

PrimeFare East 2026 | June 19-20, 2026| Chattanooga Convention Center | Chattanooga, TN

Prosthetics

Friday June 19, 2026

ALPS TRACK SPONSOR

7-8a

Registration/Breakfast-Exhibit Hall

8a-10a

Smart, Simple and Adaptive: The Next Generation of Powered MPK's

The Intuy® Knee and Intuy® Knee PRO, developed by Rebocon Bionics and distributed by WillowWood, bring powered microprocessor knee (MPK) technology to a broader range of users by balancing accessibility, safety, and advanced function. The Intuy Knee delivers intuitive stance and swing control for improved stability and confidence in daily mobility, while the Intuy Knee PRO builds upon this foundation with multiple Easy “E”-modes that allow clinicians to tailor knee performance to specific user activities, enhancing adaptability across diverse environments. This session will present clinical outcomes and patient experiences highlighting how both solutions reduce fall risk, improve user satisfaction, and expand access to Powered MPK benefits. Together, the Intuy and Intuy Knee PRO represent a new era of intelligent prosthetic knees—where technology not only responds to movement but learns from it.

Presenter: Steven Kramer, CP Regional Educational Prosthetist, Willowwood

10a-10:15a

Break-Exhibit Hall

10:15a-12:15p

PROTEOR: SYNSYS Full Leg System

Learn about the NEW features and benefits of the PROTEOR QUATTRO, including ideal candidates, multiple activities, programming app, and patient app. Discover the features and benefits of the SYNSYS total leg solution, including triple flexion technology, heel height adjustment, and activity modes. Take a quick look at what the Kinnex 2.0 has to offer including product features, clinical benefits, and programming and patient apps.

Presenter: Jordan Adkins, CP, CFo, Senior Clinical Prosthetist, Proteor

12:15p-1:15p

Lunch-Exhibit Hall

1:15-3:15

Certification Course: Training to Program the Kneuro Knee

This course provides training to program the Kneuro MPK by BrainRobotics. It covers a review of the knee, using Basic and “More” Parameters in the Clinician App, navigation of the Patient App, and an overview of Troubleshooting solutions. Attendees who are not currently certified to use the app will be approved following this course.

Haley Branch, CPO, Clinical Specialist, Brain Robotics

3:15p-3:45p

Break-Exhibit Hall

3:45-4:45

Optimizing Prosthetic Knee Selection for Long Residual Limbs and Knee

Disarticulations: Clinical Benefits of Polycentric Microprocessor Knees

Patients with long transfemoral residual limbs or knee disarticulations presents a unique set of biomechanical and prosthetic design challenges. Standard prosthetic knees, particularly single-axis or mechanical options, often result in:

- Poor knee center alignment,
- Compromised swing clearance,
- Excessive anterior knee prominence
- Difficulty achieving a cosmetic and functional sitting posture

This session will explore how polycentric microprocessor-controlled knee systems are uniquely suited to address these issues. Clinical guidance will be provided on socket alignment, component clearance strategies, suspension interface selection, and gait training adaptations. Attendees will also examine case-based outcomes for patients with long residual limbs or knee disarticulations who achieved improved function and safety with these systems. The session concludes with an overview of Medicare coverage policies, including LCD 33787 updates expanding access to microprocessor knees for eligible K2-level patients, and documentation strategies that support medical necessity and appropriate L-code reimbursement.

Presenter: Dr. Justi Appel, PhD, CO, BOCP, LPO, Clinical Consultant in Orthotics & Prosthetics

4:45-5:45

Explore ALLARD's New Meracus Foot

After 30 years of producing innovative orthotic solutions, Allard now has combined what they know about composites and lower limb biomechanics to create a new innovative **prosthetic foot- Meracus** We will explore composite material history, current foot designs, and biomechanics, along with ISO testing machine and patient testing.

Jack Richmond, CPOA, R&D Advisor, ALLARD

Saturday June 20, 2026

Prosthetics

ALPS TRACK SPONSOR

7a-8a

Breakfast-Exhibit Hall

8a-9a

Transfemoral Ischial Containment and Sub-Ischial Brim Design

The evolution of transfemoral socket design has progressed from quadrilateral sockets to ischial containment as the dominant interface for transfemoral amputees. In recent years, lower-profile socket designs featuring sub-ischial brims have gained increased adoption, particularly when combined with hydrostatic socket interfaces. These approaches, once largely limited to knee disarticulation and long residual limbs, are now being applied to shorter residual limbs with encouraging clinical outcomes.

Despite these advancements, sub-ischial socket designs present ongoing challenges related to effective soft-tissue stabilization, comfort, and fabrication efficiency. While multiple design strategies have been proposed to address these issues, limitations in customization, consistency, and fabrication time have restricted broader clinical implementation.

This presentation introduces a thermoformable and modifiable sub-ischial brim design developed by Elevate Movement that is intended to integrate seamlessly into traditional socket fabrication workflows. The design emphasizes adjustable soft-tissue control, patient comfort, and practitioner efficiency. By allowing intra-fabrication and post-fabrication modification, the brim aims to reduce production time while improving fit outcomes across a wider range of residual limb presentations.

This work discusses the design rationale, fabrication considerations, and clinical applicability of the proposed brim system, highlighting its potential to expand the practical use of sub-ischial socket designs in transfemoral prosthetic care.

David Mitchell, CPO, Clinical Director, Elevate Movement

10a-10:15a

Break-Exhibit Hall

10:15-11:15a

Updated-Sock it to ME!

A discussion on prosthetic and orthotic socks with "the sock guy." We will discuss ply, proper donning and doffing and the different socks available to help your patient be as comfortable as possible. We will examine how the socks have become interfaces with the changes in technology in the prosthetic and orthotic industry. A conversation on how to use medical textiles in making your practice more profitable will be examined.

Fred Lanier, VP of Sales, Comfort Products

11:15a-12:15p

Practical Utilization of Medicare LCD Article Lower Limb Prostheses for Clinicians

This course is designed to work with clinicians the Medicare LCD and Policy Article for Lower Limb Prostheses. Why should these be understood by clinicians and not just administrators. The understanding of these and their relationship to Patient Evaluation, Functional Assessment and Documentation. Learning the purpose for both, their differences and how they fit together will be learned. The history of Lower Limb Prosthetic policy 2009 – 2026 and beyond.

Presenter: Sam Brouillette, CP, CFo, Manager, Clinical Education SPS

12:15p-1:15p

Lunch-Exhibit Hall

1:15p-3:15p

Icon & Odyssey iQ: Smart Microprocessor solutions from College Park

This workshop will cover the recently updated microprocessor products from College Park, the Icon and the Odyssey iQ. We will review the clinical benefits behind these microprocessor designs. In addition, we will explain the features & functions of the Icon and Odyssey iQ, including straightforward programming and unique mode options. Programming of the microprocessor options will be demonstrated.

Elisa Collingridge, CPO, Clinical Educator, College Park

3:15-3:45

Break-Exhibit Hall

3:45-5:45

Ground Compliant Feet: Not just hydraulics

We will cover the topic of ground compliance had how this can provide a valuable functional return to the lower limb prosthetic user. Ground compliant feet are shown to have positive effects on reducing socket pressures, providing stability on slopes and improvements in symmetry along with multiple other advantages. Attendees will learn of these advantages and how they relate in terms of medical necessity, documentation needs and how specific feet meet specific ADL and functional needs of the user.

Presenter: Sam Brouillette, CP, CFo, Manager, Clinical Education SPS

PrimeFare East 2026 | June 19-20, 2026| Chattanooga Convention Center | Chattanooga, TN

Orthotics

Friday June 19, 2026

7a-8

Registration/Breakfast-Exhibit Hall

8-10

Clinician Focused Overview of Current Orthotic Innovations

This course provides a practical, clinician focused overview of current orthotic innovations, recent, and emerging coding updates, and other key developments impacting today's practice. Participants will gain insight into how new product solutions and coding changes influence real-world clinical decision making and the delivery of patient care.

Presenter: Anisah Mirza, MBA, CPO/L, Cascade

10a-10:15

Break-Exhibit Hall

10:15a-12:15

Improving Clinical Results For Custom LE Orthotics

This course is designed to improve clinical results when providing custom lower extremity orthotics. We will discuss casting and measurement techniques incorporating metal, leather and thermoplastics in fabrication, as well as fabricating orthotics for Charcot foot and Neuropathic arthropathy.

John Gray, L/O, Fab Lab Express, LLC

12:15p-1:15p

Lunch-Exhibit Hall

1:15p-3:15p

Intro to 3D Printing in Orthotics

New to 3D printing or just curious about how the technology could fit into your orthotics practice? This session will walk participants through the entire 3D printing process, covering 3D design software, printer basics, material selection, and common issues. We will design a model, prepare it for printing, then print it during the session.

Renee Lewis, BSE, CO, CPA, Director of Clinical Solutions, Friddle's Orthopedic

Appliances

3:15p-3:45p

Break-Exhibit Hall

3:45p-5:45p

Agilik™ Smart Orthosis: Advancing Powered Gait Assistance Through Intelligent Knee Control

As the first powered MPKAFO designed to deliver both assistive and resistive torque, the Agilik enhances functional mobility for pediatric and adult users with conditions such as:

- Crouch gait
- Flexed gait
- Neuromuscular weakness
- Knee gait
- Fatigue gait deviations

Clinicians benefit from a structured workflow that includes a Test Drive assessment, data driven tuning, and the Agilik Care software platform for precise adjustment of torque profiles, stance/swing thresholds, and -driven tuning, and the Agilik Care software platform for precise adjustment of torque profiles, stance/swing thresholds, and foot optimization. The system incorporates sit-sensor optimization, sit -to-stand support, active standing control, and adaptable angular limits to ensure patient-stand support, active standing control, and adaptable angular limits to ensure patient specific-specific configurability.

Curt Bertram,CPO, FAAOP Clinical Education Lead – Agilik MPKAFO

Orthotics

Saturday June 20, 2026

- 7:00a-8a** **Breakfast-Exhibit Hall**
- 8a-10a** **Advanced Methodologies for Better Bracing and Patient Outcomes in Treatment of Adolescent Idiopathic Scoliosis**
- We will discuss and learn the most critical principles and assessments for successful correction in full-time and Nocturnal bracing applications for AIS as it pertains in the clinical setting.
- David Collins, CO, Clinical Development Executive, Spinal Technology**
- 10a-10:15a** **Break-Exhibit Hall**
- 10:15-12:15a** **Transforming Mobility with Thuasne's Lower Extremity Orthotic Solutions**
- Greg Steward, CPO, MS, Key Account Clinical Education Manager, Thuasne**
- 12:15p-1:15p** **Lunch-Exhibit Hall**
- 1:15p-2:15p** **Understanding Adult Acquired Flatfoot**
- Adult Acquired Flatfoot (AAF) is a well-defined progressive deformity of the foot and ankle. When caught early AAF responds well to orthotic therapy. Although Posterior Tibial Tendon Dysfunction is the diagnosis we most often encounter this is only one symptom in a predictable pattern of events. Learn to recognize, correctly stage and treat this common foot pathology.
- Seamus Kennedy, BEng(Mech), CPed, FAAOP(A), Hersco**
- 2:15-3:15** **The Evolution of Trulife AFO's from Matrix to Pace**
- This Presentation will show the technological advancements and research done for the formation of the Pace Line of AFO's, and how we have grown since launching the Matrix in 1995. We will discuss the technical development, research, structural testing and analysis, and the advancements of the new line.
- Joshua Mullins, O&P Business Development Manager, Trulife**
- 3:15p-3:45p** **Break-Exhibit Hall**
- 3:45-4:45** **Safely Addressing Leg Length Discrepancies**
- Subtle limb length differences can cause a surprising variety of foot and lower extremity pathologies. Learn to quickly and accurately identify LLD's in your patients and then provide a number of solutions based on your findings.
- Seamus Kennedy, BEng(Mech), CPed, FAAOP(A), Hersco**

**PrimeFare East 2026 | June 19-20, 2026| Chattanooga
Convention Center | Chattanooga, TN**

Pedorthics

Friday June 19, 2026

Billy Footwear Track Sponsor

7:00a-8a

Breakfast-Exhibit Hall

8-9a

Scanning Technology: Outsourcing Fabrication/In House Practice

Digital workflow in orthotic fabrication is a streamlined, technology-driven process that captures foot shape using scanners, designs devices using CAD software, and fabricates them through CNC milling or 3D printing. It improves accuracy, consistency, and efficiency compared to traditional plaster methods while allowing for easy modification and reproducibility. By integrating scanning, design, and manufacturing into a connected system, clinicians and labs can scale production and deliver more customized, patient-specific orthotic solutions.

Jeffery S. Rich, CO, Owner, U.S. Orthotic Center, President PFA

9-10a

SCFOs as Crucial Pedorthic Protocol

SCAFOs Casting/Scanning Techniques for AFOs-Understanding and Utilizing

In this session, we will explore the length and breadth of the Pedorthic Scope of Practice. We will review several styles of SCFO devices that fall within said scope and explore how to best use them to maximize patient outcomes. We will also discuss the

privileging of a Certified Pedorthist based on Written Objective Criteria, and what

additional devices may be available to the Certified Pedorthist.

Erick J Janisse, CO, CPed, Director of Education, OHI

10a-10:15a

Break-Exhibit Hall

10:15-11:15a

Treating the Intrinsic Minus Foot: Preventing the Forces Causing the Destruction of the Diabetic Foot

It is imperative to recognize the early-stage Neuropathic foot and prevent medial and lateral column loading forces in Risk Category 1 and 2 in order to protect these foot types from deformation and distortion. Our clinical goal is to halt progression to the destructive Risk Category 3 which encompass ulcers, amputations and the dreaded Charcot foot.

Dr. Katia Langton, OceanWalk Pedorthic Footcare

11:15a-12:15p

“Falls Prevention in Our Geriatric Patient Population”

In the United States, falls are the second leading cause of accidental or unintentional injury deaths. This is (or should be) of great concern to our

senior patient population. In this session, we will review a great many ways to prevent these devastating falls –including bracing for preventive purposes. We will also review methods and tips for help our senior patients assess the risks they face in their home environments and how to mitigate them.

Erick J Janisse, CO, CPed, Director of Education, OHI

12:15p-1:15p

Lunch-Exhibit Hall

1:15p-3:15p

Toe Filler Hands-on Workshop

Understand how to recognize when to use podiatry putty to fabricate a toe filler to maintain alignment between two lesser toes. Understand how to mix curing agent with the putty to create a mixture that will have the proper consistency for a durable toe filler prosthesis. Together we will review a live case study and demonstration, and each participant will have the opportunity to fabricate a putty toe filler or toe crest using the Pedi-Plast Putty.

Teresa Alpert CO, C. Ped, Faculty Orthotist, Pedorthist University of Colorado, Department of Orthopedics, Division of Foot and Ankle, EX Director of Pedorthic Footcare Association

3:15p-3:45p

Break-Exhibit Hall

3:45-5:45

When The Foot Hits The Ground

In biomechanics, the ground reaction force (GRF) is the force exerted by the ground on a body in contact with it. The ground reaction coincides with the notion of a normal force. However, in a more general case the GRF will also have a component parallel to the ground, for example when the person is walking or running a motion that requires the exchange of horizontal (frictional) forces with the ground. Together we will learn and compare gait with and without foot orthoses. Explain how orthoses transfer, absorb, reload, and distribute forces. Apply evidence to common pathologies and prescriptions.

April Wilson, April Wilson CMPTA, BS, CKTP, CI National Clinical Educator Footcare & Orthopaedics, MEDI

Saturday June 20, 2026

Pedorthics

Billy Footwear Track Sponsor

8-10a

Casting and Scanning: Past, Present, and Future

Exploration will be done into the evolution of foot impression and fabrication techniques in the custom orthotic industry. Comparisons will be done with traditional methods such as plaster, foam, digital technologies, including mobile 3D applications. Demonstration with pin pressure direct contact to model topographic analysis and orthotic design.

Speaker Kyle Ballinghoff, Med, C.Ped

10-10:15a

Break Exhibit Hall

10:15-11:15

Treatment Modalities-Club Foot

Club foot deformity affects approximately 1-2 per 1,000 births in the US. Which represents about 2,000 new cases per year. Globally however that number is staggering approximately 175,000 new cases. Clubfoot is one of the most common congenital musculoskeletal deformities, genic and hereditary. It's treatable in over 90 percent of cases with early intervention. Objectives we will learn different treatment modalities from Ponseti serial casting to Dennis brown splints bars and footwear.

Teresa Alpert CO, C. Ped, Faculty Orthotist, Pedorthist University of Colorado, Department of Orthopedics, Division of Foot and Ankle, EX Director of Pedorthic Footcare Association

11:15-12:15

Over The Counter Orthotics: Who Needs Them And Why

Over-the-counter (OTC) orthotics play a prominent role in addressing many common foot and lower extremity conditions, yet they are often overlooked in favor of custom devices. Many individuals experiencing foot pain, fatigue, or mild biomechanical abnormalities can benefit from properly selected OTC orthotics, which offer an accessible and cost-effective solution that improves alignment, pressure distribution, and comfort. This presentation will examine the clinical considerations involved in recommending OTC orthotics, including which patients are most likely to benefit and when custom orthotics may be necessary. Attendees will review common biomechanical conditions such as overpronation, arch fatigue, and plantar fasciitis, and explore how OTC orthotics can help address these issues. The session will also discuss workplace applications, particularly among workers who spend long hours standing or walking on hard surfaces, and how OTC orthotics can serve as an effective first-line intervention within pedorthic care.

Bryan Acheson, My Foot Guy

12:15-1:15p

Lunch Exhibit Hall

1:15-2:15

Billy Footwear, TBA

2:15-3:15

**Shoe Technology And Design
What makes the difference?**

Stability motion control footwear with mild rocker sole is essential for those needing support and motion control in daily or athletic activities. Shoes should balance firm and soft elements maintain alignment and limit excess motion while softer parts provide comfort and shock absorption a review of the built-in control plate in the outsole will demonstrate how it stabilizes the foot's gait and reduces unwanted movement. Exam the mild rocker sole for

smooth transition for propulsion and reducing load on the forefoot and metatarsals. Footwear is the foundation.

Mike Acre, Xelero Shoes

3:15-3:45

Break Exhibit Hall

3:45-5:45

Panel Discussion: Pedorthic Case Studies

PrimeFare East 2026 | June 19-20, 2026| Chattanooga Convention Center | Chattanooga, TN

Administrative

Friday June 19, 2026

Track Sponsored by OPIE

7-8a

Breakfast, Registration, Exhibit Hall

8-9a

Compliance Excellence

2026: Facility Accreditation Standards: Covering the Changes and Your Blueprint for

Changes? Yes, there are changes! Join us for an informative session on the CMS accreditation updates and maintaining compliance with Medicare and ABC standards throughout the year. Discover effective business practices that will keep your facility and staff performing at their best, prepared to face any challenges. We will also explore how ABC's comprehensive accreditation resources can support you in achieving excellence. Join us for an educational opportunity to master the secrets of remaining compliant with Medicare and ABC standards year-round! Empower your team to reach heights of compliance excellence with best business practices that ensure you're ready for all compliance challenges.

Jim Lawson, Outreach Development Manager, ABC

9-10 a

Compliance Excellence

2026: Facility Accreditation Standards: Covering the Changes and Your Blueprint for

Panel discussion and Q&A

Jim Lawson, Outreach Development Manager, ABC; Scott Williamson, Executive Director of Customer Experience, OPIE; Curt Bertram, CPO, FAAOP, Senior Manager, Clinical Affairs

10-10:15

Break Exhibit Hall

10:15-11:15

HIPAA 2026: New Security Rule Requirements and Compliance Strategies

The proposed HIPAA Security Rule overhaul, expected to be finalized in May 2026, eliminates the "addressable vs. required" distinction and makes nearly all safeguards mandatory. This session provides O&P practices with a comprehensive roadmap for compliance with these new requirements. Participants will learn the specific steps needed to meet new mandates including:

- Technology asset inventory and network mapping
- Mandatory encryption of ePHI at rest and in transit, multi-factor authentication implementation, semi-annual vulnerability scanning and annual penetration testing
- 72-hour disaster recovery and 24-hour incident notification timelines
- Annual compliance audits
- The course covers practical implementation strategies tools for small to mid-size practices

Scott Williamson, Executive Director of Customer Experience, OPIE, Paul Prusakowski, CPO, CEO/Founder, OPIE

11:15-12:15

O&P

Decoding the Future: What You Need to Know About New HCPCS Codes in

The rapid evolution of orthotics and prosthetics has outpaced existing HCPCS Level II coding, leaving many innovative devices without accurate classification and forcing suppliers to rely on Not Otherwise Classified (NOC) codes. This presentation examines the latest coding, coverage, and payment developments shaping the O&P landscape, with a focus on CMS' recent decisions—including the establishment of HCPCS code L6700 for upper-extremity intent-decoding myoelectric control modules. Drawing from CMS' 2024–2025 rulemaking, PDAC guidance, and emerging payer trends, we outline how new technologies are evaluated, priced, and integrated into the Medicare benefit category. Attendees will learn how to navigate NOC codes, understand gap-fill and crosswalk pricing methodologies, anticipate payer adoption timelines, and build defensible documentation aligned with medical necessity standards. The session emphasizes practical strategies for coding accuracy, appeals, compliance, and payer education—empowering clinicians and suppliers to secure appropriate

Curt Bertram, CPO, FAAOP, Senior Manager, Clinical Affairs, O&P Insight

12:15-1:15

Lunch Exhibit Hall

1:15-3:15

Practice Analytics: Using Data to Drive Better Business Decisions

This advanced session empowers practice leaders to harness the power of analytics for strategic planning and operational improvement. Participants will learn to identify, track, and analyze critical business metrics across clinical operations, financial performance, and patient satisfaction domains. The course covers practical dashboard development using tools integrated with practice management systems and key metrics.

Scott Williamson, Executive Director of Customer Experience, OPIE, Paul Prusakowski, CPO, CEO/Founder OPIE

3:15-3:45

Break Exhibit Hall

3:45-5:45

AI and Automation: Transforming Administrative Workflows in 2026

The rapid advancement of artificial intelligence and automation technologies is revolutionizing healthcare administration, offering unprecedented opportunities to reduce staff burden and improve operational efficiency. This forward-thinking session explores practical applications of AI and automation specifically tailored for orthotics and prosthetics practices.

Scott Williamson, Executive Director of Customer Experience, OPIE, Danielle McCrink, Waystar

**PrimeFare East 2026 | June 19-20, 2026| Chattanooga
Convention Center | Chattanooga, TN**

Administrative

Saturday June 20, 2026

Track Sponsored by OPIE

7-8a

Breakfast

8-10a

Revenue Cycle Management: From Patient Registration to Payment Collection

This comprehensive session provides end-to-end revenue cycle management strategies specifically designed for orthotics and prosthetics practices. Participants will examine each phase of the revenue cycle

**Scott Williamson, Executive Director of Customer Experience, OPIE;
Lesleigh Sisson, CFo, CFm, Vice President and GM O&P Insight; Dana Glover,
Senior Manager, Operations, O&P Insight**

10-10:15

Break Exhibit Hall

10:15-12:15

Improving Documentation for Upper-Limb Prosthetic Justifications

This session will enable participants to recognize frequent denial drivers, understand how payer policies shape documentation requirements, and apply a structured framework for describing functional deficits and prosthetic justification. Attendees will also learn strategies to enhance interdisciplinary communication, resulting in clearer, more robust clinical notes that support medical-necessity determinations and help ensure timely access to appropriate upper-limb prosthetic technology.

Curt Bertram, CPO, FAAOP, Senior Manager, Clinical Affairs, O&P Insight

12:15-1:15

Lunch Exhibit Hall

1:15-2:15
Reporting

Regulatory Compliance Roundup: Medicare Audits, Accreditation, and Quality

This comprehensive session provides practice owners and compliance officers with a thorough understanding of current regulatory requirements and practical strategies for maintaining compliance. Participants will review 2026 updates to Medicare supplier standards, DMEPOS accreditation requirements, state licensure obligations, and payer-specific credentialing mandates. The course examines common audit triggers and prepayment review criteria, with emphasis on documentation standards that withstand scrutiny. Attendees will learn to prepare for and respond to various audit types including TPE (Targeted Probe and Educate), UPIC (Unified Program Integrity Contractor), and commercial payer audits. The session covers essential compliance program elements including policies and procedures, staff training and competency assessment, internal audit processes, corrective action plans, and fraud, waste, and abuse prevention. Participants will receive audit preparation checklists, documentation templates, and compliance calendar tools to maintain ongoing readiness. Through real-world audit case studies, attendees will learn from the successes and mistakes of other practices, ensuring they can proactively address vulnerabilities before they result in recoupments or penalties.

Scott Williamson, Executive Director of Customer Experience, OPIE

2:15-3:15
Care

From Pain Points to Performance—Driving Operational Excellence in O&P

As the orthotic and prosthetic industry evolves, facilities must adapt their operations to support both exceptional patient care and long term business viability. This presentation delivers a practical, results driven approach to improving day-to-day operations within an O&P patient care setting.

Dana Glover, Senior Manager, Operations, O&P Insight

3:15-3:45

Break Exhibit Hall

3:45-5:45

O&P Organizations. + Q&A

From Manager to Leader—Developing People, Culture, and Accountability in

Many O&P business owners and administrators find themselves managing tasks rather than leading people. This presentation focuses on the critical shift from operational management to intentional leadership—both personally and organizationally.

Explore the differences between managing processes and leading people, with a focus on self-awareness, adaptability, and leadership mindset. Participants will assess common leadership challenges in O&P settings, such as staff disengagement, role confusion, and resistance to change.

The presentation will also address practical tools for leading teams effectively, including setting clear expectations, coaching for performance, addressing difficult conversations, and developing future leaders within the organization.

Dana Glover, Senior Manager, Operations, O&P Insight