California’s Growing Health Care Workforce Needs

August 28, 2015
Hospital Association of Southern California (HASC)

About HASC

HASC is a regional trade association. The association provides members with public policy development and advocacy, education and the latest technical and industry information and products and services. It serves as a forum for improving access and quality.
In this presentation...

I. **Recap**: 2014 Critical Roles: CA Allied Health Workforce Follow-up Report

II. **Preliminary Survey Results**: Difficult to Fill/Hard to Recruit Occupations
Key Findings: Vacancies by Position

Higher than average vacancy rates:

- Coders
- Ultrasound Technologist
- Clinical Laboratory Scientist
- Pharmacist
- Physical Therapist

Vacancy rate is calculated as: of vacancies in the quarter / (Total # of vacancies + Total headcount)
### Key Findings: Distribution by Age Group

<table>
<thead>
<tr>
<th>Position</th>
<th>25-35</th>
<th>36-45</th>
<th>46-55</th>
<th>56-65</th>
<th>Over 65</th>
<th>Reported headcount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respiratory Therapist</td>
<td>25.0</td>
<td>29.0</td>
<td>24.0</td>
<td>18.0</td>
<td>3.0</td>
<td>5,976</td>
</tr>
<tr>
<td>Physical Therapist</td>
<td>26.0</td>
<td>33.0</td>
<td>25.0</td>
<td>14.0</td>
<td>2.0</td>
<td>3,946</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>30.0</td>
<td>32.0</td>
<td>18.0</td>
<td>16.0</td>
<td>4.0</td>
<td>5,908</td>
</tr>
<tr>
<td>CT Tech</td>
<td>18.0</td>
<td>33.0</td>
<td>28.0</td>
<td>19.0</td>
<td>2.0</td>
<td>1,435</td>
</tr>
<tr>
<td>Ultrasound Tech</td>
<td>27.0</td>
<td>30.0</td>
<td>27.0</td>
<td>15.0</td>
<td>2.0</td>
<td>2,111</td>
</tr>
<tr>
<td>Rad Tech</td>
<td>28.0</td>
<td>29.0</td>
<td>23.0</td>
<td>16.0</td>
<td>3.0</td>
<td>3,512</td>
</tr>
<tr>
<td>MRI Tech</td>
<td>18.0</td>
<td>31.0</td>
<td>30.0</td>
<td>19.0</td>
<td>2.0</td>
<td>685</td>
</tr>
<tr>
<td>Coder</td>
<td>13.0</td>
<td>23.0</td>
<td>33.0</td>
<td>26.0</td>
<td>5.0</td>
<td>1,559</td>
</tr>
<tr>
<td>CLS</td>
<td>14.0</td>
<td>18.0</td>
<td>27.0</td>
<td>32.0</td>
<td>9.0</td>
<td>4,934</td>
</tr>
</tbody>
</table>

41% of the Clinical Lab Scientist workforce is age 56 or older*
31% of Coder workforce is age 56 or older*

*Based on 4th Quarter 2014 data, approximately 226 hospitals responding
Key Findings: Top Workforce Concerns in the Next 5 Years

% of Hospitals Responding as "Concerned" to "Very Concerned" Regarding Issues that May Impact Health Workforce Shortages

- Diversity/Linguistic Population Capabilities
- Growth
- Aging Population
- Budget Cuts to Health Professions Education
- Aging Workforce
- Health Care Reform
Recommended Strategies: 2014 Follow-up Report

1. Health professional education and training programs need to evolve and innovate to meet the need of the current skill demands of health employers.

2. Partners statewide must collaborate and coordinate in order to leverage the resources that are available for workforce planning and development.

3. Employer engagement at the early stages is critical.

4. Training sources must be directed toward occupations that are in high demand.
Difficult to Fill/Hard to Recruit Survey

Preliminary Results
Difficult to Fill/Hard to Recruit Survey

- Distributed Survey: 8/4
- Hospitals in Los Angeles County
- Data Collected:
  - Difficult to Fill Occupations (Top 5)
  - # of Vacancies as of 6/30/15
  - Most Common Reason for Hiring Difficulty
Difficult to Fill/Hard to Recruit Survey (Cont’d)

- Most Common Soft Skills Lacking in Candidates
- Resources Used in Recruiting Efforts
**Participating Hospitals**

15 submissions representing 28 hospitals

<table>
<thead>
<tr>
<th>Beverly Hospital</th>
<th>Huntington Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalina Island Medical Center</td>
<td>LA County Depart. Health Svcs. (4 )</td>
</tr>
<tr>
<td>Cedars-Sinai Medical Center</td>
<td>Memorial Care Health System (5*)</td>
</tr>
<tr>
<td>Children's Hospital Los Angeles</td>
<td>Methodist Hospital of Southern CA</td>
</tr>
<tr>
<td>Good Samaritan Los Angeles</td>
<td>Providence Health &amp; Services (6)</td>
</tr>
<tr>
<td>Henry Mayo Newhall Hospital</td>
<td>St. Francis Medical Center</td>
</tr>
<tr>
<td>Hollywood Presbyterian Hospital</td>
<td>Valley Presbyterian Hospital</td>
</tr>
<tr>
<td></td>
<td>White Memorial Medical Center</td>
</tr>
</tbody>
</table>
## Difficult to Fill Occupations

(Vacancies as of 6-30-15)

<table>
<thead>
<tr>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Leadership</td>
<td>20</td>
<td>Clinical Laboratory Scientist</td>
<td>&gt;5</td>
</tr>
<tr>
<td>Assistant Nurse Manager</td>
<td>9</td>
<td>Clinical Laboratory Scientist</td>
<td>7</td>
</tr>
<tr>
<td>Case Managers</td>
<td>1</td>
<td>Clinical Laboratory Scientist</td>
<td>3</td>
</tr>
<tr>
<td>Central Supply Technician</td>
<td>1</td>
<td>Clinical Laboratory Scientist</td>
<td>2</td>
</tr>
<tr>
<td>Charge Nurse</td>
<td>1</td>
<td>Clinical Laboratory Scientist</td>
<td>3</td>
</tr>
<tr>
<td>Chief Nurse Executive</td>
<td>0</td>
<td>Clinical Laboratory Scientist (Blood Bank)</td>
<td>29</td>
</tr>
<tr>
<td>Chief Radiologic Technologist II</td>
<td>1</td>
<td>Clinical Nurse Specialist</td>
<td>2</td>
</tr>
<tr>
<td>Clinical Doc. Improv. Specialist</td>
<td>3</td>
<td>Clinical Nurse Specialist</td>
<td>1</td>
</tr>
<tr>
<td>Clinical Educator</td>
<td>14</td>
<td>Clinical Nurse Specialist - Advanced Practice</td>
<td>1</td>
</tr>
<tr>
<td>Clinical Lab Assistant</td>
<td>9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Difficult to Fill Occupations
(Vacancies as of 6-30-15)

<table>
<thead>
<tr>
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<th># Vac.</th>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Nurse IV (Charge Nurse)</td>
<td>15</td>
<td>Employee Health Nurse</td>
<td>2</td>
</tr>
<tr>
<td>Clinical Educator</td>
<td>5</td>
<td>Health Data Analyst/ Coder</td>
<td>1</td>
</tr>
<tr>
<td>Coders (in-patient, out-patient, ER)</td>
<td>3</td>
<td>Health Information Mgmt. Assistant Director</td>
<td>1</td>
</tr>
<tr>
<td>Cook</td>
<td>1</td>
<td>Health Information Mgmt. Director</td>
<td>2</td>
</tr>
<tr>
<td>Critical Care Patient Technician</td>
<td>5</td>
<td>Health Information Mgmt. Director, Med. Ctr.</td>
<td>1</td>
</tr>
<tr>
<td>CVRT I or CVRT II (Cardiovascular Techs)</td>
<td>2</td>
<td>Manager - Registered Nurse</td>
<td>3</td>
</tr>
<tr>
<td>Director of Case Management</td>
<td>1</td>
<td>Manager - Nursing Unit</td>
<td>1</td>
</tr>
<tr>
<td>Director of Medical Staff</td>
<td>1</td>
<td>Medical Records Coder</td>
<td>3</td>
</tr>
<tr>
<td>E.H.R Project Manager</td>
<td>1</td>
<td>Medical Technologist</td>
<td>1</td>
</tr>
<tr>
<td>Electroencephalograph Tech II</td>
<td>1</td>
<td>Monitor Technician</td>
<td>10</td>
</tr>
</tbody>
</table>
### Difficult to Fill Occupations

#### (Vacancies as of 6-30-15)

<table>
<thead>
<tr>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Practitioner</td>
<td>11</td>
<td>Registered Nurse - Case Manager</td>
<td>2</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>1</td>
<td>Registered Nurse - Cath Lab</td>
<td>2</td>
</tr>
<tr>
<td>Nurse Practitioner in Neonatal/Ambulatory Clinics</td>
<td>&gt;3</td>
<td>Registered Nurse - ED, ICU, OR</td>
<td>17</td>
</tr>
<tr>
<td>Nursing Educators</td>
<td>1</td>
<td>Registered Nurse - Emergency</td>
<td>100</td>
</tr>
<tr>
<td>Operating Room Manager</td>
<td>1</td>
<td>Registered Nurse - Emergency Department</td>
<td>19</td>
</tr>
<tr>
<td>Patient Care Services Managers</td>
<td>&gt;2</td>
<td>Registered Nurse - Emergency Dept.</td>
<td>15</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>2</td>
<td>Registered Nurse - Emergency Room</td>
<td>4</td>
</tr>
<tr>
<td>Physical Therapist</td>
<td>1</td>
<td>Registered Nurse - Experienced</td>
<td>31</td>
</tr>
<tr>
<td>Physical Therapist-Dept. Mgmt.</td>
<td>1.5</td>
<td>Registered Nurse - ICU</td>
<td>30</td>
</tr>
<tr>
<td>Plumber</td>
<td>1</td>
<td>Registered Nurse - Labor and Delivery</td>
<td>7</td>
</tr>
<tr>
<td>Recreation Therapist I</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Difficult to Fill Occupations

(Vacancies as of 6-30-15)

<table>
<thead>
<tr>
<th>Difficult to Fill Occupations</th>
<th># Vac.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse - Med/Surg</td>
<td>30</td>
</tr>
<tr>
<td>Registered Nurse - NICU/OR/CTICU/Cath Lab</td>
<td>&gt;10</td>
</tr>
<tr>
<td>Registered Nurse - Operating Room</td>
<td>9</td>
</tr>
<tr>
<td>Registered Nurse - Operating Room</td>
<td>4</td>
</tr>
<tr>
<td>Registered Nurse - Surgery</td>
<td>3</td>
</tr>
<tr>
<td>Registered Nurse - Surgical Services Unit</td>
<td>7</td>
</tr>
<tr>
<td>Registered Nurse - Telemetry</td>
<td>300</td>
</tr>
<tr>
<td>Social Worker - MSW</td>
<td>1</td>
</tr>
<tr>
<td>Surgical Services Educator</td>
<td>1</td>
</tr>
<tr>
<td>Surgical Technician</td>
<td>3</td>
</tr>
</tbody>
</table>
# Reasons for Difficulty in Hiring

## Occupations

<table>
<thead>
<tr>
<th>Reason for Hiring Difficulty</th>
<th># Occupations Reported</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants Lack Relevant Work Experience</td>
<td>57</td>
<td>88%</td>
</tr>
<tr>
<td>Applicants Lack Education Credentials</td>
<td>29</td>
<td>45%</td>
</tr>
<tr>
<td>Applicants Lack Technical or Occupational Skills</td>
<td>14</td>
<td>22%</td>
</tr>
<tr>
<td>Low Number of Applicants</td>
<td>49</td>
<td>75%</td>
</tr>
<tr>
<td>Applicants Unwilling to Accept Offered Wages</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>6%</td>
</tr>
</tbody>
</table>
# Soft Skills Lacking by Job Candidates

<table>
<thead>
<tr>
<th>Most Common Soft Skills Lacking</th>
<th># Resp.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance Record/Dependability</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td>Communication Skills</td>
<td>5</td>
<td>7%</td>
</tr>
<tr>
<td>Critical &amp; Analytical Thinking or Problem Solving</td>
<td>27</td>
<td>38%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>8</td>
<td>11%</td>
</tr>
<tr>
<td>Enthusiasm</td>
<td>5</td>
<td>7%</td>
</tr>
<tr>
<td>Interpersonal Skills</td>
<td>16</td>
<td>22%</td>
</tr>
<tr>
<td>Reading &amp; Using Information</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Teamwork</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td>Writing</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
## Recruiting Efforts Used

<table>
<thead>
<tr>
<th>Resources</th>
<th># Resp.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet, electronic job boards</td>
<td>15</td>
<td>100%</td>
</tr>
<tr>
<td>Word of mouth</td>
<td>13</td>
<td>87%</td>
</tr>
<tr>
<td>Social networking</td>
<td>13</td>
<td>87%</td>
</tr>
<tr>
<td>Job fairs</td>
<td>9</td>
<td>60%</td>
</tr>
<tr>
<td>Recruiting agency/temporary employment services</td>
<td>8</td>
<td>53%</td>
</tr>
<tr>
<td>Four-year colleges &amp; universities</td>
<td>8</td>
<td>53%</td>
</tr>
<tr>
<td>Community/technical colleges</td>
<td>3</td>
<td>20%</td>
</tr>
<tr>
<td>Community based organizations</td>
<td>3</td>
<td>20%</td>
</tr>
<tr>
<td>Local Newspapers</td>
<td>2</td>
<td>13%</td>
</tr>
</tbody>
</table>
Next Steps

• Analyze data and produce final report. (Sept.)
• Discuss findings with internal association committees, education/training providers and other community stakeholders.
• Develop strategies.
For more information:

Contact:

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213-538-0763