

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

11. HIM / Clinical Informatics / IT

- 11.02a Health Information Management Technician
- 11.03 Registered Health Information Technician / Coder (RHIT)
- 11.65 Clinical Documentation Analyst

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

- 15.02 Patient Access Manager
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- 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 and COVID-19 compensation impacts

36 benchmark positions



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. • Requires RN with 3 years emergency department experience.

11. HIM / CLINICAL INFORMATICS / IT

11.02a Health Information Management (HIM) Technician

Responsible for maintaining the order of patient charts and filing all correspondence, lab, and x-ray reports as well as dictated notes into patients' charts • Photocopies or scans patient records • Researches location of charts and may provide back-up on phones • May include electronic (EMR) and paper-based record systems • This is an entry level position, typically requiring a high school diploma or GED and typically 6 months general clerical experience.

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.

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 ongoing 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

15.02 Patient Access Manager

Manages the activities of the admitting office • Supervises admission of inpatients and registration of outpatients and short stay surgery patients • Works with physicians and nurses to ensure efficient use of hospital beds • Supervises staff, prepares budgets and reports • Ensures that necessary insurance information and legal authorizations are obtained • *Typically requires an associate degree and 4-6 years of experience, including 2 years supervisory experience* • *May not be top level in larger organization.*

15.06 Business Office Manager

Manages the activities of the patient accounting and collection functions • Establishes policies and procedures for patient billing, advance payments, collections, and third-party payments according to administrative and legal requirements • May also be responsible for the inpatient/outpatient admitting function • *Typically requires a degree and 3-5 years of experience.*

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.

15.42 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.