



Society of Plastic Surgical Skin Care Specialists

2009  
Practice Profile Survey

# 2009 Practice Profile Survey

The 2009 SPSSCS Practice Profile Survey was compiled, tabulated and analyzed by Industry Insights, Inc. and is intended for use by SPSSCS, its members and other interested parties.

The enclosed review and analysis is based on results and comments collected by a 3-page questionnaire fielded between November 30, 2009 and February 5, 2010.

The survey was mailed to all current members as well as prior members who dropped their memberships within the past two years, a total of 797 individuals. To encourage participation, respondents were given a \$5 Starbucks gift card as well as the study's Executive Summary. All responses were received anonymously. To provide credit for participating, a postage-paid Business Reply Postcard requesting contact information was included with the survey.

A secure, online version of the survey was available for those who preferred to participate online. A reminder was issued via email to increase participation after the initial deadline.

Two hundred fifty-two (252) responses were collected prior to the February 5 deadline, representing a 31.6% response rate.

It is believed that the data presented in this report represent a valid cross-section of current and recent members' profiles and circumstances, pay structures, services offered, other general information. Statistically, any multiple choice question that received 252 responses would provide a 95% level of confidence that the response is accurate within +/- 5.11%. However, the statistical validity of responses for any given question varies somewhat depending on sample sizes and the demographics of the response. Industry Insights, therefore, makes no representations or warranties with respect to the results of this study and shall not be liable to SPSSCS, its members, or anyone else for information inaccuracies, errors, or omissions in content.

Industry Insights is a professional research and consulting firm that specializes in conducting industry research, customer satisfaction surveys, operating and compensation studies, educational programs and various customized research services.

Industry Insights, Inc.  
6235 Emerald Parkway  
Dublin, Ohio 43016  
614-389-2100

Copyright © 2010. All rights reserved. No part of this report may be reproduced in whole or part without written permission from the SPSSCS.

## Introduction

About the 2009 Practice Profile Survey .....	1
How to Use this Report .....	2

## Executive Summary

Respondent Profile .....	5
Practice's Profile .....	10
Work Life .....	13
Pay and Benefits .....	19
Employee Benefits Offered .....	26
Services Provided .....	27
Thoughts About the Industry, SPSSCS, and Other General Information .....	33

## Detailed Results

By Current Membership Status .....	39
By Age .....	55
By License(s) Held .....	71
By Years as Skin Care Professional .....	87
By Years Practices has Been in Operation .....	103
By Number of Plastic Surgeons in Practice .....	119
By Number of Skin Care Specialists .....	135
By Type of Practice .....	151
By Skin Care Clinic Type .....	167
By Clinic Owner .....	183
By Number of Hours Worked per Week .....	199
By Percent of Working Hours Spent with Patients .....	215
By 2009 Total Income .....	231
By Income Change 2008 vs. 2009 .....	247
By Frequency of Reading Newsletter .....	263
By Geographic Region .....	279

## Appendix

Open Ended Responses .....	313
Survey Questionnaire .....	317



# Introduction



## **ABOUT THE 2009 PRACTICE PROFILE SURVEY**

The 2009 Practice Profile Survey was conducted in order to quantify the characteristics and pay structures of the Association's current and recent membership and to determine a variety of important issues facing their practices and their Industry. The ultimate purpose of the study was to provide SPSSCS' members with a useful tool for evaluating their own circumstances in relation to the overall industry. To facilitate ease of use, the structure of this report largely parallels the flow of the survey instrument itself. A copy of the questionnaire can be found in the Appendix of this report.

To field this study, SPSSCS retained the services of Industry Insights, Inc., an independent research and consulting firm headquartered in Columbus, Ohio.

The enclosed review and analysis is based on results and comments collected by a 3-page questionnaire fielded between November 30, 2009 and February 5, 2010.

The survey was mailed to all current members as well as prior members who dropped their memberships within the past two years, a total of 797 individuals. To encourage participation, respondents were given a \$5 Starbucks gift card as well as the study's Executive Summary. All responses were received anonymously. To provide credit for participating, a postage-paid Business Reply Postcard requesting contact information was included with the survey.

A secure, online version of the survey was available for those who preferred to participate online. A reminder was issued via email to increase participation after the initial deadline.

Industry Insights accepted completed survey forms during the period of November 30, 2009 through February 5, 2010, and in all, 252 completed and usable surveys were collected.

To ensure confidentiality, all online forms were submitted directly to Industry Insights' secure server and all paper forms were returned directly to Industry Insights, using a postage-paid business reply envelope (BRE). Upon receipt, the questionnaires underwent data examination to ensure that directions were followed and that the data were consistent, accurate, and complete. This process included:

- Entry (and verification/re-entry) of data by keying personnel trained and experienced in working with survey data (paper forms only)
- Examination of aggregate responses for inaccuracies/errors
- Tabulation of results using standard statistical procedures

Detailed attributes and characteristics of the sample are outlined in the Executive Summary as well as the Demographics section contained in the Appendix of this report. It is believed that the data presented in this report represent a valid cross-section of current and recent members' profiles and circumstances, pay structures, services offered, other general information. However, the statistical validity of responses for any given question varies somewhat depending on sample sizes and the demographics of the response. Industry Insights, therefore, makes no representations or warranties with respect to the results of this study and shall not be liable to SPSSCS, its members, or anyone else for information inaccuracies, errors, or omissions in content.

## HOW TO USE THIS REPORT

Using the information within this report, industry members can compare their own profiles, service offerings, and pay structures with the overall industry as well as peers who most closely match their circumstances.

### ***Understanding the Data***

In order to use the information in this report to its maximum advantage, it is important to understand *how the tables are organized* and *how to interpret the various items*.

### ***How the Tables are Organized***

The tables in this report are organized to include a number of important findings for the most relevant “groupings” of respondents and have been segmented as follows:

- By Current Membership Status
- By Age
- By Licenses Held
- By Years as a Skin Care Professional
- By Years Practice has Been in Operation
- By Number of Plastic Surgeons in Practice
- By Number of Skin Care Specialists in Practice
- By Type of Practice
- By Skin Care Clinic Type
- By Skin Care Clinic Owner
- By Number of Hours Worked per Week
- By Percent of Working Hours Spent with Patients
- By 2008 Total Income
- By Income Change 2009 vs 2008
- By Frequency of Reading the SPSSCS Quarterly Newsletter

For ease of use, the survey’s general findings and observations are highlighted in the “Executive Summary” section (beginning on page 5). More specific and detailed results for each of the above categories can be located in the “Detailed Information” section (beginning on page 39).

NOTE: In some cases, questions included a response choice labeled “other” – to capture items that were not listed as possible choices. In addition, the survey included two open-ended questions. Respondents’ explanations for these “other” choices as well as their other responses to both open-ended questions are provided in the “Open Ended Responses” section (beginning on page 313).

### ***Interpreting the Numbers***

The statistics included in this study are reported as independent values and as frequencies of responses, based on the structure of the possible values.

Frequencies of responses are often shown throughout this report since questions normally involved a list of pre-chosen selections (in the form of checkboxes). When more than one response for a particular question was permitted, the listed frequency pertains to the number of respondents selecting a particular item as a percentage of all respondents who answered at least one item within the given question. Since more than one selection was allowed for this question type, the sum of response frequencies is normally much greater than 100%.

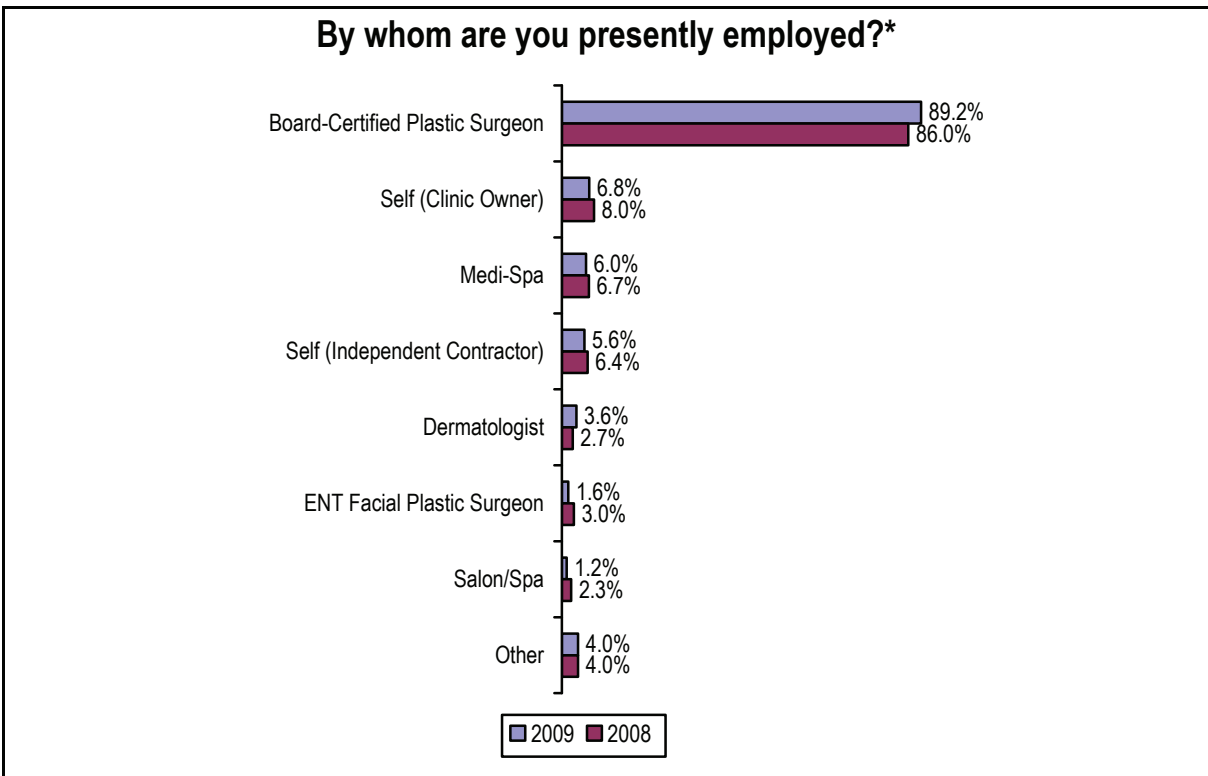
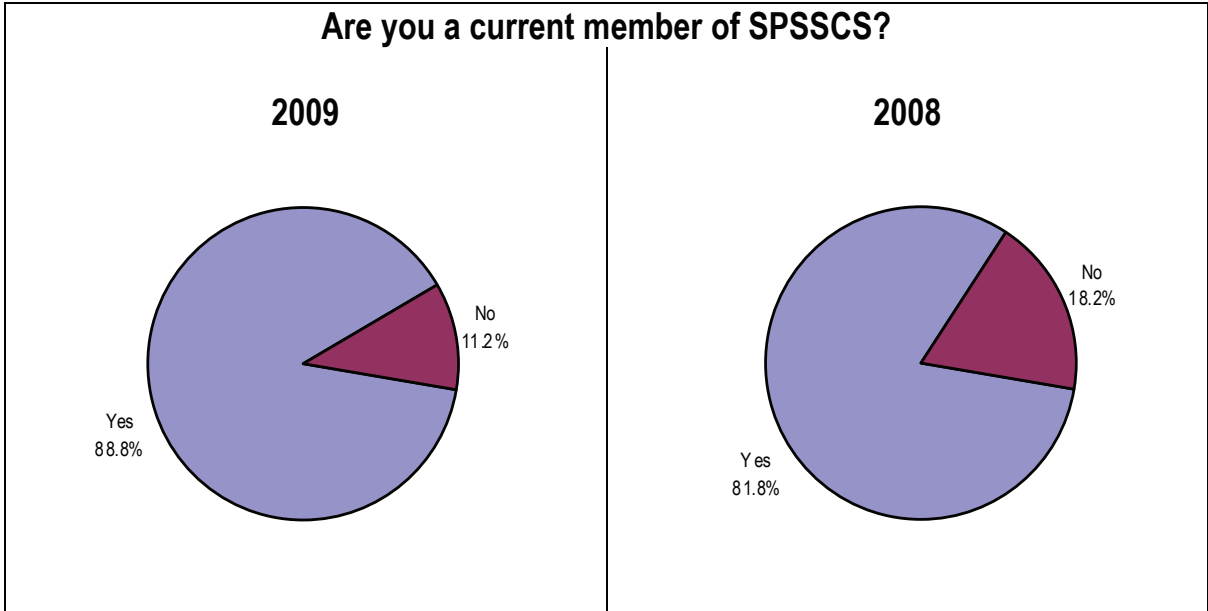
The sample size accompanies each question in the detailed section of the report. It is represented by “(N)” and typically precedes the response frequencies.



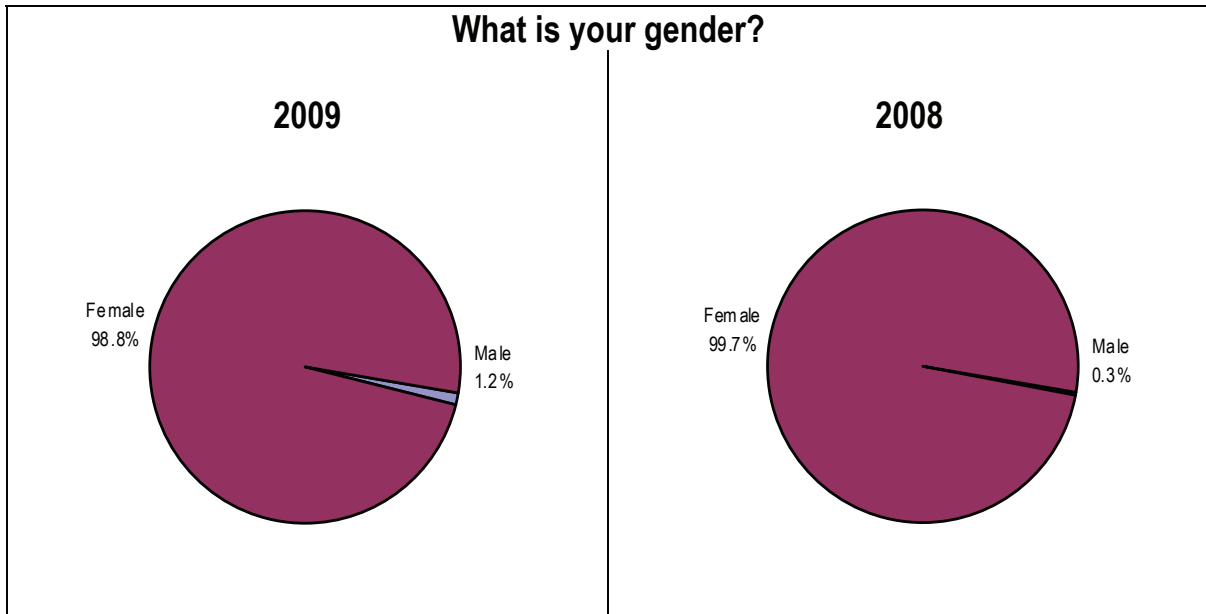
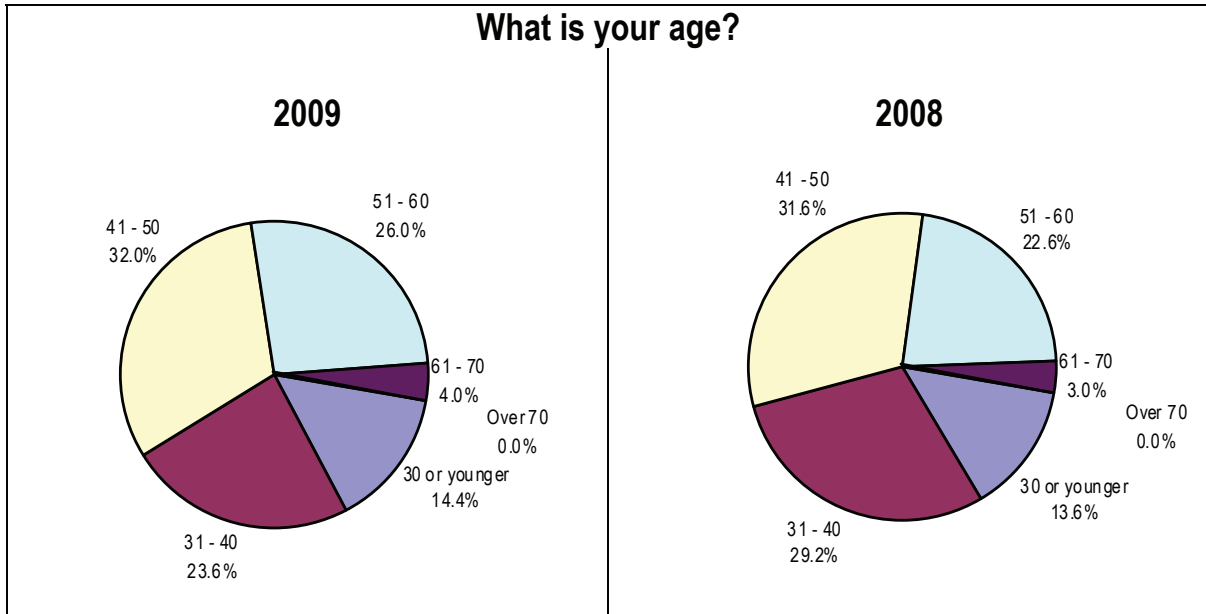
# Executive Summary



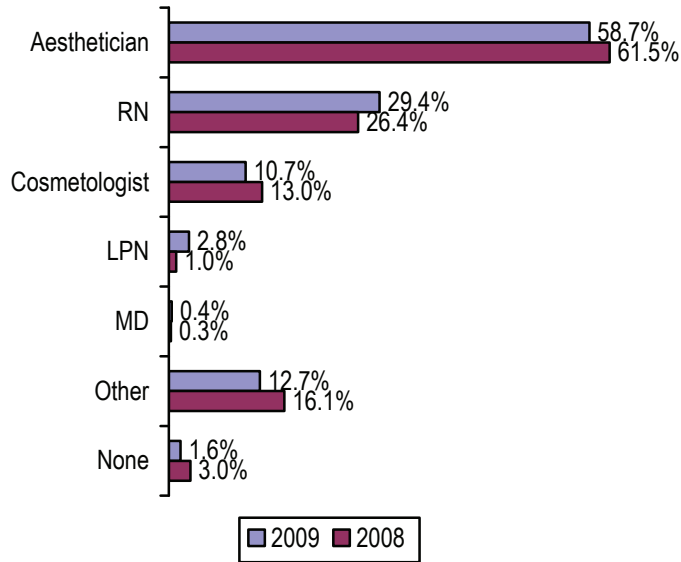
**RESPONDENT PROFILE**



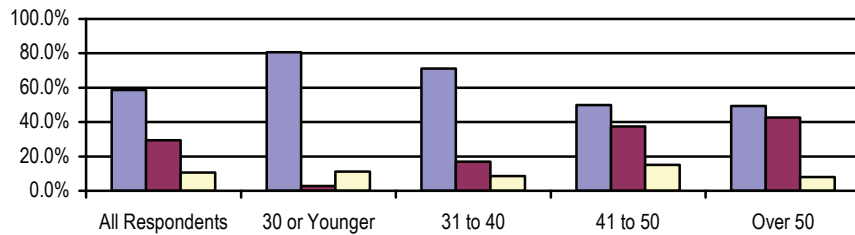
\* Multiple responses allowed.



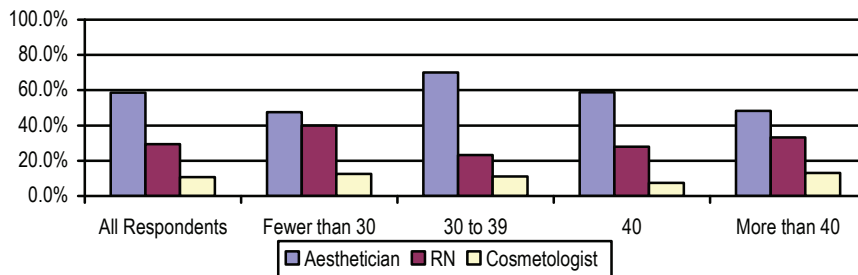
**Which of the following licenses do you hold?\***



**Licenses held by age category**

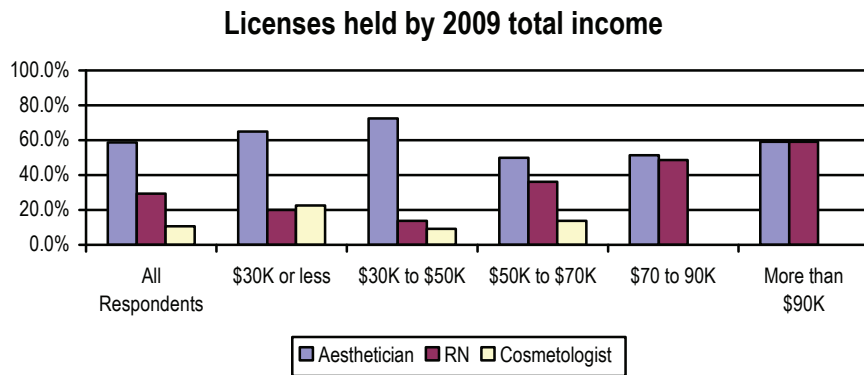
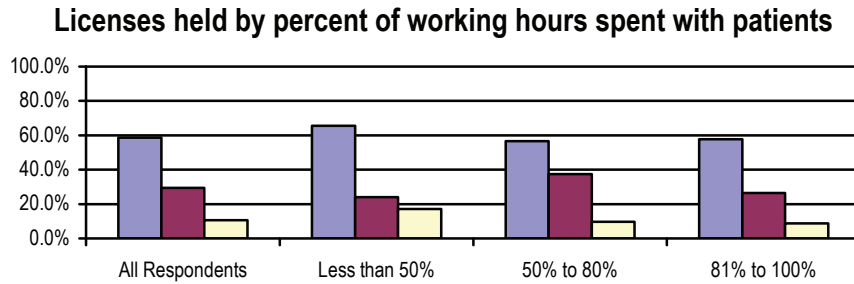


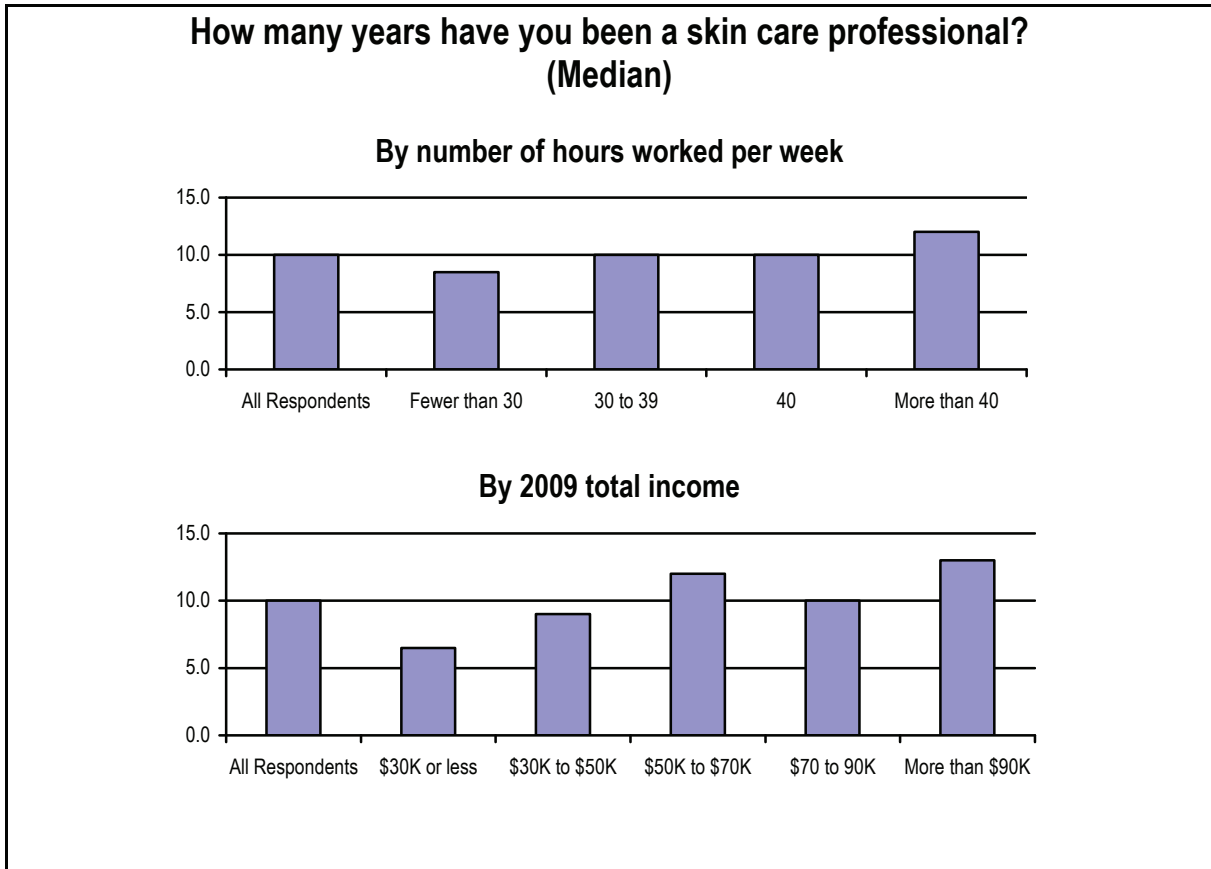
**Licenses held by number of hours worked per week**



\* Multiple responses allowed.

**Which of the following licenses do you hold? (continued)**

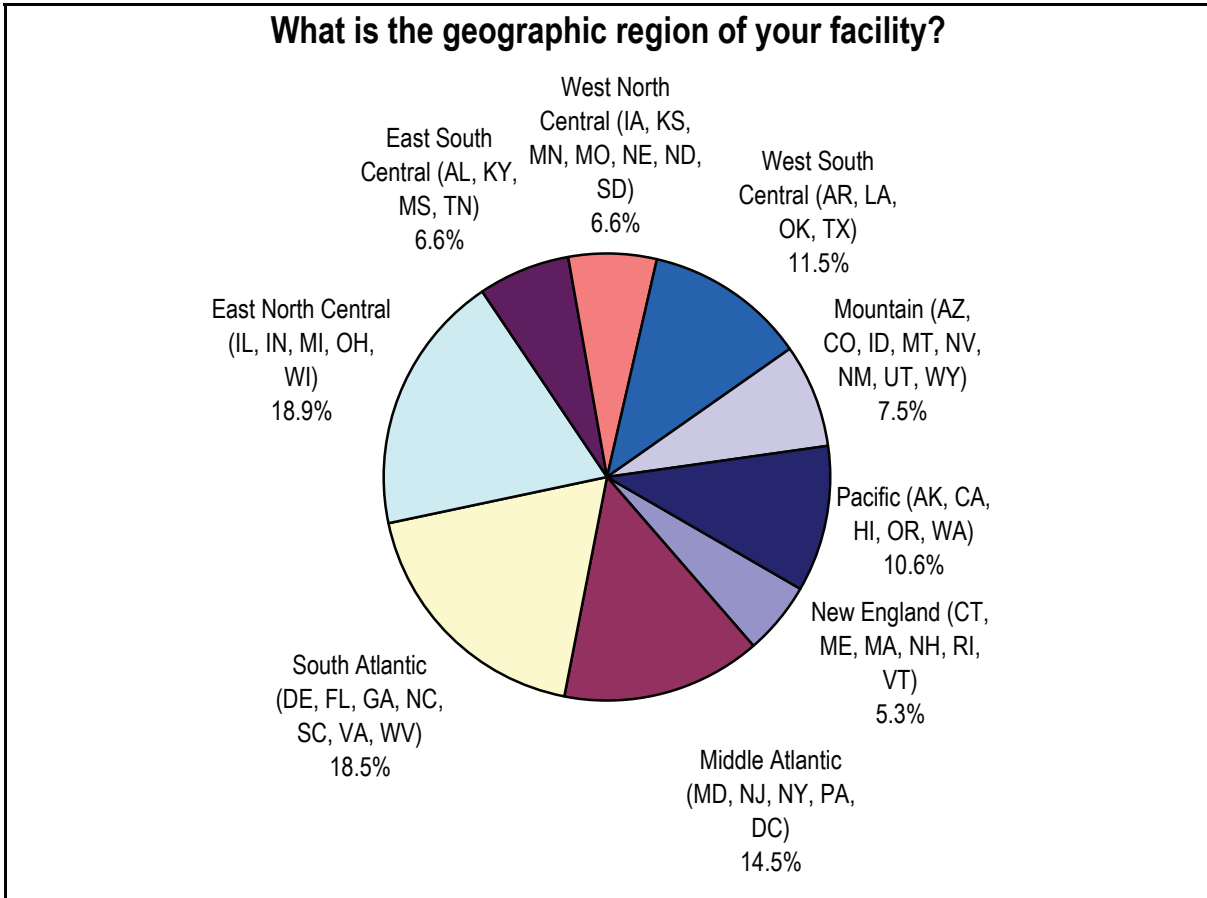




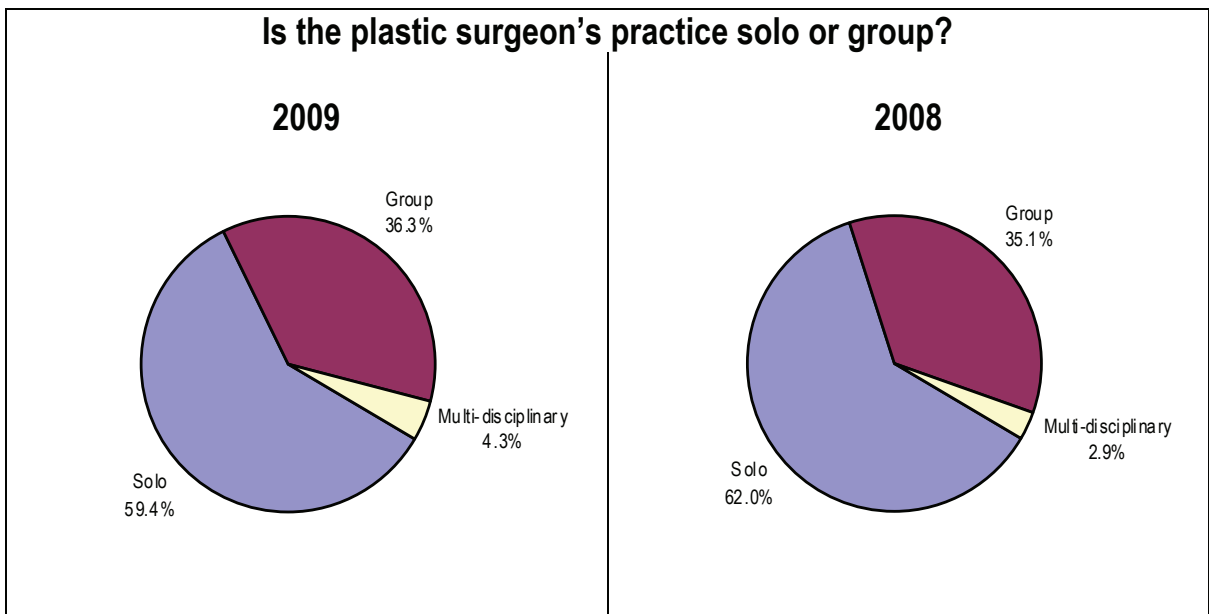
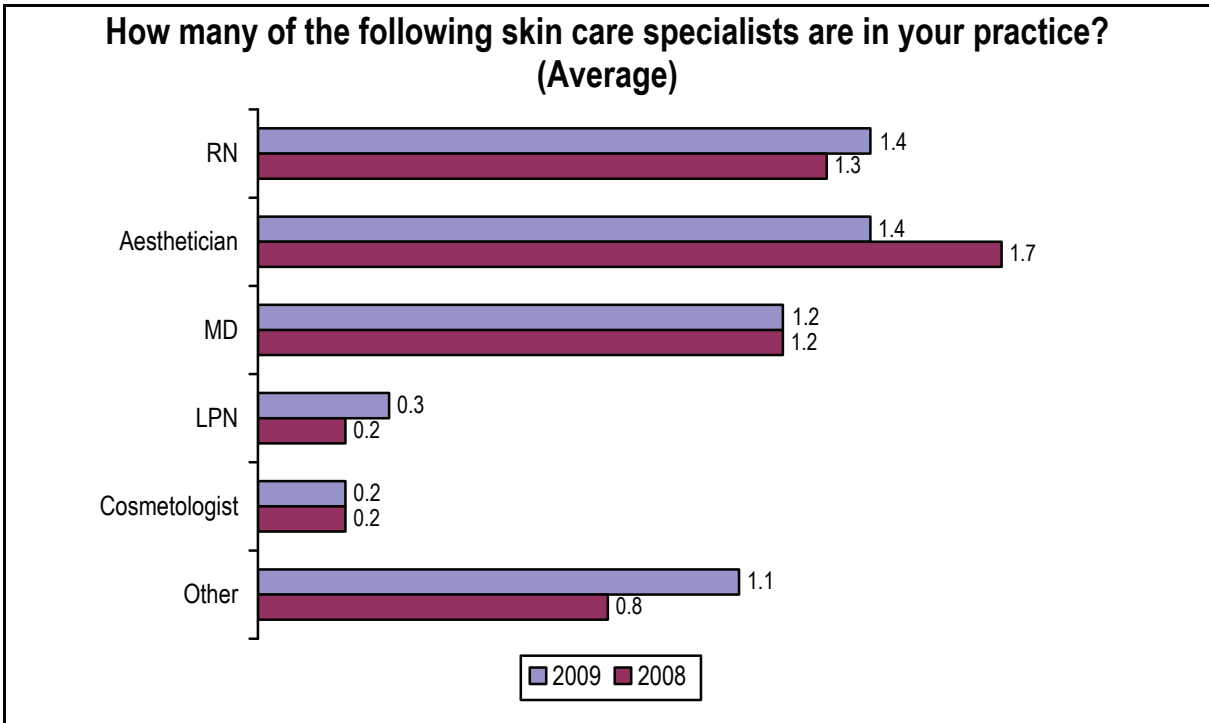
	<b>2008 Median</b>	<b>2009 Median</b>
How many years have you been a skin care professional?	10.0 years	10.0 years
How many years have you practiced in plastic surgery?	7.0 years	8.0 years
How many years have you practiced skin care in the plastic surgery field?	6.0 years	7.0 years

## PRACTICE'S PROFILE

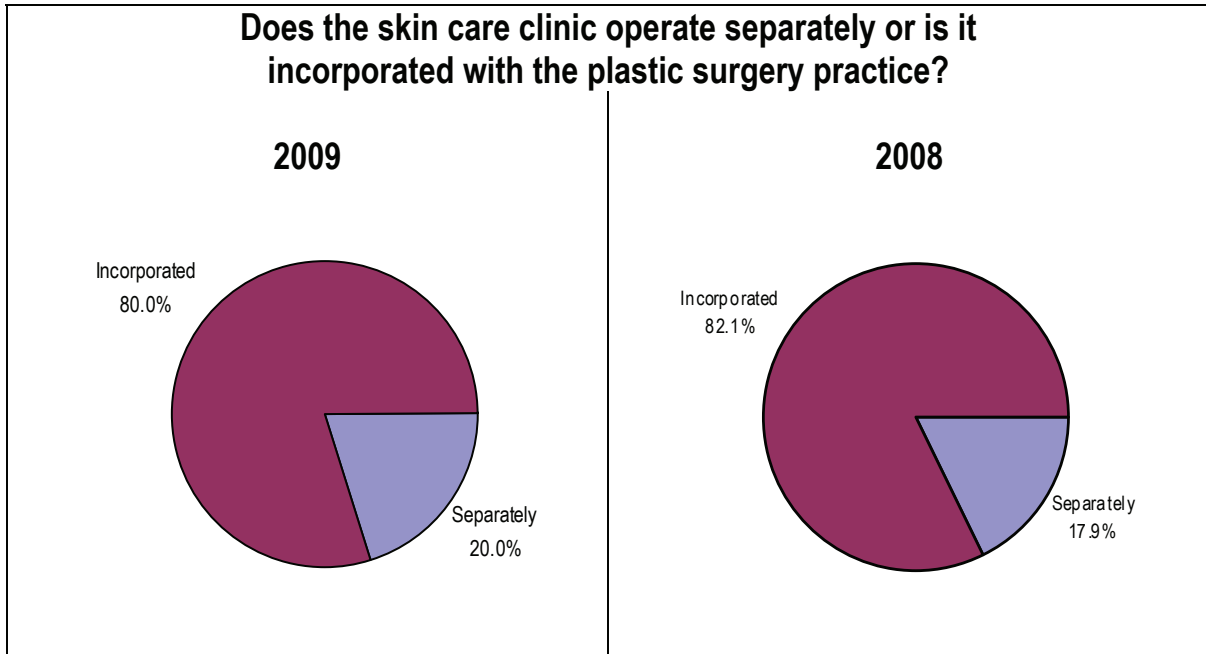
	2008 Median	2009 Median
How many years has the plastic surgery practice been in business?	18.0 years	19.0 years
How many years has the plastic surgery practice been offering skin care?	10.0 years	10.0 years
Number of plastic surgeons in your practice?	1.0	1.0



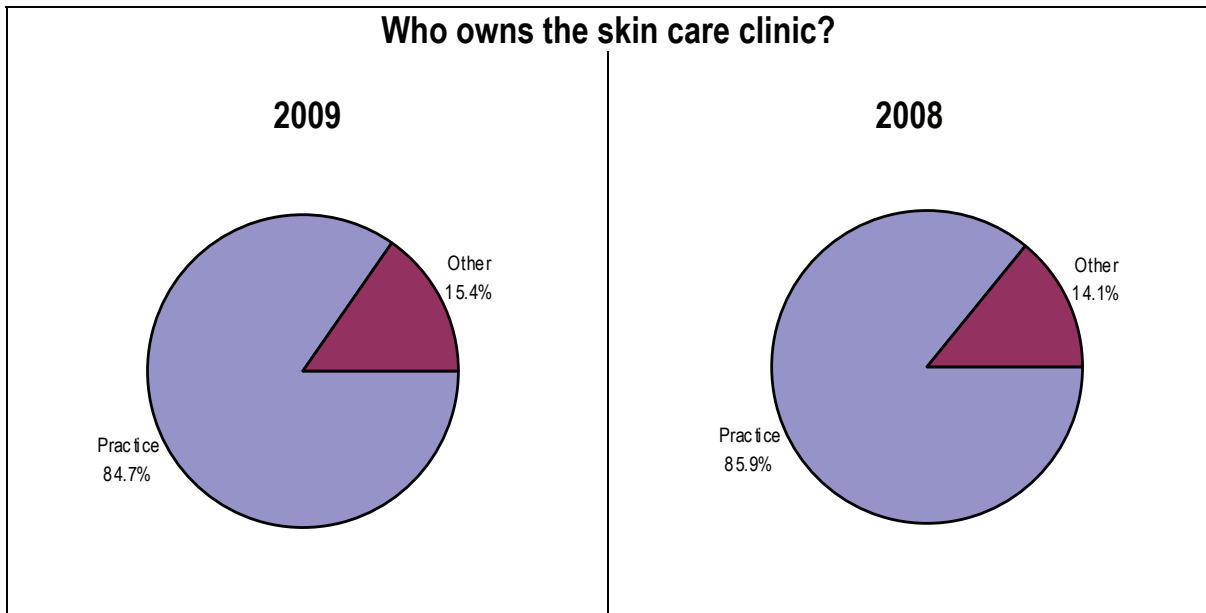




## Does the skin care clinic operate separately or is it incorporated with the plastic surgery practice?



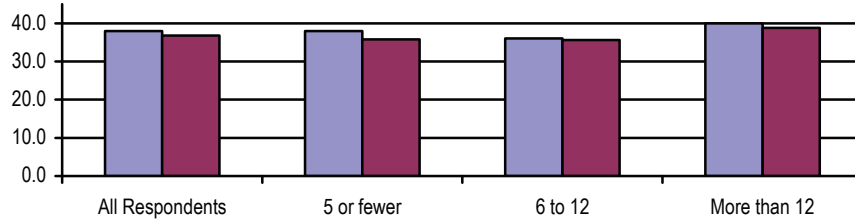
## Who owns the skin care clinic?



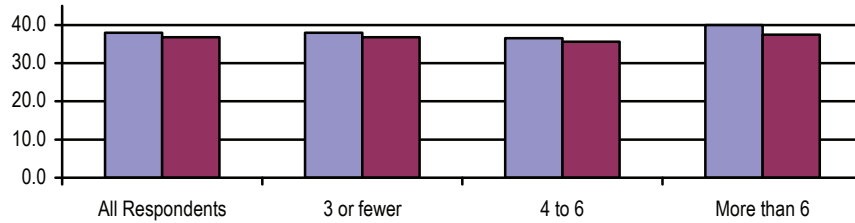
**WORK LIFE**

**How many hours do you work during a typical week?  
(Include all work-related functions, not just seeing patients)**

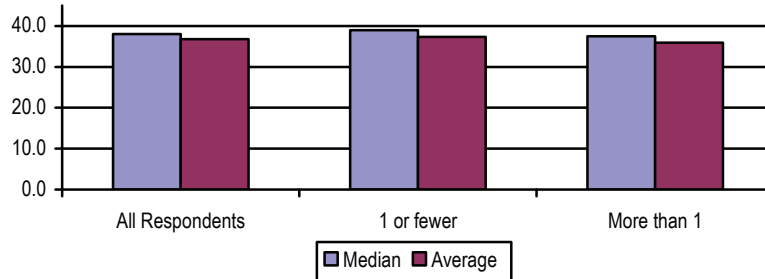
**By years as skin care professional**



**By number of skin care specialists**

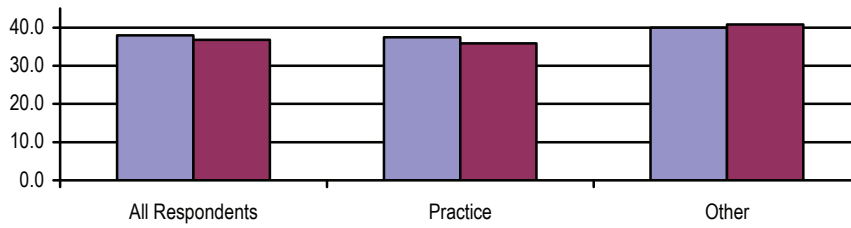


**By number of plastic surgeons in practice**

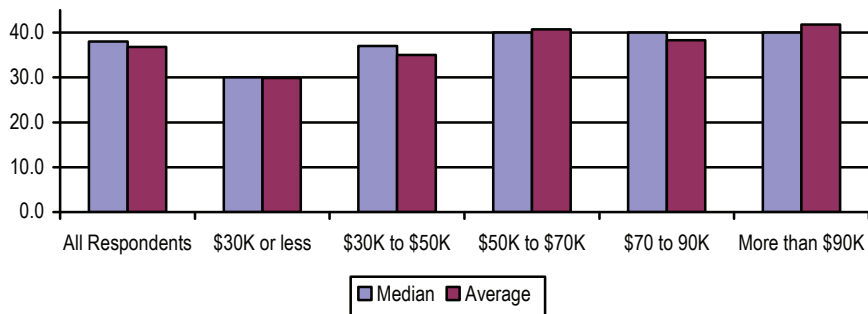


**How many hours do you work during a typical week?  
(Include all work-related functions, not just seeing patients)  
(continued)**

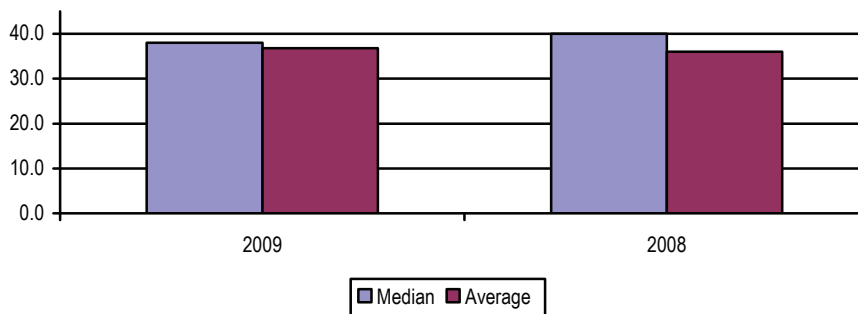
**By who owns the clinic**



**By 2009 total income**

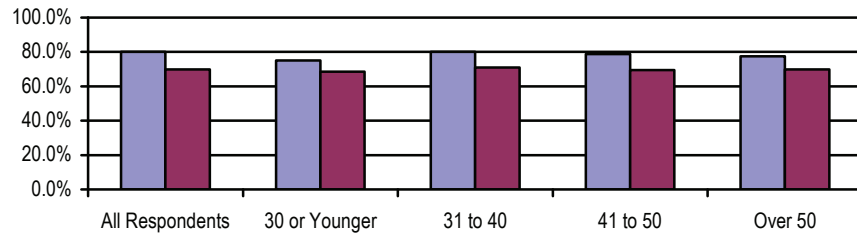


**2009 vs. 2008  
All Respondents**

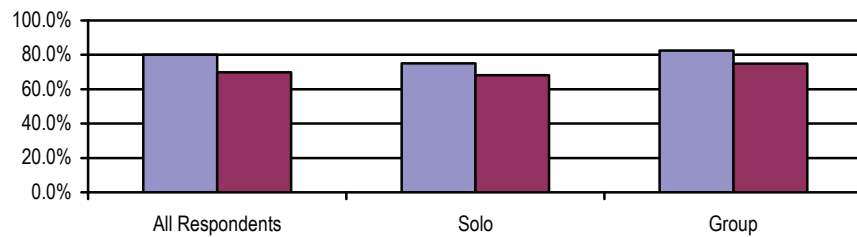


**Of the total hours worked per week, what percentage of your time is spent working directly with patients?**

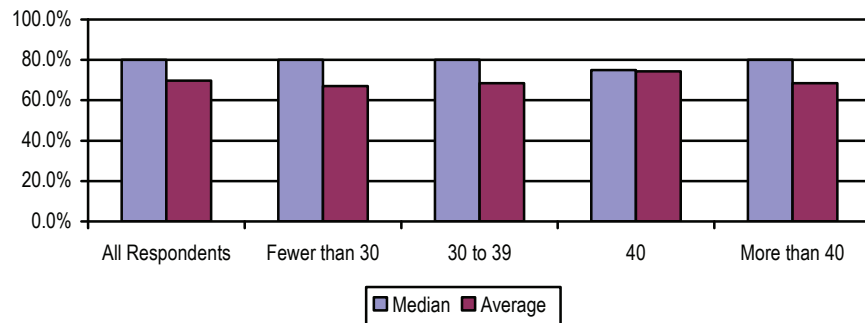
**By age**



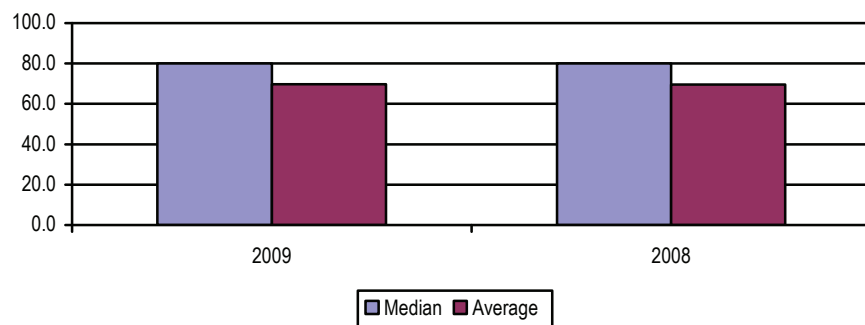
**By type of practice**

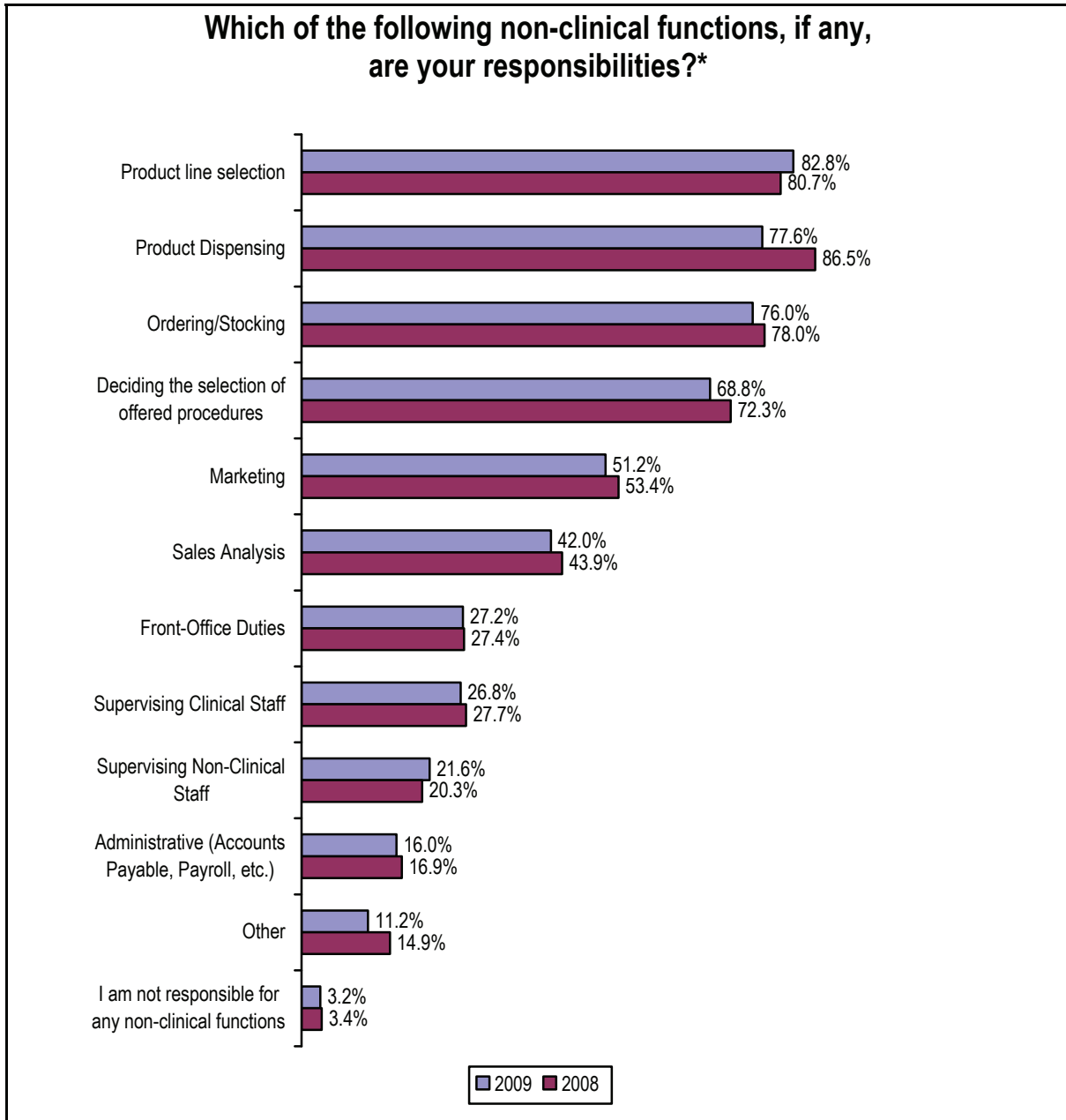


**By number of hours worked per week**

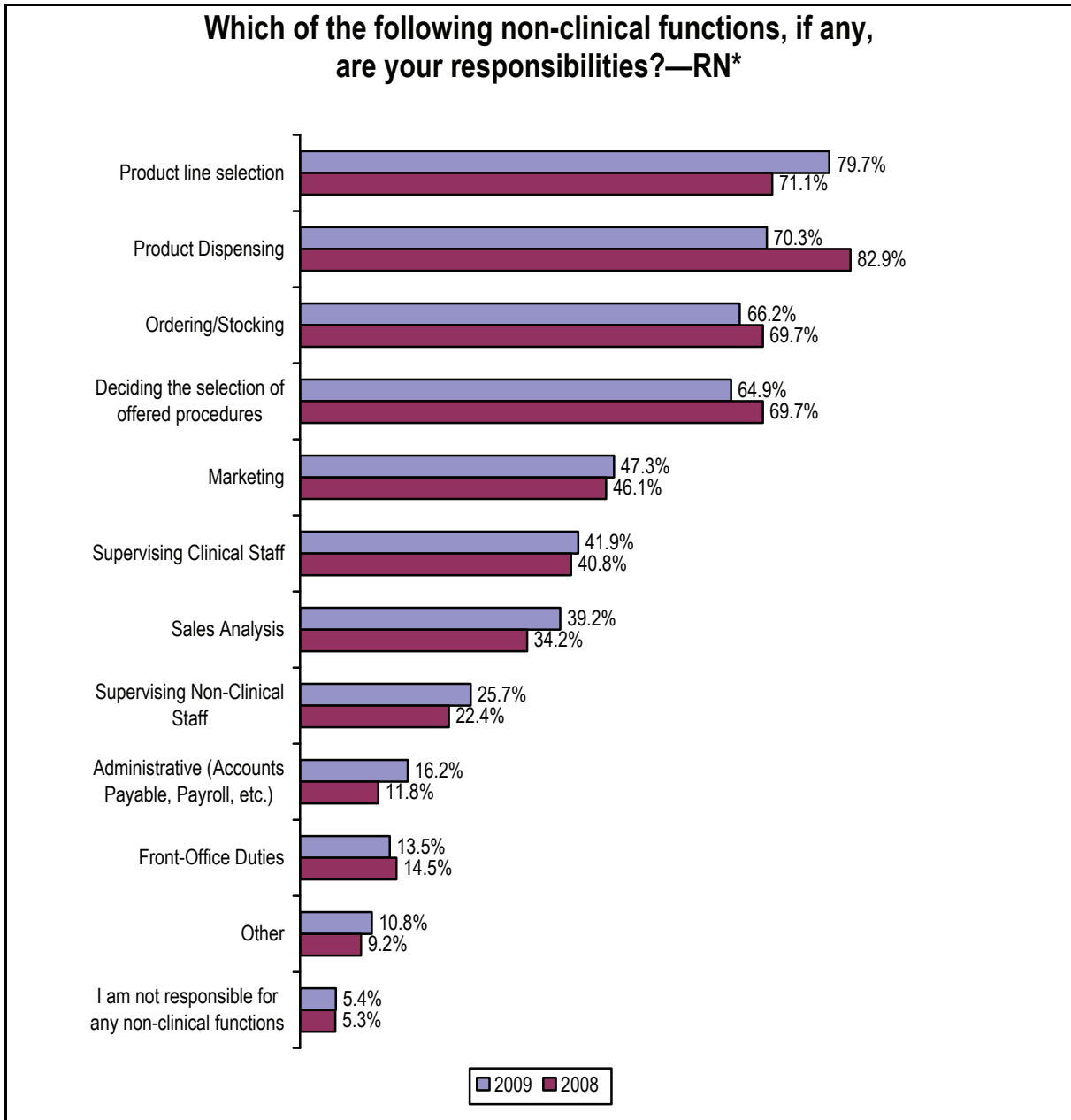


**2009 vs. 2008  
All Respondents**

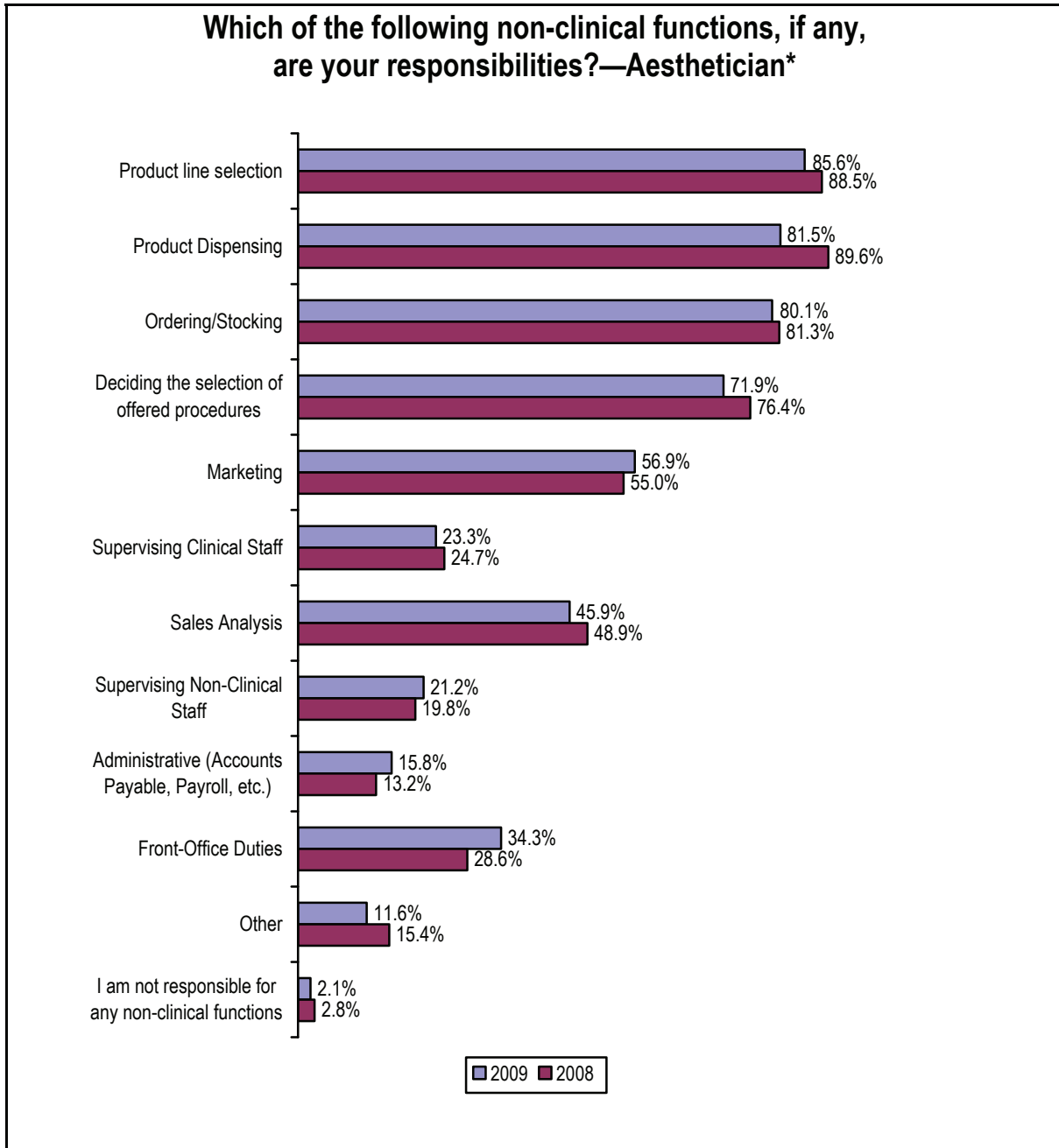




\* Multiple responses allowed.



\* Multiple responses allowed.

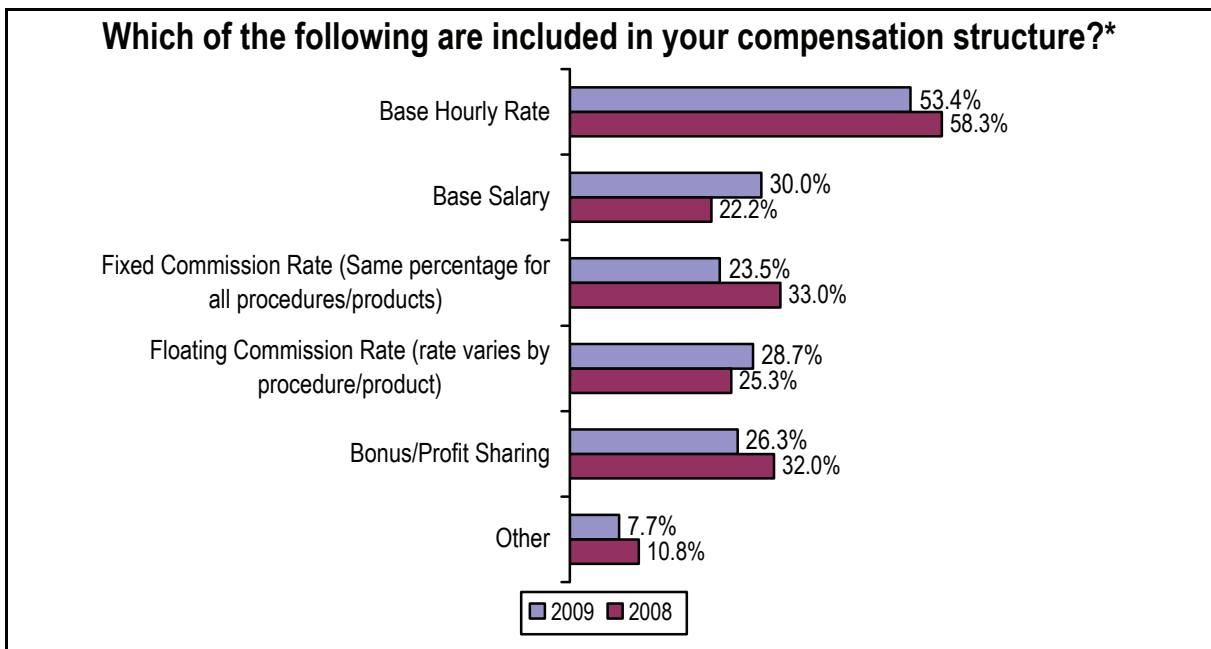


\* Multiple responses allowed.

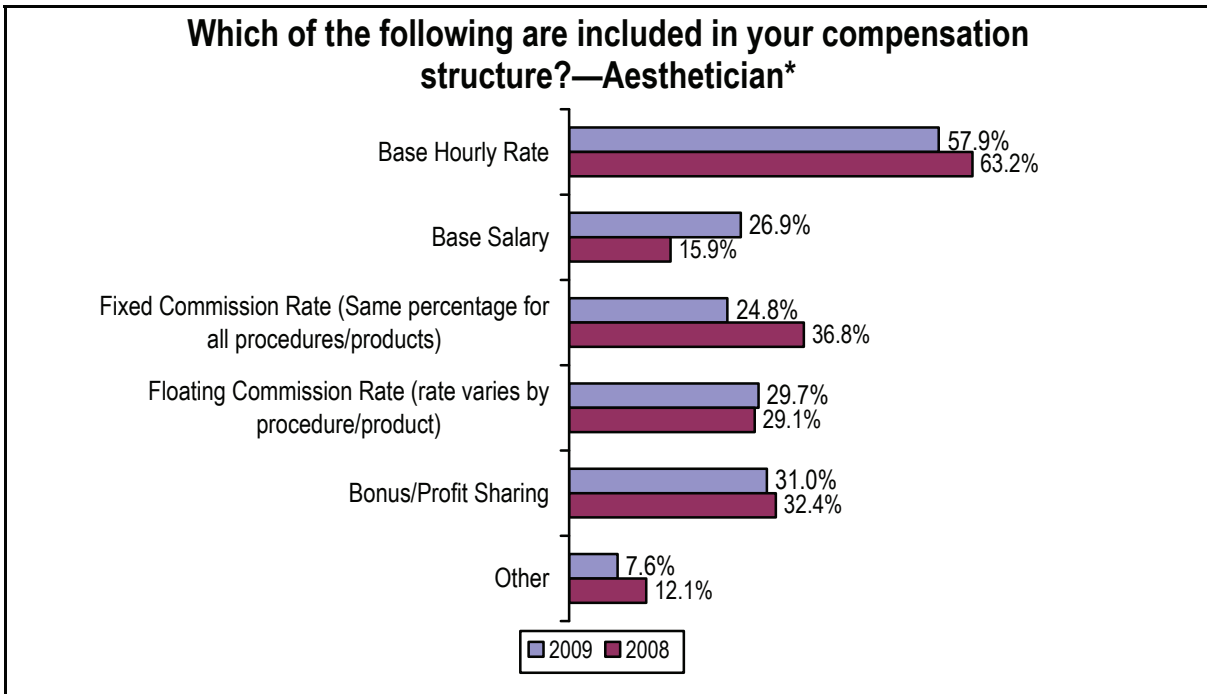
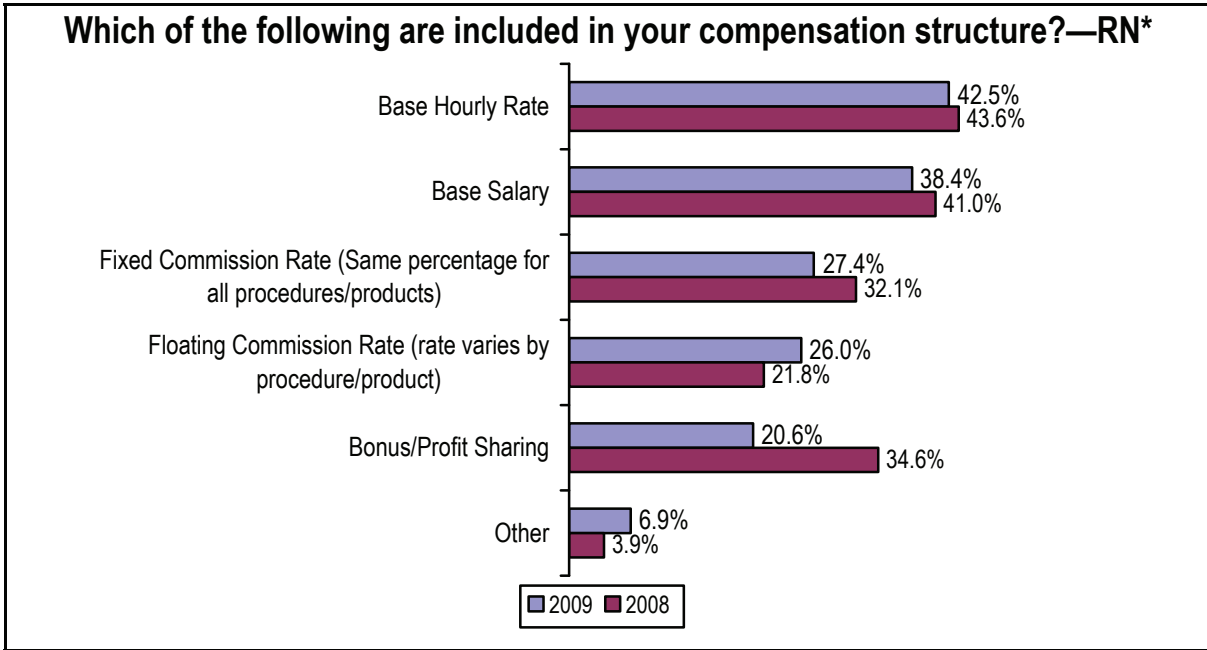


		Ordering/ Stocking	Sales Analysis	Supervising Clinical Staff	Front-Office Duties	Supervising Non-Clinical Staff	Administrative (Accounts Payable, Payroll, etc.)
<b>All Respondents</b>		76.0%	42.0%	26.8%	27.2%	21.6%	16.0%
<b>By age</b>	30 or Younger	88.2%	38.2%	14.7%	58.8%	20.6%	5.9%
	31 to 40	86.4%	42.4%	20.3%	27.1%	20.3%	13.6%
	41 to 50	71.3%	42.5%	27.5%	23.8%	16.3%	13.8%
	Over 50	68.0%	42.7%	37.3%	17.3%	29.3%	25.3%
<b>By years as skin care professional</b>	5 or fewer	78.0%	35.6%	15.3%	40.7%	20.3%	6.8%
	6 to 12	79.4%	45.4%	28.9%	24.7%	24.7%	17.5%
	More than 12	70.3%	42.9%	31.9%	20.9%	19.8%	19.8%
<b>By number of skin care specialists</b>	3 or fewer	83.6%	48.3%	19.0%	29.3%	19.0%	18.1%
	4 to 6	76.4%	36.4%	36.4%	27.3%	25.5%	12.7%
	More than 6	66.2%	36.9%	33.9%	21.5%	23.1%	12.3%
<b>By 2009 total income</b>	\$30K or less	77.5%	27.5%	5.0%	40.0%	10.0%	0.0%
	\$30K to \$50K	80.2%	36.1%	14.0%	29.1%	15.1%	9.3%
	\$50K to \$70K	72.4%	53.5%	29.3%	29.3%	27.6%	25.9%
	\$70 to 90K	73.0%	48.7%	56.8%	10.8%	29.7%	21.6%
	More than \$90K	68.2%	36.4%	54.6%	22.7%	31.8%	27.3%

**PAY & BENEFITS**



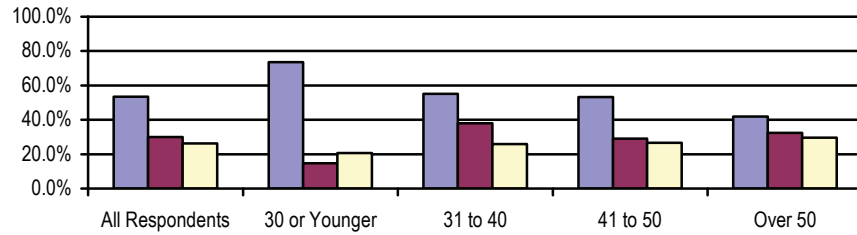
\* Multiple responses allowed.



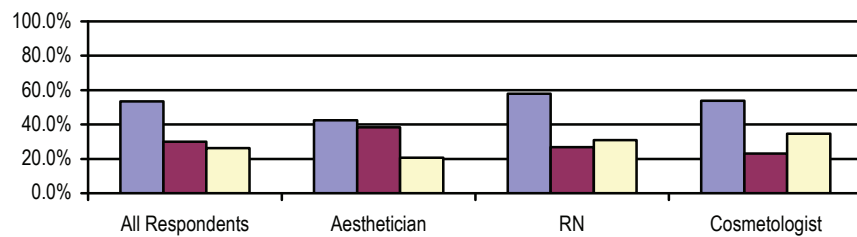
\* Multiple responses allowed.  
 \* Multiple responses allowed.

**Which of the following are included in your compensation structure?**

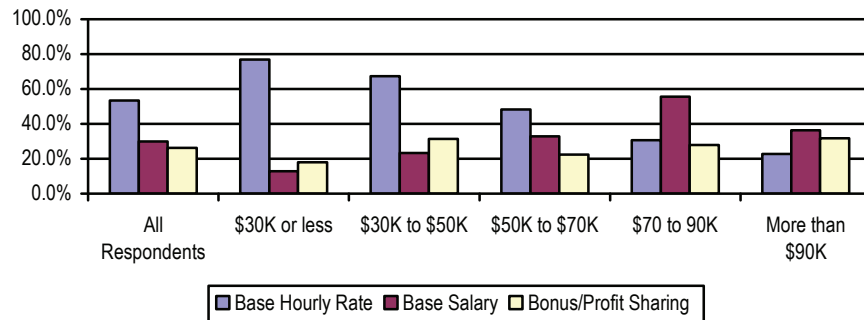
**By age**



**By license(s) held**

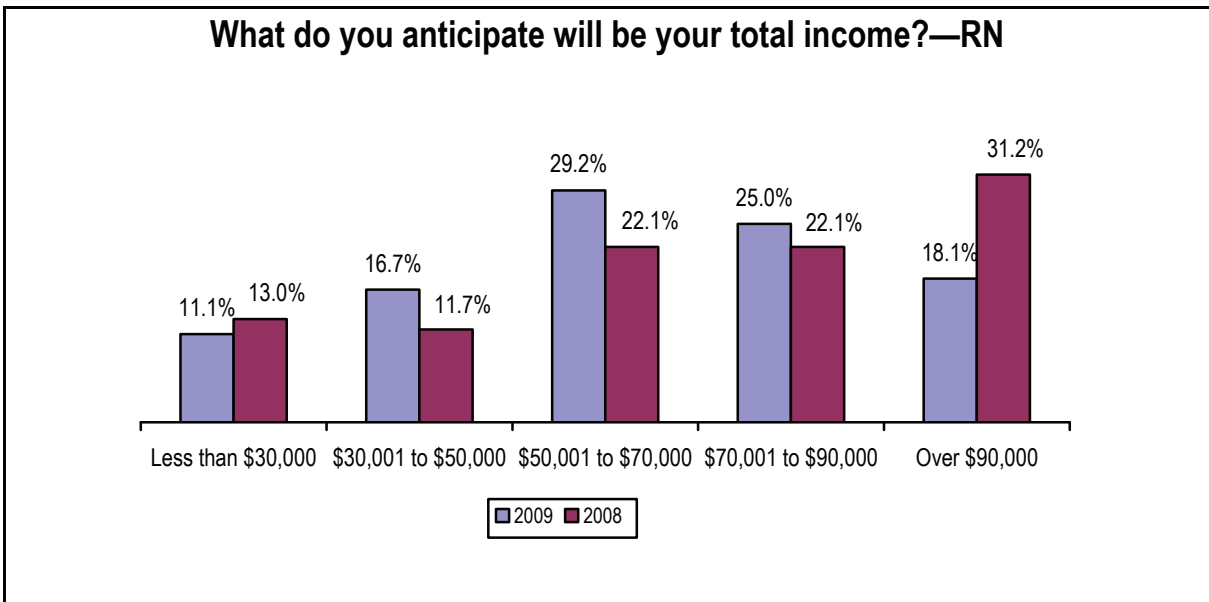
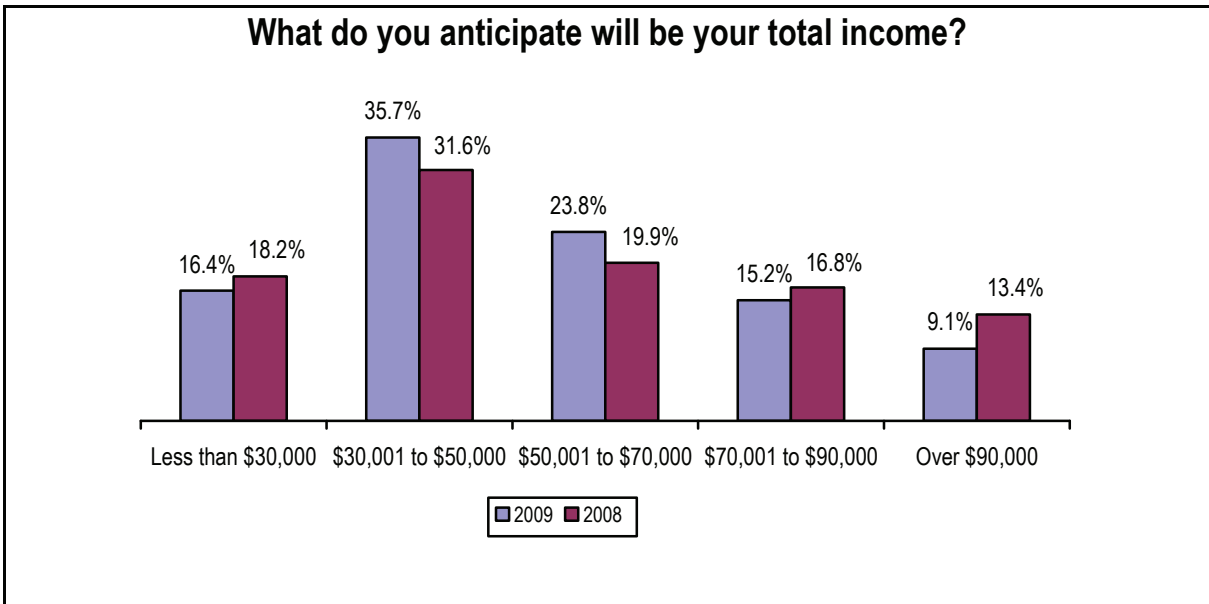


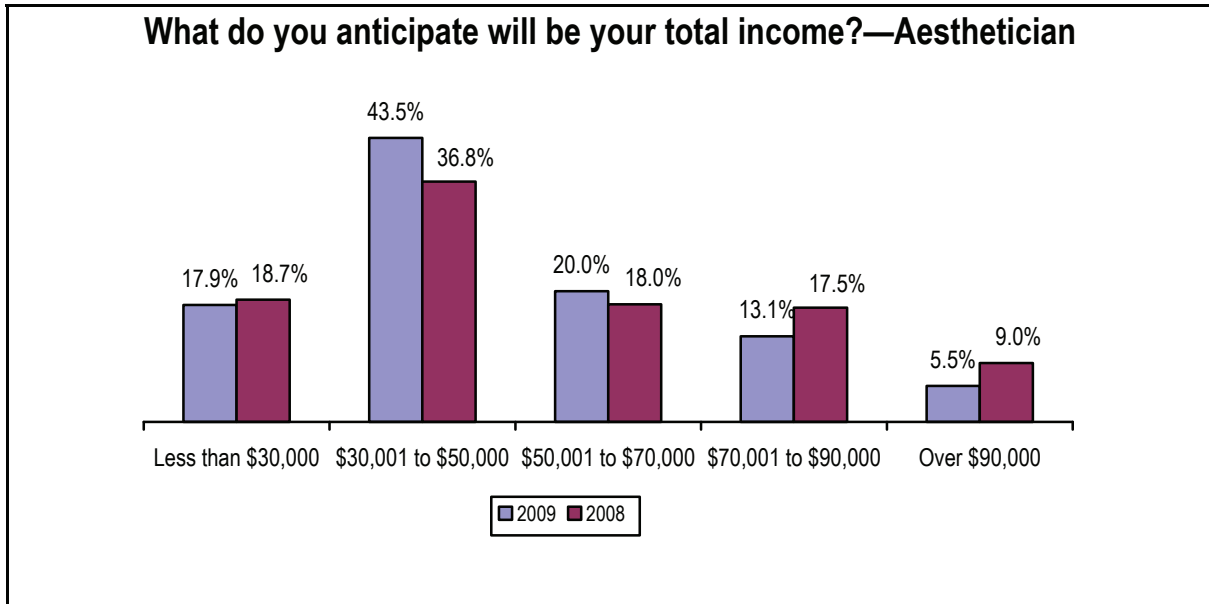
**By 2009 total income**



## Percentage of respondents with the following compensation structures:

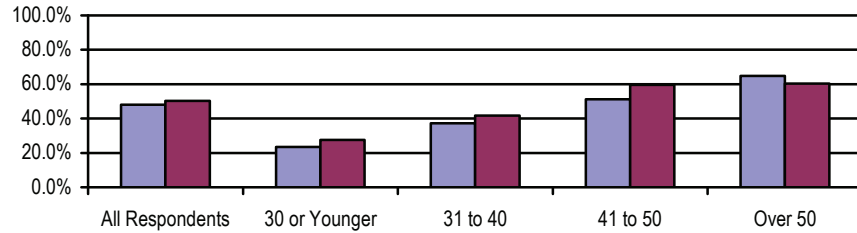
	2008	2009
<b>STRUCTURES WITH BASE HOURLY RATES:</b>		
Base Hourly Rate only .....	14.1%	17.0%
<b>With Fixed Commission Rates</b>		
Base Hourly Rate + Fixed Commission Rate .....	14.8%	13.0%
Base Hourly Rate + Fixed Commission Rate + Floating Commission Rate (rate varies by procedure/product) .....	0.3%	0.0%
Base Hourly Rate + Fixed Commission Rate + Bonus/Profit Sharing .....	6.1%	3.2%
Base Hourly Rate + Fixed Commission Rate + Bonus/Profit Sharing + Other .....	0.3%	0.0%
Base Hourly Rate + Fixed Commission Rate + Other .....	0.7%	0.0%
<b>With Floating Commission Rates</b>		
Base Hourly Rate + Floating Commission Rate .....	7.1%	9.3%
Base Hourly Rate + Floating Commission Rate + Bonus/Profit Sharing .....	3.7%	5.3%
Base Hourly Rate + Floating Commission Rate + Bonus/Profit Sharing + Other .....	0.7%	0.0%
Base Hourly Rate + Floating Commission Rate + Other .....	0.0%	0.4%
<b>Without Commission</b>		
Base Hourly Rate + Bonus/Profit Sharing .....	8.1%	5.3%
Base Hourly Rate + Other .....	2.4%	0.0%
<b>STRUCTURES WITH BASE SALARY:</b>		
Base Salary only .....	6.4%	14.2%
<b>With Fixed Commission Rates</b>		
Base Salary + Fixed Commission Rate .....	3.0%	1.2%
Base Salary + Fixed Commission Rate + Bonus/Profit Sharing .....	1.0%	2.0%
Base Salary + Fixed Commission Rate + Bonus/Profit Sharing + Other .....	0.3%	0.0%
<b>With Floating Commission Rates</b>		
Base Salary + Floating Commission Rate .....	3.0%	3.6%
Base Salary + Floating Commission Rate + Bonus/Profit Sharing .....	1.4%	2.0%
Base Salary + Floating Commission Rate + Bonus/Profit Sharing + Other .....	0.3%	0.0%
Base Salary + Floating Commission Rate + Other .....	0.0%	0.4%
<b>Without Commission</b>		
Base Salary + Bonus/Profit Sharing .....	6.4%	5.3%
Base Salary + Bonus/Profit Sharing + Other .....	0.0%	0.8%
Base Salary + Other .....	0.3%	0.4%
<b>STRUCTURES WITHOUT BASE SALARY OR HOURLY RATE:</b>		
Fixed Commission Rate Only .....	4.4%	3.2%
<b>Fixed Commission Rates</b>		
Fixed Commission Rate + Floating Commission Rate .....	1.0%	0.0%
Fixed Commission Rate + Bonus/Profit Sharing .....	1.0%	0.0%
Fixed Commission Rate + Bonus/Profit Sharing + Other .....	0.0%	0.4%
Fixed Commission Rate + Other .....	0.0%	0.4%
<b>Floating Commission Rates</b>		
Floating Commission Rate .....	5.1%	5.7%
Floating Commission Rate + Bonus/Profit Sharing .....	2.4%	2.0%
Floating Commission Rate + Bonus/Profit Sharing + Other .....	0.3%	0.0%
<b>Other Structures</b>		
Bonus/Profit Sharing Only .....	0.0%	0.0%
Other Only .....	5.4%	4.9%



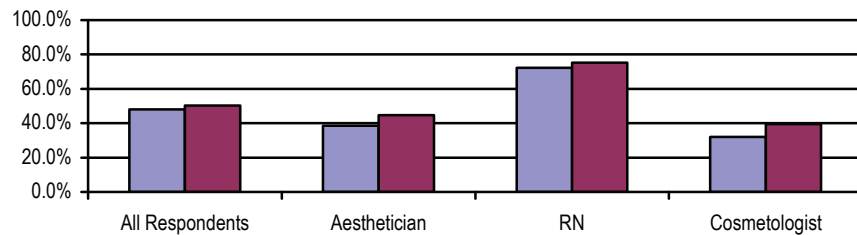


**Percentage of respondents with income over \$50,000:**

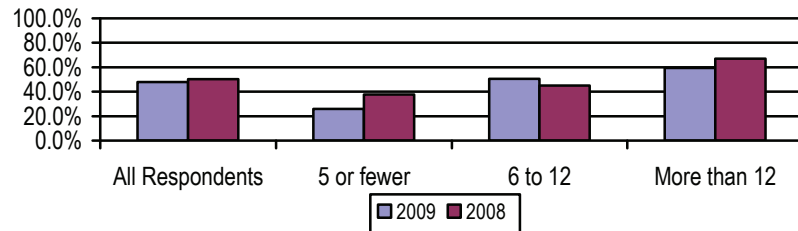
**By age**



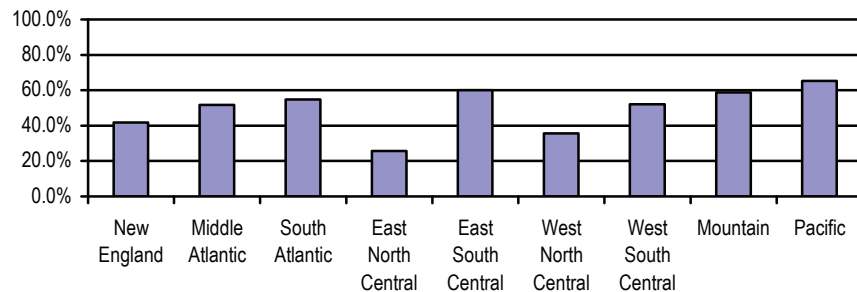
**By license(s) held**



**By years as skin care professional**

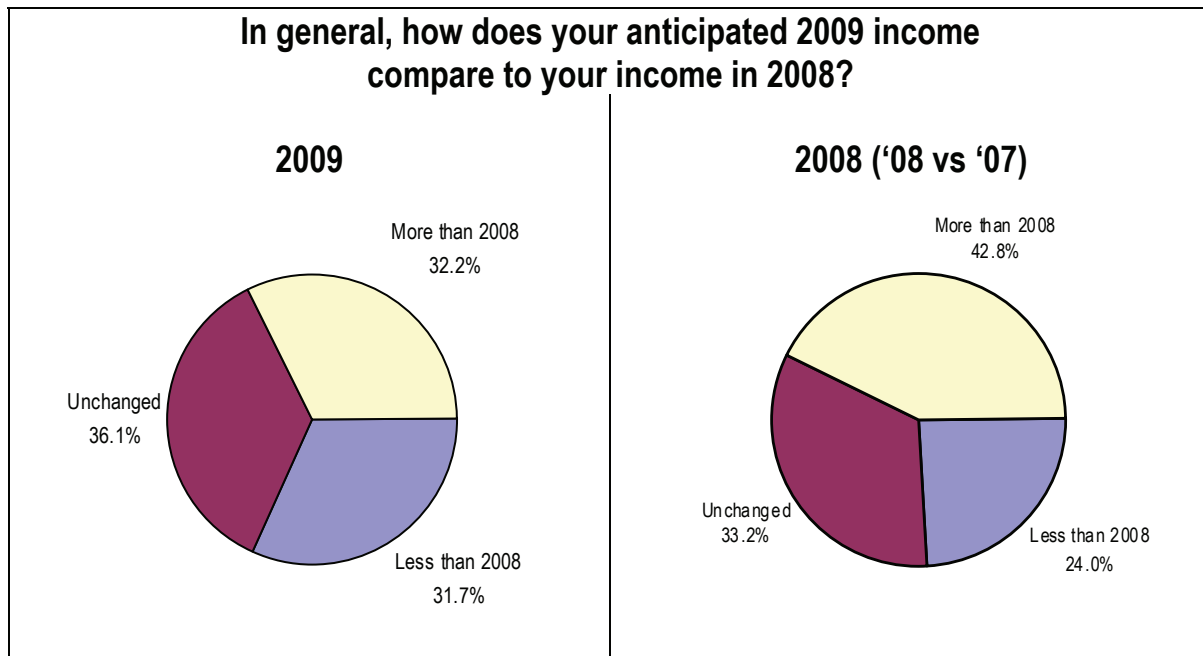


**By geographic region**



New England (CT, ME, MA, NH, RI, VT)  
 Middle Atlantic (MD, NJ, NY, PA, DC)  
 South Atlantic (DE, FL, GA, NC, SC, VA, WV)  
 East North Central (IL, IN, MI, OH, WI)  
 East South Central (AL, KY, MS, TN)

West North Central (IA, KS, MN, MO, NE, ND, SD)  
 West South Central (AR, LA, OK, TX)  
 Mountain (AZ, CO, ID, MT, NV, NM, UT, WY)  
 Pacific (AK, CA, HI, OR, WA)

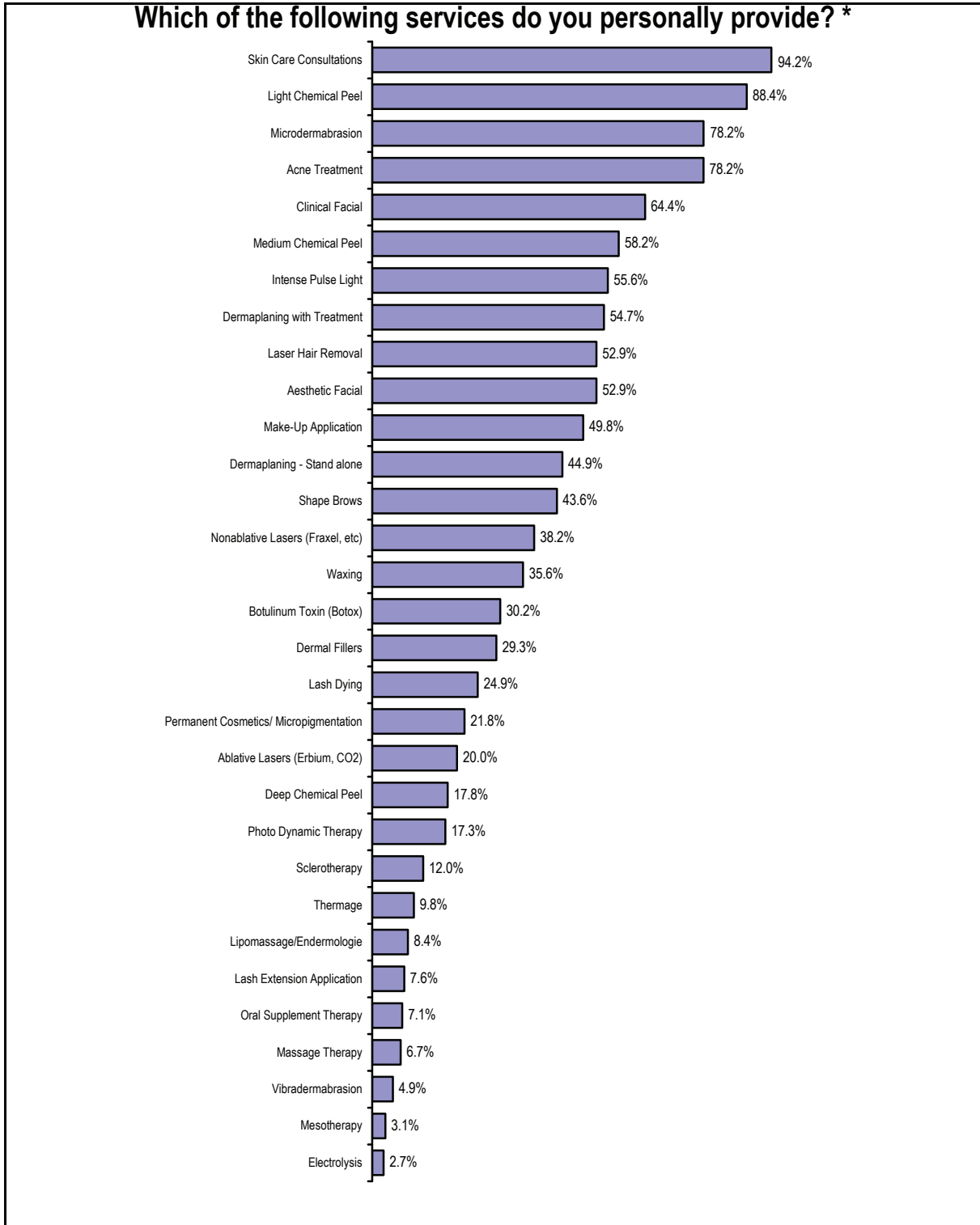


## EMPLOYEE BENEFITS OFFERED

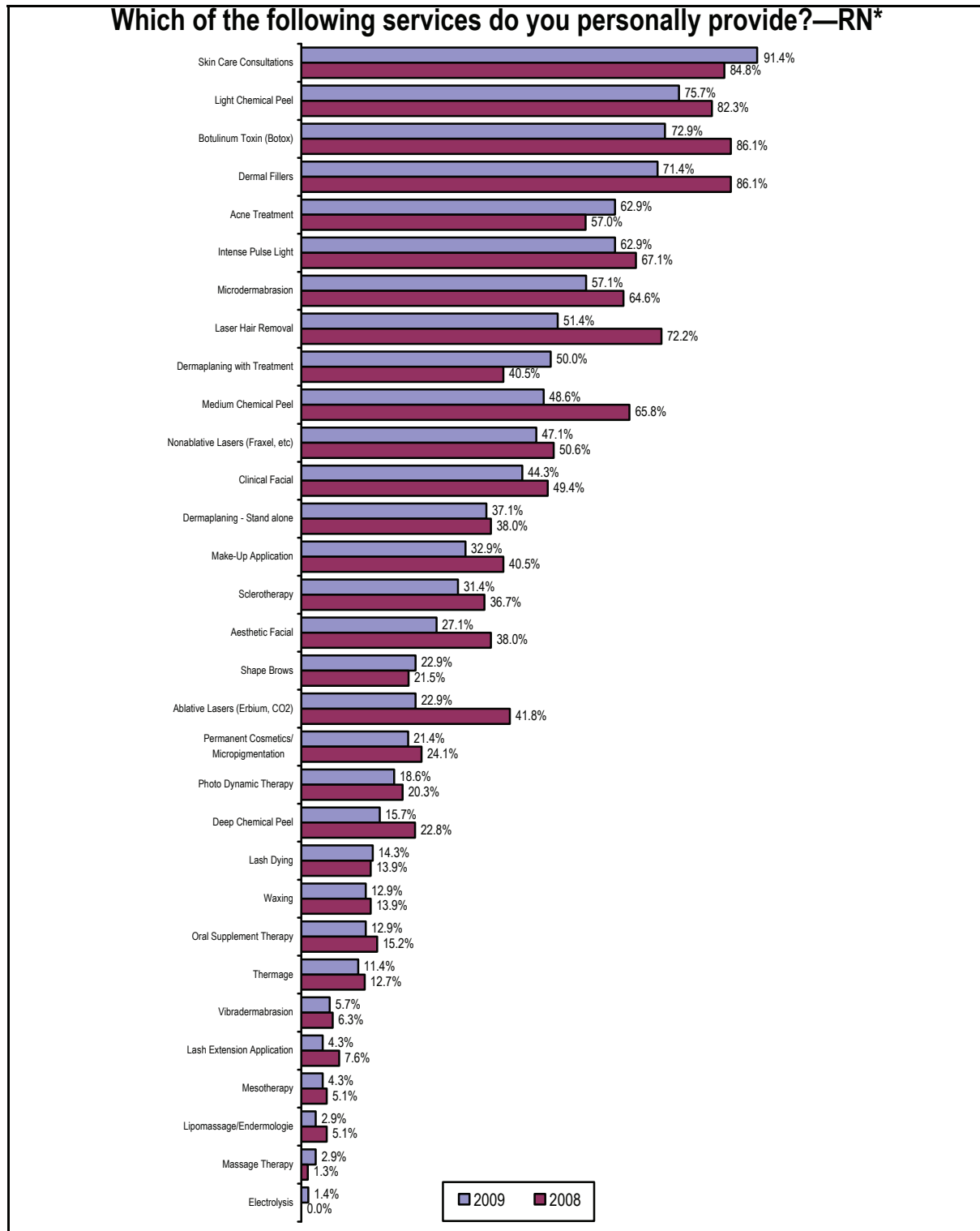
	Fully Paid by Practice	Partially Paid by Practice	Offered but Not Paid by Practice	Not Offered by Practice
Medical Insurance	35.1%	35.5%	10.0%	19.5%
Life Insurance	23.8%	17.0%	12.1%	47.1%
Dental Insurance	18.0%	22.8%	12.3%	46.9%
Disability Insurance	22.8%	15.1%	19.4%	42.7%
Retirement Plan (IRA, 401(k), etc.)	25.5%	39.3%	11.6%	23.7%
Continuing Education Expenses	49.6%	27.0%	4.9%	18.6%



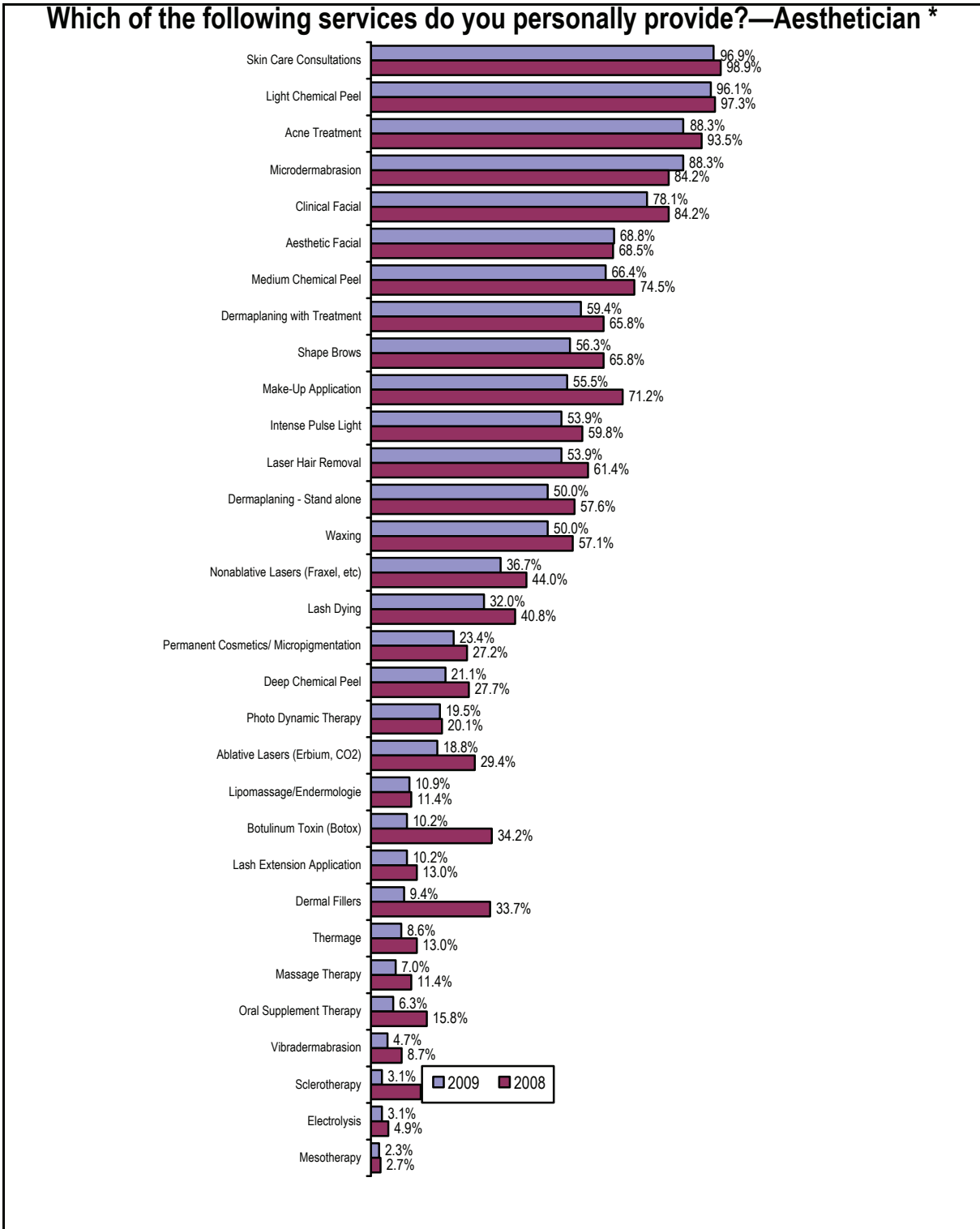
**SERVICES PROVIDED**



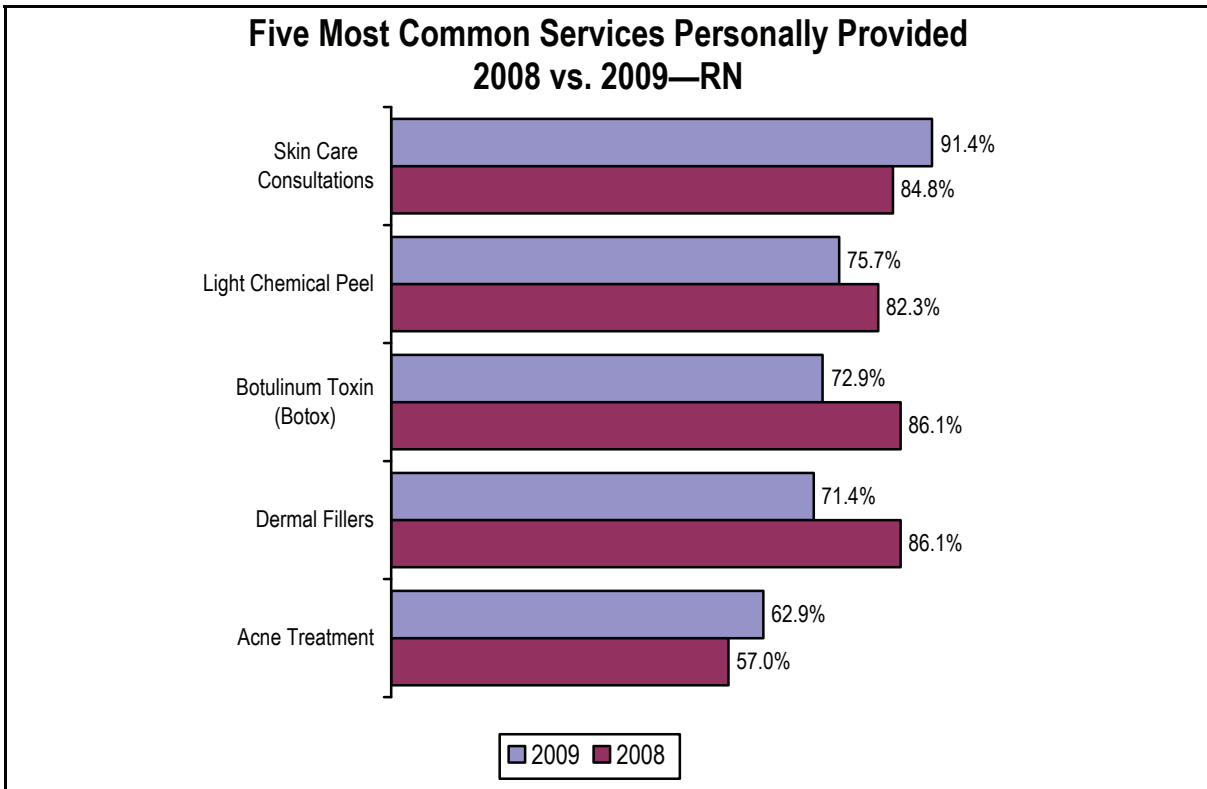
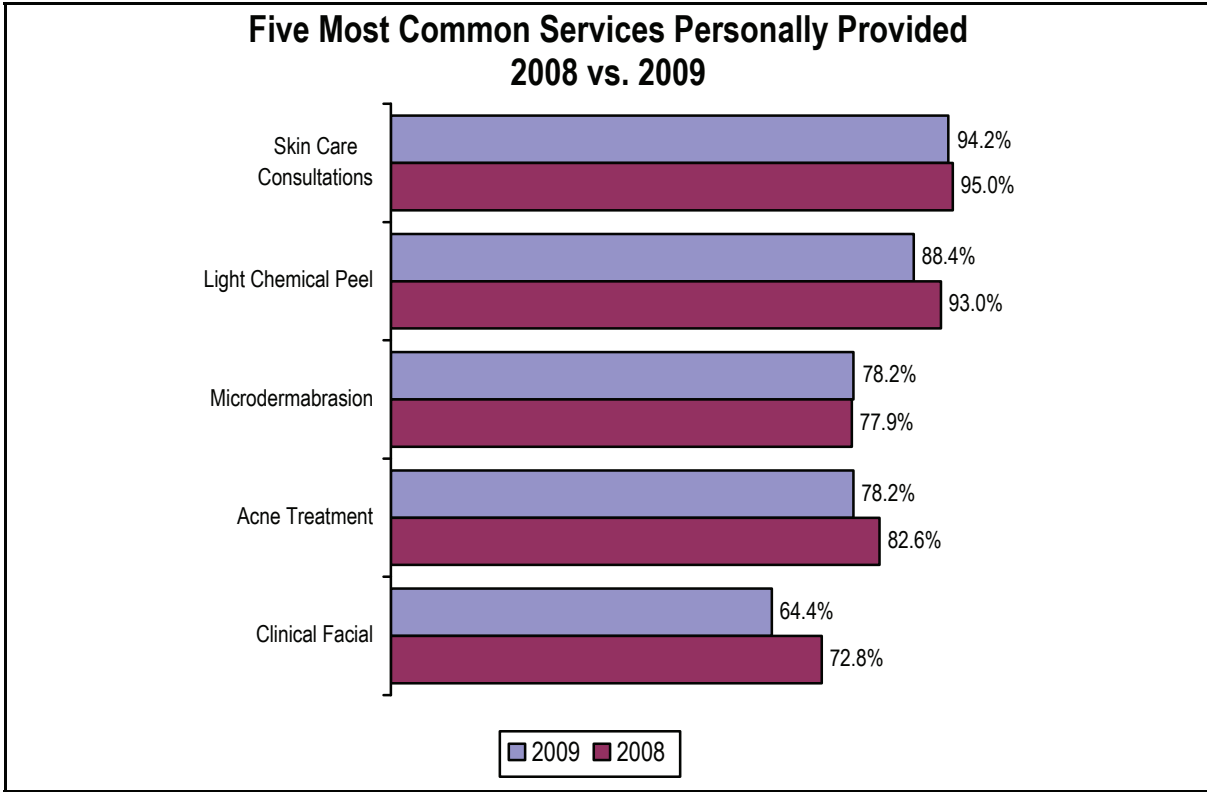
\* Multiple responses allowed.

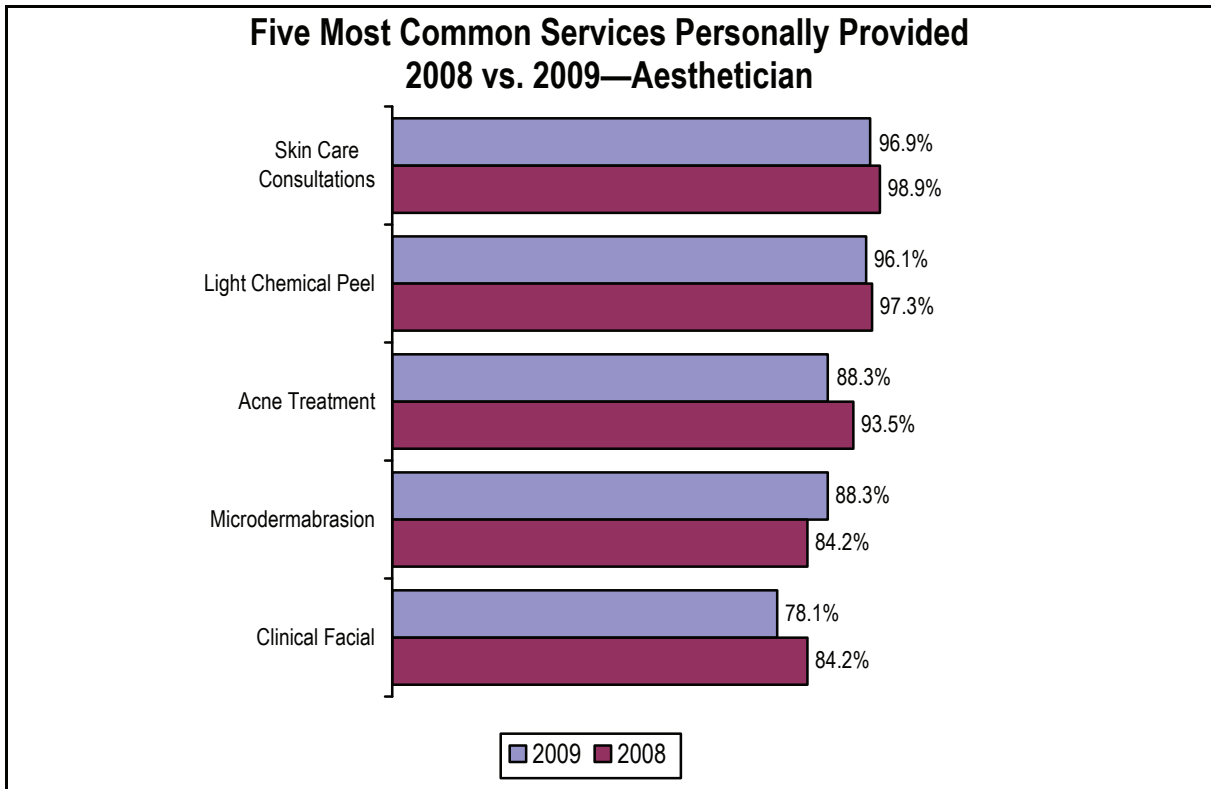


\* Multiple responses allowed.



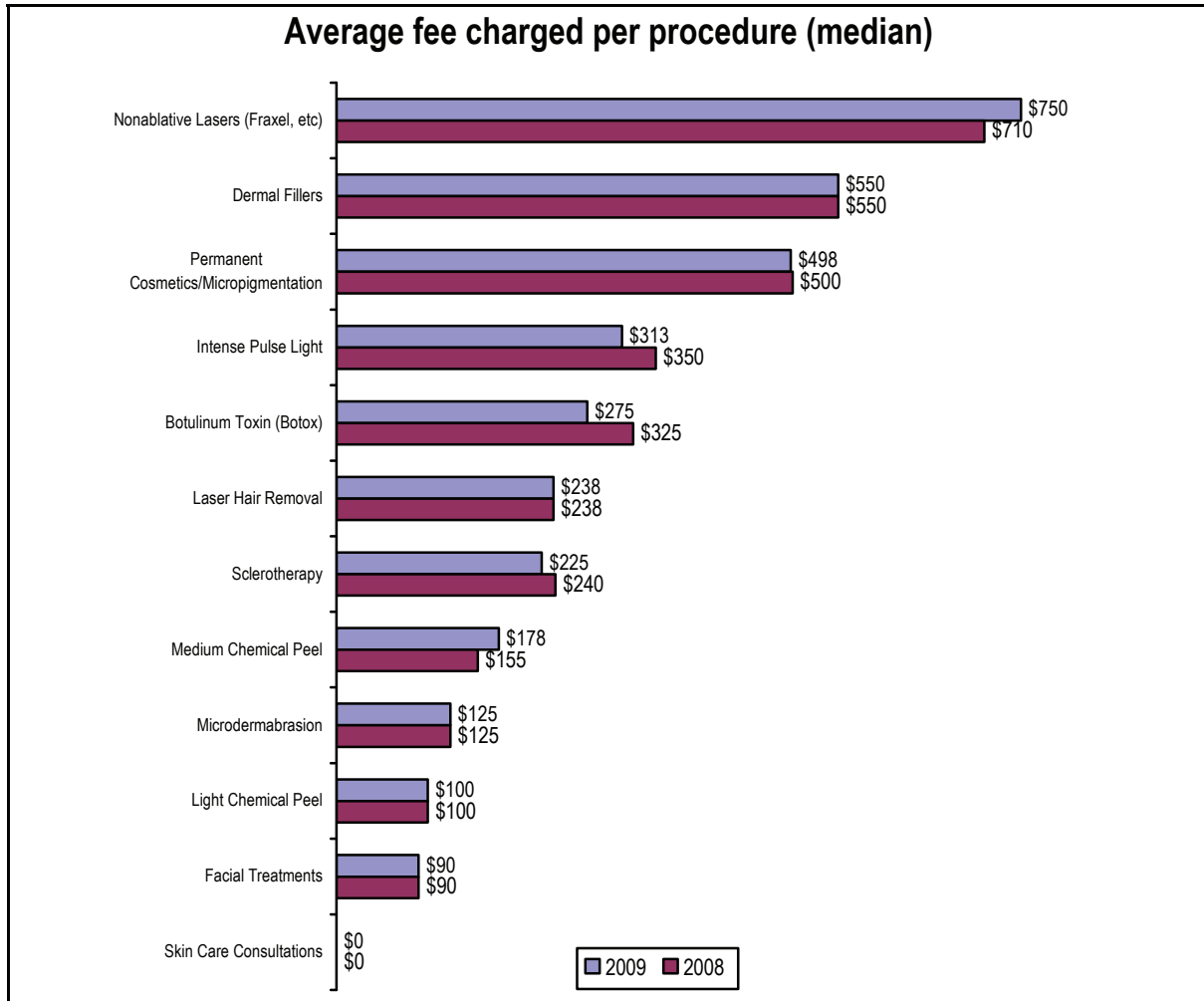
\* Multiple responses allowed.



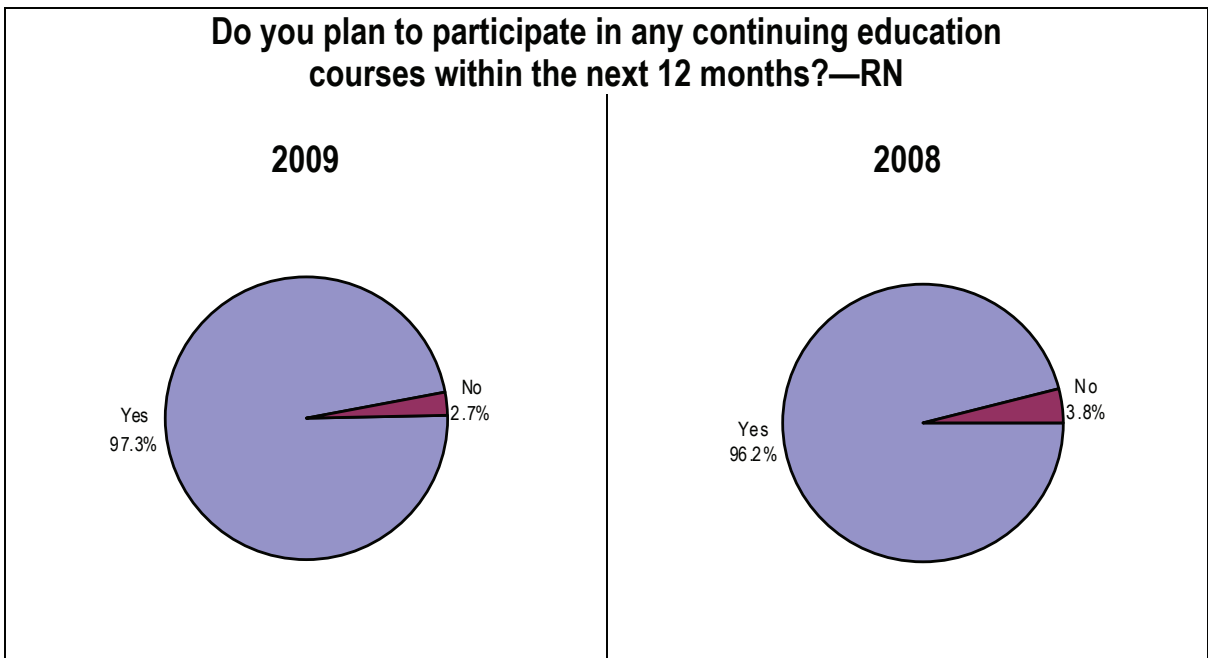
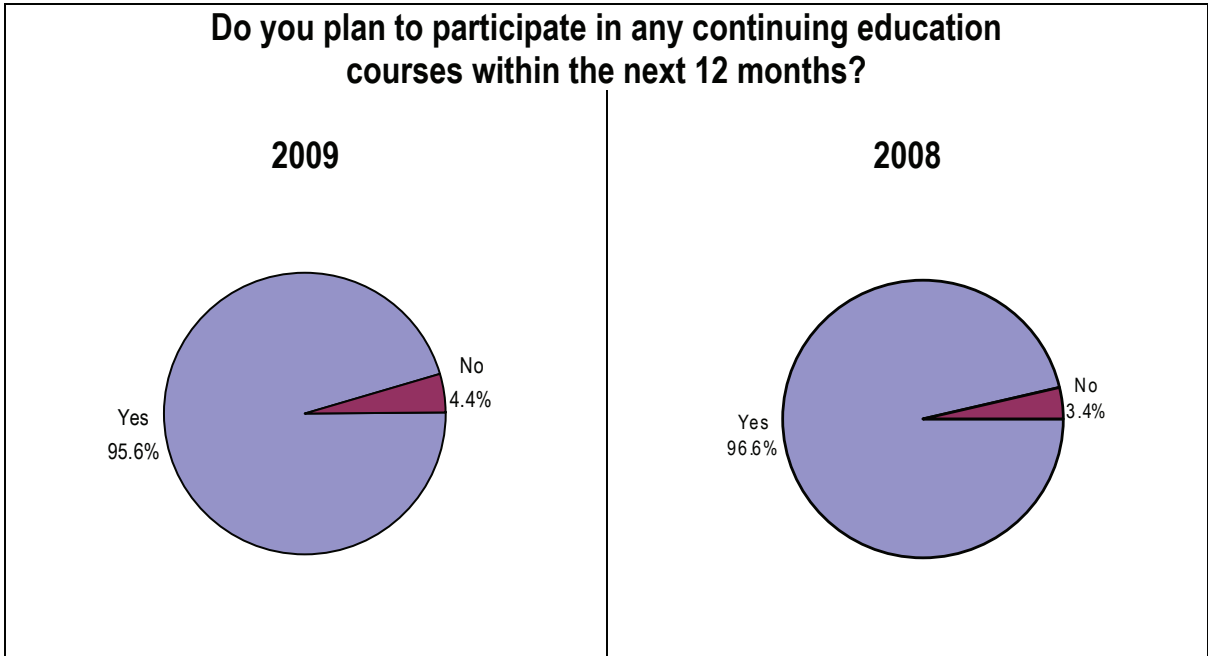


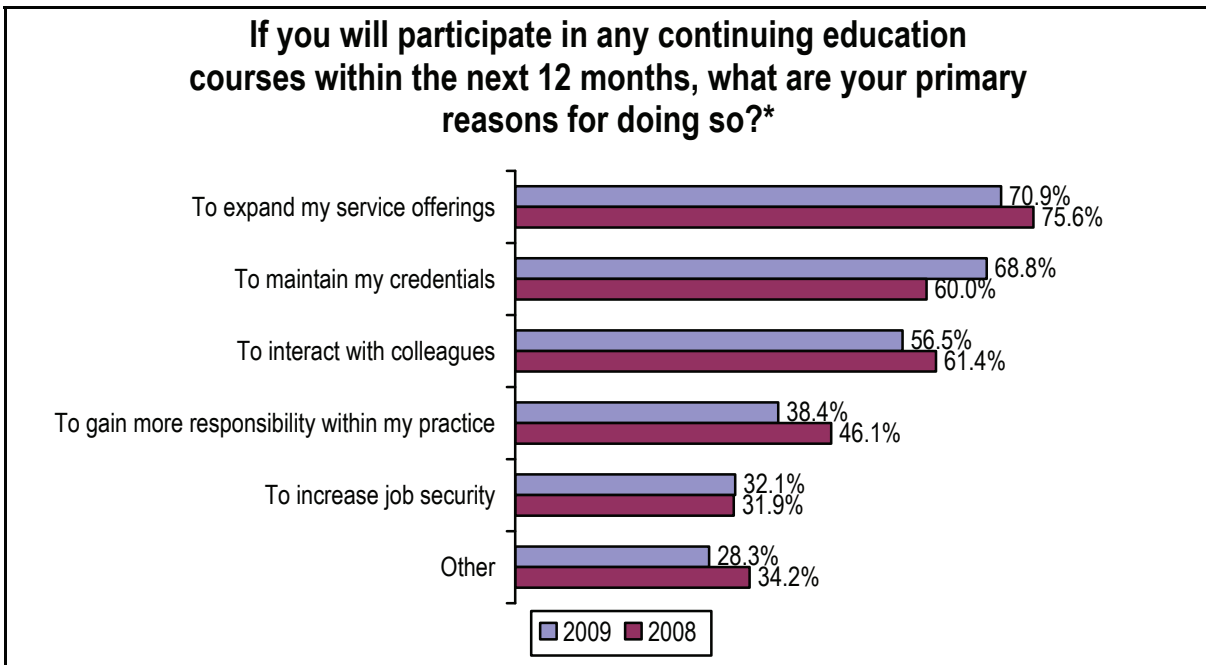
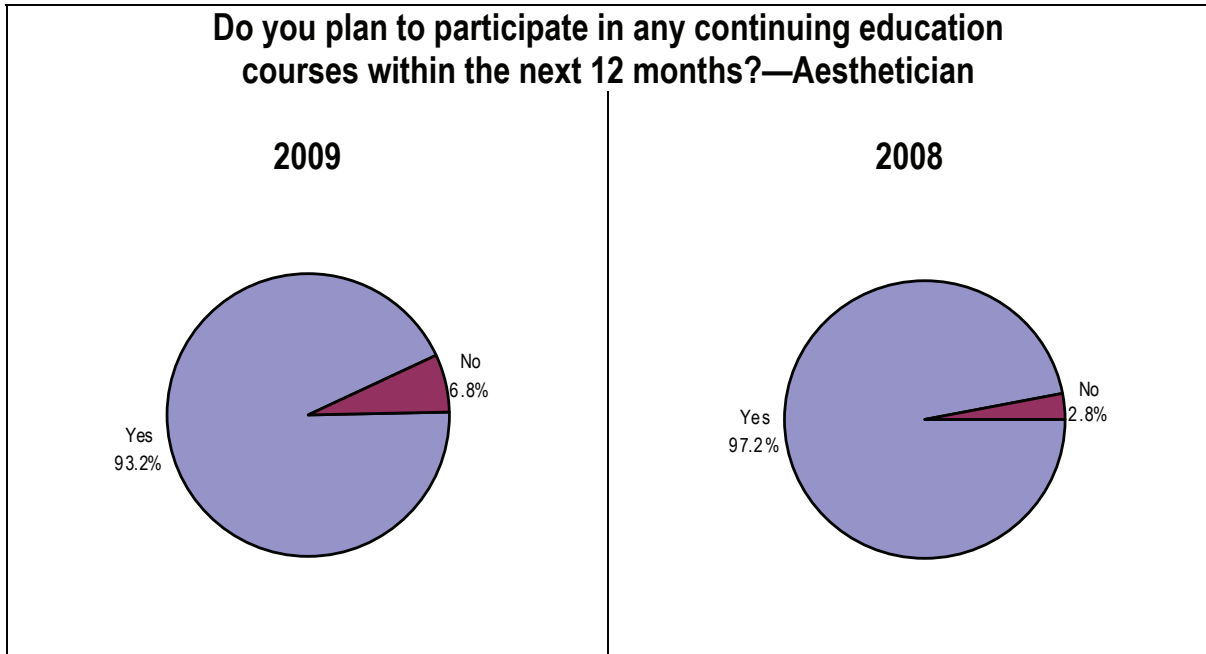
### How frequently do you personally provide this procedure?

	Provide very frequently	Provide fairly frequently	Rarely provide	Service not offered
Facial Treatments	38.9%	19.7%	18.2%	23.2%
Light Chemical Peel	54.0%	31.2%	7.9%	6.9%
Medium Chemical Peel	27.0%	29.8%	14.6%	28.7%
Microdermabrasion	57.9%	15.2%	12.2%	14.7%
Botulinum Toxin (Botox)	29.9%	8.2%	1.4%	60.5%
Dermal Fillers	29.2%	6.9%	0.7%	63.2%
Permanent Cosmetics/Micropigmentation	12.3%	12.3%	6.9%	68.5%
Sclerotherapy	8.2%	8.9%	1.5%	81.5%
Intense Pulse Light	41.1%	21.1%	3.9%	33.9%
Laser Hair Removal	38.2%	23.7%	7.5%	30.6%
Nonablative Lasers (Fraxel, etc)	29.0%	20.4%	4.6%	46.1%
Skin Care Consultations	71.0%	22.2%	3.4%	3.4%



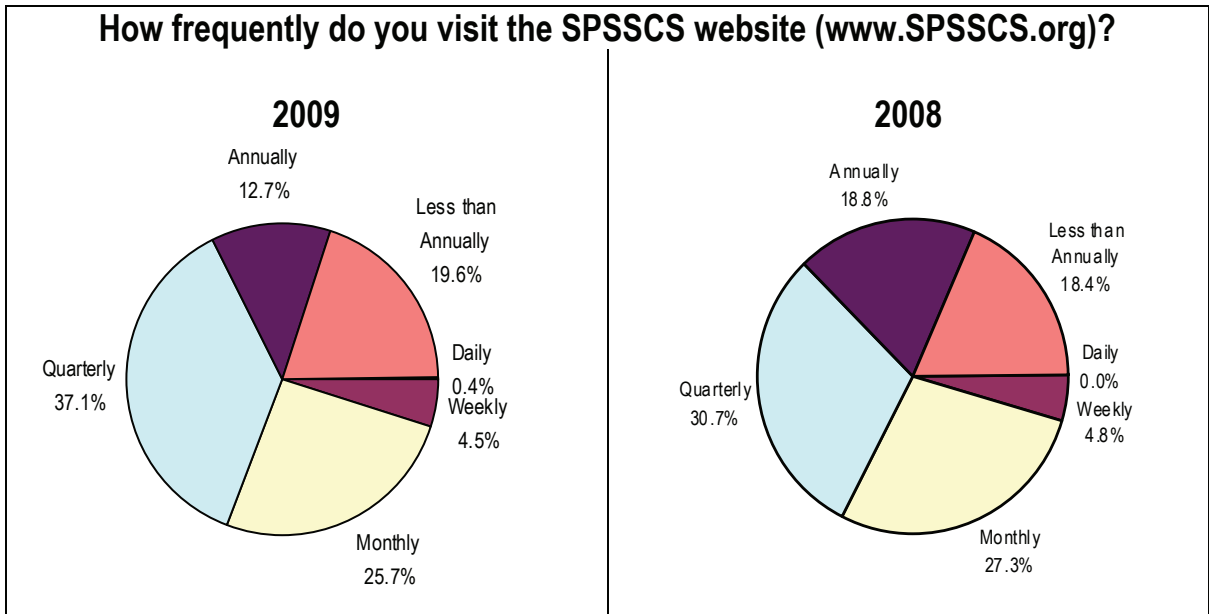
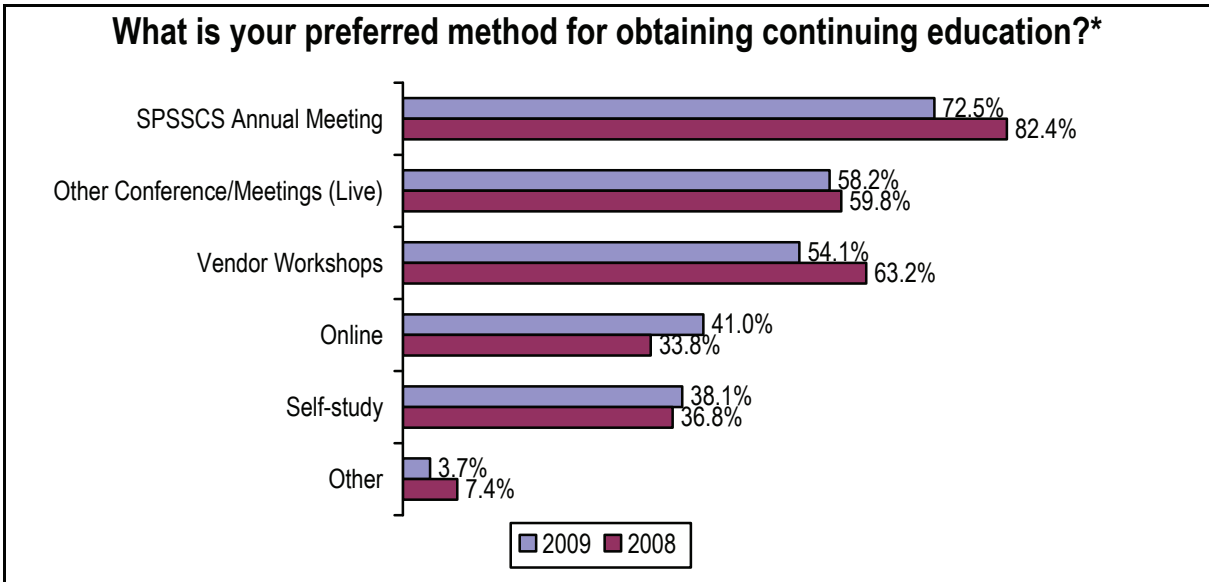
**THOUGHTS ABOUT THE INDUSTRY, SPSSCS, AND OTHER GENERAL INFORMATION**





\* Multiple responses allowed.





\* Multiple responses allowed.

