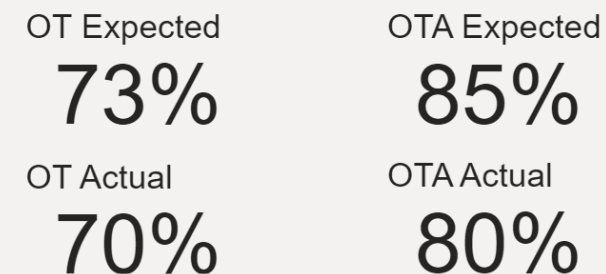


### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)



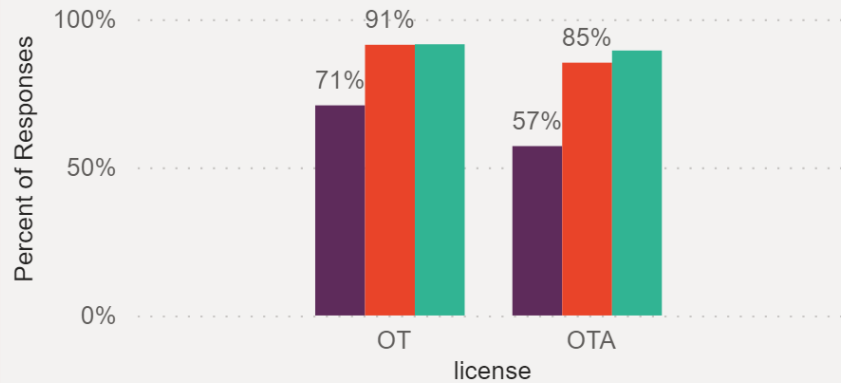
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	243	173	106	<b>522</b>
OTA	128	69	66	<b>263</b>
<b>Total</b>	<b>371</b>	<b>242</b>	<b>172</b>	<b>785</b>

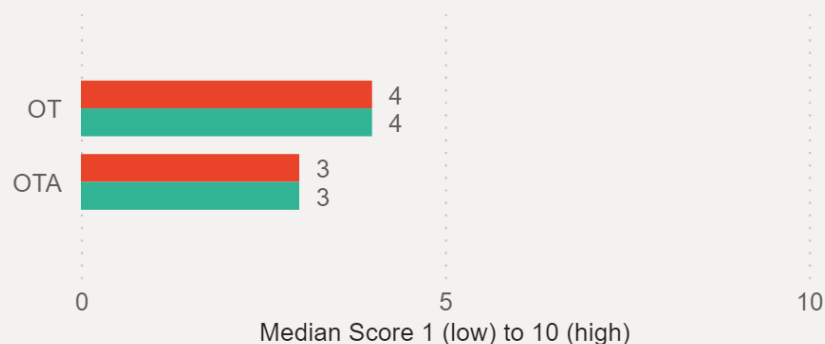
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

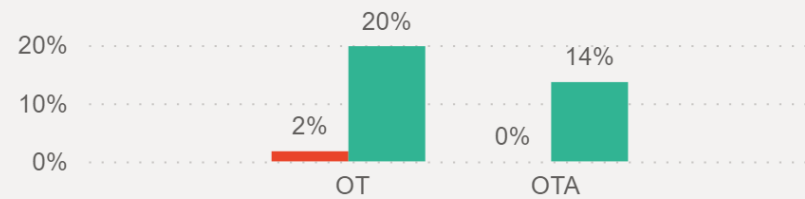
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**3%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License	2020-04	2021-01
OT	10%	12%
OTA	0%	10%

## Employment Status

### April 2020 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	81%	8%	10%	2%
OTA	68%	6%	25%	1%
<b>Total</b>	<b>77%</b>	<b>7%</b>	<b>14%</b>	<b>2%</b>

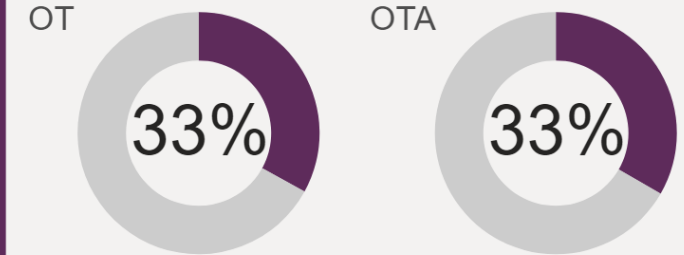
### January 2021 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	80%	8%	11%	0%
OTA	82%	9%	8%	2%
<b>Total</b>	<b>81%</b>	<b>9%</b>	<b>10%</b>	<b>1%</b>

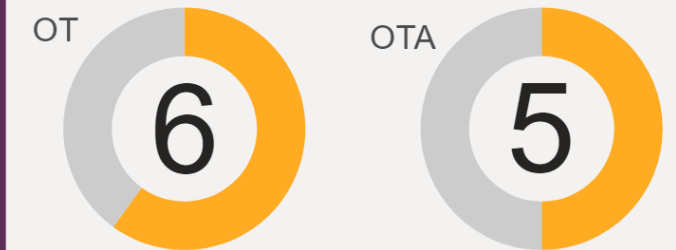
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## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?

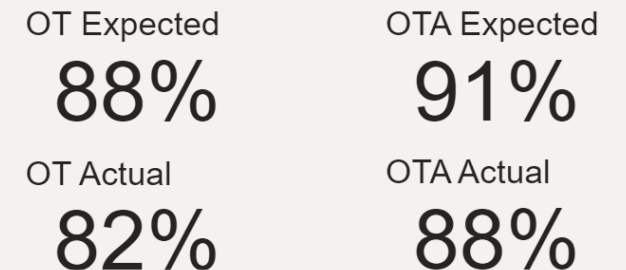


### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)



# School

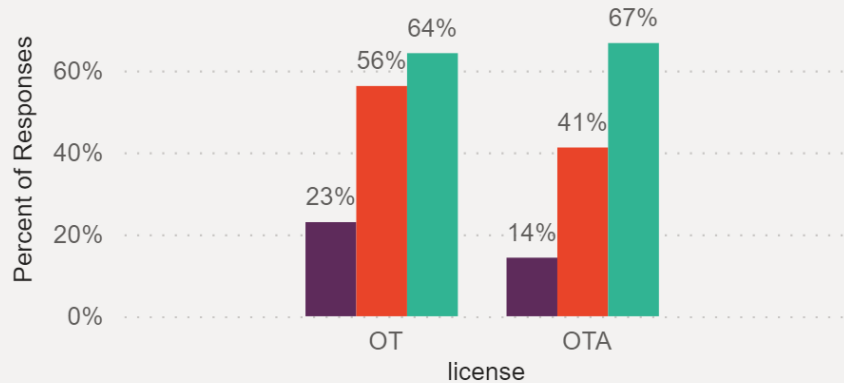
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	483	198	81	<b>762</b>
OTA	50	18	12	<b>80</b>
<b>Total</b>	<b>533</b>	<b>216</b>	<b>93</b>	<b>842</b>

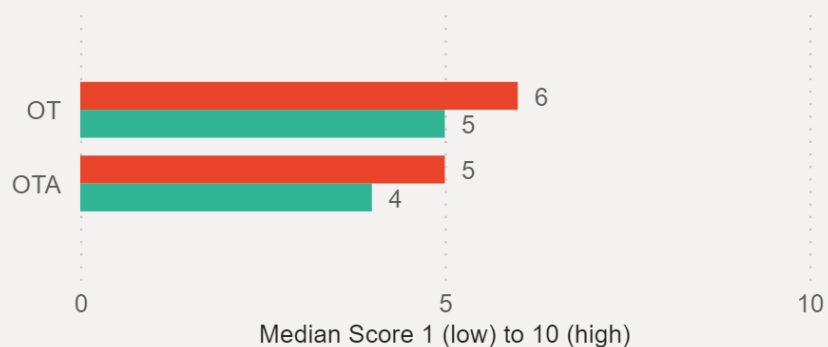
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

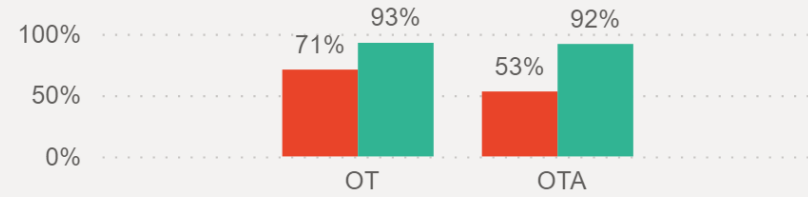
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**22%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License 2020-04 2021-01

OT	50%	50%
OTA	40%	40%

## Employment Status

### April 2020 Status

License	Full Time	Part Time	Contract/PRN	Not Answered
OT	69%	12%	13%	7%
OTA	61%	22%	17%	0%
<b>Total</b>	<b>68%</b>	<b>13%</b>	<b>13%</b>	<b>6%</b>

### January 2021 Status

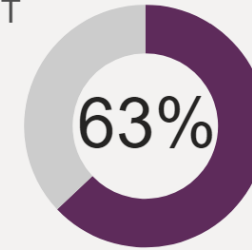
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	83%	7%	9%	1%
OTA	58%	8%	33%	0%
<b>Total</b>	<b>80%</b>	<b>8%</b>	<b>12%</b>	<b>1%</b>

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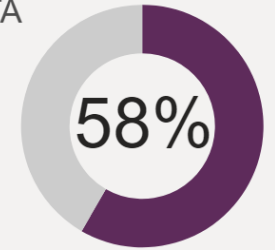
## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?

OT

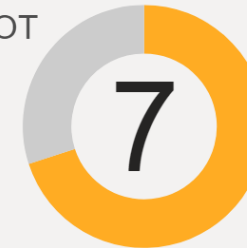


OTA

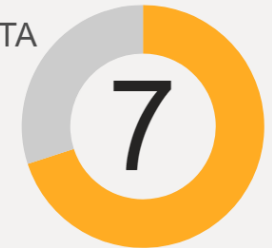


### Satisfaction with current employment (median)

OT



OTA



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)

OT Expected

**57%**

OT Actual

**56%**

OTA Expected

**75%**

OTA Actual

**73%**

**Unfortunately, we did not receive enough responses from OTAs for Community, Early Intervention, and Mental Health to share those results**





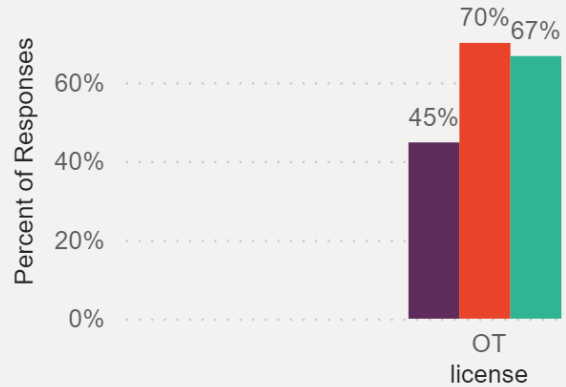
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	50	21	6	77
OTA	4	2	1	7
<b>Total</b>	<b>54</b>	<b>23</b>	<b>7</b>	<b>84</b>

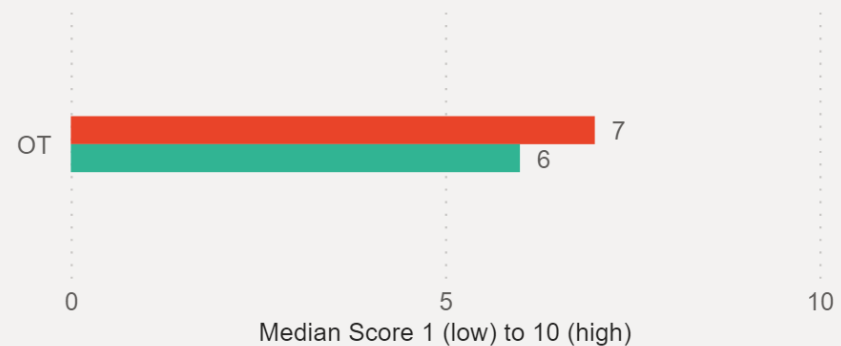
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

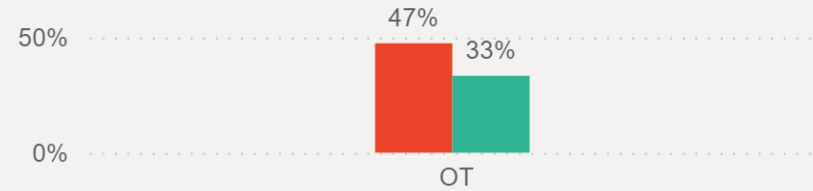
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**26%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

**% of Weekly Services via Telehealth (median)**

License	2020-04	2021-01
OT	38%	40%

## Employment Status

### April 2020 Status

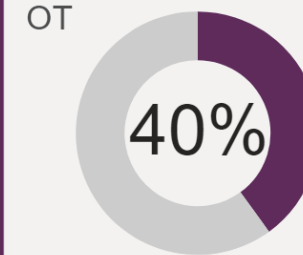
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	38%	19%	24%	19%
<b>Total</b>	<b>38%</b>	<b>19%</b>	<b>24%</b>	<b>19%</b>

### January 2021 Status

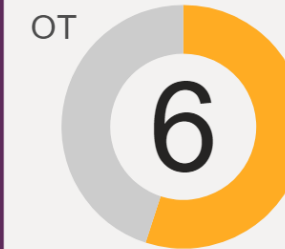
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	50%	17%	17%	17%
<b>Total</b>	<b>50%</b>	<b>17%</b>	<b>17%</b>	<b>17%</b>

## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?



### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)

OT Expected

**82%**

OT Actual

**79%**

# Early Intervention

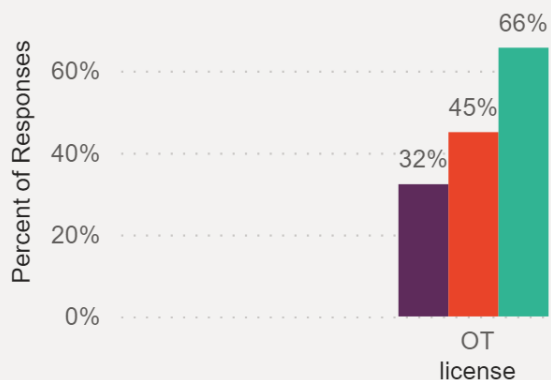
## Overview

### Responses by survey

License	2020-03	2020-04	2021-01	Total
OT	115	61	32	<b>208</b>
OTA	14	3		<b>17</b>
<b>Total</b>	<b>129</b>	<b>64</b>	<b>32</b>	<b>225</b>

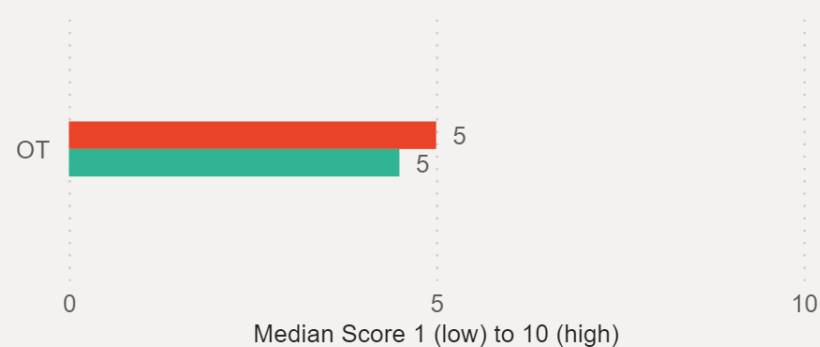
### OT/OTA Considered Essential

● 2020-03 ● 2020-04 ● 2021-01



### View of the Job Market

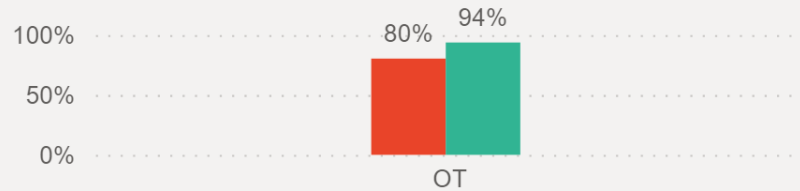
● 2020-04 ● 2021-01



## Telehealth

### Report Using Telehealth

● 2020-04 ● 2021-01



**54%**

of respondents reported seeing at least one client via telehealth with no face-to-face visits.

### % of Weekly Services via Telehealth (median)

License	2020-04	2021-01
OT	75%	41%

## Employment Status

### April 2020 Status

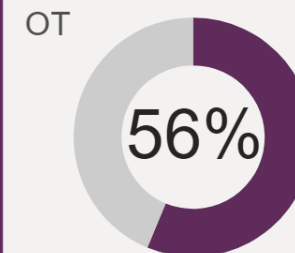
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	48%	11%	33%	8%
<b>Total</b>	<b>48%</b>	<b>11%</b>	<b>33%</b>	<b>8%</b>

### January 2021 Status

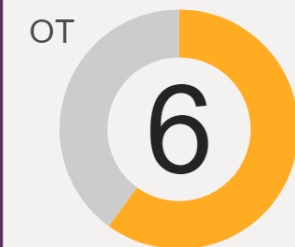
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	44%	13%	28%	16%
<b>Total</b>	<b>44%</b>	<b>13%</b>	<b>28%</b>	<b>16%</b>

## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?



### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)

OT Expected  
**69%**

OT Actual  
**73%**

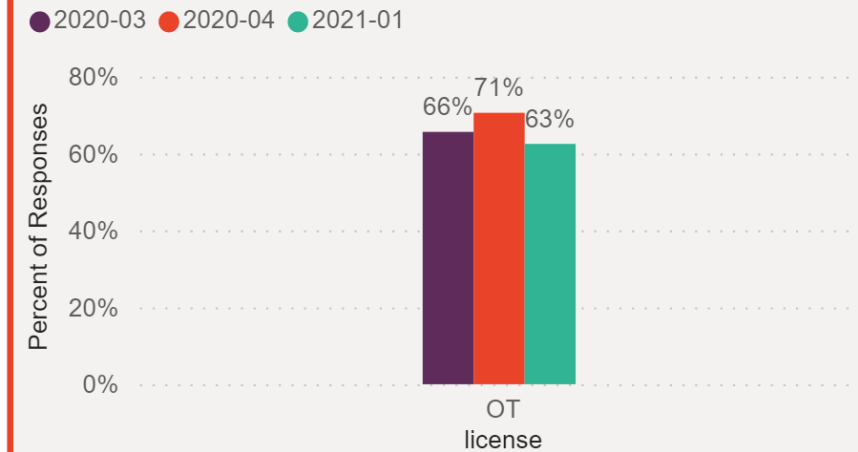


# Mental Health

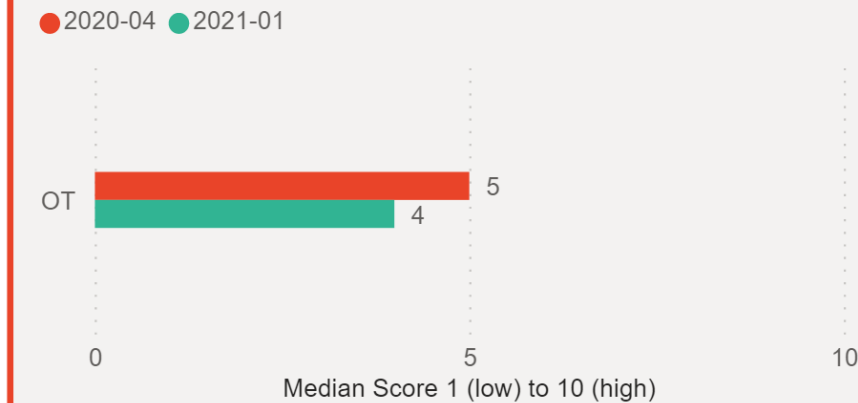
## Overview

Responses by survey	License	2020-03	2020-04	2021-01	Total
	OT	41	19	8	<b>68</b>
	OTA	1	2	3	<b>6</b>
	<b>Total</b>	<b>42</b>	<b>21</b>	<b>11</b>	<b>74</b>

## OT/OTA Considered Essential

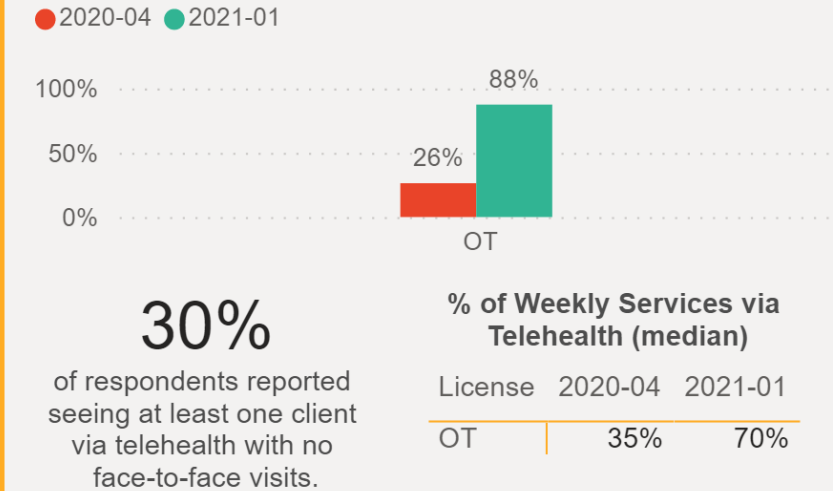


## View of the Job Market



## Telehealth

### Report Using Telehealth



## Employment Status

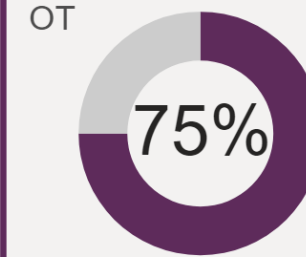
April 2020 Status				
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	74%	16%	5%	5%
<b>Total</b>	<b>74%</b>	<b>16%</b>	<b>5%</b>	<b>5%</b>

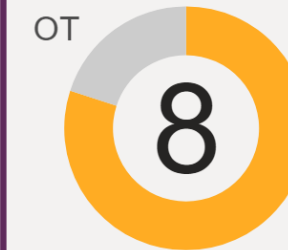
January 2021 Status				
License	Full Time	Part Time	Contract/PRN	Not Answered
OT	88%	0%	0%	13%
<b>Total</b>	<b>88%</b>	<b>0%</b>	<b>0%</b>	<b>13%</b>

## Workforce Info as of Jan 2021

### Will you be working for the same organization 2 years from now?



### Satisfaction with current employment (median)



1 (totally dissatisfied) to 10 (totally satisfied)

### % of typical workweek spent face-to-face with clients (median)

OT Expected

**63%**

OT Actual

**63%**

**customerservice@aota.org**