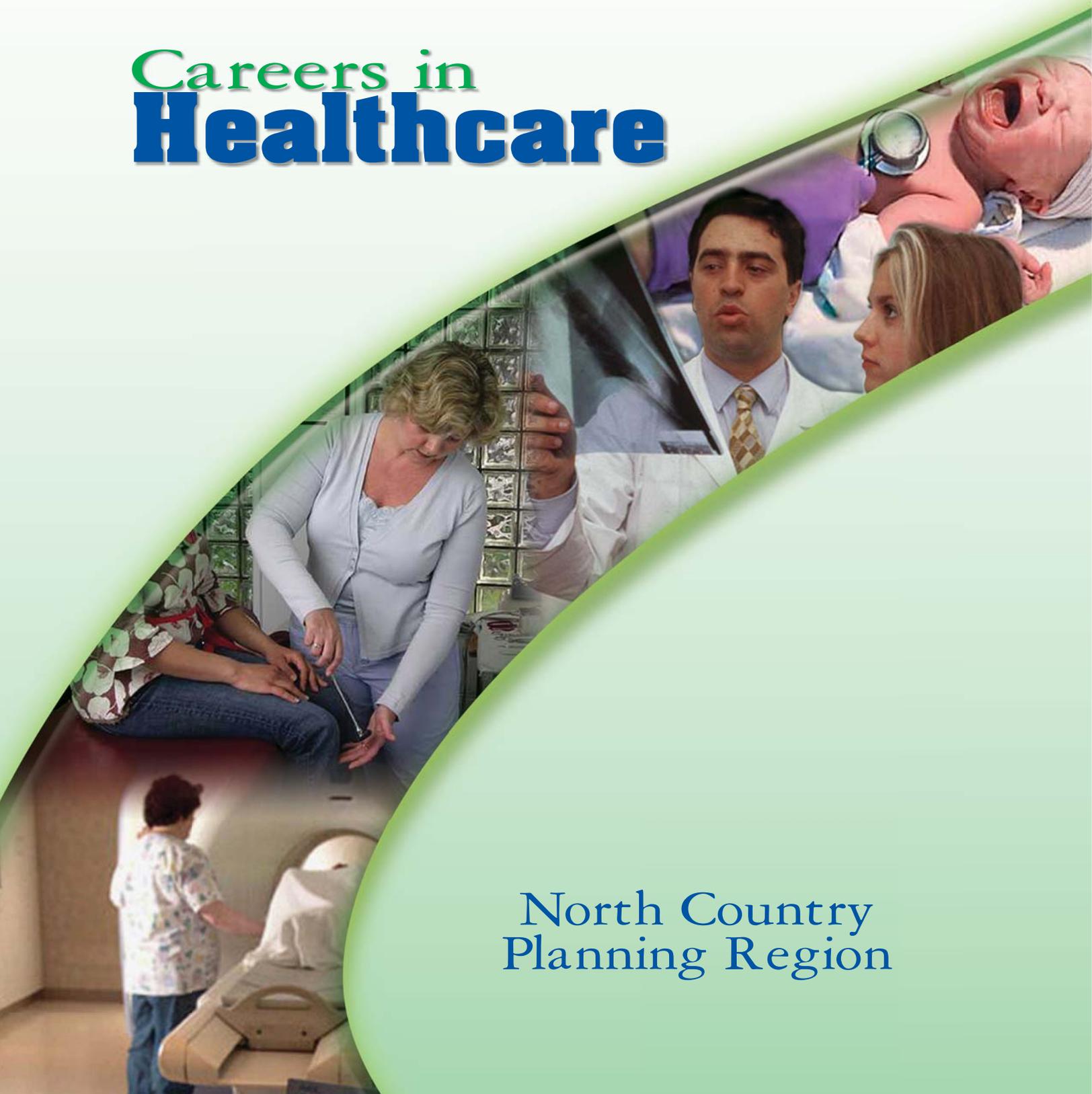


Careers in Healthcare



North Country Planning Region



Your gateway to New Hampshire workforce and career information





State of New Hampshire
John H. Lynch, *Governor*

New Hampshire Employment Security
Tara G. Reardon, *Commissioner*

June 2009



Employment Outlook for Healthcare

More people will be needed to work in Healthcare by 2016. Why?

-  The number of older people will grow faster than the total population in the next ten years. As people get older, they tend to require more healthcare services.
-  In Carroll, Coös, and Grafton counties, 15.7% of the total population was 65+, according to the 2000 U.S. Census. In the year 2020, the New Hampshire Office of Energy and Planning projects this percentage to be 28.1%.
-  As life expectancies rise, people will rely more on nursing homes and long-term residential care facilities, so there will be a greater need for workers in those establishments.
-  Health systems are becoming more complex, which will increase the need for office, administrative support, and information technology workers.
-  Everyone will be looking to cut costs. That means more demand for less expensive alternatives such as outpatient and home health care services.

The healthcare job most in demand will be Registered nurses. There are projected to be 238 new jobs in the North Country over the next decade. In the coming years, many nurses are expected to retire, and there are not enough younger workers to replace them. Hospitals, clinics, and other healthcare facilities are making efforts to attract and retain qualified nurses. Employers are providing incentives such as restructured workloads and job responsibilities, improved compensation and working conditions, and subsidized training or continuing education.

Healthcare occupations are expected to add many new jobs in the North Country from 2006 to 2016.

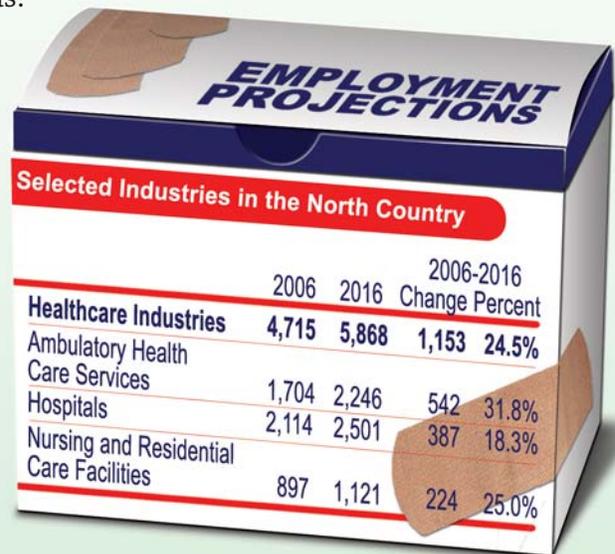
According to the U.S. Bureau of Labor Statistics, the United States will need 1,000,000 more Registered Nurses by 2016.

Source: Occupational Outlook Handbook. U.S. Bureau of Labor Statistics. Accessed May 26, 2009. <www.bls.gov/oco/ocos083.htm>

Where do Healthcare Workers Find Jobs?

Most Healthcare workers are employed in three areas:

-  **Ambulatory Healthcare Services** such as clinics, doctor's and dentist's offices, medical laboratories, and visiting nurse associations.
-  **Hospitals** such as general medical and surgical, psychiatric and substance abuse, and physical rehabilitation.
-  **Nursing and Residential Care Facilities** includes elderly and disabled nursing care, residential group homes, assisted living facilities and group foster homes.



| | 2006 | 2016 | 2006-2016 | Change Percent |
|---|--------------|--------------|--------------|----------------|
| Healthcare Industries | 4,715 | 5,868 | 1,153 | 24.5% |
| Ambulatory Health Care Services | 1,704 | 2,246 | 542 | 31.8% |
| Hospitals | 2,114 | 2,501 | 387 | 18.3% |
| Nursing and Residential Care Facilities | 897 | 1,121 | 224 | 25.0% |

These industries are expected to grow by 24.5 percent from 2006 to 2016, higher than most of the industries in the North Country region.

Healthcare is projected to grow nationally, too. The U.S. Bureau of Labor Statistics estimates that by 2016, one out of every four new jobs will be in that industry.

Recent Developments in Healthcare

According to the *Career Guide to Industries* published by the US Bureau of Labor Statistics, technological advances make new procedures and methods of diagnosis and treatment possible and create jobs that did not exist a few years ago. Clinical developments, such as infection control, less invasive surgical techniques, advances in reproductive technology, and gene therapy for cancer treatment, continue to increase the longevity and improve the quality of life of many patients.

Advances in medical technology also have improved the survival rates of trauma victims and the severely ill, who need extensive care from therapists and social workers as well as other support personnel.

What Kinds of Jobs are in Healthcare?

Providers of direct healthcare services can generally be divided into two groups: *Healthcare practitioners and technical occupations* and *Healthcare support occupations*.

Healthcare Practitioners and Technical Occupations

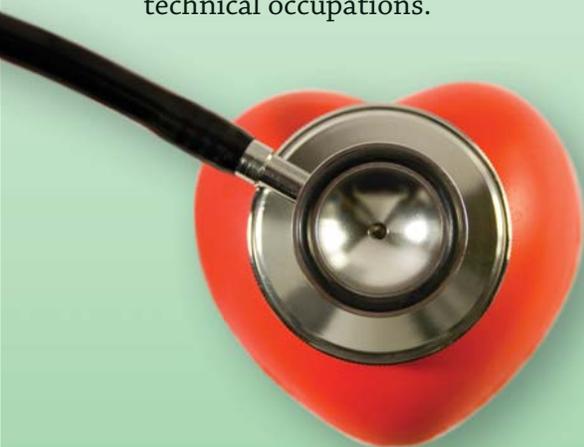
In addition to *Physicians, Surgeons, Dentists, Veterinarians*, and other jobs that require a professional degree, nearly all of these occupations require some type of training or education beyond high school. At least an Associate's degree is required in a specific health field. These workers have high levels of responsibility and often supervise other workers.

Examples: Registered Nurses, Dental Hygienists, Physical Therapists, Licensed Practical Nurses, Respiratory Therapists, Occupational Therapists, Physicians Assistants, Pharmacists, Audiologists, Speech Pathologists, Optometrists, Dieticians

Healthcare Support Occupations

People in these jobs usually work under the supervision of healthcare practitioners or technical personnel. These jobs generally require less education or training than Healthcare practitioners and technical occupations.

Examples: Home Health Aides; Nursing Assistants, Dental Assistants, Medical Assistants, Massage Therapists, Physical Therapy Assistants, Medical Transcriptionists



Other Occupations in Healthcare

Most people think of healthcare workers as someone who provides services directly to patients. But many healthcare workers are employed in management, and administrative support, food services, computer and technical support, maintenance and repair, or building cleaning services.

Medical secretaries, Receptionists and information clerks, and Medical and health services managers are just some of the jobs that keep healthcare organizations running smoothly.

Computer systems analysts, Computer support specialists, and Database administrators provide technical expertise to patient care, billing, and financial functions.

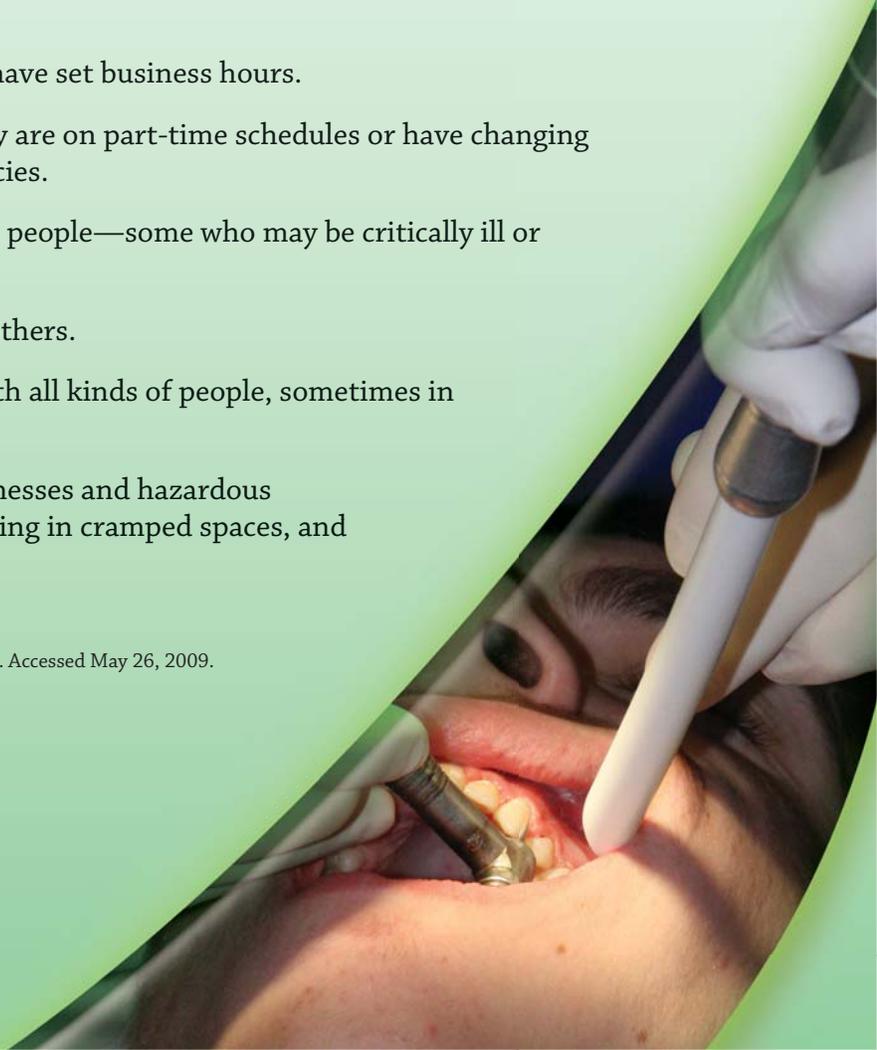
Cooks, Food preparation and serving workers, Dishwashers, Food service managers, Laundry and dry cleaning workers, Janitors and cleaners, Maintenance and repair workers, and Operations managers work behind the scenes to provide a clean and healthy environment.

What's it Like to Work in Healthcare?

Conditions can vary, depending on where you work and your job responsibilities. Hospitals and nursing homes operate 24/7 and need staff for all hours and on weekends. Shift work is common for some jobs, such as registered nurses.

-  Physicians' and Dentists' offices usually have set business hours.
-  Other workers in the health care industry are on part-time schedules or have changing hours. Some are also on call for emergencies.
-  Providers of patient care must work with people—some who may be critically ill or seriously injured.
-  You should have a strong desire to help others.
-  You should be able and willing to deal with all kinds of people, sometimes in stressful situations.
-  Healthcare workers can be exposed to illnesses and hazardous materials. Sometimes heavy lifting, working in cramped spaces, and bending and twisting are required.

Source: Career Guide to Industries. U.S. Bureau of Labor Statistics. Accessed May 26, 2009.
<www.bls.gov/oco/cg/cgs035.htm#conditions>.





At a Glance

Healthcare Occupations in the North Country

Occupations that involve caring for patients or operating technical equipment carry a high level of responsibilities and duties. Some occupations may require a license or an examination. In New Hampshire, these are the requirements for some of the major occupations in healthcare.

These healthcare occupations are expected to have the most new jobs in the North Country by 2016.

Registered Nurses

Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Record patients' medical histories and symptoms. Help to perform diagnostic tests and analyze results. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management.

Average Hourly Wage in North Country: \$26.50

New Hampshire license required

Qualifications: Graduate from an approved registered nursing program or show comparable education. Approved programs are usually associate's degree or bachelor's degree level.

Exam: NCLEX-RN (National Council Licensure Examination-Registered Nurse)

Nursing Aides, Orderlies, and Attendants

Help care for physically or mentally ill, injured, disabled, or infirm individuals in hospitals, nursing care facilities, and mental health settings.

Average Hourly Wage in North Country: \$12.34

New Hampshire license required for licensed nursing assistants and medication nursing assistants

Qualifications: Licensed Nursing Assistants must graduate from an approved program or show comparable education. Medication Nursing Assistants must hold an LNA license issued by the NH Board of Nursing and complete an approved program in medication administration.

Exam: Written examinations are required for both licensed nursing assistants and medication nursing assistants.

Home Health Aides

Help elderly, convalescent, or disabled persons live in their own homes instead of health care facilities. Under the direction of nursing or medical staff, they provide health-related services, such as administering oral medications.

Average Hourly Wage in North Country: \$11.72

No license required in New Hampshire. Professional association certifications are available, but voluntary.

Qualifications: Most home health aides receive short-term training in caring for clients, such as housekeeping, emergency response, home sanitation and safety, or meal preparation and nutrition.

Exam: Not required

Licensed Practical and Licensed Vocational Nurses

Licensed practical nurses or licensed vocational nurses care for people who are sick, injured, convalescent, or disabled under the direction of physicians and registered nurses.

Average Hourly Wage in North Country: \$18.70

New Hampshire license required

Qualifications: Graduate from an approved program or show comparable education

Exam: NCLEX-PN (National Council Licensure Examination-Practical Nurse)

Dental Hygienists

Clean teeth and examine teeth and gums, teach patients how to practice good oral hygiene, take and develop X-rays, or apply fluoride or sealants and provide other preventive dental care.

Average Hourly Wage in North Country: \$30.53

New Hampshire license required

Qualifications: Graduate from high school, and complete at least a two-year program accredited by the American Dental Association

Exam: Northeast Regional Board or similar regional board examination

Dental Assistants

Dental assistants work closely with, and under the supervision of, dentists as they perform a variety of patient care, office, and laboratory duties.

Average Hourly Wage in North Country: \$16.56

No license is required in New Hampshire

Qualifications: Most dental assisting programs are less than one year and lead to a diploma or certificate. Some associate's degree programs are offered as well.

Exam: Not required

Physical Therapists

Physical therapists provide services that help restore function, improve mobility, relieve pain, and prevent or limit permanent physical disabilities of patients suffering from injuries or disease.

Average Hourly Wage in North Country: \$29.94
New Hampshire license required

Qualifications: Graduate from an accredited physical therapy education program. Accredited programs are either master's degrees or doctorates.

Exam: National Physical Therapy Examination (NPTE)

Veterinary Technologists and Technicians

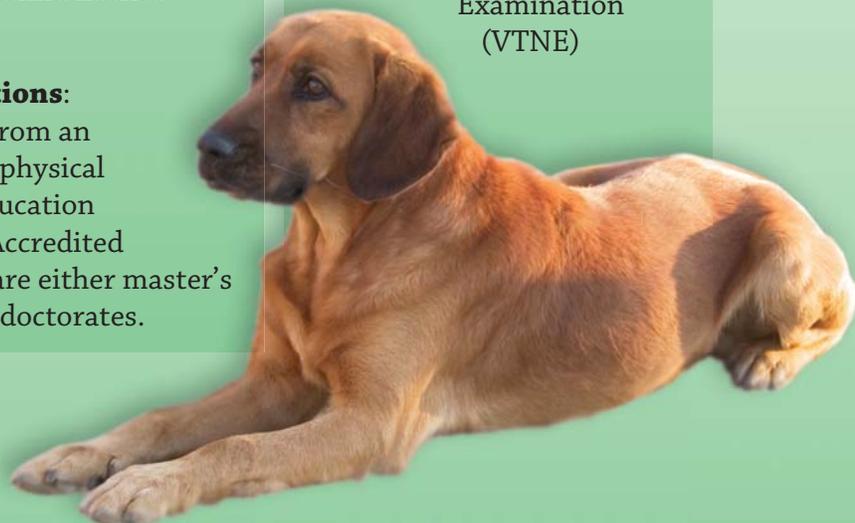
Veterinarians use the skills of veterinary technologists and technicians, who perform many of the same duties for a veterinarian that a nurse would for a physician, including routine laboratory and clinical procedures.

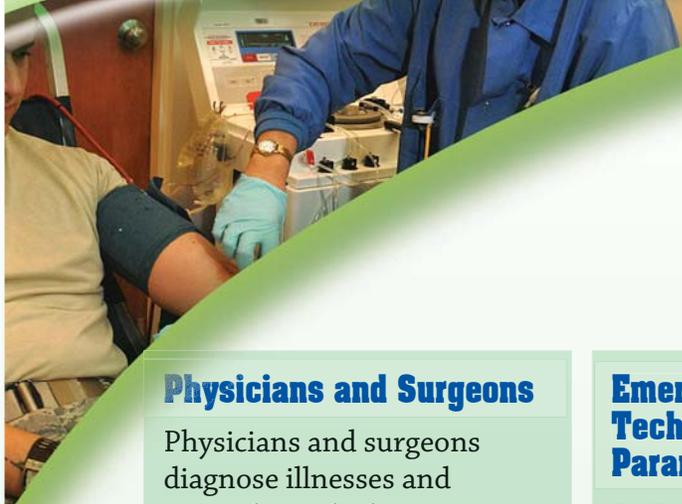
Average Hourly Wage in North Country: \$13.21

No license required in New Hampshire

Qualifications: Most programs are two years, leading to an associate's degree.

Exam: Not required by law in New Hampshire. Most veterinary technicians obtain a national credential by passing the Veterinary Technician National Examination (VTNE)





Physicians and Surgeons

Physicians and surgeons diagnose illnesses and prescribe and administer treatment for people suffering from injury or disease. Physicians examine patients, obtain medical histories, and order, perform, and interpret diagnostic tests. Physicians work in one or more of several specialties, including, but not limited to, anesthesiology, family and general medicine, general internal medicine, general pediatrics, obstetrics and gynecology, psychiatry, and surgery.

Average Hourly Wage in North Country: \$85.29

New Hampshire license required

Qualifications: Graduate from a US or Canadian medical school accredited by the Liaison Committee on Medical Education

Emergency Medical Technicians and Paramedics

EMTs and paramedics provide vital services as they care for and transport the sick or injured to a medical facility.

Average Hourly Wage in North Country: \$15.45

New Hampshire license required for Emergency Care Providers and First Responders

Qualifications: At least 18 years of age, complete an American Red Cross or American Heart Association CPR course, and complete an appropriate EMT Basic, EMT Intermediate, EMT Paramedic; or First Responder training program.

Exam: State written and practical examinations and National Registry examinations are required

Medical Assistants

Medical assistants perform administrative and clinical tasks to keep the offices of physicians, podiatrists, chiropractors, and other health practitioners running smoothly.

Average Hourly Wage in North Country: \$13.54

No license required in New Hampshire

Qualifications: Most medical assistant programs are less than one year, and lead to a diploma or certificate. Some associate's degree programs are offered as well.

Exam: Not required

Sources: Detailed wage data can be found on the Economic and Labor Market Information Bureau web site: www.nh.gov/nhes/elmi/oesfiles.htm.

Information on licensed, certified, and registered occupations in New Hampshire can be found on the Economic and Labor Market Information Bureau web site: www.nh.gov/nhes/elmi/licertreg.htm.

Occupational descriptions and comprehensive information on occupations can be found at O*Net Online developed by the U.S. Department of Labor: <http://online.onetcenter.org/find/career?c=8&g=Go>.

What Types of Workers Can Be Found in Healthcare Industries?

Healthcare employs a wide variety of occupations. Here are the top occupations in each of the major healthcare industries.

Ambulatory Health Care Services employ:

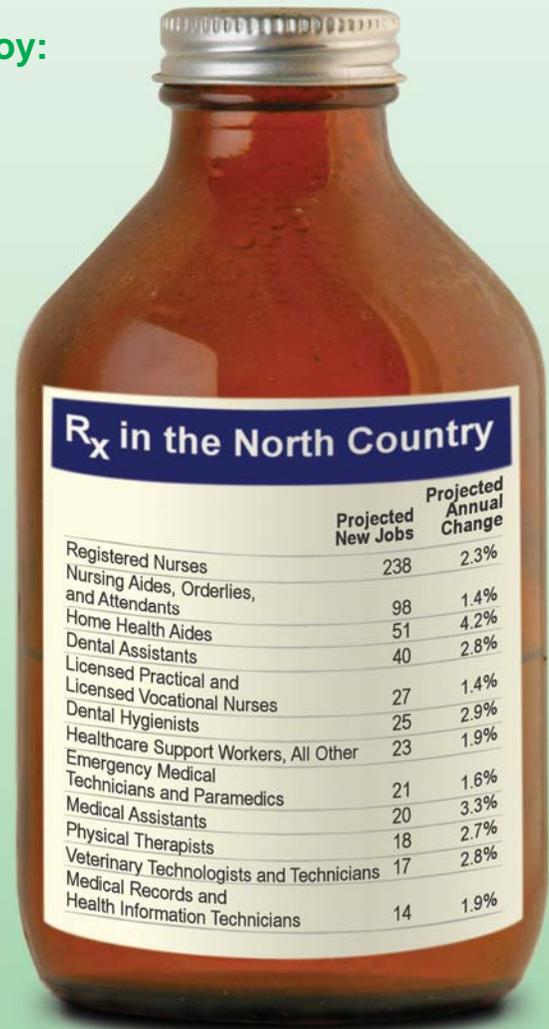
-  Registered Nurses
-  Dental Assistants
-  Medical Secretaries
-  Personal and Home Care Aides
-  Receptionists and Information Clerks
-  Dental Hygienists
-  Bookkeeping, Accounting, and Auditing Clerks
-  Physicians and Surgeons
-  Bill and Account Collectors
-  Medical Assistants

Nursing and Residential Care Facilities employ:

-  Nursing Aides, Orderlies, and Attendants
-  Counselors
-  Licensed Practical Nurses
-  Registered Nurses
-  Teachers and Instructors
-  Maids and Housekeeping Cleaners
-  Cooks, Institution and Cafeteria
-  Home Health Aides
-  Janitors and Cleaners
-  Business Operations Specialists

Hospitals employ:

-  Registered Nurses
-  Nursing Aides, Orderlies, and Attendants
-  Emergency Medical Technicians and Paramedics
-  Interviewers
-  Radiologic Technologists and Technicians
-  Maids and Housekeeping Cleaners
-  Medical Secretaries
-  Medical and Health Services Managers
-  Food Servers
-  Licensed Practical Nurses



Healthcare occupations are expected to add many jobs in the North Country over the next decade



Please visit our website for other publications and resources available:
www.nh.gov/nhes/elmi/