

## 2. Nursing / Medical

- 2.01 Medical Assistant
- 2.04 Nursing Assistant, Certified (NAC)
- 2.06a LPN - Acute Care
- 2.06b LPN - Clinic
- 2.06c LPN - Home Care / Hospice
- 2.07a RN - Acute Care
- 2.07b RN - Clinic
- 2.07c RN - Home Care / Hospice
- 2.10a Nurse Practitioner - Primary Care
- 2.10b Nurse Practitioner - Specialized
- 2.16a Physician Assistant - Primary Care
- 2.16b Physician Assistant - Specialized
- 2.16c Physician Assistant - Surgical
- 2.24 Clinical Nurse Specialist

## 6. Laboratory

- 6.03 Phlebotomist
- 6.05 Medical Technologist (ASCP)

## 11. HIM / Clinical Informatics / IT

- 11.03 Registered Health Information Technician / Coder (RHIT)
- 11.65 Clinical Documentation Analyst

## 12. Business Office

- 12.01 Patient Account Representative
- 12.06a Clinic Reimbursement / Coding Specialist
- 12.11 Patient Registrar / Patient Access Representative

## 13. Administrative Services

- 13.25a Human Resources Generalist
- 13.25b Human Resources Generalist - Senior

## 14. Quality Assurance

- 14.01 Quality Assurance Analyst
- 14.06 Epidemiologist - Infection Control Nurse - Non M.D.

## 15. Administration

- 15.10b Clinic Manager I
- 15.11 Clinic Manager II
- 15.12 Clinic Manager III
- 15.16 Diagnostic Imaging Director
- 15.17 Diagnostic Imaging Manager
- 15.18 Diagnostic Imaging Supervisor
- 15.40 Health Information Management (HIM) Director
- 15.41a Health Information Management (HIM) Supervisor\*\***
- 15.42 Nursing Director
- 15.44 Nursing Dept. Manager / Supervisor - Clinic
- 15.45 Nursing Manager - Acute Care (Single Unit)
- 15.46 Nursing Manager - Acute Care (Multiple Units)
- 15.73a Quality Assurance Director
- 15.73b Quality Manager

***Plus updated salary adjustment trend data***



15.10b	Clinic Manager I	12.01	Patient Account Representative
15.11	Clinic Manager II	12.11	Patient Registrar / Patient Access Representative
15.12	Clinic Manager III	6.03	Phlebotomist
12.06a	Clinic Reimbursement / Coding Specialist	2.16a	Physician Assistant - Primary Care
11.65	Clinical Documentation Analyst	2.16b	Physician Assistant - Specialized
2.24	Clinical Nurse Specialist	2.16c	Physician Assistant - Surgical
15.16	Diagnostic Imaging Director	14.01	Quality Assurance Analyst
15.17	Diagnostic Imaging Manager	15.73a	Quality Assurance Director
15.18	Diagnostic Imaging Supervisor	15.73b	Quality Manager
14.06	Epidemiologist - Infection Control Nurse - Non M.D.	11.03	Registered Health Information Technician / Coder
15.4	Health Information Management (HIM) Director	(RHIT)	
<b>15.41a</b>	<b>Health Information Management (HIM) Supervisor**</b>	2.07a	RN - Acute Care
13.25a	Human Resources Generalist	2.07b	RN - Clinic
13.25b	Human Resources Generalist - Senior	2.07c	RN - Home Care / Hospice
2.06a	LPN - Acute Care		
2.06b	LPN - Clinic		
2.06c	LPN - Home Care / Hospice		
2.01	Medical Assistant		
6.05	Medical Technologist (ASCP)		
2.10a	Nurse Practitioner - Primary Care		
2.10b	Nurse Practitioner - Specialized		
2.04	Nursing Assistant, Certified (NAC)		
15.44	Nursing Dept. Manager / Supervisor - Clinic		
15.42	Nursing Director		
15.46	Nursing Manager - Acute Care (Multiple Units)		
15.45	Nursing Manager - Acute Care (Single Unit)		



(continued)

## Job Descriptions

### GENERAL GUIDELINES . . .

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although many job descriptions specify a **college degree** as a typical qualification, a degree is not an absolute necessity. Equivalent knowledge and experience may be substituted for a degree in many instances. When a degree is mentioned as a typical qualification, it is assumed to be in a related discipline. A bachelor's degree is implied unless otherwise stated.
- Most job descriptions specify a **minimum length of experience as a typical qualification**. The number of years should be used as a guideline only. **Job-related experience is always implied**.
- Some jobs specify a **particular level in a typical job hierarchy** (e.g., Accountant - Senior). All job titles in this survey which do not identify a level (e.g., Senior) are referring to the intermediate level. Organizations with a one-level job (no junior or senior level) will usually be able to match their job to the intermediate level.
- The **intermediate level** is considered a fully trained, fully proficient level.



## 2. NURSING / MEDICAL

### 2.01 Medical Assistant

*Assists physician with all back office duties • Takes patient's history • Administers injections • Assists in examinations and procedures • Performs laboratory and radiological examinations • May have a specialty area • This position requires knowledge of clinical standards, practices, and procedures, and 2 or more years of experience as a Medical Assistant. This is the certified level.*

### 2.04 Nursing Assistant, Certified (NAC)

*Assists professional nursing personnel by performing tasks involving direct and indirect patient care, treatment and maintenance of the nursing unit • Requires State NAC certification.*

### 2.06a LPN - Acute Care

*Delivers and executes daily routine nursing care and services to patients in an acute care setting which may include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. • Works as a team member under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well being of the patient and family • Makes independent decisions in the execution of daily routine duties • Requires the graduation of an accredited LPN course and current state licensure • Previous acute care nursing experience is preferred.*

### 2.06b LPN - Clinic

*Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient and makes physical assessment of patient's conditions • Triage patient telephone requests • Counsels patients • Calls in pharmacy refills • Requires graduation from an accredited LPN course and current state licensure • Previous nursing experience in a medical office setting is preferred.*

### 2.06c LPN - Home Care / Hospice

*Under the direct supervision of a Registered Nurse, assists in the implementation of the nursing care plan, including preventative and rehabilitative nursing procedures, observation and reporting of signs and symptoms, patient/family teaching, discharge planning, and record keeping • Requires graduation from an accredited LPN course and current State licensure • Previous home care nursing experience preferred.*

### 2.07a Registered Nurse - Acute Care

*Assesses, plans, coordinates, and renders skilled nursing care to patients in an acute care setting • Oversees, delegates and evaluates the delivery of patient care provided by lower level practitioners • Requires substantial specialized knowledge, judgement and skill based upon the principles of biological, physiological, behavioral and sociological sciences • Uses critical thinking skills in making decisions regarding patient care • Requires graduation from an accredited school of nursing and current state licensure • Previous acute care nursing experience is preferred.*

### 2.07b Registered Nurse - Clinic

*Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient, and makes physical assessment of patient's condition • Triage patient telephone requests • Counsels patients • Calls in pharmacy refills • Requires graduation from an accredited school of nursing and current state licensure • Previous nursing experience in a medical office setting is preferred.*

### 2.07c Registered Nurse - Home Care / Hospice

*Assesses, plans, and renders skilled nursing care to patients in an isolated home setting • Uses considerable judgement and skill in making patient care decisions • Coordinates continued patient care with a multidisciplinary team of physical therapists, occupational therapists, speech language pathologist, and social workers • Requires previous home care nursing experience, graduation from an accredited school of nursing, and current state licensure.*

### **2.10a Nurse Practitioner - Primary Care**

*Provides primary healthcare services to hospital and clinic patients • Performs examinations; performs or orders diagnostic tests; establishes diagnosis; prescribes medications; instructs patients and family members about continuing care • Does not include specialized or surgical practitioners • Typically requires current State RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).*

### **2.10b Nurse Practitioner - Specialized**

*Provides primary healthcare services to hospital and clinic patients • Performs examinations; performs or orders diagnostic tests; establishes diagnosis; prescribes medications; instructs patients and family members about continuing care • Does not include general or surgical practitioners • Typically requires current State RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).*

### **2.16a Physician Assistant - Primary Care**

*Provides appropriate primary care to patients • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Does not include specialized or surgical physician assistants • Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

### **2.16b Physician Assistant - Specialized**

*Provides appropriate specialized care to patients • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Include PAs not represented in 2.16a and 2.16c • Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

### **2.16c Physician Assistant - Surgical**

*Provides primarily surgical assistance • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Does not include general or specialized physician assistants • Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

### **2.24 Clinical Nurse Specialist**

*Provides clinical expertise in defined area of specialization, such as gynecology, psychology, cardiology, oncology, and gerontology • Observes and evaluates nursing care • Plans and conducts staff development programs • Defines standards of practice in area of specialization • Functions autonomously and in collaboration with healthcare providers as a practitioner, educator, consultant and researcher • Typically requires current State RN licensure, a master's degree in nursing, and a minimum of 3 years of experience in area of specialization.*

## **6. LABORATORY**

### **6.03 Phlebotomist**

*Obtains blood samples by skin puncture, venipuncture, and arterial gasses • Instructs patients in proper collection of urine samples • Performs fingersticks • Prepares samples for reference labs • May perform EKGs, urinalysis, and plate cultures • May label and prepare hematology slides • Typically requires completion of a phlebotomy course or an accredited medical assistant course or 6 months laboratory experience and certification as a Healthcare Assistant.*

### **6.05 Medical Technologist (ASCP)**

*Performs routine and complex analysis • Monitors quality control • Exercises independent judgment in lab decisions • May work in hematology, chemistry, microbiology • Requires a bachelor's degree in medical technology or related field and completion of a 12 month internship from an accredited training program, completion of ASCP exam, and 1-2 years medical technology experience.*

## **11. HIM / CLINICAL INFORMATICS / IT**

### **11.03 Registered Health Information Technician / Coder (RHIT)**

*Responsible for reviewing discharge abstracts and patient charts in order to assign the appropriate ICD-CM/CPT codes to diagnoses and procedures • Reviews charts for potential liability risk and documents specific information as necessary • Performs studies as requested by physicians or administration • Maintains State reporting documentation for certain procedures in compliance with regulations • Typically requires an AA degree in Medical / Health Records, RHIT or CCS Certification by the American Health Information Management Association, and a minimum of 6 months to 1 year experience.*

### **11.65 Clinical Documentation Analyst**

*Responsible for improving the overall quality and completeness of clinical documentation, performing clinical documentation review and admission/continued stay reviews • Facilitates modifications to overall quality and completeness of medical record documentation, through extensive interaction with physicians, nursing staff, other patient caregivers, and coding staff to ensure that appropriate reimbursement is received for the level of service rendered to patients • This is a professional level position requiring a licensed RN, 5 years of recent clinical experience to include ICD coding experience.*

## 12. BUSINESS OFFICE

### 12.01 Patient Account Representative

Researches patients' questions about accounts, makes adjustments to patients' accounts, responds to written correspondence from patients, researches and reconciles credit balances • Typically requires 1 or more years of experience in patient accounts, and extensive knowledge of medical insurance, CPT and diagnosis codes.

### 12.06a Clinic Reimbursement / Coding Specialist

Completes on-site routine and complex encounter form coding for ambulatory professional services; acts as clinic site expert on third party billing, cash management, referral, and coding processes • Typically requires a bachelor's degree and 1 year vocational training in related field, and a minimum of 1 year ambulatory practice experience • Typically requires CPC certification and 1 year experience with coding ICD, CPT, and HCPCS.

### 12.11 Patient Registrar / Patient Access Representative

Responsible for welcoming the patient into the care delivery setting and initiates the documentation required for the patient's clinical care as well as the financial clearance • Ensures accurate patient admission/ registration • Works closely with both the financial team and the clinical team to ensure the optimum patient experience, accurate registration, and maximum cash flow and reimbursements • Typically requires knowledge of medical terminology and insurance/ payor requirements, vocational or 2 years college level education and 1 year patient registration or healthcare business office experience • National Certification preferred.

## 13. ADMINISTRATIVE SERVICES

### 13.25a Human Resources Generalist

Administers programs, procedures, and plans used in carrying out human resource policies • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.

### 13.25b Human Resources Generalist - Senior

Administers programs, procedures, and plans used in carrying out human resource policies • May include strategic business partner duties • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • This is the senior level human resource staff professional, typically requiring a degree and 5 or more years of experience.

## 14. QUALITY ASSURANCE

### 14.01 Quality Assurance Analyst

Retrieves data from medical records using criteria established by healthcare professionals • Performs on-going monitoring and generic screens to identify cases for professional review • Tabulates data, writes reports, and performs appropriate statistical tests • Typically requires RHIA or RHIT, and prior experience in chart analysis.

### 14.06 Epidemiologist - Infection Control Nurse - Non M.D.

Performs surveillance and data collection/analysis of hospital's infection-control program • Serves as a member of the Infection Control Committee • Directs and /or coordinates the hospital's educational efforts with respect to the infection control and waste disposal program • Typically requires current RN licensure, knowledge of epidemiology, or a bachelor's degree in microbiology or M.T. with previous experience.

## 15. ADMINISTRATION

### 15.10b Clinic Manager I

*Directs the business, technical, and nursing support activities of a medical clinic* • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports • Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years of experience, including 3 years supervisory experience* • *May include clinics with fewer than 3 multi-specialty areas and/or 10 or fewer physicians/ARNPs/PAs.*

### 15.11 Clinic Manager II

*Directs the business, technical, and nursing support activities of a multi-specialty medical clinic* • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports • Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years of experience, including 3 years supervisory experience* • *Typically includes clinics with more than 3 multi-specialty areas and/or 11-30 physicians/ARNPs/PAs.*

### 15.12 Clinic Manager III

*Directs the business, technical, and nursing support activities of a multi-specialty medical clinic* • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports • Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years of experience, including 3 years supervisory experience* • *Typically includes clinics with multi-specialty areas and more than 30 physicians/ARNPs/PAs.*

### 15.16 Diagnostic Imaging Director

*Responsible for the administration, technical direction, and long range planning for the Diagnostic Imaging Department and other imaging services such as radiology, special procedures, ultrasound, angiography, nuclear medical, etc.* • This is the top non-physician management position within imaging • *Typically oversees over 60 employees* • *Typically requires a degree and 4-6 years of experience.*

### 15.17 Diagnostic Imaging Manager

*Manages several diagnostic imaging departments such as radiology, ultrasound, nuclear medicine, and computed tomography* • Responsible for technical direction and overall operations • *Typically supervises 40-50 employees* • *Requires a degree, certification with ARRT, and 3-5 years of experience* • *Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or the mid-management level within larger organizations (over 1,000 employees).*

### 15.18 Diagnostic Imaging Supervisor

*Supervises one or more diagnostic imaging services* • Evaluates quality of radiographs, procedures, and services • Responsible for the selection, training, and performance for compliance with accreditation, legal, and other regulatory requirements • *Typically requires certification with the American Registry of Radiologic Technologists and 3 years of experience as a Radiology Technologist, including 1 year of supervisory experience.*

### 15.40 Health Information Management (HIM) Director

*Overall responsibility for direction of HIM and other related services, including electronic medical records* • Oversees managers or supervisors of any or all of the above • *Typically requires RHIA certification with strong management background.*

### 15.41a Health Information Management (HIM) Supervisor\*\*

*Manages daily operation of HIM department, including electronic medical records* • Establishes systems and procedures for the distribution and use of medical records throughout the facility • Responsible for the selection, training, and performance evaluation of department personnel • *Typically requires 3 years of experience in medical records including 1 year as supervisor in a healthcare setting.*

#### **15.42 Nursing Director**

*This is the number two nursing position in an acute medical setting • Coordinates administrative and/or clinical functions in nursing units, clinics, and treatment or diagnostic areas such as respiratory therapy, dialysis, and pulmonary function • Directs areas through subordinate managers • Typically requires a current RN licensure, master's preferred, 3-5 years supervisory experience, and 3 years nursing experience.*

#### **15.44 Nursing Department Manager / Supervisor - Clinic**

*Manages nursing services in a clinic setting • Directs the day-to-day activities of the nursing department • Works directly with physicians regarding their practice related to the nursing department • Typically requires a BSN, 3-5 years supervisory experience, and 3 years nursing experience.*

#### **15.45 Nursing Manager - Acute Care (Single Unit)**

*Manages nursing services on a 24-hour basis for an individual clinical unit, such as Labor and Delivery, Intensive Care, or a Medical Surgical Unit • Plans and supervises patient care, manages nursing and support personnel assuring that appropriate continuing education is maintained, and resolves emergency and problem situations • Responsibility typically includes developing or contributing to annual operating budget and monitoring expenses within prescribed parameters • Typically requires a degree in nursing and 3-5 years combined clinical or supervisory experience.*

#### **15.46 Nursing Manager - Acute Care (Multiple Units)**

*Manages nursing services on a 24-hour basis for a group of clinical services • Plans and supervises patient care, manages nursing and support personnel assuring that appropriate continuing education is maintained, and resolves emergency and problem situations • Responsibility typically includes developing or contributing to annual operating budget and monitoring expenses within prescribed parameters • Typically requires a degree in nursing and 3-5 years combined clinical or supervisory experience.*

#### **15.73a Quality Assurance Director**

*Functions as an information coordinator for the hospital-wide quality assurance program • Directs development of monitors, including generic screens, to assess the quality of care provided to patients • Supports the overall quality assurance reporting system to assure that information is being channeled to appropriate oversight committees • Provides consultation to healthcare providers as needed to facilitate problem-focused studies of patient care, which may include advice and support for clinical/legal implications of quality issues • May include Risk Management responsibilities • Typically requires an RN or RHIA with strong information management background, a working knowledge of quality assurance, and demonstrated ability to work collaboratively with other hospital healthcare providers • Typically supervises 4-8 employees.*

#### **15.73b Quality Manager**

*Identifies, integrates, and manages process improvement methodologies to facilitate and influence sustainable performance improvements • Oversees complex analysis of data for use in data driven improvements • Acts as liaison regarding performance improvement initiatives and activities among stakeholders at all levels of the organization • Works collaboratively with risk management to investigate significant and seminal events and coordinate the root cause analysis process • Provides oversight for department staff and ensures accurate reporting of quality outcomes to appropriate registry as required • Typically requires a bachelor's degree, licensure or certification in a recognized health discipline, and 5 years of experience.*