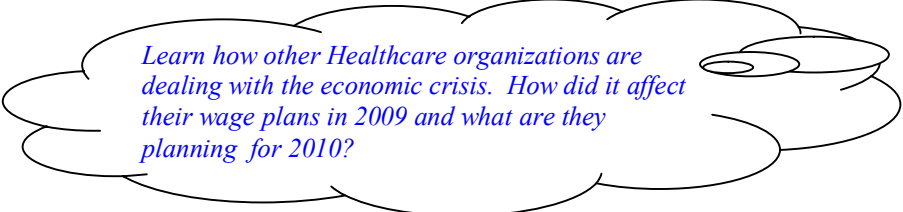


March 02, 2010

Re: Northern New England Benchmark Healthcare Wage and Benefit Survey-2010

“The most comprehensive wage and benefit survey – specific to the Northern New England healthcare labor market.”

Dear Survey Participant:



Learn how other Healthcare organizations are dealing with the economic crisis. How did it affect their wage plans in 2009 and what are they planning for 2010?

Introduction:

Thornton & Associates, a human resource management-consulting firm, located in Scarborough, Maine is conducting its' Tenth Annual Northern New England (ME, NH, VT) Benchmark Healthcare Wage and Benefit Survey.

The Process:

The survey will solicit detailed information about competitive practices in the areas of compensation, employee benefits and administrative practices. Over 175 service/maintenance, professional/technical and management positions are included in the survey. The geographic scope of the survey will cover the entire States of Maine, New Hampshire and Vermont. Over 300 Health Systems, Hospitals, Long Term Care Facilities, Home Health Agencies and Physician Practices will be invited to participate. As a participant you can report your data on a traditional paper based source document or by on-line submission via our website www.ThorntonAndAssociates.Net.

As a participant you will receive a comprehensive and detailed report that summarizes and compares the data by type of organization:

- Hospitals, Long Term Care Facilities, Home Health Agencies and Physician Practice Organizations

The participant subscription price is \$200.00. A non-participant subscription will be \$400.00.

If you elect not to participate in the survey but want to order the results, complete the enclosed order form and return to us.

Thank you for participating in this survey. We value your input and would appreciate your suggestions for enhancing the survey. Please call our customer service department at (207) 885-9333 or contact us via our website at www.ThorntonAndAssociates.Net.

Sincerely,



Gary R. Thornton, SPHR, CEBS



Northern New England Benchmark Healthcare

Wage and Benefit Survey

(Maine, New Hampshire & Vermont)

March 2010

Survey Closes April 10, 2010

**Thornton & Associates
PO Box 1207
Scarborough, ME 04070
(207) 885-9333
Fax (207) 885-9320
E-mail: gthorn@ThorntonAndAssociates.net
Website: www.ThorntonAndAssociates.Net**

Order Form

We appreciate your participation in Thornton and Associates 2010 Northern New England Benchmark Healthcare Wage and Benefit Survey. **To receive a copy of this report, you must complete this order form.**

Mail or Fax your order to:
Thornton and Associates
Compensation Survey Group
PO Box 1207
Scarborough, ME 04070
Fax: (207) 885-9320

Send report to:

Signature Authorizing Purchase: _____

Name: _____

Title: _____

Company: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Circle Choices

Standard Report - Hard Copy

Participant - 1st Copy 200.00

Additional copy \$25.00

Non-participant - 1st Copy \$400.00

Additional Copy \$25.00

JOB CODES and JOB TITLES INCLUDED IN THE SURVEY

FINANCE/ADMINISTRATION

101 Account/Billing Representative	102 Accountant	103 Accounts Payable/Rec. Clerk
104 Accounting Clerk	105 Administrative Assistant	106 Administrative Secretary
107 Admitting Representative	108 Benefits Analyst	109 Budget and Reimbursement Specialist
110 Buyer	111 Cashier	112 Clerk Typist
113 Compensation Analyst	114 Executive Assistant to CEO	115 Executive Secretary
116 HR Generalist	117 HRIS Specialist	118 Librarian
119 Office Manager	120 Patient Services Representative	121 Payroll Clerk
122 Receptionist/Clerk	123 Referral Specialist	124 Secretary I
125 Secretary II	126 Telephone Operator	

DIAGNOSTIC IMAGING

201 Angiographic Tech	202 CT Tech	203 Mammography Tech
204 Nuclear Medicine Tech	205 Radiologic Technologist	206 Ultrasonographer
207 PACS Coordinator		

DIETARY

301 Baker	302 Cook	303 Clinical Dietitian
304 Dietary Assistant	305 Dietetic Tech	306 Food Service Worker

INFORMATION SYSTEMS

401 Computer Maintenance Tech	402 Computer Operator	403 Data Entry Operator
404 Programmer/Analyst	405 Programmer	406 Systems Analyst
407 Network Administrator		

LABORATORY

501 Cytology Technician	502 Cytotechnologist	503 Histology Tech (ASCP)
504 Lab Assistant	505 Medical Laboratory Tech (MLT)	508 Phlebotomist
506 Medical Technologist (MT)	507 Pathology Assistant	

PATIENT CARE

601 Activity Assistant	602 Assistant Head Nurse	603 Certified Nursing Assistant
604 C.N.A. - Home Health	605 C.N.A. - Physician Practice	606 C.N.A. - Long Term Care
607 Case Manager	608 Central Sterile Supply Tech	609 Head Nurse
610 Home Health Aid	611 Homemaker	612 LPN
613 LPN - Physician Practice	614 LPN - Home Health	615 LPN - Long Term Care
616 Nurse Anesthetist (CRNA)	617 Medical Assistant	618 Mental Health Worker
619 Nurse Educator	620 Nurse Midwife	621 Nurse Practitioner
622 Nursing Unit Assistant	623 Personal Care Assistant	624 Physician Assistant
625 RN - Staff Nurse	626 RN - Emergency	627 RN - Employee Health
628 RN - Geriatric	629 RN - Home Health	630 RN - Long Term Care
631 RN - Obstetrics	632 RN - Occupational Health	633 RN - Oncology
634 RN - Operating Room	635A RN - Physician Practice Primary Care	635B RN - Physician Practice Specialty Care
636 RN - Psychiatric	637 RN - Recovery	638 RN - Renal Dialysis
639 RN - Triage	640 RN - Critical Care	641 Social Worker (BS)
642 Social Worker (MSW)	643 Substance Abuse Counselor (LSAC)	
644 Surgical Tech		

PROFESSIONAL/TECHNICAL

701 Architect	702 Cardiovascular Tech	703 ECG Tech
704 EEG Tech	705 EKG Tech	706 Medical Records Analyst
707 Medical Records Clerk	708 Medical Records Coder	709 Medical Secretary
710 Medical Transcriptionist	711 Pharmacist	712 Pharmacy Clerk
713 Quality Assurance Coordinator	714 Respiratory Technician (CRRT)	715 Respiratory Therapist (RRT)
716 Utilization Review Coordinator		

REHABILITATION

801 Audiologist	802 Athletic Trainer	803 Occupational Therapist
804 Occupational Therapy Aid	805 Physical Therapist	806 Physical Therapy Aid
807 Physical Therapy Assistant	808 Speech Pathologist	

SERVICE AND MAINTENANCE

901 Biomedical Tech	902 Boiler Operator	903 Carpenter
904 Courier	905 Electrician	906 Environmental Services Worker
907 Groundskeeper	908 HVAC Mechanic	909 Laundry Worker
910 Maintenance Mechanic	911 Materials Handler	912 Painter
913 Plumber	914 Transporter	

SUPERVISORY/MANAGERIAL (TOP JOB)

2100 General Accounting	2102 Patient Accounting/Admissions	2103 Chief Financial Officer (CFO)
2104 President (CEO)	2105 Chief Operating Officer (COO)	2106 Community/Public Relations
2107 Controller	2108 Development	2109 Diagnostic Imaging
2110 Nutrition Services	2111 Medical Records	2112 Environmental Services
2113 Human Resources	2114 Information Systems	2115 Laboratory
2116 Managed Care	2117 Marketing	2118 Medical Affairs
2119 Nursing Home Administrator	2120 Nursing Services (MGR)	2121 Occupational Therapy
2122 Patient Care (VP)	2123 Pharmacy	2124 Physical Therapy
2125 Planning	2126 Engineering/Maintenance	2127 Psychology
2128 Materials Management	2129 Quality Improvement	2130 Rehabilitation Services
2131 Respiratory Therapy	2132 Risk Management	2133 Social Services
2134 Volunteers	2135 Physician Practice Manager	2136 Physician Practice Administrator
2137 Physician Practice Site Mgr.	2138 Associate Director	2139 Executive Director
2140 Program Manager	2141 Billing Manager	

**Northern New England Benchmark Healthcare
Wage and Benefit Survey
March 2010**

Survey Questionnaire

Institution Information

Name of Institution _____

Address _____

Survey Prepared by _____

Phone Number _____

E-mail Address _____

Please select your industry classification: (please select one)

Healthcare System _____ Long Term Care Facility _____ Hospital _____

Home Health Agency _____ Physician Practice Organization:

Specialty Care _____

Primary Care _____

Geographic Location

Northern ME _____

Southern ME _____

Mid-State ME _____

Northern NH _____

Southern NH _____

Mid-State NH _____

Northern VT _____

Southern VT _____

Mid-State VT _____

Total Employees _____

Financial Indicators

Operating Budget - _____

Bed Size - _____

Administrative Practices

Pay Increase Practices:

1. Salary Increase Budgets	2009 Actual %	2010 Projected %
Executive	_____	_____
Management	_____	_____
Technical/Professional	_____	_____
Service/Support	_____	_____

2. Pay Structure Adjustments	2009 Actual %	2010 Projected %
Executive	_____	_____
Management	_____	_____
Technical/Professional	_____	_____
Service/Support	_____	_____

3. Pay Increase Delivery Methods (check all that apply)

Across the Board	_____	
Market	_____	
Merit	_____	
Other (please specify)	_____	

4. Differential Practices	%	OR	\$ per hour
2 nd Shift	_____		_____
3 rd Shift	_____		_____
Weekend	_____		_____
Holiday	_____		_____

5. Alternative Recruitment/Retention Strategies

Sign-on Bonus	_____	
Retention Bonus	_____	
Other please specify	_____	

6. Overtime Paid After

40 hours per week	_____	
40 hours per week and 8 hours per day	_____	
Other please specify	_____	

7. Specialty Pay Practices	%	OR	\$ per hour
On-Call Pay	_____		_____
Charge Pay	_____		_____
Committed Shift	_____		_____

8. Variable Pay Plans:

Please complete for any short-term variable pay plans you have in place:

Plan Type	Management Eligible (yes/no)	Salaried Eligible (yes/no)	Hourly Eligible (yes/no)
Incentive/Bonus based on individual specific goal achievement			
Incentive/Bonus based on individual achievement with multiple measures			
Revenue or profit sharing			
Gain-sharing or productivity incentive			
Goal sharing or team based incentive			
Discretionary bonus based on predetermined formula			
Other (describe):			

Employee Benefit Practices

1. Benefit Eligibility

First of the Month following date of hire _____
 First of the Month following 30 days of employment _____
 Other - Waiting Period in Number of Days _____
 Other Please Specify _____

Full-time Benefit Eligible = Number of Hours _____
 Part-time Benefit Eligible = Number of Hours _____

2. Combined Paid Time Off Programs Earned Time Program - Annual hours earned

	Non-Exempt	Exempt	Management
0-5 Years of Service	_____	_____	_____
6-10 Years of Service	_____	_____	_____
11-15 Years of Service	_____	_____	_____
16-20 Years of Service	_____	_____	_____
20+ Years of Service	_____	_____	_____

3. Traditional Programs Non-Exempt Exempt Management

Actual Number of Paid <i>Holidays</i>	_____	_____	_____
Actual Number of <i>Personal Days</i>	_____	_____	_____
Actual Number of <i>Sick Days</i>	_____	_____	_____
Paid Time Off/ <i>Vacation</i>			
Days for 0-5 Years of Service	_____	_____	_____
Days for 6-10 Years of Service	_____	_____	_____
Days for 11-15 Years of Service	_____	_____	_____
Days for 16-20 Years of Service	_____	_____	_____
Days for 20+ Years of Service	_____	_____	_____

Do you allow carry over of unused vacation time? YES NO
 Maximum carry over allowed _____ hours

Do you allow cash out of unused vacation time? YES NO
 Maximum cash out allowed _____ hours

Do you allow carry over of unused sick time? YES NO
 Maximum carry over allowed _____ hours

Do you allow cash out of unused sick time? YES NO
 Maximum cash out allowed _____ hours

4. Pension/Retirement - Type and Employer Contribution

Defined Benefit	_____	Employer Contribution _____%
Defined Contribution	_____	Employer Contribution _____%
Defined Benefit and Defined Contribution	_____	Employer Contribution _____%

5. Tuition Assistance Employer Contribution %

Full Tuition	Full Time _____	Part Time _____
Partial Tuition	Full Time _____	Part Time _____

6. Employee Assistance Program

Yes _____
 No _____

7. Group Life Insurance

Employer Contribution %

Fixed Amount _____ Full Time _____ Part Time _____
 1 X Salary _____ Full Time _____ Part Time _____
 2 X Salary _____ Full Time _____ Part Time _____
 Other _____ Full Time _____ Part Time _____
 AD & D _____ Full Time _____ Part Time _____

8. Disability Income Protection

Short Term Disability

Benefit Type	Benefit Amount	Elimination Period (in days)	FULL-TIME Employer Contribution %	PART-TIME Employer Contribution %
Percent of Pay				
Fixed Amount				

Long Term Disability

Type	Benefit Amount	Elimination Period (in days)	FULL-TIME Employer Contribution %	PART-TIME Employer Contribution %
Percent of Pay				
Fixed Amount				

9. Health Insurance

- Type of Health Plans Offered: (please check all that are offered)

___ HMO ___ PPO ___ POS ___ Indemnity ___ CDHP (Consumer Driven Health Plan)

Cost sharing:

(If you offer more than one choice of plans, please record the highest monthly employer contribution).

Coverage Level	FULL-TIME Employer Contribution (dollars)	FULL-TIME Employee Contribution (dollars)	PART-TIME Employer Contribution (dollars)	PART-TIME Employee Contribution (dollars)
Individual				
Two Person				
Family				

- For Consumer Driven Health Plans (Type of plan offered):

- High Deductible Health Plan **with Healthcare Reimbursement Arrangement**

Employer Funding level Individual Coverage = _____ % of deductible
 Employer Funding level Two Person Coverage = _____ % of deductible
 Employer Funding level Family Coverage = _____ % of deductible

- High Deductible Health Plan **with Health Savings Account**

Who funds? Employee Employer Both

If Employer:

Employer Funding level Individual Coverage = _____ % of deductible

Employer Funding level Two Person Coverage = _____ % of deductible

Employer Funding level Family Coverage = _____ % of deductible

- Is a CDHP the only option offered employees? YES NO
- What percentage of benefit eligible employees are enrolled in the CDHP? _____ %

Cost Saving Efforts	Already In Place	Under Consideration	Not Considering
Increasing employee premium contributions			
Increasing employee co-payments			
Increasing co-insurance and deductibles			
Varying contributions by pay level			
Health Risk Assessments			
Opt-out benefit			
Other efforts (please specify)			

10. Dental Insurance (If you offer more than one choice of plans, please record the highest employer contribution).

Coverage Level	FULL-TIME Employer Contribution (dollars)	FULL-TIME Employee Contribution (dollars)	PART-TIME Employer Contribution (dollars)	PART-TIME Employee Contribution (dollars)
Individual				
Two Person				
Family				

11. Vision Insurance (If you offer more than one choice of plans, please record the highest employer contribution).

Coverage Level	FULL-TIME Employer Contribution (dollars)	FULL-TIME Employee Contribution (dollars)	PART-TIME Employer Contribution (dollars)	PART-TIME Employee Contribution (dollars)
Individual				
Two Person				
Family				

12. Other Benefit Programs please specify

JOB DESCRIPTORS

FINANCE/ADMINISTRATION

101 Account Billing Representative

With direct supervision, prepares and submits bills to third party payers and patients. Reviews bills for accuracy and initiates appropriate action to correct errors. Responsible for day- to- day updates of patient's billing records, recording new charges and payments received. High School/GED required *and* working knowledge of third party billing procedures. Usually reports to Department Manager.

102 Accountant

With general supervision, responsible for the *more complex activities associated with maintaining ledger accounts and for developing financial statements and reports*. May provide functional advice or training to less experienced accountant positions. Bachelor Degree in Accounting required *and* five to seven years experience. Usually reports to General Accounting Supervisor.

103 Accounts Payable/Receivable Clerk

With direct supervision, computes, classifies and records numerical data to key financial records. Performs routine calculations and postings. High School/GED required *and* knowledge of accounting procedures. Usually reports to Department Supervisor.

104 Accounting Clerk

With general supervision, performs a broad range of accounting functions in a small office or department. Assigns transaction codes to documents and processes in appropriate accounting period. Posts, balances and closes subsidiary ledgers. Follows up on delinquent account receivables. Analyzes and verifies documents for accuracy, completeness and consistency; makes adjustments. High School/ GED required *and* an understanding of bookkeeping principles. Usually reports to General Accounting Supervisor.

105 Administrative Assistant

With limited supervision, provides general administrative support to a department or group of professionals. Compiles and analyzes moderately complex data and information. Composes written direct descriptions of results. Requires the ability to use independent judgment and basic reasoning skills. High School/GED required *and* two to four years experience. Usually reports to Department Manager.

106 Administrative Secretary

With general supervision, performs varied clerical and secretarial duties along with administrative assignments of a confidential nature for managers. Requires continuous use of business and technical vocabulary and a detailed knowledge of organizational operations, procedures and staff. Regularly coordinates meetings and makes travel arrangements. High School/GED required *and* three to five years experience. May have some technical training or college experience.

107 Admitting Representative

With limited supervision, interviews patients prior to, during and after admission to obtain financial data necessary for accurate billing. Processes all related paperwork and data. High School/GED required. Usually reports to Department Manager.

108 Benefits Analyst

With limited supervision, performs a variety of support activities in the administration of the employee benefit programs. Following established policies and procedures administers employee benefit programs. Maintains records, billing and cost control. Assists employees with insurance questions and problems. May be assigned to specific area such as medical claims, retirement programs etc. May have knowledge of federal and state laws pertaining to subject area. College Degree or equivalent required *and* one to three years related experience. Usually reports to Employee Benefits Manager or Compensation and Benefits Manager.

109 Budget and Reimbursement Specialist

With limited supervision, analyzes current and past budgets, prepares and justifies budget requests. Assists in negotiating claims with insurance companies or other third party payers. Audits delinquent accounts considered to be uncollectible. College Degree required *and* three to five years related experience. Usually reports to Department Manager.

110 Buyer

With limited supervision, coordinates the purchase of materials, supplies and equipment. Maintains records of purchase orders and approvals. May operate computer to input and transmit data. High School/GED required *and* two years experience. Usually reports to Purchasing Manager.

111 Cashier

With limited supervision, receives incoming cash from customers, organization employees, or by mail. Examines and counts money and prepares receipts as required. Keeps records of all cash transactions, receipts and disbursements. Enters data to proper records and periodically balances cashbooks. May perform some or all of the following: Prepares bank deposits, makes cash disbursements or prepares checks in payment of approved expenditures, operates a cash register or other related machines and performs related clerical duties. High School/GED required *and* less than two years experience.

112 Clerk Typist

With direct supervision, performs routine clerical support for departments such as typing, copying, distributing mail, simple calculations and maintaining records and files according to standard procedures. All work is checked. High School/GED required *and* less than two years experience.

113 Compensation Analyst

With limited supervision, assists in the development, implementation, and administration of compensation programs. Evaluates salaried, hourly, middle, and top management position. Assists in administration of performance appraisal and salary administration programs, reviewing changes in wages and salaries for conformance to policy. Audits evaluation of positions and application of existing classification to individuals. Conducts and participates in compensation surveys. Assists in updating the salary structure. Four-year College Degree required *and* three to four year experience. Usually reports to Compensation Manager or Compensation and Benefits Manager.

114 Executive Assistant to CEO

With general supervision, responsible for a high degree of confidential secretarial and administrative support to the CEO. Requires continuous use of business and technical vocabulary and a detailed knowledge of company operations, organizational procedures and staff. Relieves CEO of some administrative detail. Makes independent decisions' within established guidelines, regarding planning organizing and scheduling work. High School/GED required *and* more than five years experience

115 Executive Secretary

With general supervision, responsible for confidential secretarial and administrative support for senior management and executives. Requires continuous use of business and technical vocabulary and a detailed knowledge of company operations, organizational procedures and staff. Relieves supervisor(s) of some administrative detail. Makes independent decisions' within established guidelines, regarding planning organizing and scheduling work. High School/GED required *and* more than five years experience.

116 HR Generalist

With limited supervision, responsible for day-to- day administration of policies and programs covering several or all of the following: recruiting, compensation and benefits, training, employee and labor relations, safety and personnel research. May have supervisory responsibility and assist in developing policies. High School/GED required *and less than three years of human resource experience*. Usually reports to HR Manager, Corporate HR Executive or corporate management.

117 HRIS Specialist

With general supervision, responsible for processing employee information and maintaining employee records on HRIS. Assists in HRIS design and system development. Prepares statistical summaries and special reports from HRIS involving skills, pay grade and performance data, payroll information and other employee records. A.S. Degree required *and* three years experience. Usually reports to HRIS Manager.

118 Librarian

With limited supervision, is responsible for selecting, organizing, storing and retrieving technical information, general information and all reference material. Serves as a resource to others by conducting research for medical staff and patients. Degree in Library Sciences required *and* one to two years experience.

119 Office Manager

Coordinates and directs the administrative services for the office. May support management with advanced administrative support. Requires a thorough working knowledge of company policies and practices. Usually requires some college or equivalent *and* three to five years experience, including supervision. Usually reports to an executive.

120 Patient Services Representative

With limited supervision, performs reception, appointment scheduling and registration in a Physician Practice. Prepares and processes all related paperwork. High School/GED required. Usually reports to the Practice Manager.

121 Payroll Clerk

With limited supervision, prepares payroll input to computerized payroll systems. Reviews and processes additions, irregular payments and changes to computerized payroll system (i.e., changes in salary, benefits, or bonuses, salary draws etc.). Answers questions from employees and supervisors regarding payroll matters. Ensures accounting distribution and preparation of deductions. May maintain records on vacation, sick leave, etc. May assist with governmental reporting/compliance. High School/GED required *and* one to two years experience. Usually reports to Payroll Supervisor.

122 Receptionist/Clerk

With limited supervision, greets, announces and maintains a log of visitors/patients. May provide clerical assistance such as typing. Usually requires less than one year's experience or on the job training.

123 Referral Specialist

With limited supervision, coordinates referrals to physician specialists in accordance with managed care contracts. High School/GED required *and* one to two years experience. Usually reports to the Manager.

124 Secretary I

With direct supervision, performs varied clerical and secretarial duties. Composes routine correspondence, corrects grammar, punctuation, and spelling, maintains office supplies, compiles data for routine reports, answers telephone calls, and makes appointments. May support one to three professionals. Entry-level position. High School /GED required *with* typing skills. May have some experience.

125 Secretary II

With limited supervision, performs the duties of Secretary I. Requires knowledge of company operations, organizational procedures and staff along with business or technical vocabulary. Makes independent decisions within established guidelines in planning, organizing and scheduling work. Uses various computer programs to create spreadsheets, graphics, etc., to produce high quality reports and other documents. May support one to three professionals. High School/GED required *and* one to three years experience. May have some technical training.

126 Telephone Operator

With direct supervision, operates a telephone console or switchboard and paging system. Routes incoming calls, receives and relays messages. Reports any malfunction of equipment and maintains repair records. High School/GED required *and* less than two years experience.

DIAGNOSTIC IMAGING

201 Angiographic Tech

Operates image-recording devices such as rapid film changers, 35mm cine equipment and video tape recorders. Has a thorough understanding of emulsion sensitometry. Operates specialized photographic and processing equipment for the production of artifact free images and uses copy equipment for subtraction technique. Requires knowledge and skills in sterile procedures as applied in catheter studies for selective and general angiography obtained from specialized training. Usually reports to Department Supervisor.

202 CT Tech

Performs and records computerized axial tomography procedures for use in the evaluation and treatment of patients. Secondary Education required. Usually reports to the Department Supervisor.

203 Mammography Tech

Responsible for performing mammogram test, reviewing films for quality, collecting, reviewing and recording clinical patient history. Prepares records for physicians review and assures a report is sent to patient. Specialized training as well as basic x-ray education required. Usually reports to Department Supervisor.

204 Nuclear Medicine Tech

Under the direction of a Physician, performs a variety of sampling, testing and recording duties, using radioactive material and nuclear instruments to obtain data for use in diagnosis and treatment of disease. Prepares, stores, disposes of and administers radioactive material to patients. Reviews or verifies results of findings and prepares reports. High School/GED required *and* certification as Nuclear Med. Tech by ARRT or CNMT. Usually reports to the Department Supervisor.

205 Radiologic Technologist

Operates radiological apparatus, in taking x-ray films of various portions of the body to assist in diagnosis of disease and injury. Performs fluoroscopic exams. Uses radiation as therapy and treatment for certain diseases. Administers some drugs and chemicals required for procedures. Maintains accurate records. X-ray education required. Usually reports to the Department Supervisor.

206 Ultrasonographer

Performs various diagnostic procedures using ultrasound equipment. Responsible for performing exam, recording data for interpretation by physician, reviewing and recording patient history and maintaining accurate records. Specialized training as well as basic x-ray education required. May require Associates Degree or equivalent with 0-2 years experience. Usually reports to Department Supervisor.

207 PACS Coordinator

Responsible for the operational management of the Radiology Information System managing the daily operations of the Radiology Computer System, proper interfacing of this systems to any and all other hospital systems that pertain to Imaging: such as (but not limited to) the H.I.S. and Mammography M.R.S. system, and Cardiac Cath Information System. A degree in Computer Systems Technology or experience in computer systems, networking preferred. Two years experience with information systems installation and/or integration with a Hospital Information System.

DIETARY

301 Baker

With direct supervision, performs general baking duties in preparing baked goods to be served to patients, employees and possibly visitors. Work involves baking according to standard recipes and may include some general cleaning duties. Requires knowledge of basic kitchen equipment. Limited baking experience required. Usually reports to Department Supervisor or higher level cook/baker.

302 Cook

With direct supervision, performs general cooking duties in preparing food items to be served to patients, employees and possibly visitors. Work involves cooking according to standard recipes and may include some general cleaning duties. Requires knowledge of basic kitchen equipment. Limited cooking experience required. Usually reports to Department Supervisor or higher level cook.

303 Clinical Dietitian

With general supervision, formulates nutrition care plans and supervises their delivery to patients with special needs. Offers advice and counsel to patients regarding nutrition care plans. Bachelor's Degree *and* registration as a Clinical Dietitian required. Usually reports to the Head of Nutrition Services.

304 Dietary Assistant

With direct supervision, delivers trays to patient rooms and offers general assistance to the dietary department. *Entry-Level position*. No experience required. Usually reports to Department Supervisor.

305 Dietetic Technician

Under the direction of a dietitian, instructs patients and their families in appropriate nutrition. Obtain and evaluate dietary history of patients. Plans nutrition programs based on established guidelines and needs. Usually reports to Dietitian.

306 Food Service Worker

With direct supervision, performs general food service work involving varied tasks on serving lines, sanitation duties and/or assisting in food preparation other than regular cooking. Little or no experience required. *Entry level position* reporting to Food Service Supervisor.

INFORMATION SYSTEMS

401 Computer Maintenance Tech

With direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout organization. Maintains an adequate spare parts inventory of systems, subsystems and component parts used in repair work. High School/GED *and* Technical Training required. Prepares progress reports for all work performed. Typically reports to PC Support Manager.

402 Computer Operator

With direct supervision, performs duties to generate necessary data needed to various departments. Operates mainframe and related peripheral equipment. May require Associates Degree or equivalent and 0-2 years experience. Usually reports to the Department Supervisor.

403 Data Entry Operator

With direct supervision, assists in performing routine tasks associated with operating a computer in accordance with detailed instructions. Inputs data from various sources within established quality and time guidelines. *Entry-level computer position*. High School/GED required *and* sufficient educational and/or experience to start in computer operations. Usually reports to the Computer Operations Supervisor.

404 Programmer/Analyst

With direct supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs. *Entry-level application systems analysis and programming position*. High School/ GED required *and* sufficient educational and/or experience to start in application systems analysis and programming. Usually reports to the IS Manager.

405 Programmer

With *limited supervision*, modifies applications programs from detailed specifications. Codes, tests, debugs, documents, and maintains those programs. High School/GED required *and* sufficient educational and/or experience to *competently work on most phases of applications programming activities*. Usually reports to the IS Manager.

406 Systems Analyst

With limited supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. High School/GED required and sufficient educational and /or experience to *competently work on most phases of applications systems analysis activities*. Usually reports to the IS Manager.

407 Network Administrator

With limited supervision, responsible for the acquisition, installation, maintenance and usage of the company' local area network. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and company objectives. Trains users on LAN operations. College Degree required and two to four years experience. Usually reports to PC Support Manager or an information systems executive.

LABORATORY

501 Cytology Technician

With limited supervision, assists the Cytotechnologist in the research and problems dealing with life processes. Secondary education required. Usually reports to the Chief Cytotechnologist.

502 Cytotechnologist

With limited supervision, performs a wide range of complex procedures in the general area of the clinical laboratory or performs specialized procedures in such areas as, cytology, histology and microbiology. Formal Secondary Education required. Reports to the Department Manager.

503 Histology Technician (ASCP)

With limited supervision, prepares microscope slides of tissue specimens for pathological examination. BS/BA Science College Degree required or Medical Technology with ASCP.

504 Lab Assistant

With direct supervision, performs routine laboratory tasks related to processing whole blood and blood components. Performs related clerical duties. Cleans and maintains laboratory equipment and supplies. High School/GED required. Usually reports to the Department Manager.

505 Medical Laboratory Tech (MLT)

With limited supervision, assists medical technologist by performing various chemical, microscopic, bacteriological and/or clinic tests. Uses instruments ranging from microscopes to highly computerized instruments. College Degree or equivalent 2-Year Program required. Usually reports to the Medical Technologist.

506 Medical Technologist (MT)

With general supervision, performs tests in conjunction with pathologists and other physicians who specialize in clinical chemistry, microbiology or other biological sciences. Develops data on the blood, tissue and fluid of the human body by using a variety of precision instruments. Bachelor of Sciences Degree in Medical Technology or related field required. Usually reports to the Chief Technologist.

507 Pathology Assistant

With direct supervision, provides assistance to the pathologist in the preparation, dissection and completion of work with autopsy and surgical specimens. High School/GED required. Usually reports to the Department Manager.

508 Phlebotomist

With limited supervision, is responsible for obtaining blood specimens from patients for laboratory analysis. High School/GED or equivalent required. Usually reports to the Department Supervisor.

PATIENT CARE**601 Activity Assistant**

With limited supervision, assists in providing appropriate patient activities. Activities may include arts and crafts, tours in the community, games etc. Activities are to provide physical and mental stimulation as well as entertainment. High School/GED required. Usually reports to the Supervisor.

602 Assistant Head Nurse

With limited supervision, assists the Head Nurse in planning, implementing and evaluating the nursing care on an assigned unit and staff. Provides clinical and administrative leadership. Participates in interviewing, hiring, evaluating and disciplining of shift personnel. RN License required *and* four to five years experience. Usually reports to Head Nurse.

603 Certified Nursing Assistant (C.N.A.)

With direct supervision, performs various routine technical-nursing tasks such as taking vital signs, assisting patients with basic hygiene and the like. C.N.A. certification required. Usually reports to the Head Nurse.

604 C.N.A.- Home Health**605 C.N.A. - Physician Practice****606 C.N.A. - Long Term Care****607 Case Manager**

With general supervision, performs duties similar to a discharge planner, utilization review coordinator and social worker. Position is normally associated with managed care issues. RN License or Social Worker Degree usually required.

608 Central Sterile Supply Tech

With limited supervision, prepares standard and special instrument lists for the operating room and nursing units. High School/GED required. Usually reports to the Department Manager.

609 Head Nurse**610 Home Health Aid**

With direct supervision, provides personal services and light housekeeping duties that do not require C.N.A. certification. High School/ GED required.

611 Homemaker

With direct supervision, provides household maintenance to include meal preparation, laundry, housecleaning and shopping. High School/GED required.

612 LPN

With limited supervision, provides technical nursing care under the direction of RN's and Physicians. Performs nursing care on selected chronic sub-acute and convalescent patients. Prepares patients for surgery, administers medications, enemas, catheterizations and obtains specimens. Participates in processes including observation and collection of patient data, direct patient care, implementation of nursing care plans, documentation of nursing care given and patient response. LPN license required. Usually reports to the Head Nurse.

613 LPN - Physician Practice 614 LPN - Home Health 615 LPN - Long Term Care

616 Nurse Anesthetist (CRNA)

With limited supervision, provides anesthesia to patients in a wide variety of clinical settings. Provides one-on-one care to patients before, during and after surgical and obstetrical procedures. RN license required *and* additional education and certification. Usually reports to Department Supervisor.

617 Medical Assistant

With direct supervision, assists the health care practitioner in obtaining specimens, vital signs and drawing blood. Performs office clerical functions as needed. High School/GED required. Usually reports to the Nursing Supervisor.

618 Mental Health Worker

Under direct supervision, assists in providing psychological assessment and therapeutic counseling for psychiatric patients. High School/GED *and* secondary course work in Psychology with related experience.

619 Nurse Educator

With limited supervision, assesses learning needs of nursing personnel. Plans, develops, implements and evaluates educational programs for nursing staff. RN license required *and* experience in delivering in-service training. Usually reports to the Head of Patient Services.

620 Nurse Midwife

With limited supervision, assesses, plans administers, documents and evaluates patient care for medically uncomplicated patients in prenatal, intrapartum, postpartum, family planning and well-woman gynecology areas. Responsible for the management and care of infants, during labor and immediately after birth. RN license required *and* formal education and training in childbirth procedures.

621 Nurse Practitioner

With limited supervision, develops, records and implements a plan of medical and nursing care for patients with both chronic and episodic illnesses. Work is performed in collaboration with Physicians, Nursing Staff, patients, families and community resources. Master's Degree required.

622 Nursing Unit Assistant

With direct supervision, performs clerical and service duties in a patient care unit. Duties include some combination of secretary, housekeeper, diet aid and/or C.N.A. High School/GED required. Reports to the Head Nurse.

623 Personal Care Assistant

With direct supervision, provides personal services and light housekeeping duties. Does not require C.N.A. High School/GED required.

624 Physician Assistant

With general supervision, provides primary care service to maintain health. Treats chronic stable health conditions and minor acute illnesses. Administratively responsible to the Practice Management Director. Medically responsible to the primary collaborative Physician and provides direct clinical services to patients in a primary setting. Performs initial assessment and management of patients in an emergency department. Provides routine medical care and treatment to patients in medical, surgical and psychiatric emergencies.

625 RN - Staff Nurse

With limited supervision, is responsible for the planning, delivery and management of direct patient care, utilizing the nursing process and adhering to standards of nursing practice. RN license required. Usually reports to the Head Nurse.

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|--|--|--------------------------------|
| 626 RN - Emergency Care | 627 RN- Employee Health | 628 RN - Geriatric |
| 629 RN - Home Health | 630 RN - Long Term Care | 631 RN - Obstetrics |
| 632 RN - Occupational Health | 633 RN - Oncology | 634 RN - Operating Room |
| 635A RN - Physician Practice Primary Care | 635B RN – Physician Practice Specialty Care | |
| 636 RN - Psychiatric | 637 RN – Recovery | 638 RN - Renal Dialysis |
| 639 RN - Triage | 640 RN - Critical Care | |

641 Social Worker (BS)

With limited supervision, assists in the assessment of health related social needs, medical care needs for patients and in securing needed services. Counsels patients and families. Provides a channel of open communication between hospital staff and patients. Bachelor's Degree *and* two to four years experience required. Usually reports to a Senior Case Manager.

642 Social Worker (MSW)

With general supervision, performs the duties of Social Worker (BS). May act as a leader for one or more BS Social Workers. Master Degree *and* two to four years experience required. Usually reports to a Senior Case Manager

643 Substance Abuse Counselor (LSAC)

Formulates an individualized treatment plan for clients/patients. Conducts group therapy and individual and family therapeutic counseling. Bachelor's Degree in Human Services or LSAC required.

644 Surgical Tech With direct supervision, performs selected technical duties related to the care of patients undergoing surgical procedures. Duties include passing instruments and supplies to surgeons, positioning patients etc. High School/GED required *and* Certification. Usually reports to Head Nurse.

PROFESSIONAL/TECHNICAL**701 Architect**

Conceives, designs and constructs new or modified buildings or structures. Relies on experience, standard concepts, practice procedures and judgment to accomplish goals. A certain degree of creativity and latitude is required. Bachelor's Degree *and* two to four years of experience in the field or related area required.

702 Cardiovascular Tech

With direct supervision, assists physician in the performance of invasive cardiac diagnostic procedures. Prepares tables, instruments and sterile field. Sets up monitoring equipment, calibrates transducers, monitors EKG, arterial and venous pressure tracings, notifies cardiologist of all hemodynamic changes and arrhythmias. Does not perform angiography duties. Some secondary education/training required.

703 ECG Tech

With limited supervision, evaluates cardiac patients for valvular function and myocardial wall motion using ultrasound equipment. Usually reports to Lead ECG Tech.

704 EEG Tech

With limited supervision, uses equipment to measure and record the brain's electrical activity for Physicians in diagnosing brain disorders. Observes patients behavior during testing and prepares a detailed report based on the interpretation of the brain-wave record. College level course work *and* one year on the job training required. Usually reports to Lead EEG Tech.

705 EKG Tech

With limited supervision, performs diagnostic cardiac tests, including electrocardiograms exercise stress tests, Thallium stress tests, electrocardiograms, and holter recordings. Prepares a descriptive report for the Physician. High School/GED required. Usually reports to Lead EKG Tech.

706 Medical Records Analyst

With limited supervision, assists the Medical Record Administrator by performing many technical duties including, organizing, analyzing and evaluating health records according to established standards to ensure completeness and accuracy. May have ART Certification. Usually reports to the Medical Record Administrator.

707 Medical Records Clerk

With direct supervision, performs a variety of clerical duties including, day to day updates on patient records, filing reports in patient files, locating charts, and gathering data necessary for public health officials and others. High School/GED required. Usually reports to the Medical Record Technician.

708 Medical Records Coder

With limited supervision, codes diagnostic and procedural information and other patient data for use by medical records and patient accounts departments as well as the appropriate reimbursement agencies. Certification as a Medical Records Coder required.

709 Medical Secretary

With general supervision, provides skilled secretarial and medical transcription duties for a department within the hospital. Activities are usually split evenly between secretarial and transcription duties. Associates Degree or equivalent experience or training required.

710 Medical Transcriptionist

With limited supervision, transcribes dictated medical and surgical reports into typed format. High School/GED *and* course work in Medical Terminology with 0-2years experience required.

711 Pharmacist

With general supervision, compounds and dispenses medicines and pharmaceutical preparation according to authorized prescriptions; performs routine tests on drugs; consults with medical staff. Degree in Pharmacology required.

712 Pharmacy Clerk

With direct supervision, assists in filling prescriptions and preparing medications for patient use. High School/GED required. Usually reports to the Pharmacist.

713 Quality Assurance Coordinator

With general supervision, maintains a hospital-wide quality assurance program. Provides departments with guidance and conducts appropriate audits. RN License *and* experience in quality assurance activities required. Usually reports to a Quality Assurance Committee.

714 Respiratory Tech (CRRT)

Following physician's orders for respiratory therapy, selects and prepares equipment. Performs various respiratory therapies, handles adverse patient response, records all therapies given and patient responses; observes isolation techniques; performs routine suctioning. May assist Physicians with special procedures. CRRT certification required.

715 Respiratory Therapist (RRT)

With limited supervision, maintains continuous ventilation of patients on artificial respirators; performs basic respiratory therapy; maintains infection control procedures; initiates and assists in CPR measures; maintains equipment and participates in formal training programs. RRT certification required.

716 Utilization Review Coordinator

With limited supervision, reviews and assesses appropriateness of patient admissions and extended stays. Assists with preparation of appeals when pay has been denied. RN License *and* equivalent experience and training required. Usually reports to the Head of Patient Services.

REHABILITATION**801 Audiologist**

Diagnoses disorders and provides therapy for clients/patients who have a hearing impairment. Master's Degree in Audiology *and* State license required. Usually reports to a Supervisor/Manager.

802 Athletic Trainer

With limited supervision, usually works as a member of a rehabilitation team to serve athletes in school settings and to administer proper rehabilitative protocols. Service may include a wide patient spectrum from pediatric to geriatric age groups. Professional Training *and* Certification by the National Athletic Trainers Association required. Usually reports to the Physical Therapist in clinic settings.

803 Occupational Therapist

Treats patients who are mentally, physically, developmentally or emotionally disabled. Provides patients with specialized activities to help them master skills necessary to perform daily tasks, often working in conjunction with a team of health care professionals. Master's Degree or Four-Year Degree required.

804 Occupational Therapy Aid

With direct supervision, assists therapist in administering specific treatment to patients. Maintains equipment and inventory. Constructs adaptive equipment. High School/GED required. Usually reports to the Occupational Therapist.

805 Physical Therapist

Responsible for planning, conducting and evaluating a physical therapy program for medically referred patients suffering from injuries, muscle, nerve, joint and bone diseases. Instructs patients and families and supervises others in carrying out the programs. Master's Degree or four-year Degree required.

806 Physical Therapy Aid

With direct supervision, assists therapist in administering specific treatments to patients. Cleans and maintains equipment and facilities. Transports patients. High School/GED required. Usually reports to the Physical Therapist.

807 Physical Therapy Assistant

With limited supervision, assists in patients' treatment programs. CPTA certification required. Usually reports to the Physical Therapist.

808 Speech Pathologist

Delivers speech-language pathology services in acute, rehabilitation and out patient settings. Evaluates, diagnoses and treats communicatively impaired patients. Master's Degree required.

SERVICE AND MAINTENANCE**901 Biomedical Tech**

With limited supervision, understands medical equipment technology, operates, maintains, calibrates and when necessary modifies or adapts equipment. Involved in development, design, manufacturing, testing and servicing of biomedical equipment. AS or BS Degree required.

902 Boiler Operator

With limited supervision, operates and maintains the boiler(s) and related equipment. May perform other general maintenance duties as required. Formal Apprenticeship *or* equivalent training and experience required. Usually reports to Maintenance Supervisor.

903 Carpenter

With limited supervision, constructs and maintains structural woodwork. Builds, repairs and installs benches, cabinets, paneling, flooring, building framework and finish trims for factory installations and rearrangements. Hangs metal and wood door jambs, locks and other hardware. Builds fixtures and erects scaffolding. Maintains facilities in good operating condition. Ladder and scaffolding work required. Requires ability to use all carpentry tools. Formal Apprenticeship or equivalent training required *and* experience. Usually reports to the Maintenance Supervisor.

904 Courier

With limited supervision and following established procedures, drives a delivery van or automobile within a city or industrial area to transport packages, mail materials, merchandise, equipment or workers. High School/GED required.

905 Electrician

With limited supervision, performs electrical repairs and maintenance of electrical systems, machinery and equipment. Requires interpretation of wiring diagrams or schematic drawings. May develop wiring diagrams. May include maintenance of electronic or solid state controls having interlocking or interdependent circuits. Requires working knowledge of National Electric Code. High School/GED *and* a minimum of two years of journeyman level electrical experience. Usually reports to the Electrical Supervisor.

906 Environmental Services Worker

Performs routine housekeeping duties. May include patient rooms, office areas etc. Level I position.

907 Groundskeeper

With limited supervision, maintains facility grounds and environment in a clean, attractive, orderly, safe and healthy condition. Performs general groundwork that includes seeding, mowing, trimming, raking, and planting flowers, trees and shrubs. Mixes and applies pest control material in accordance with local and federal regulations. Removes snow from pedestrian and vehicle areas. May perform minor maintenance on roads, curbs, sidewalks and storm drains. May operate trucks and assorted power equipment. May require horticultural training. One to two years' experience required. Usually reports to the Maintenance Supervisor.

908 HVAC Mechanic

With limited supervision, performs the planning, installation, maintenance and repair of the heating, ventilation and air conditioning systems. Performs routine inspections of piping systems, valves and related equipment. Formal Apprenticeship/equivalent training required *and* a minimum of three years experience. Usually reports to the HVAC Supervisor.

909 Laundry Worker

With direct supervision, performs a variety of duties in the laundry such as sorting, loading and operating washers, dryers and other laundry machinery. *Entry-level position.*

910 Maintenance Mechanic

With limited supervision, performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical and building systems. Duties may increase in scope, as the employee becomes more skilled, primary emphasis on variety of maintenance tasks not high skill in any one trade. High School/GED *and* less than two years experience. Usually reports to the Maintenance Supervisor.

911 Materials Handler

With limited supervision, handles and maintains flow of materials and products in manufacturing areas according to established guidelines. Records movement of incoming and outgoing materials and supplies and verifies the accuracy of work performed. May operate motorized and non-motorized material handling equipment. High School/GED required *and* one years experience.

912 Painter

With limited supervision, responsible for the preparation of various surfaces and the application of paints, enamels, stains, shellac, varnishes or other finishes using brushes, sprayers or rollers. Mixes paints and matches colors. Must utilize proper painting and finishing application procedures to assure quality of work. High School/GED required *and* two years experience.

913 Plumber

With limited supervision, responsible for the installation, maintenance and repairs of plumbing systems and fixtures. Requires the ability to understand and work from blueprints and specifications and knowledge of uniform plumbing codes. Formal Apprenticeship required *or* equivalent training and experience. Usually reports to the Plumbing or Maintenance Supervisor.

914 Transporter

With direct supervision, provides patient transportation between room and treatment areas such as radiology, physical therapy etc.

SUPERVISORY/MANAGERIAL (TOP JOB)

2100 General Accounting

Establishes and maintains the organizations accounting principles, practices and procedures. Analyzes all financial information necessary and evaluates operating results. BS Degree required. Usually reports to CFO.

2102 Patient Accounting/Admissions

Plan, organize, direct and supervise the inpatient/outpatient admissions and bed assignments which includes arrangements for payment of charges and organizing admitting procedures in accordance with the activities of other departments and hospital policies and procedures. Overall responsibility of all monies. Knowledge of all the insurance and charity programs accepted by the hospital. Implements collection procedures as necessary. Secondary Education required. Usually reports to the Head of Patient Accounts.

2103 Chief Financial Officer (CFO)

Top financial officer. Responsible for overall financial plans and policies along with administration of accounting practices. Directs treasury, budgeting, audit, tax, accounting, purchasing, real estate, and insurance activities. Often also responsible for related functions such as admitting, medical records, communications etc. Graduate Degree or CPA required. Reports to the President/CEO.

2104 President (CEO)

Responsible for overall management of the hospital or agency, including fiscal, operational, marketing, overall planning and direction and long range development activities. Develops and recommends policies and procedures for consideration by the governing body.

2105 Chief Operating Officer (COO)

Responsible for day to day operational activities. Assists in administration and coordination of the institution's activities. Consults with and advises the CEO on operations, facilities and policies. In the absence of the CEO, assumes the responsibilities of directing and coordinating all activities.

2106 Community /Public Relations

Plan, direct and implement a program of public and community relations to develop public awareness and good will. Also responds to media and other requests for information about events within the organization.

2107 Controller

Directs and has immediate responsibility for the organizations accounting practices, the maintenance of its fiscal records and the preparation of its financial reports. Directs and has overall responsibility for general and property accounting, internal auditing, cost accounting and budgetary controls.

2108 Development

Plan, organize and direct organizations fundraising efforts creating campaigns and programs to meet capital expenditures and ongoing, unreimbursed costs of the organization.

2109 Diagnostic Imaging (non-M.D.)

Plan, organize and supervise all activities of the following departments: Radiology, Diagnostic, Special Procedures, CT, MRI and may also include Ultrasound, Nuclear Medicine, etc. Work with radiologists in implementation of new procedures and techniques. Select and supervise non-medical staff. Participate in equipment selection. Coordinate equipment installation and maintenance. May plan and coordinate training programs for student technicians.

2110 Nutrition Services

Plan, organize, direct and control all aspects of dietary services for organization's patients, visitors and employees, including nutrition and menu planning, food production cafeteria and catering operations, dietary purchasing and storage. Maintain effective liaison with other departments to coordinate dietary services.

2111 Medical Records

Plan, organize and supervise overall activities of Medical Records Department. Oversee analysis of medical records to ensure accuracy, completeness and appropriate authorizations. Supervise the cataloging of medical records. Maintain organization and department statistics and submit required reports. Interpret medical-legal aspects of records to protect the best interest of the organization.

2112 Environmental Services

Plan, organize, direct and control three or more of the following departments: Plant Engineering, Maintenance, Housekeeping, Laundry, Dietary, Materials Management, Communications, Security, etc. Provide administrative direction to departments within the division, establishing and coordinating plans, goals, policies and evaluation of effectiveness.

2113 Human Resources

Develops, implements and coordinates policies and programs for employee/labor relations, recruitment, wage and salary administration, benefit programs, orientation and training, employee safety and employee health services.

2114 Information Services

Responsible for the organization's automated information system. Directs computer operations and system development activities. Consults with department heads about data processing and management information needs.

2115 Laboratory (non-M.D.)

Plan, organize and supervise activities of Laboratory to provide clinical diagnostic and pathologic services. Select, schedule, orient and train subordinate lab personnel. Make recommendations relative to purchase of new and/or replacement equipment. Consult pathology staff in development of procedures, tests and standards. Ensure maintenance of established standards.

2116 Managed Care

Responsible for coordinating, marketing and/or negotiating the organization's relationships with independent HMO/alternative delivery systems; and/or for planning, marketing and managing the operation of an HMO/alternative delivery system sponsored by the organization.

2117 Marketing

Responsible for the development and implementation of plans for the profitable growth and competitive positioning of the organization within the marketplace. Conducts marketing and feasibility studies for the development and construction of additional facilities. Responsible for the placement of marketing advertisements and media selection.

2118 Medical Affairs

Physician administrator reporting to the CEO and/or Board. Responsibilities include medical-administrative liaison, monitoring medical staff clinical practice, supervision of quality assurance and utilization review, development and implementation of medical staff by-laws and policies in conjunction with medical staff committees. Coordinate medical education, physician recruitment and credentialing activities. May maintain limited clinical practice but primary full-time duties are of medical-administrative nature.

2119 Nursing Home Administrator

Reports to CEO. Responsible for planning all activities of the nursing home to ensure proper health care services to residents. Administers, directs and coordinates all activities of nursing home.

2120 Nursing Services (MGR)

Assists in organizing and administering the department of nursing. Performs a variety of duties and responsibilities as delegated by the Head of Patient Services.

2121 Occupational Therapy

Directs and administers a program of occupational therapy. Establishes standards for therapy and patient participation.

2122 Patient Care (VP)

As part of senior administration, plan, organize, direct and control assigned patient care activities including Nursing and selected other patient care departments such as social service, respiratory, EEG, EKG, etc. Participates in development and implementation of hospital and patient care goals and objectives. Develops and implements an effective organization plan, including policies, procedures and personnel staffing. Directs preparation of divisional budgets and assures operation within allocated funds.

2123 Pharmacy

Plans, organizes and supervises all functions of Pharmacy. Ensures proper preparation, distribution and storage of drugs and pharmaceuticals in conformance with legal regulations and standards of the hospital/facility. Responsible for maintaining complete records concerning pharmacy activity, drug use, etc. Provides in-service education for staff and students. Provides consultative services on drug therapy.

2124 Physical Therapy

Plans and organizes the operation of the Physical Therapy department. Supervises department staff and operations. Responsible for the selection and maintenance of department equipment. Develops and monitors department budget, maintains liaison with medical staff utilizing department services.

2125 Planning

Responsible for the overall development and supervision of the hospital-wide strategic planning activities. Coordinates the collection and interpretation of information, recommendations and plans from various departments of the hospital/facility. May have responsibility for the identification of business opportunities. May conduct special studies for top management in areas such as the company's operational effectiveness or cost containment.

2126 Engineering /Maintenance

Responsibility for the overall upkeep and maintenance of the hospital/facility buildings, including electricity, physical plant and grounds.

2127 Psychology

Supervises and oversees treatment programs designed specifically to meet the psychiatric and/or substance abuse patients individual needs.

2128 Materials Management

Plans and directs all aspects of an organization's material management policies, objectives, and initiatives. Responsible for the purchase of raw materials, supplies and equipment. Requires a Bachelor's Degree *with* experience in the field. Relies on experience and judgment to plan and accomplish goals.

2129 Quality Improvement

Develops, implements and administers hospital-wide quality assurance program, with principal focus on clinical QI issues. Interfaces with departmental representatives to assure compliance with program objectives. Provides necessary guidance and direction in quality improvement matters.

2130 Rehabilitation Services

Responsible for planning, managing, coordinating and controlling Occupational, Physical and Speech Therapy services. Coordinates preparation of and administers department budget. Assists in setting up new treatment programs and is involved in all administrative, financial, staffing, space and related matters. Develops and implements department policies, systems and procedures.

2131 Respiratory Therapy

Plans and supervises all activities of the Respiratory Therapy department. Assists physicians in emergency or complex procedures; may perform pulmonary function analysis and similar studies. Supervises set-up, inspection and maintenance of respiratory therapy equipment and supplies. Maintains records of department activity. Selects, orients and trains staff. Provides supervision over department operations.

2132 Risk Management

Coordinates organizational risk management activities, including review and management of incidents, liability claims, professional liability and general insurance coverage, liability and general insurance coverage, liability prevention, etc.

2133 Social Services

Overall responsibility for the emotional, social and economic needs of patients and their families. Oversees the counseling of patients and their families regarding illness, hospitalization and financial concerns. Ensures that patients receive the maximum benefit from available sources of aid and that physicians are advised of the social and emotional factors affecting the patients' health problems. Includes discharge-planning responsibilities.

2134 Volunteers

Overall responsibility for developing, planning and directing the volunteer services function at the hospital/facility. Recruits and trains new volunteers and schedules assignments; prepares all necessary reports and evaluates and recommends improvements or changes in the program.

2135 Physician Practice Manager

Responsible for supervising the clerical and clinical staff (non-M.D.). Coordinates the daily operations to ensure a smooth work flow and timely resolution of problems. May have oversight for more than one location. Generally reports to Practice Administrator. BS Degree in business *and* three to five years experience required.

2136 Physician Practice Administrator

Provides leadership and direction in planning, directing and coordinating the operation of multiple practices. Oversees implementation of the organizations' policies and procedures. Works in collaboration with the Medical Director to coordinate business and clinical functions. Masters Degree in related field *and* six to eight years experience required.

2137 Physician Practice Site Manager

Overall administrative responsibility for non-clinical activities and non-clinical staff of a medical practice. High School/GED *and* one to two years related experience required. Usually reports to Practice Administrator.

2138 Associate Director

Responsible for day to day operational activities, including clinical services and involving the planning, coordinating and evaluation of patient care services. Reports to the Executive Director.

2139 Executive Director

Responsible for the overall management of the hospital/facility, including the management of fiscal, operational, marketing, overall planning and direction, and long range development activities. Develops and recommends policies and procedures for consideration by the governing body. Interprets and administers policies approved by the governing body.

2140 Program Manager

Implements an organization's programs. Assesses needs and ensures that program objectives are met. Provides direction and supervision to staff. Relies on experience and judgment to plan and accomplish goals. Bachelor's Degree in a related area *and* at least seven years experience required. Usually reports to and Executive.

2141 Billing Manager

Responsible for the overall management of all billing/collection operations, as well as related information systems. Associate's Degree in related area *and* three to five years required.

**Please Mail or Fax Completed Survey
By April 10, 2010**

**To:
Thornton & Associates
PO Box 1207
Scarborough, ME 04070
Fax: 207 885-9320**

**OR
E-mail
gthorn@ThorntonAndAssociates.Net**



Consultation in the areas of:

- Compensation Management
 - **Total Rewards Systems**
 - Performance Management
- **Employee Benefit Assessment/Consultation**
 - Employee Benefit Statements
 - **Human Resource Systems Services**
- Web-based Employee Benefit Communication
 - **Retained Executive Search**
 - Organization Diagnosis
 - **Project Management**
 - Strategic Planning
- **Recruitment & Retention Strategies**
 - Regulatory Compliance
- **Employee Opinion Surveying**