

**Q: What is happening with healthcare positions?**

A: This month a group will begin to study some selected healthcare classifications.

**Q: Why are we studying this group of positions? How was it identified?**

A: The need to focus on healthcare positions was identified during the administrative job study. Healthcare positions are part of an extremely dynamic and competitive industry, where work is changing because of new technology and advances in medicine. The study will produce current class specifications that describe healthcare work as it is today. Tools such as current class specifications support the state's workforce planning activities and its recruiting and retention efforts.

**Q: Who is going to be involved in the study?**

A: A representative from the State Board of Pharmacists, DAS Classification and Compensation Consultants and agency HR Managers from DHS, OYA and DOC are doing the preliminary data collection and drafting the class specs. After these are compiled, managers, unions, subject matter experts, etc. will review the new classifications. See Attachment B for the study team members.

**Q: What steps are in a study?**

A: Job studies typically involve the following steps:

- Identification of the issues to be addressed and the job titles to target
- Collection and analysis of internal agency and state-wide classification data
- Identification and documentation of new work
- Preparation of written analyses and revised specifications
- Structuring of classification specifications into single specs or class series specs

Once we have a set of new or revised class specifications, we will evaluate salary ranges using the state's methodology. The study process will allow time for statewide management review of classifications and bargaining with the affected unions. Finally there will be an allocation of positions and an audit of the allocations.

**Q: Are we looking at every healthcare classification?**

A: No, we aren't. The study will focus on three groups of positions, 1) Direct care\* staff positions, and 2) non-direct care staff positions that require specialized courses of study, are usually hard-to-fill and are specific to the healthcare industry. Examples of job titles that fall in group 2 are Medical Record Transcriptionist and Medical Technologist.

\*Direct care positions are defined as those requiring the employee to have direct, hands-on access to patients for purposes of medical treatment, tests or exams. For example, a Clinic Assistant checking vital signs would be providing direct care as would a radiology tech, a phlebotomist, a bedside nurse, Nurse Practitioner or Physician's Assistant. A person who touches a patient as a part of a greeting, demonstration of caring, or handing them an item is not providing direct

care according to the definition. Examples would be utilization review nurses, ward clerks, receptionists, etc. The third position group will include management positions that supervise staff in groups 1 and 2. For a complete list of job titles that are included, see Attachment A.

**Q: What group will be evaluated first? Are the classifications prioritized?**

A: The sequence hasn't been determined yet.

**Q: How many different job titles are included? How many employees would be affected?**

A: As of this date, there are over 60 different job titles that meet the criteria outlined above. There are about 1,500 employees who are assigned to those job titles. The number will increase when we determine how many employees are in management classifications with responsibility over healthcare positions and how many employees perform healthcare work but aren't classified in typical healthcare job titles.

**Q: Will this study result in pay adjustments to healthcare positions?**

A: One objective of the study is to determine the appropriate salary range for each classification. If the classification is new, we will determine its internal value using the Hay Method of evaluation. We will gather external market information and use the collective bargaining process to determine the salary range for the classification. Individual pay adjustments, if warranted, will be implemented according to both state policy and the applicable union contract.

**Q: What are the timeframes?**

A: The study was scheduled for the '07-'09 Biennium. The study began before July 1, 2007 with planning activities. It is now underway and the team will meet regularly until the study steps are complete.

**Q: Two years is a long time for the study to conclude. If changes to job titles and pay were approved, would we have to wait until the end of the biennium?**

A: That is an implementation question that will be addressed later in communications.

**Q: I believe that my position is misclassified. The majority of my job is direct patient care, but my job title doesn't reflect this. Would my position be part of the study?**

A: Yes. Please notify one of the team members or your agency HR contact.

**Q: Is the list of classifications in the study frozen, or is it possible to add to it?**

A: At the beginning if we miss a classification and it meets the established criteria in the fifth question above, we will add it to the list. Contact one of the team members regarding adding the classification.

**Q: Will you keep us posted on the progress?**

A: Information will be available in agencies via Human Resources. A communication plan with details will be developed and posted along with communication pieces on the DAS Class and Compensation web site.

**Q: Where can I get more information?**

A: You can contact any of the Healthcare Study Group members listed on Attachment B of this document.

**Attachment A – FAQs Number 1, Healthcare Study**

**Healthcare Study Job Titles**

- |   |   |
|---|---|
| Behavioral Specialist                   | Pharmacy Manager 2  |
| Certified Occupational Therapist Ass't. | Physical Therapist  |
| Chief Clinical Dietician                | Physician Specialist  |
| Client Care Surveyor                    | Physician's Assistant   |
| Clinical Dietician                      | Psychiatric Social Worker   |
| Clinical Director                       | Public Health Educator 1  |
| Clinical Psychologist 1                 | Public Health Educator 2  |
| Clinical Psychologist 2                 | Public Health Nurse 1   |
| Consulting Physician                    | Public Health Nurse 2   |
| Corrections Physician Specialist        | Public Health Physician 1   |
| Credentialing Specialist                | Public Health Physician 2   |
| Dental Assistant                        | Public Service Physician  |
| Dental Hygienist                        | Quality Assurance Coordinator   |
| Dentist                                 | Radiologic Technologist   |
| Health Care Investigator                | Senior Medical Consultant   |
| Institution RN                          | Speech/Language Pathologist   |
| Licensed Physical Therapy Ass't.        | Staff Development Nurse   |
| Licensed Practical Nurse                | Supervising Dentist A   |
| Licensed Respiratory Care Practitioner  | Supervising Dentist B   |
| Medical Consultant                      | Supervising Physician   |
| Medical Lab Technician 1                | Supervising RN  |
| Medical Lab Technician 2                | Transporting Mental Health Aide   |
| Medical Records Consultant              |   |
| Medical Records Specialist              | Lead workers, supervisors, managers, directors and executive positions with healthcare positions reporting to them. |
| Medical Technologist                    |   |
| Medical Transcriptionist                | <b>Added 7/17/2007:</b>   |
| Mental Health Nurse                     | Health Service Technician   |
| Mental Health Security Technician       | Pharmacy Tech   |
| Mental Health Specialist                | RN Epidemiologist   |
| Mental Health Supervising RN            | Quality Assurance Coordinator   |
| Mental Health Therapist 1               |   |
| Mental Health Therapist 2               |   |
| Mental Health Therapy Coordinator       |   |
| Mental Health Therapy Shift Coordinator |   |
| Mental Health Therapy Technician        |   |
| Nurse Manager                           |   |
| Nurse Practitioner                      |   |
| Occupational Therapist                  |   |
| Pharmacist                              |   |
| Pharmacy Manager 1                      |   |

## Attachment B - FAQs Number 1, Healthcare Study

### Healthcare Study Group Members

<b>Name:</b>	<b>Agency:</b>	<b>Email Address:</b>
Kim Brockamp	DOC	<a href="mailto:Kim.Brockamp@state.or.us">Kim.Brockamp@state.or.us</a>
Louise Melton-Breen	DHS	<a href="mailto:Louise.Melton-Breen@state.or.us">Louise.Melton-Breen@state.or.us</a>
Mary Lenz	OYA	<a href="mailto:Mary.Lenz@state.or.us">Mary.Lenz@state.or.us</a>
Krista Fegley	DOC	<a href="mailto:Krista.J.Fegley@state.or.us">Krista.J.Fegley@state.or.us</a>
Angela Young	DHS	<a href="mailto:Angela.J.Young@state.or.us">Angela.J.Young@state.or.us</a>
Cheryl Miller	DHS	<a href="mailto:Cheryl.A.Miller@state.or.us">Cheryl.A.Miller@state.or.us</a>
Bee Ferguson	DHS	<a href="mailto:Bee.Ferguson@state.or.us">Bee.Ferguson@state.or.us</a>
Ernie Briggs	DAS	<a href="mailto:Ernest.S.Briggs@state.or.us">Ernest.S.Briggs@state.or.us</a>
Maggie Wollaston	DAS	<a href="mailto:Margaret.Wollaston@state.or.us">Margaret.Wollaston@state.or.us</a>
Pat Bouchie	DHS	<a href="mailto:Pat.Bouchie@state.or.us">Pat.Bouchie@state.or.us</a>
Jennifer Rogers	DHS	<a href="mailto:Jennifer.L.Rogers@state.or.us">Jennifer.L.Rogers@state.or.us</a>
Karen Maclean	State Board of Pharmacists	<a href="mailto:Karen.S.Maclean@state.or.us">Karen.S.Maclean@state.or.us</a>