

# Southeast Alaska Health Care Workforce Analysis



SOUTHEAST  
CONFERENCE



ALASKA STATE HOSPITAL &  
NURSING HOME ASSOCIATION

**Bartlett**  **SEARCHC**  
Regional Hospital SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM



UAA College of Health  
UNIVERSITY of ALASKA ANCHORAGE

  
UNIVERSITY  
of ALASKA  
SOUTHEAST

 Prepared by  
Rain Coast Data

# Workforce Assessment Survey

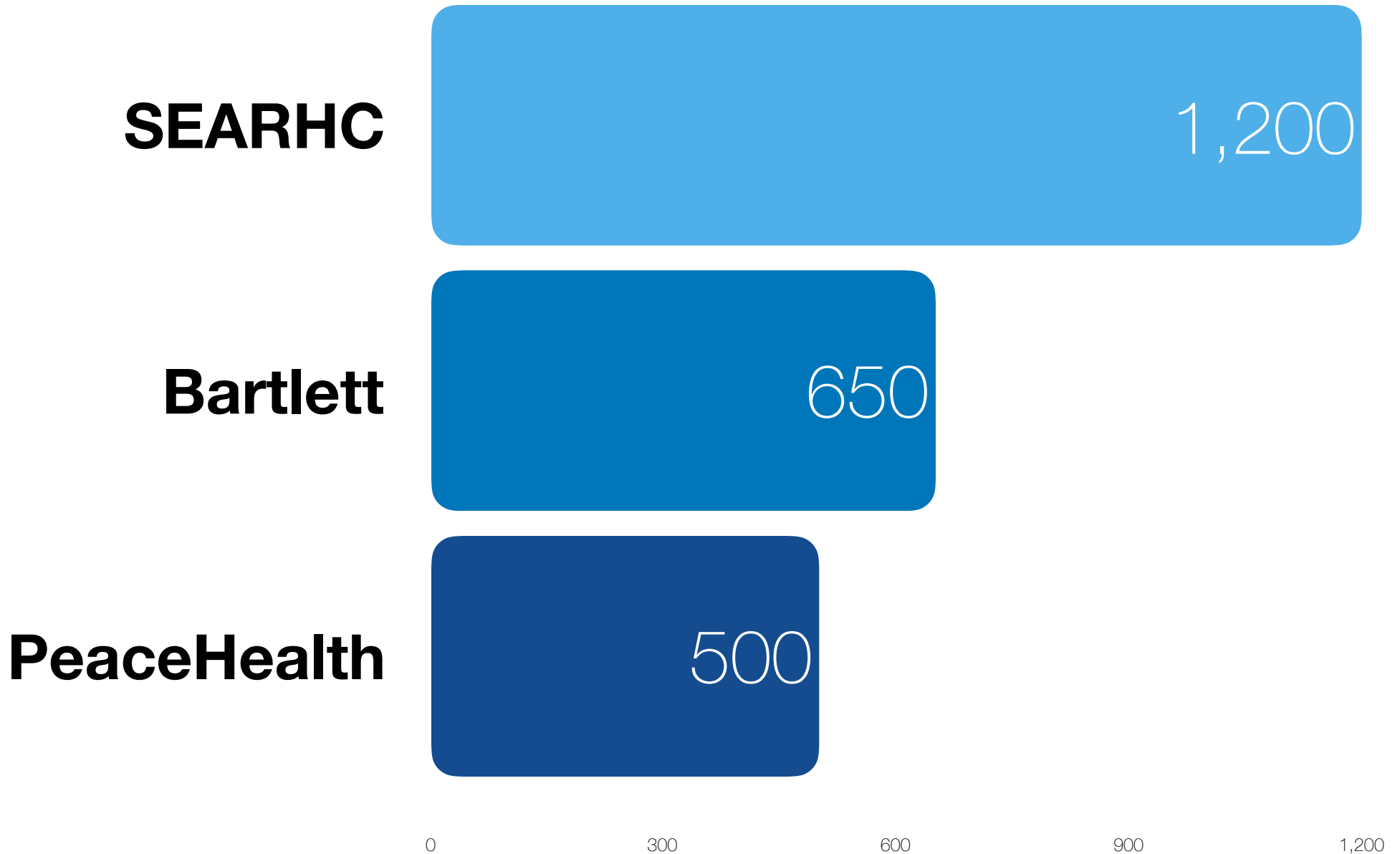
- **43 Questions**
- **22 Surveys**
- **3,200 Workers Represented**
- **80% of all SE Health Care Workforce**



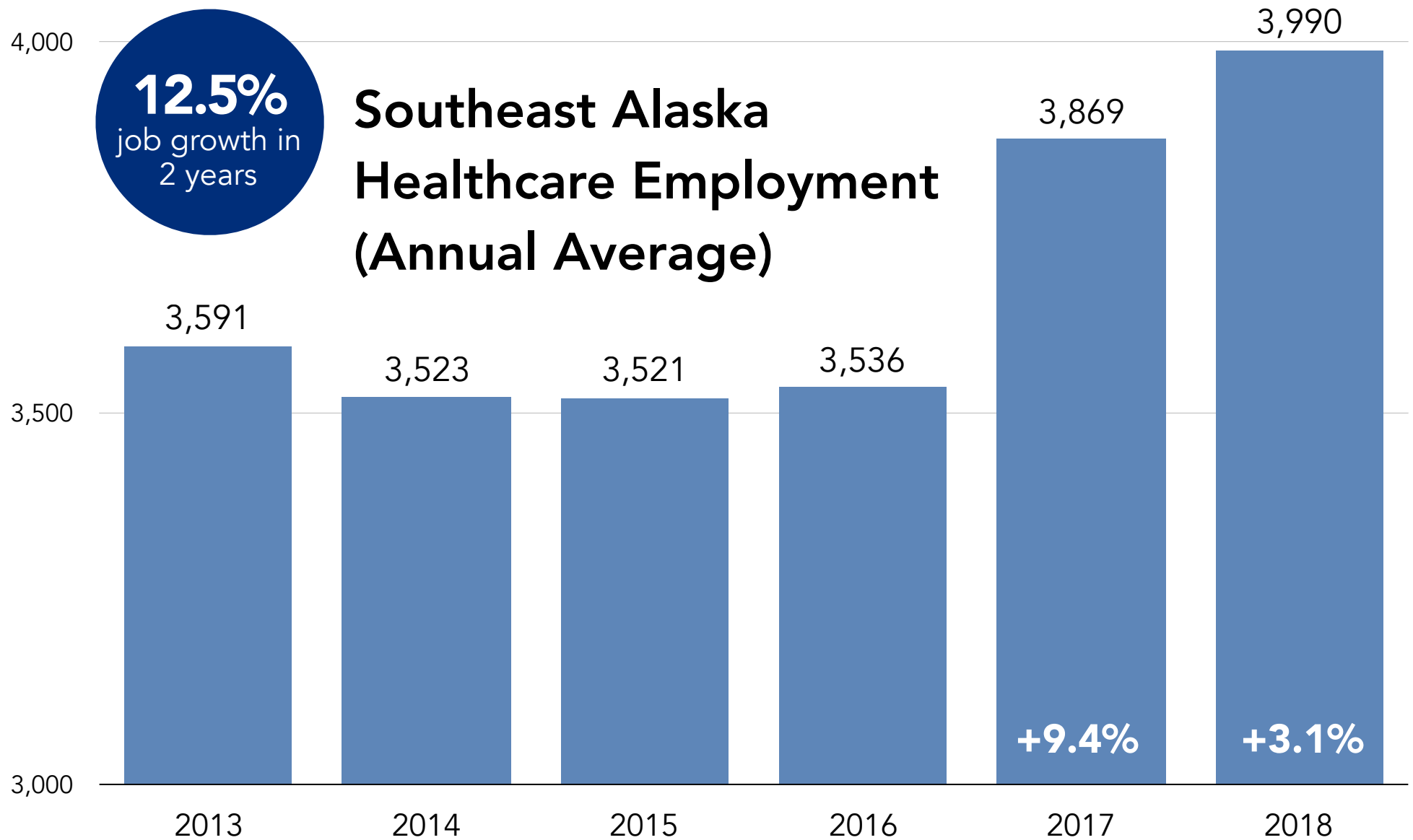
# Steering Committee 14

University of Alaska: **Rick Caulfield**, UAS Chancellor; **Jeff Jessee**, UAA College of Health Dean; **Kathryn Craft**, UAA Senior Director of Statewide Health Programs and Development; and **Karen Carey**, UAS Provost. Bartlett Regional Hospital: **Charles Bill**, CEO; **Dallas Hargrave**, Human Resources Director. SEARHC: **Dan Neumeister**, COO; **Alexa Koontz**, Vice President Chief Human Resources Officer. Alaska State Hospital & Nursing Home Association: **Jeannie Monk**, Senior Vice President. PeaceHealth Ketchikan: **Matt Eisenhower**, Executive Director of Community Health Development and Foundation. Petersburg Medical Center: **Phil Hofstetter** CEO. Senior Citizen Support Services, Inc: **Sioux Douglas** President. Ketchikan Pioneer Home: **Julie Sande** Administrator. Southeast Alaska Area Health Education Center: **Joan Pardes**, Center Director.

# Top Health Care Employers SE

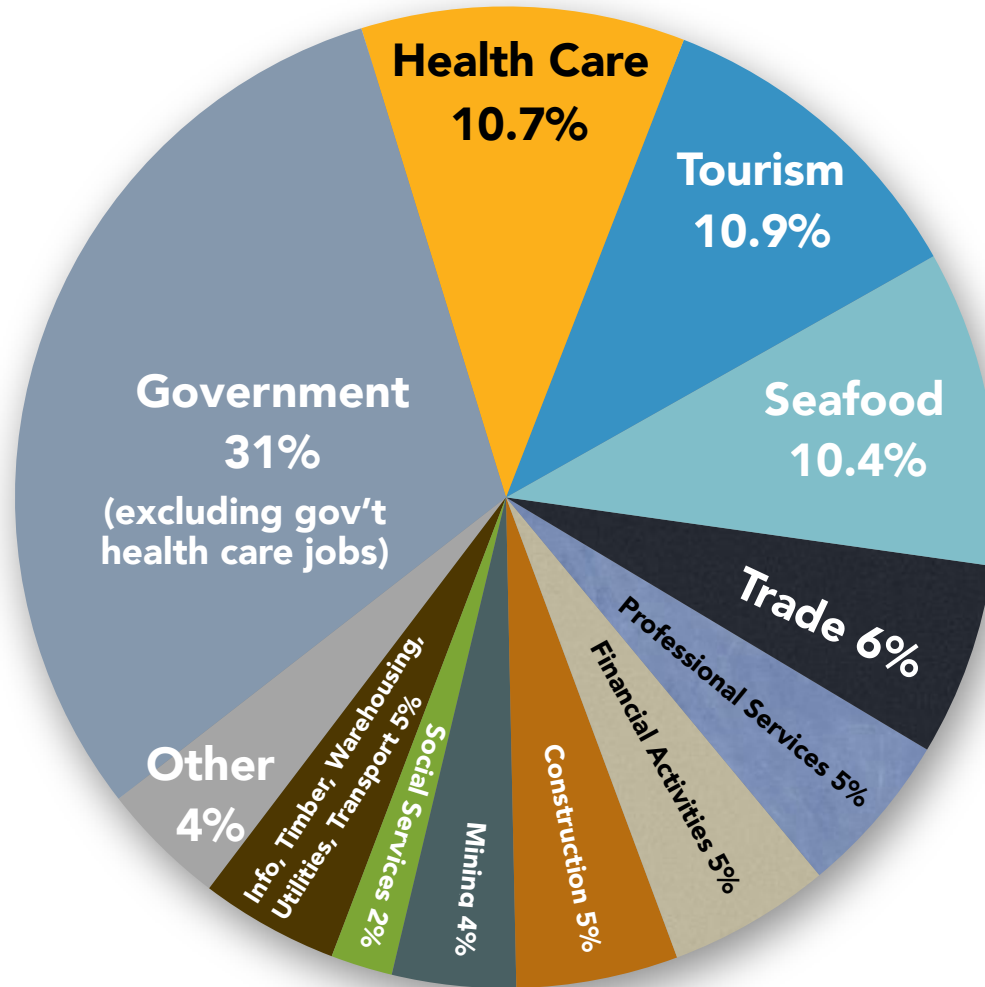


# Southeast Health Care Jobs



# Southeast Health Care Earnings

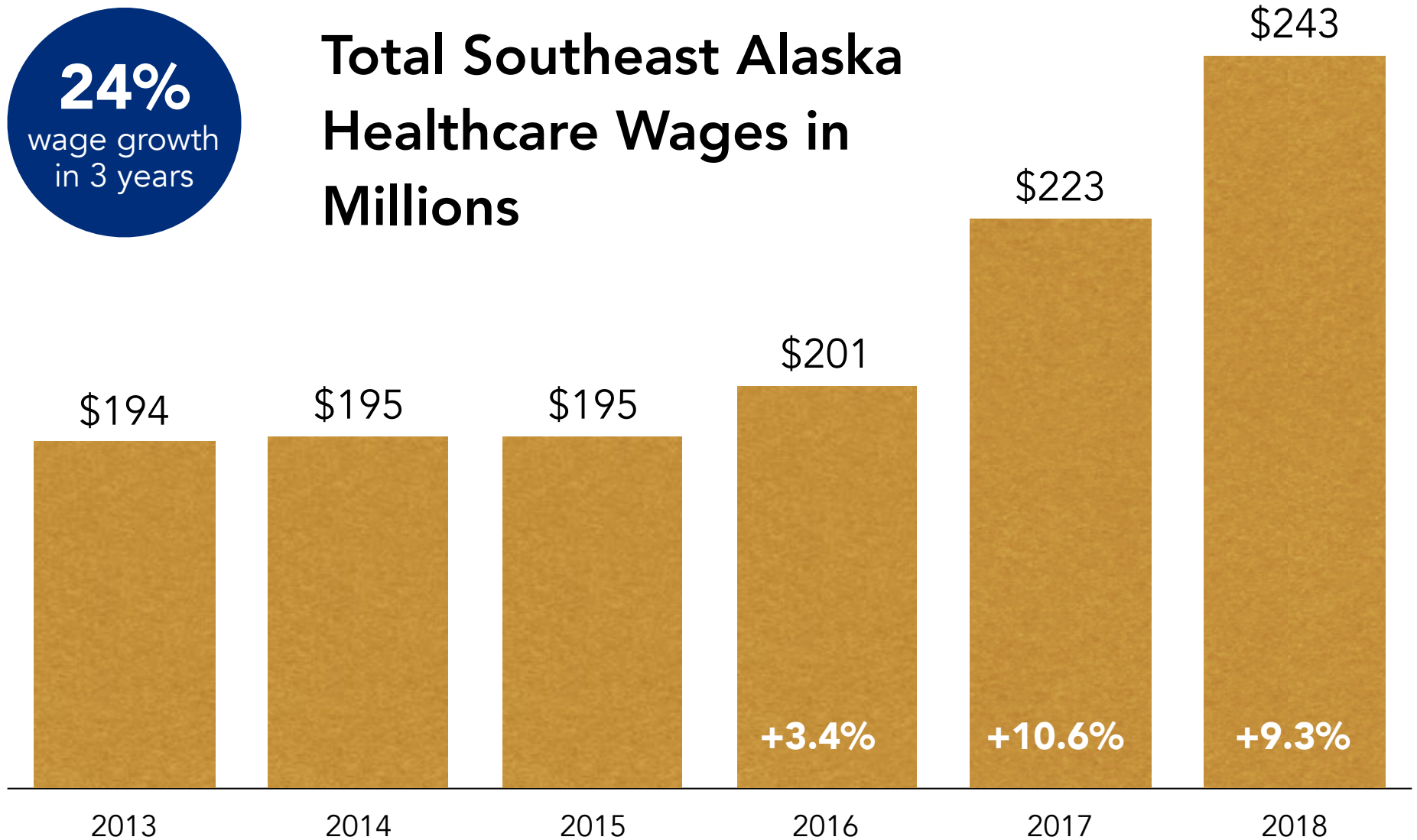
## Southeast Alaska Wages 2018



# Southeast Health Care Earnings

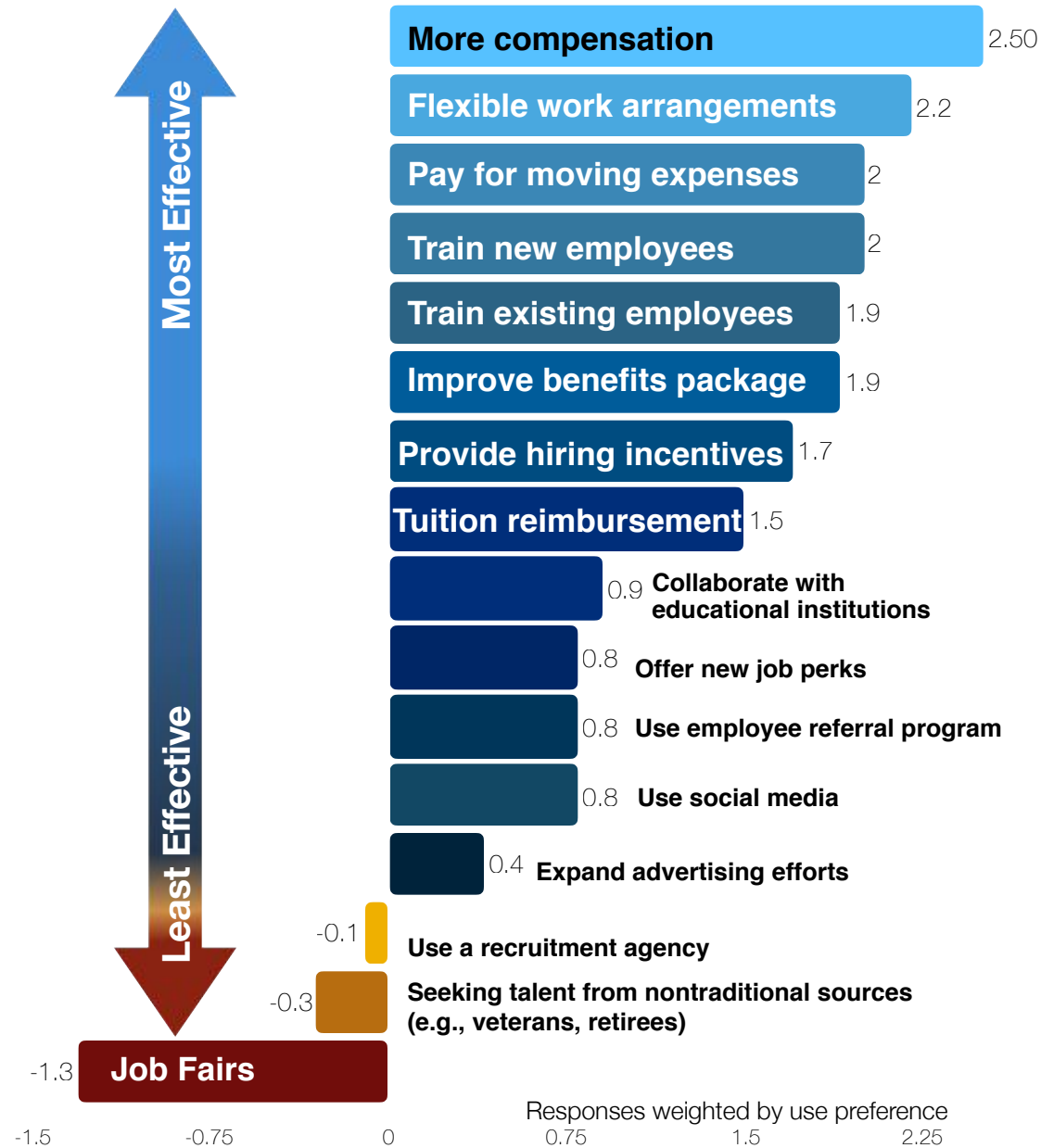
**24%**  
wage growth  
in 3 years

## Total Southeast Alaska Healthcare Wages in Millions



# Effective Health Care Worker Recruitment Strategies Findings

Southeast Alaska health care leaders were asked to rank the effectiveness of 16 recruitment strategies. This is a weighted ranking of their responses.



# Best/Least Effective Recruitment Strategies



The most effective recruitment tools by Southeast health care institutions include better compensation and more flexible work arrangements.

The least effective was use of job fairs.

**#1. More compensation**

**#2. Flexible work arrangements**

**#3. Pay for moving expenses**

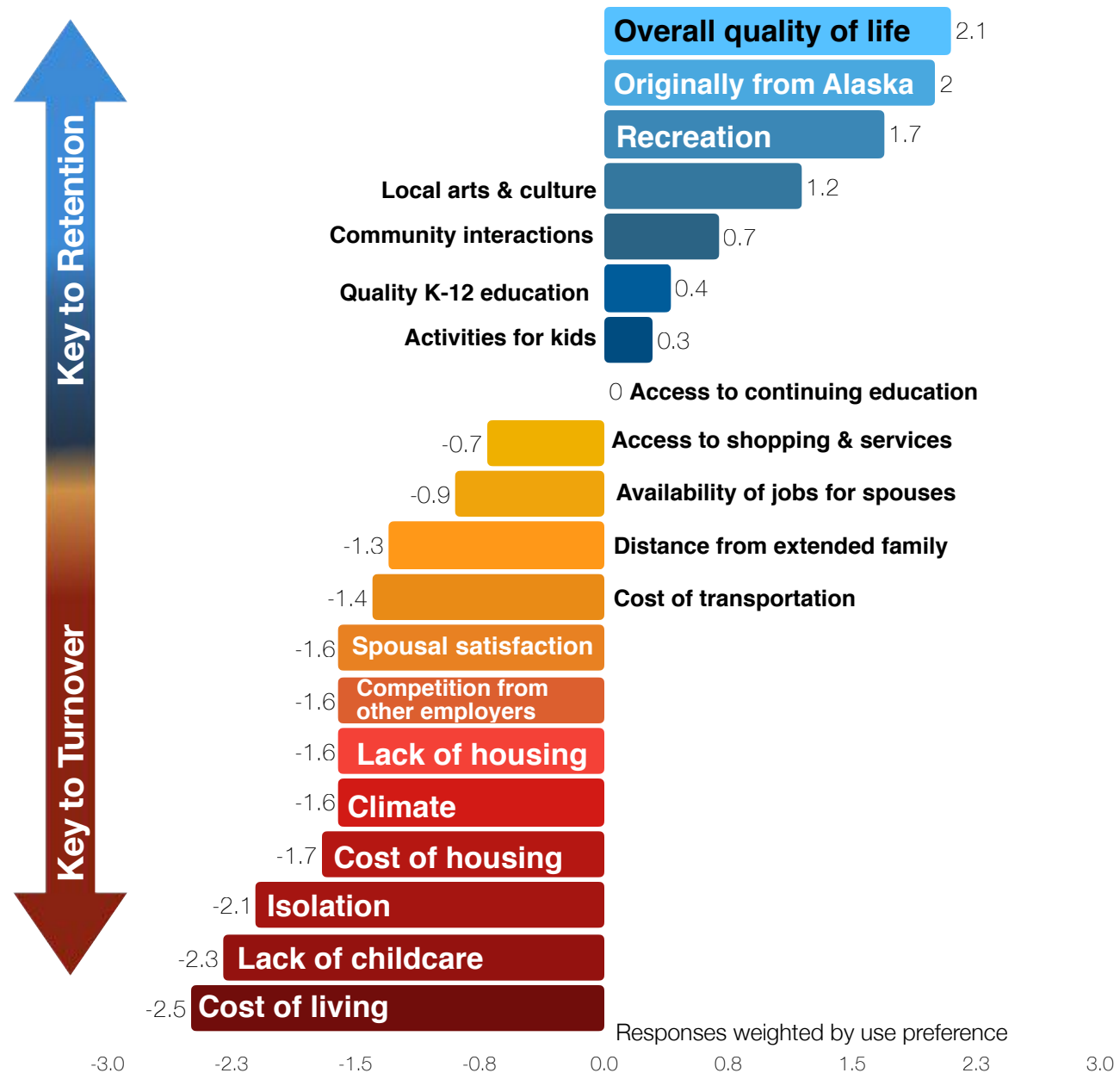
**#14. Use a recruitment agency**

**#15. Seeking talent from nontraditional sources**

**#16. Job Fairs**

# Health Care Worker Retention & Turnover Factors

Southeast Alaska health care leaders were asked to rank the significance of 20 factors that result in long term retention, or in staff turnover. This is an overall ranking of their responses.



# PRIMARY RETENTION & TURNOVER FACTORS

The high quality of life, being from Alaska, and access to recreation keep people at their health care jobs in Southeast Alaska.

**#1. Overall quality of life**

**#2. Originally from AK**

**#3. Recreation**

**#4. Local arts & culture**

**#17. Cost of housing**

**#18. Isolation**

**#19. Lack of childcare**

**#20. Cost of living**

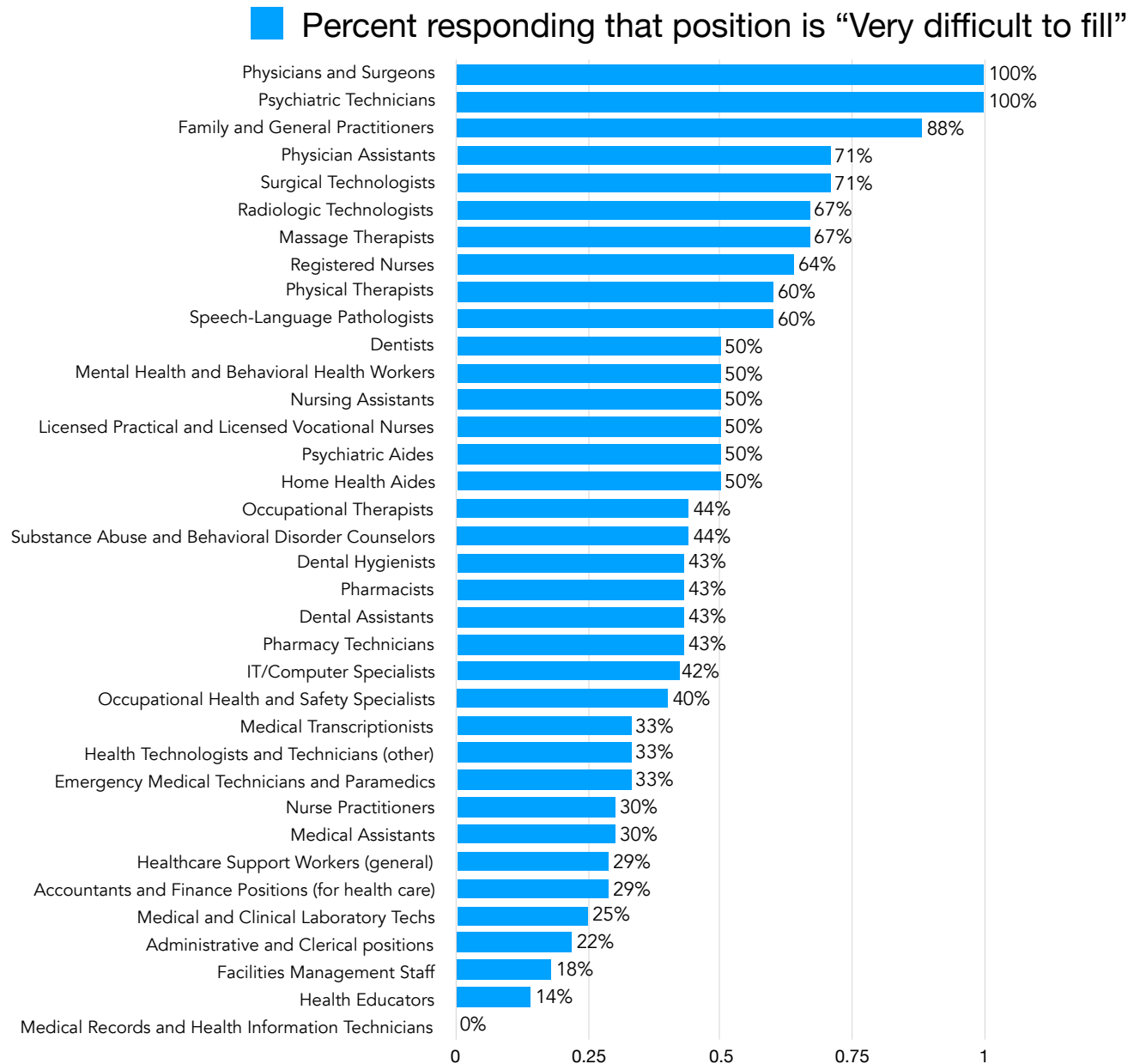
The high cost of living, lack of childcare, and relative isolation are the primary reasons health care workers quit their jobs. Housing costs and lack of availability also key factors.

Key to Retention

Key to Turnover

# Ease of Filling Health Care Vacancies

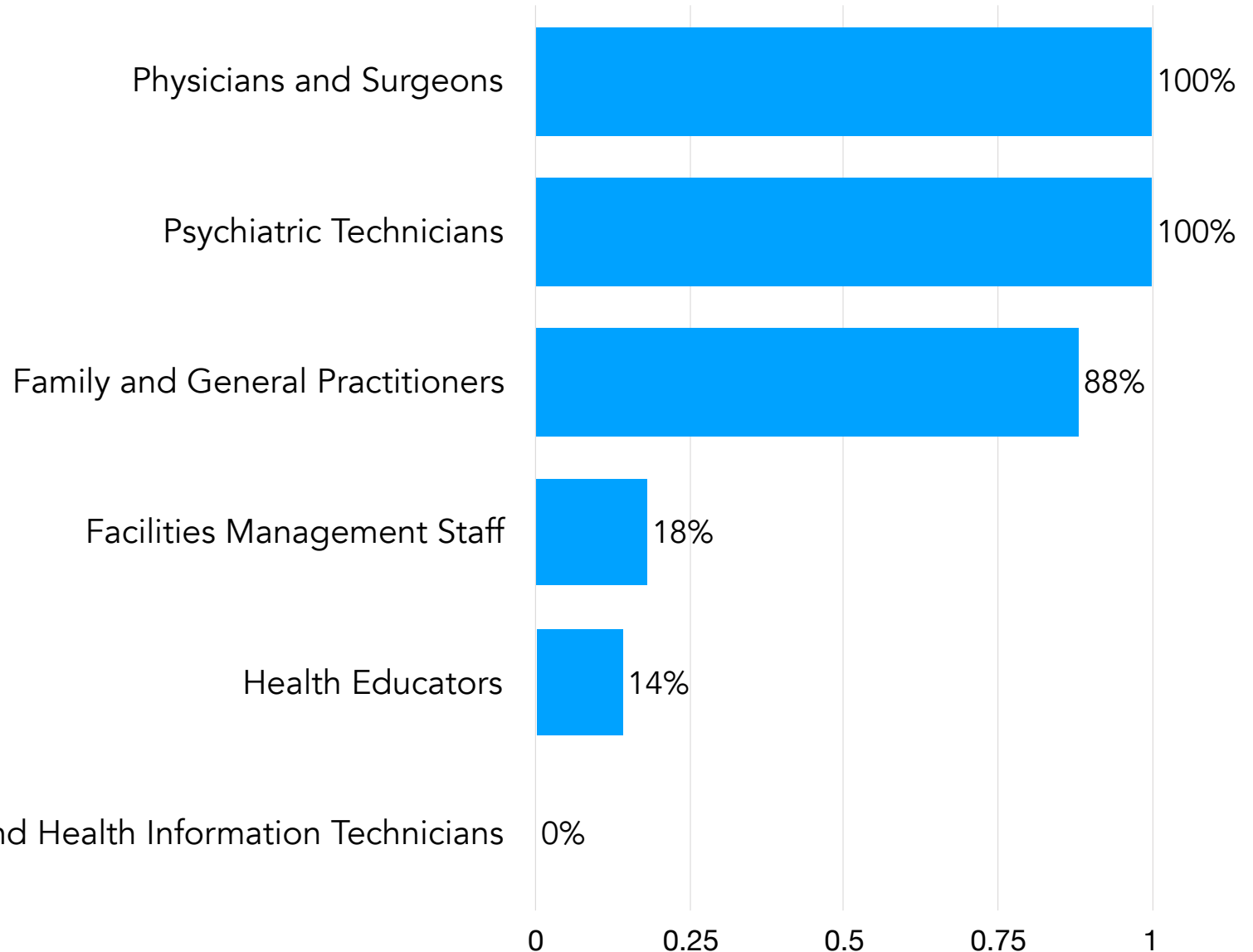
Southeast Alaska health care leaders were asked how difficult it is to fill 36 health care positions across the region.



# Ease of Filling Health Care Vacancies

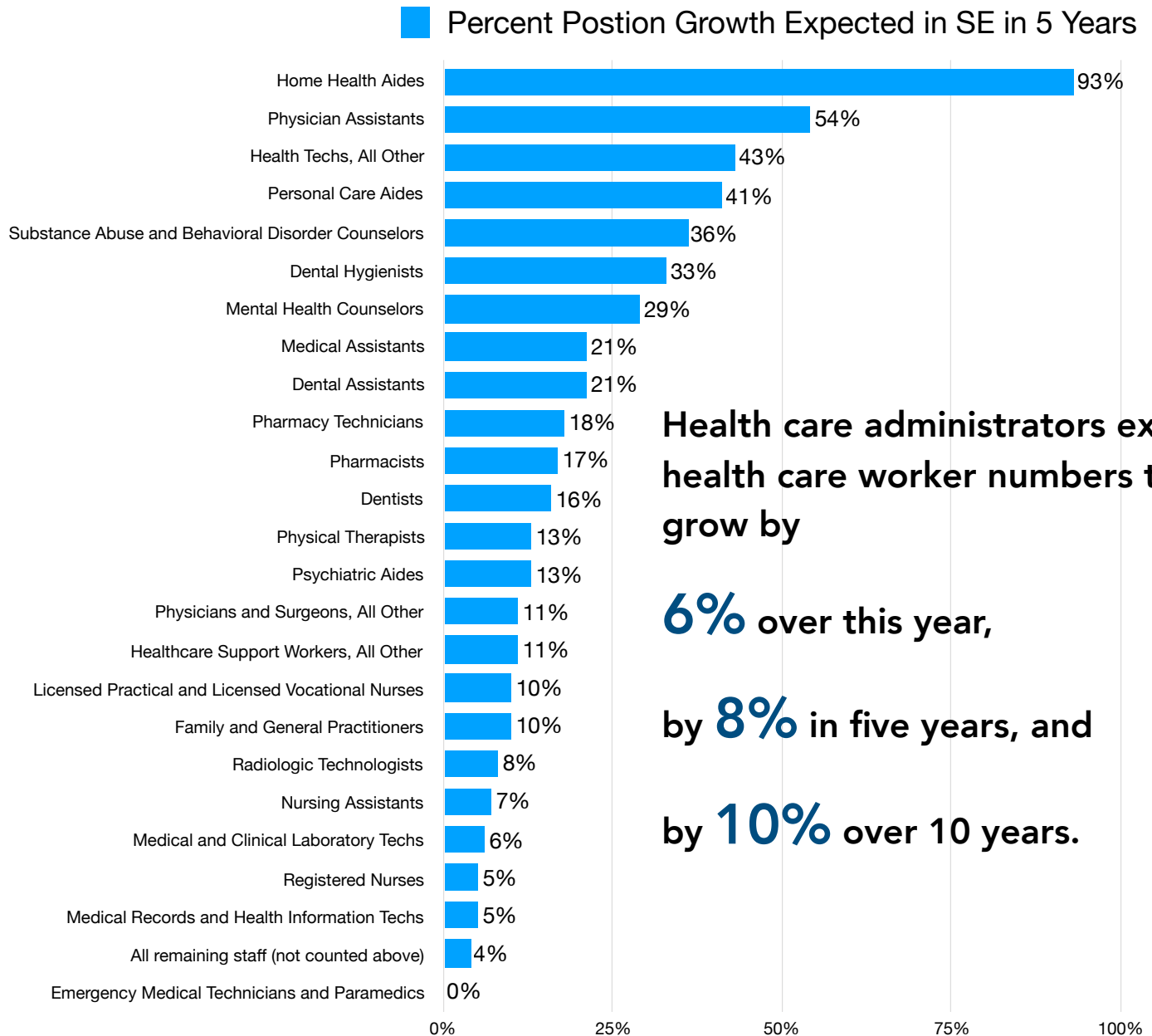
■ Percent responding that position is “Very difficult to fill”

**Physicians, surgeons, and psychiatric technicians are the hardest positions to fill, while Medical Records and Health Information Technicians are the least difficult.**



# Growth Outlook Over Five Years

Health care operators were asked to project expected growth by position over the next 10 years for their own staff.



Health care administrators expect health care worker numbers to grow by

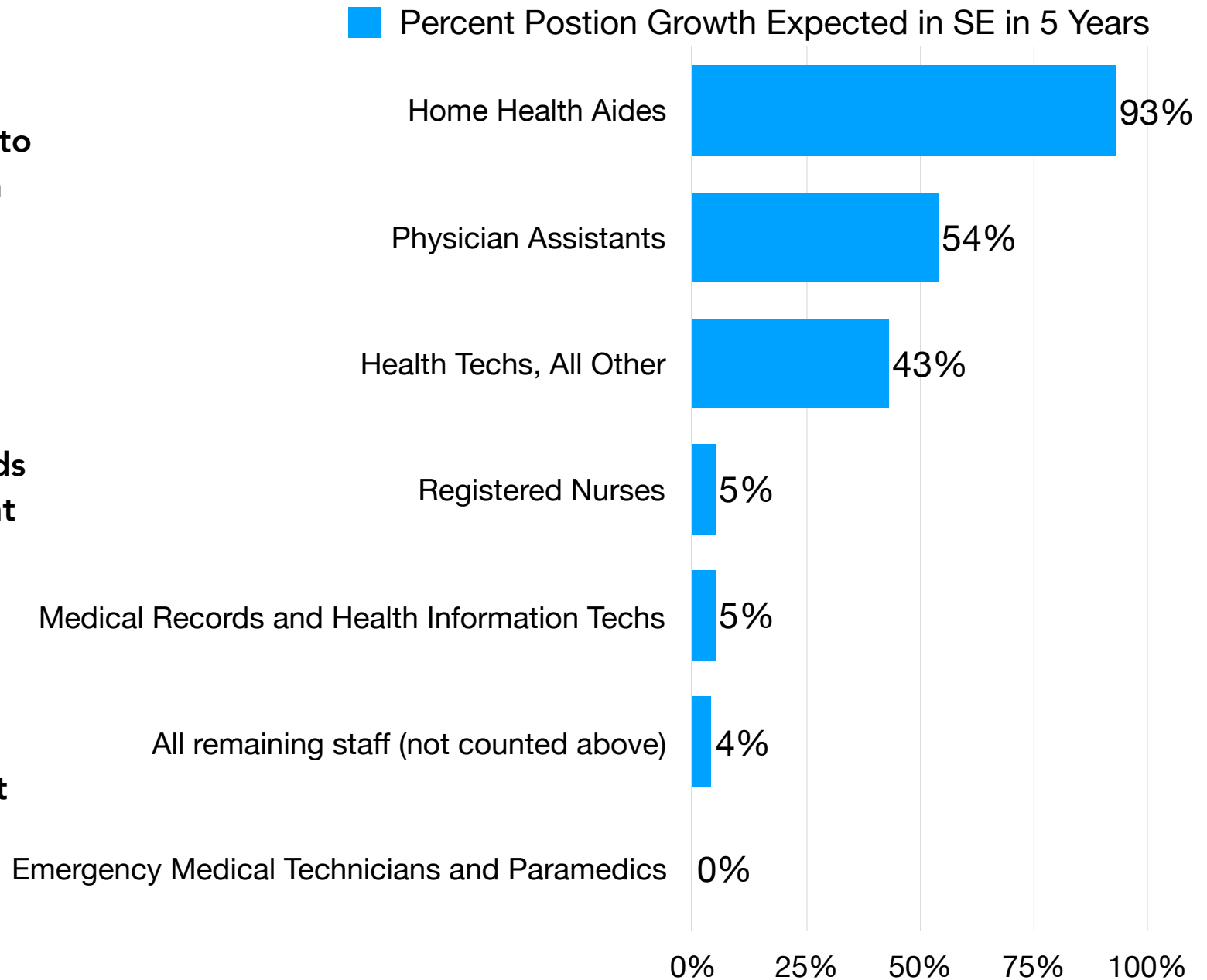
**6%** over this year,

by **8%** in five years, and

by **10%** over 10 years.

# Growth Outlook Over Five Years

Within the next five years, home health aides are projected to grow the most, with 93% more increases expected over that time period. More than 40% five-year growth is also expected in the fields of physician assistant and health technicians. Total emergency medical technician job numbers are not expected to grow at all.



# Southeast Health Care Earnings

## Southeast Alaska Wages 2017

### Southeast Alaska Health Care Wages, by Position

Occupation Title	Average Hourly Wage	Difference from AK Averages for Same Position
Medical and Health Services Managers	\$54.12	-8%
Dental Hygienists	\$52.61	2%
Emergency Medical Technicians and Paramedics	\$24.50	5%
Family and General Practitioners	\$120.02	12%
Health Technologists and Technicians, All Other	\$26.65	-11%
Licensed Practical and Licensed Vocational Nurses	\$28.12	3%
Medical Records and Health Information Technicians	\$25.77	-1%
Nurse Practitioners	\$63.04	5%
Occupational Health and Safety Specialists	\$34.19	-17%
Pharmacists	\$68.11	3%
Pharmacy Technicians	\$19.13	0%
Physical Therapists	\$50.03	7%
Physicians and Surgeons, All Other	\$132.20	7%
Registered Nurses	\$43.12	22%
Dental Assistants	\$22.68	3%
Home Health Aides	\$15.22	-2%
Massage Therapists	\$32.66	-22%
Medical Assistants	\$20.52	1%
Medical Transcriptionists	\$17.52	-20%
Nursing Assistants	\$19.39	6%

# Total Health Care Workers **By Count**

The Alaska Department of Labor (ADOL) provided 2018 position counts for the health care position it tracks annually. To the right is a subset of the positions with higher employment levels. Quarterly employment figures are below, along with an annual count of total workers hired to fill those positions. ADOL also tracks total earnings by occupational title.

New Worked Needed in 5 Years Based on Turnover & Growth							
SOC	Occupational Title	Q 1	Q 2	Q 3	Q 4	2018 Annual Count	Average Quarterly Count
211011	Substance Abuse and Behavioral Disorder Counselors	27	24	25	28	39	26
291051	Pharmacists	46	48	57	56	67	52
291071	Physician Assistants	54	59	58	41	65	53
291122	Occupational Therapists	18	22	20	21	28	20
291123	Physical Therapists	75	82	93	89	125	85
<b>291141</b>	<b>Registered Nurses</b>	<b>609</b>	<b>656</b>	<b>621</b>	<b>627</b>	<b>824</b>	<b>628</b>
291171	Nurse Practitioners	18	23	21	22	28	21
291292	Dental Hygienists	65	67	62	63	77	64
292052	Pharmacy Technicians	91	91	88	83	112	88
292061	Licensed Practical and Licensed Vocational Nurses	56	60	60	57	76	58
292099	Health Technologists and Technicians, All Other	43	54	49	44	67	48
311121	Home Health Aides	51	51	32	30	62	41
311131	Nursing Assistants	364	384	385	371	476	376
319091	Dental Assistants	141	144	140	140	176	141
319092	Medical Assistants	89	114	118	113	138	109
319099	Healthcare Support Workers, Other	265	143	155	170	340	183

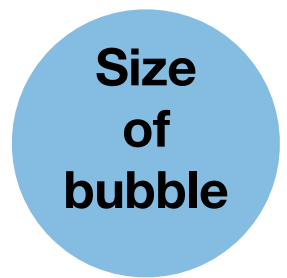
# Southeast Health Care Employment

## Southeast Alaska Health Care Worker Churn 2018

### Southeast Alaska Health Care Wages, by Position

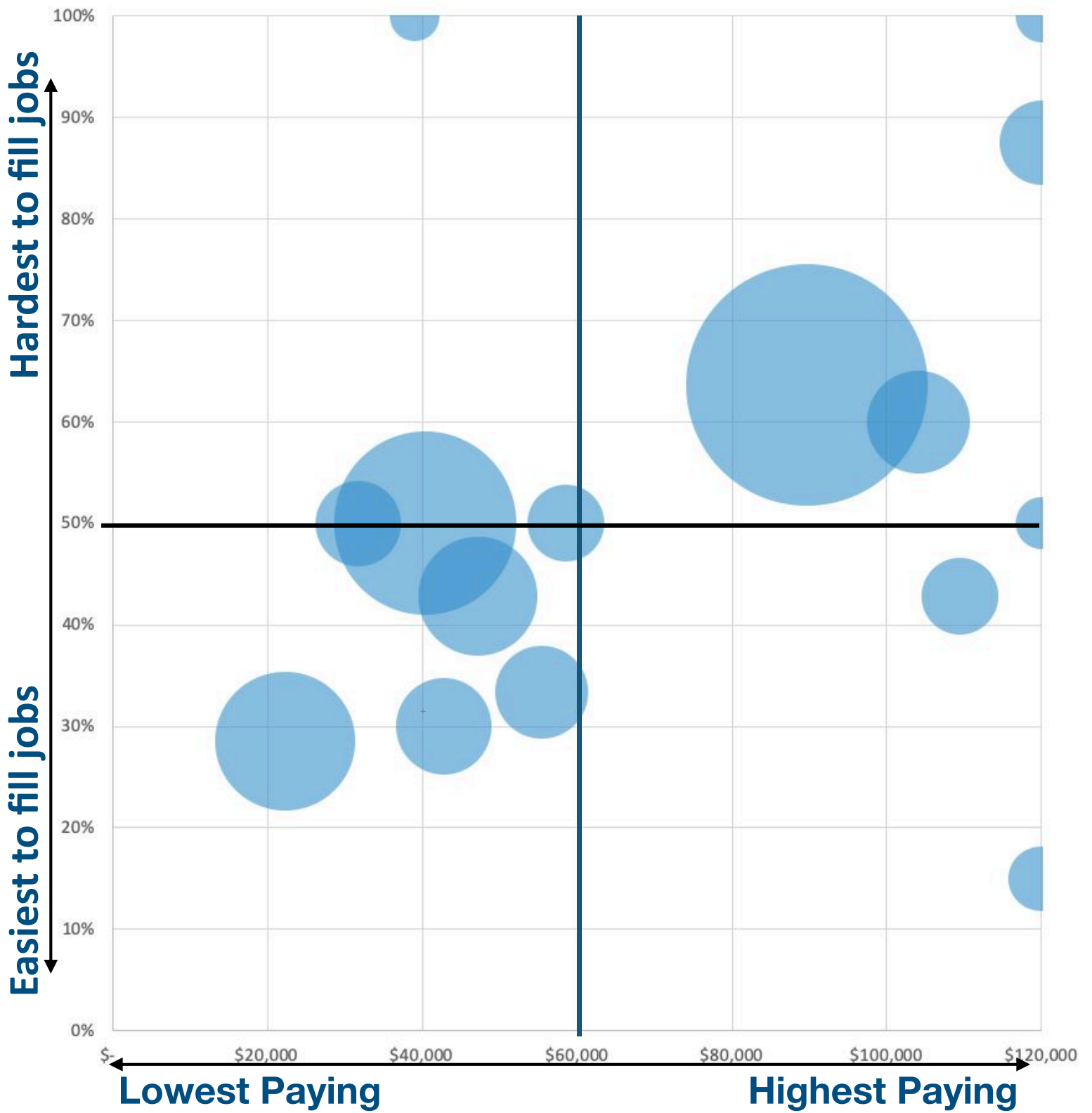
Occupation Title	Estimated Annual Worker Churn	2018 Avg. Quart. Worker Count
Registered Nurses	20%	628
Nursing Assistants	19%	376
Healthcare Support Workers (general)	22%	183
Dental Assistants	18%	141
Physical Therapists	26%	85
Medical Assistants	14%	109
Pharmacy Technicians	19%	88
Health Technologists and Technicians (other)	41%	48
Home Health Aides	18%	41
Family and General Practitioners	21%	71
Licensed Practical and Licensed Vocational Nurses	21%	58
Dental Hygienists	13%	64
Physician Assistants	9%	53
Pharmacists	15%	52
Mental Health and Behavioral Health Workers	28%	28
Substance Abuse and Behavioral Disorder Counselors	28%	26
Radiologic Technologists	14%	61
Psychiatric Aides	18%	37
Medical and Clinical Laboratory Techs	7%	87
Dentists	16%	33

# Graphic of Health Care Workforce 5 Year Development Needs

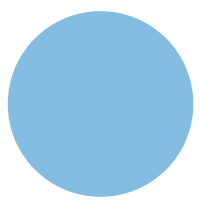


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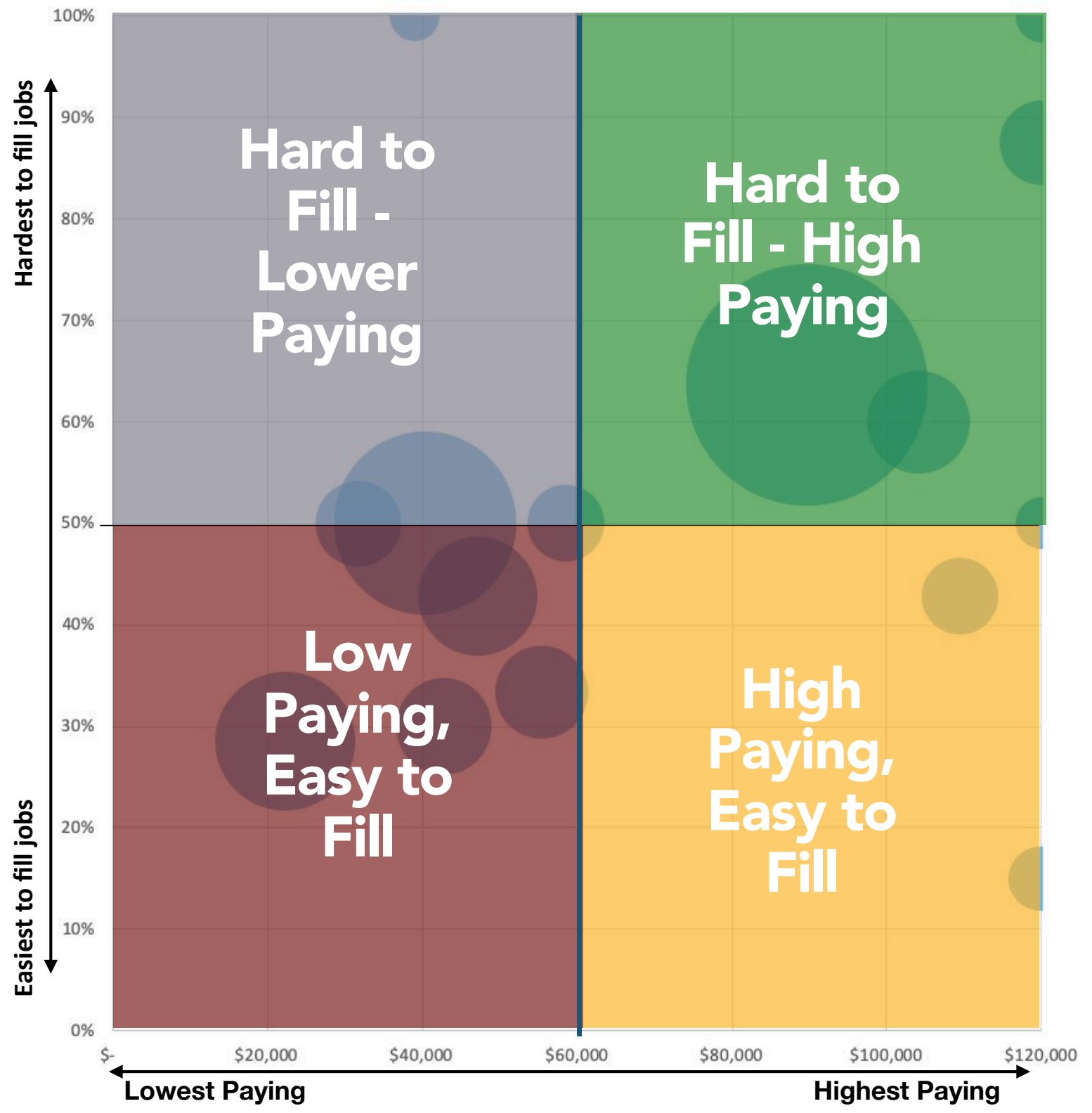
Total workers needed over the next 5 years to account for worker churn and job growth



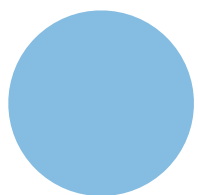
# Graphic of Health Care Workforce 5 Year Development Needs



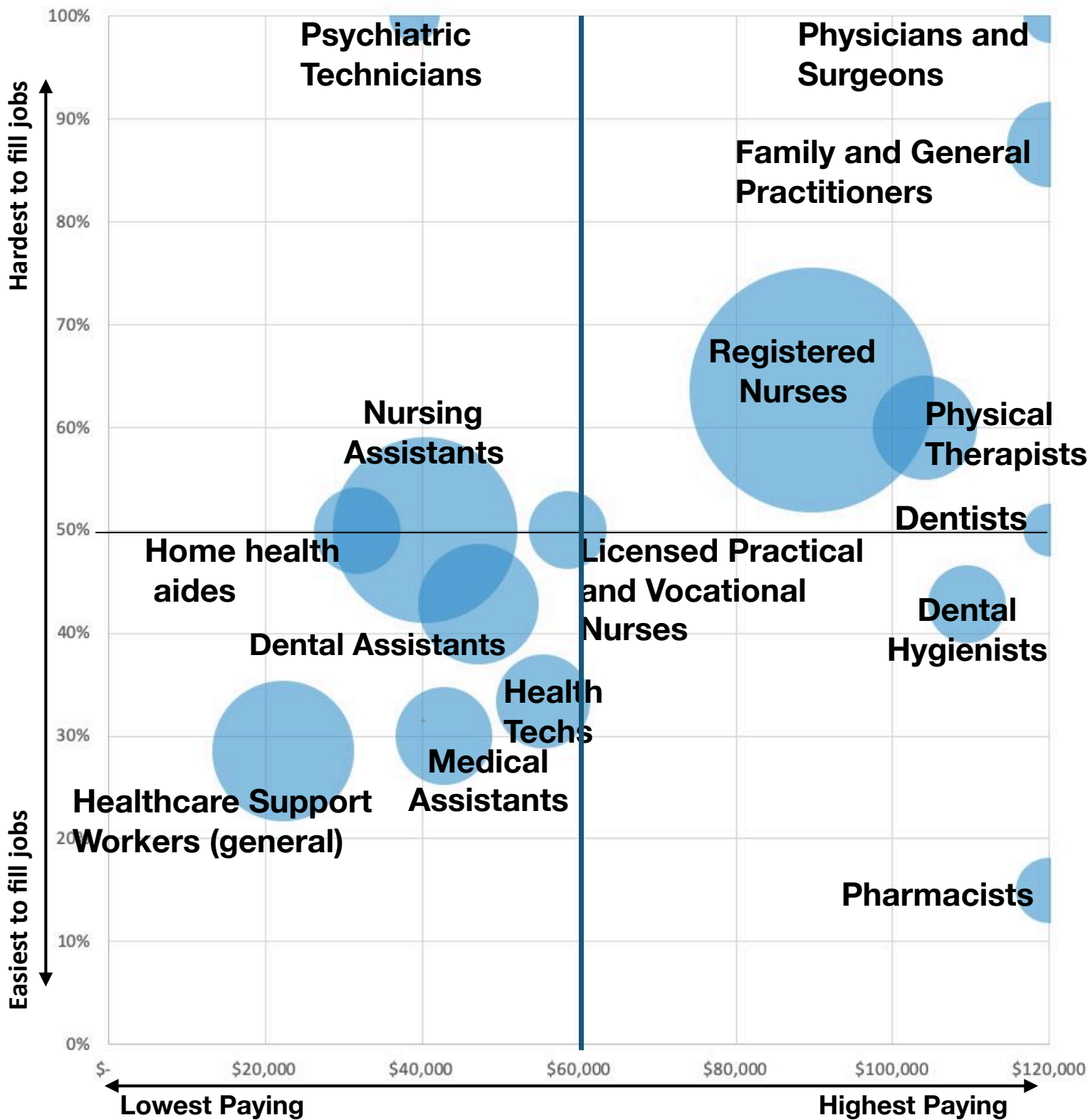
Size of bubble = total workers needed over the next 5 years to account for worker churn and job growth



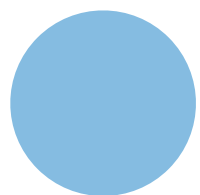
# Graphic of Health Care Workforce 5 Year Development Needs



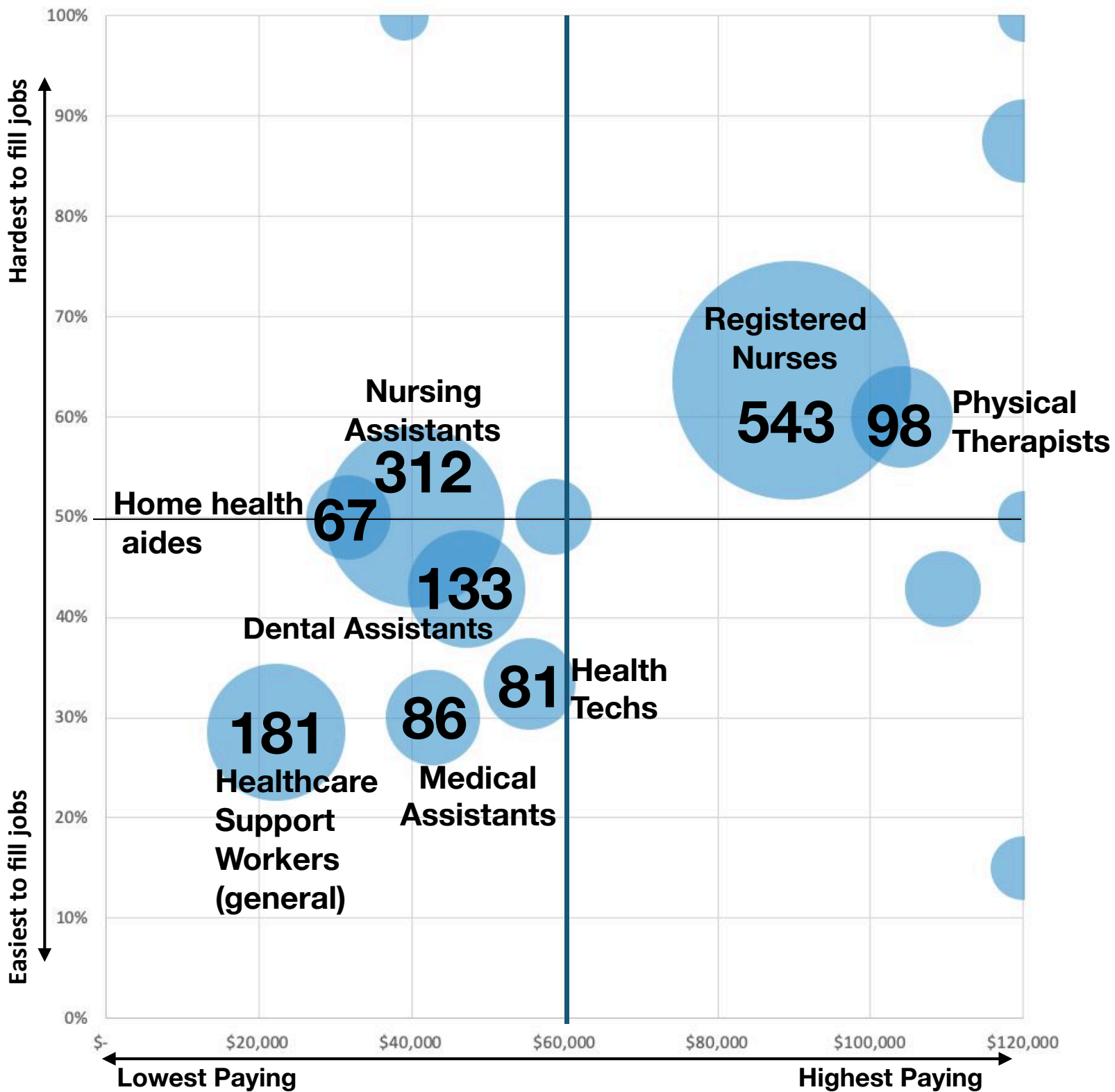
Size of bubble = total workers needed over the next 5 years to account for worker churn and job growth



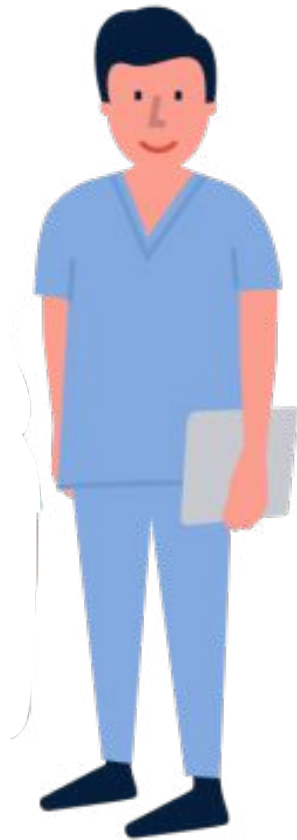
# Graphic of Health Care Workforce 5 Year Development Needs



Size of bubble = total workers needed over the next 5 years to account for worker churn and job growth



# Traveling Health Care Workers



**350** travelers  
last year

Travelers **cost**  
**64% more**

# Health Care Institutions Economic Impact



## TOTAL ANNUAL SOUTHEAST ALASKA HEALTH CARE IMPACTS INCLUDING MULTIPLIER EFFECT

2018

### Earnings

Total direct health care employment earnings in Southeast Alaska **\$243 million**

Total direct and secondary employment earnings in region **\$318 million**

### Jobs

Total direct year-round equivalent health jobs in Southeast Alaska **3,990**

Total direct health care jobs, and jobs created through multiplier effect **6,183**

### Other Spending

Total direct spending in region by health care industry (in addition to wages) **\$175 million**

Total direct and secondary spending by health care industry **\$150 million**

**Total estimated 2018 impact of health care in Southeast Alaska \$569 million**

**\$569 Million** = Total estimated economic impact of the Southeast Alaska health care industry last year.

**73%** = Proportion of total health care expenditures spent directly in Southeast Alaska.

# Southeast Alaska Health Care Panel



SOUTHEAST  
CONFERENCE



ALASKA STATE HOSPITAL &  
NURSING HOME ASSOCIATION

**Bartlett**  **SEARCHC**  
Regional Hospital SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM



UAA College of Health  
UNIVERSITY of ALASKA ANCHORAGE



UNIVERSITY  
of ALASKA  
SOUTHEAST

 Prepared by  
Rain Coast Data

# Bartlett Regional Hospital

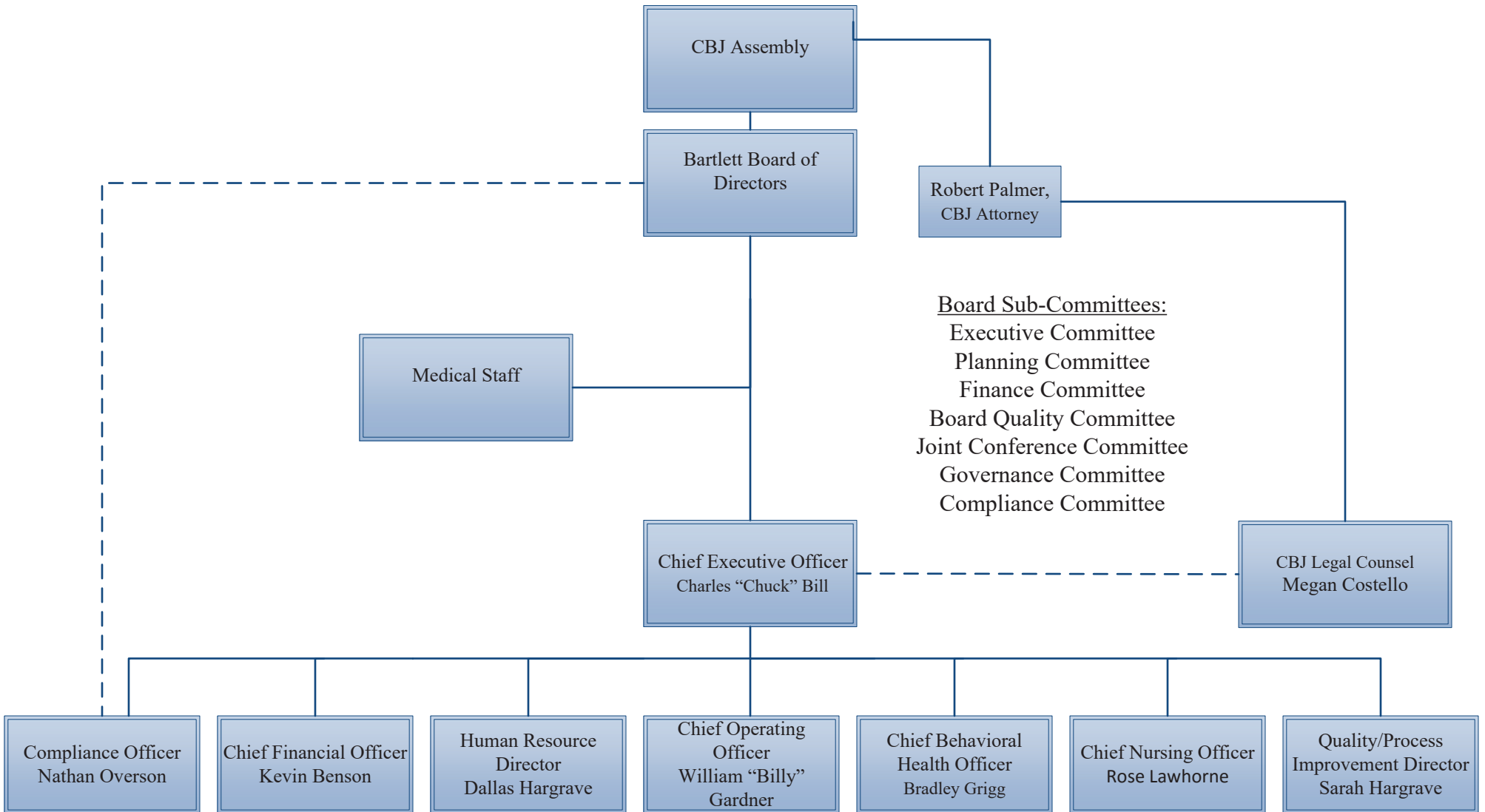


**Southeast Conference Presentation  
September 18, 2019**



**A City and Borough of Juneau Enterprise Fund**

# BARTLETT REGIONAL HOSPITAL



BARTLETT REGIONAL HOSPITAL  
2019 BOARD OF DIRECTORS



Lance Stevens  
*Board President*



Rosemary Hagevig  
*Vice-President*



Dr. Robert L. Urata  
*Secretary*



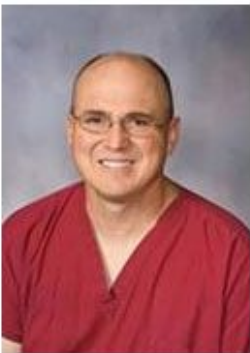
Brenda Knapp



Marshal Kendziorek



Mark Johnson



Dr. Lindy Jones



Kenny Solomon-Gross



Deborah Johnston



Michelle Hale  
*CBJ Liaison*



Dr. Donald Schneider  
*Chief of Staff*

BARTLETT REGIONAL HOSPITAL  
STATEMENT OF REVENUES AND EXPENSES  
FOR YEAR TO DATE OF JUNE 2019

	YTD ACTUAL	PRIOR YTD ACTUAL
Total Patient Revenue - Hospital	158,351,782	149,237,594
Total Gross Patient Revenue	175,007,611	163,908,185
Total Deductions from Revenue	76,210,565	67,703,175
Net Patient Revenue	98,797,047	96,205,011
Other Operating Revenue	2,537,190	2,040,072
<b>Total Operating Revenue</b>	<b>101,334,237</b>	<b>98,245,083</b>
Expenses		
Salaries and Wages	48,857,789	45,274,119
Employee Benefits	19,623,480	22,741,753
Medical Professional Fees	3,584,426	4,562,060
Non-Medical Professional Fees	1,883,186	2,592,676
Total Salary and Benefits	73,948,881	75,170,608
<b>Total Expenses</b>	<b>102,601,569</b>	<b>100,925,464</b>
Income (loss) from operations	(1,267,332)	(2,680,381)
Non-operating revenue		
Interest Income - General	877,997	590,905
Other Non-operating Revenue	1,819,396	4,016,890
<b>Total Non-Operating Revenue</b>	<b>2,697,394</b>	<b>4,067,795</b>
<b>Excess (deficit) of Revenues Over Expenses</b>	<b>1,430,062</b>	<b>1,927,414</b>

# Southeast Alaska Health Care Panel

**SEARHC:**

**DAN NEUMEISTER,**

**SENIOR EXECUTIVE VP.**



SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM

## Map Legend

- Hospitals and Clinics
- Clinic Locations
- Itinerant Health Services
- Shared Services

## Mission

Alaska Native People working in partnership to provide the best healthcare for our communities.

## Vision

Partnering with our communities to promote a healthy balance of mind, body and spirit.

## Values

- Respect
- Cultural Identity
- Service
- Professionalism
- Compassion

 **SEARCHC**  
healthy is here.™



# Community Partnership Affiliations

- Lynn Canal counseling – Haines
- Alaska Island Community Services (Primary Care and Behavioral Health) - Wrangell
- Sitka Physical Therapy Sports Medicine
- Wrangell Medical Center
- Sitka Community Hospital
- Swedish Clinical Affiliation

# Access to high quality **Specialty Care** in the South East

- Swedish Specialty Physicians conducting clinics at SEARHC
  - Dermatology
  - Otolaryngology (ENT)
  - Urology
  - Rheumatology
  - Cardiology
  - Neurology
  - Orthopedics
  - General Surgery
  - Audiology
  - Obstetrics
- **Priority Access** for care at Swedish in Seattle.



# New Wrangell Health Campus

# New Sitka Health Campus



# Southeast Alaska Health Care Panel

**KAREN CAREY,  
UNIVERSITY OF  
ALASKA  
SOUTHEAST  
PROVOST**



**UNIVERSITY  
*of* ALASKA  
SOUTHEAST**



UNIVERSITY  
*of* ALASKA  
SOUTHEAST

# University of Alaska Southeast

## Health Programs

# 3 campuses

- Juneau, Ketchikan, Sitka
- Offer programs from Certificates, Endorsements, and Associate Degrees in Health fields
- Nursing is offered in Southeast through UAA



# Programs offered through UAS

- Certified Nurse Aide (CNA)
- Health Information Management
- Medical Assistant
- Radiological Technician
- Emergency Medical Technician
- Health Science
- Behavioral Health



[bergen.com](http://bergen.com)

# What should UAS be offering?

- Dental fields (e.g., hygienists, lab techs)
- Geriatric Dementia specialists
- Accounting programs for healthcare finance
- Speech-Language Pathology and Occupational Therapy specialists
- Health Care apprenticeships



# Future Health Programs at UAS

- Health care fastest growing industry
- Increased partnerships
- Shared resources and collaborations
- Continued accreditation
- Keep “home grown” students



# Southeast Alaska Health Care Panel

**JEFF JESSEE, UAA  
COLLEGE OF HEALTH  
DEAN**



**UAA** College of Health  
UNIVERSITY *of* ALASKA ANCHORAGE

# About the College of Health

## A comprehensive understanding of health

- Programs range from clinical practice to community & population health
- Our disciplines promote physical, mental and social well-being

## 45 academic programs

- Associate's & bachelor's degrees
- Master's & professional degrees
- Certificates & continuing education

## 6 specialized centers

- Research, policy, community development

# Nursing: Current Production Capacity

## AAS in Nursing program

- Juneau: Was 8 every other year → now 6 every year
- Sitka: Was 8 every other year → now 6 every year
- Ketchikan: 8 every year (23 this year)
- Petersburg: Was one-time cohort of 4 → now second cohort of 4

## UAS Certified Nurse Aide (CNA) program

- Ketchikan: 34 every year
- Juneau: 40 every year (approx.)
- Sitka: 12 every year (approx.)

# High SE Demand for Nursing Workers

## Nursing positions are difficult to fill

*Percent of survey respondents who said vacancies are “very difficult to fill”:*

- Registered nurses: **64%**
- Nursing assistants: **50%**
- Licensed practical and licensed vocational nurses: **50%**

## Growth combined with high churn

*New workers needed by 2023:*

- Registered nurses: **543**
- Nursing assistants: **312**
- Licensed practical and licensed vocational nurses: **55**

# High SE Demand for Allied Health & Behavioral Health Workers

## Difficult to fill

*40% or more of survey respondents identified as “very difficult to fill”:*

- Dental hygienists
- Family and general practitioners
- Mental health and behavioral health workers
- Occupational therapists
- Physicians
- Pharmacists
- Physician assistants
- Physical therapists
- Speech-language pathologists
- Substance abuse & behavioral disorder counselors
- Surgical technologists

## Among highest growth

*5-year outlook:*

- Dental assistants (+21%)
- Dental hygienists (+33%)
- Medical assistants (+21%)
- Mental health counselors (+29%)
- Physician assistants (+54%)
- Substance abuse and behavioral disorder counselors (+36%)

# State of the College of Health

- University of Alaska has 3-year budget plan confirmed
- Increasing health workforce remains a priority of UA Board of Regents
  - Mandate: Double the number of health grads statewide by 2025
- College of Health is stable and has a solid future
- We are currently reviewing and revising plans for growth, with the help of our partners
- UAA is partnering with UAS to meet health care workforce needs in Southeast Alaska

# Southeast Alaska Health Care Panel

**PEACEHEALTH KETCHIKAN:  
MATT EISENHOWER, EXECUTIVE  
DIRECTOR OF COMMUNITY  
HEALTH DEVELOPMENT AND  
FOUNDATION**



PeaceHealth  
Ketchikan Medical Center



PeaceHealth  
Ketchikan  
Medical Center



We continue to build  
on PeaceHealth's 128-year heritage  
and nearly 100 years of service  
in the Ketchikan community,  
ensuring that every person  
receives  
safe, compassionate care;  
every time, every  
touch.





**9,405**  
ED visits



**35,075**  
annual outpatient  
clinic visits



**35** medical and  
surgical specialties



**203**  
births



**500**  
caregivers



**1,194**  
annual inpatient  
admissions



**162**  
active  
medical staff



**1,638**  
surgeries

## One PeaceHealth | Serving Southeastern Alaska

Ketchikan Gateway Borough and Prince of  
Wales-Hyder Census Area

JULY 2017-JUNE 2018




PHOTO COURTESY OF JEFF KUMMER

Through hearts, hands and dollars...



**\$5,678,000**  
total community benefit



CMS healthcare innovation award recipient



quality and safety excellence



award winning transitional, long-term and elderly care



**40**  
volunteers



**\$1,464,000**  
charity care



**\$4,177,000**  
unpaid cost of state programs

**96**

years serving Ketchikan

...creating  
 **Everyday**  
Moments of Grace  
across every stage of life

**How will you use  
the results of the  
study impact your  
decision-making  
process moving  
forward?**

**How will the  
proposed  
Medicaid cuts  
impact your  
organization?**

**What are the challenges regarding workforce development that you have faced at your organization?**

**How technology  
is changing the  
services you  
provide?**