



CENTER FOR A COMPETITIVE WORKFORCE

**HEALTH CARE SERVICES IN
THE LOS ANGELES BASIN**

*A High-Growth Industry
May 2018*

ABOUT THE CENTER FOR A COMPETITIVE WORKFORCE

Center for a Competitive Workforce links education and workforce partners to establish high-performing regional talent development systems in California for the rapidly changing industries that will dominate our economic future. The center's work addresses the talent gaps employers face and the supply of skilled graduates to meet projected workforce demand. CCW was founded as a Strong Workforce Program within the 19 Los Angeles County community colleges in the L.A.|O.C. Regional Consortium. Learn more: ccworkforce.org.

Health Services Industry Outlook

Paths to Rewarding Careers

The health care sector has undergone a number of changes in recent years, yet promises to be a significant source of good-paying middle-skill jobs over the next five years in Los Angeles and Orange counties. As a result, the Center for a Competitive Workforce set out to analyze the major shifts occurring in the industry and identify the jobs that have the brightest future in the region.

Key findings include:

- A significant contributor to the regional economy, health services generates \$141 billion in economic output annually in the Los Angeles Basin, accounting for nearly 10 percent of the gross regional product.
- More than half of the jobs in the industry are middle-skill and that percentage is expected to grow.
- Community colleges are integral to providing students with the training necessary to enter a career in health services and conferred 3,147 health-related awards in the 2016-17 academic year in the two counties.

To achieve the Strong Workforce Program's co-equal goals the Center for a Competitive Workforce was established to structure, deploy and structurally integrate the following five-part program model:



ACQUIRE: Conduct economic research and applied analysis to better understand the region's targeted industries, their associated labor markets, growth occupations and five-year forecasts.

ENGAGE: Validate and amplify the quantitative research and analysis with primary research, including survey instruments and firm-level intelligence gathered through the Los Angeles County Economic Development Corporation (LAEDC) and Los Angeles Area Chamber of Commerce industry cluster councils.

DISTILL: Collect and refine data elicited through the above processes into translatable, usable information for consumption by the community colleges.

TRANSLATE: Connect quantitative research/analysis, primary research and firm-level intelligence to curriculum developers and other relevant decision makers at the community colleges.

DEVELOP: Customize new programs and courses through collaboration with industry professionals that correct, modernize or enhance critical competencies and/or skills training gaps.

Health Careers with Promise

High-growth, In-demand Occupations

Within the health services industry, 15 occupations were identified that show promise in the region. All occupations are middle-skill, meaning they require some education or training beyond a high school diploma, but less than a bachelor's degree.



CARDIOVASCULAR TECHNOLOGISTS AND TECHNICIANS

What they do: Conduct tests on pulmonary or cardiovascular systems of patients for diagnostic, therapeutic or research purposes.



DENTAL HYGIENISTS

What they do: Administer oral hygiene care to patients.



EMERGENCY MEDICAL TECHNICIANS AND PARAMEDICS

What they do: Administer basic emergency medical care and transport patients to medical facilities.



LICENSED VOCATIONAL NURSES

What they do: Care for ill, injured or convalescing patients or persons with disabilities.



MAGNETIC RESONANCE IMAGING TECHNOLOGISTS

What they do: Monitor patient safety and operate MRI scanners.



MEDICAL AND CLINICAL LABORATORY TECHNICIANS

What they do: Perform routine medical laboratory tests for disease diagnosis, treatment and prevention.



MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

What they do: Perform complex medical laboratory tests for disease diagnosis, treatment and prevention.



MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

What they do: Compile, process and maintain medical records of patients and classify medical concepts into the health care industry's numerical coding system.



PHARMACY TECHNICIANS

What they do: Prepare medications under the direction of a pharmacist.



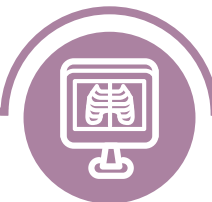
PHLEBOTOMISTS

What they do: Draw blood for tests, transfusions, donations or research.



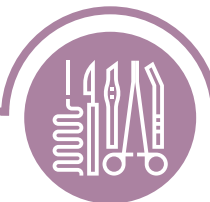
PHYSICAL THERAPIST ASSISTANTS

What they do: Assess, plan and execute rehabilitative programs to improve or correct disabling conditions.



RADIOLOGIC TECHNOLOGISTS

What they do: Use scanning modalities, such as X-rays and CT scans, for diagnostic or research purposes.



SURGICAL TECHNOLOGISTS

What they do: Assist in operations under the supervision of surgeons, registered nurses or other personnel.



REGISTERED NURSES

What they do: Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records.



RESPIRATORY THERAPISTS

What they do: Assess, treat and care for patients with breathing disorders.



QUADEERA NDJOCK-MATIP

A High-Tech Career in Health Data

SCHOOL: East Los Angeles College, Class of 2015

PROGRAM: Health Information Technology, A.S.;
Medical Coding, Certificate

JOB TITLE: Clinical Data Abstractor

For Quadeera Ndjock-Matip, medical coding is all about saving lives. As a clinical data abstractor in the quality department at Los Angeles USC Medical Center, the data analysis she conducts helps improve patient outcomes. And while her job typically involves top-notch computer skills, it also hinges on interpersonal communication with physicians and nurse managers. “Our efforts are moving the needle. Hospital readmission, mortality, length of stay—all of that gets better when the care is better,” she said. Ndjock-Matip spent 14 years as a property manager, but weary of frequently moving, she decided it was time to go back to school when her son reached high school. She worked a full-time job and went to college on the weekends. It wasn’t easy, but she stuck with it. “You need to stay laser focused,” she said. “Keep moving. That’s what I did.”

Health Care Training Hotspots

Community Colleges Enhancing the Talent Pool

In Los Angeles and Orange counties, 25 community colleges offer nearly 20 unique certificate and degree programs related to health care. The health care programs in the region that awarded the most certificates and degrees mirror the occupations with the most projected demand—registered nurses, licensed vocational nurses, and radiologic technologists. This page shows the top 10 community colleges, by number of awards conferred.

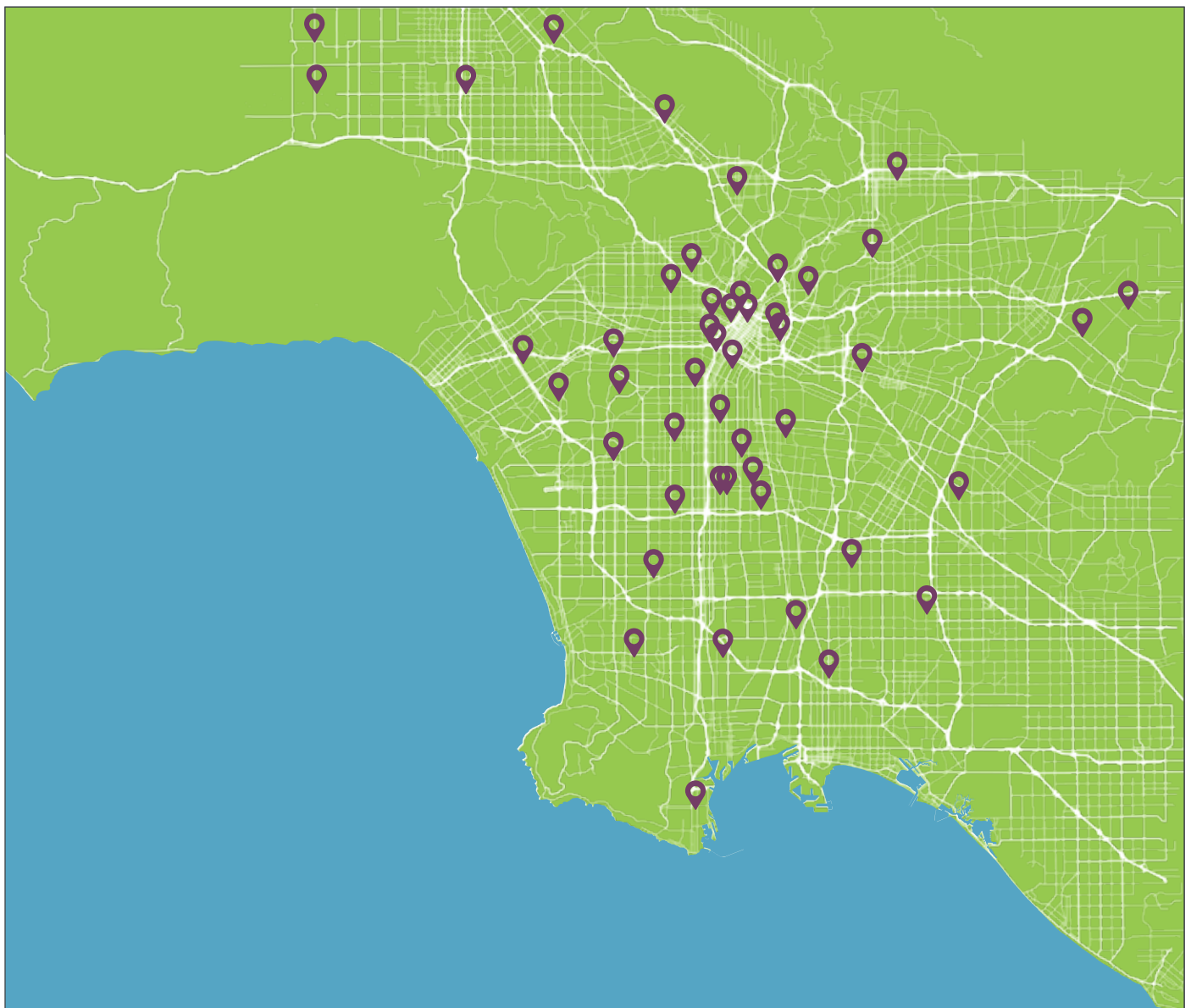
COLLEGE	2016-2017 AWARDS
Saddleback College	307
Pasadena City College	272
Los Angeles City College	261
East Los Angeles College	253
Mt. San Antonio College	230
El Camino College	191
Long Beach City College	186
Cypress College	167
Citrus College	150
Santa Ana College	150

Connecting Job Seekers with Health Careers

America's Job Centers and Workforce Development Boards

Los Angeles County America's Job Centers, also known as WorkSource Centers, serve over 250,000 individuals each year and assist clients with accessing training providers in the community. These one-stop centers are overseen by seven Workforce Development Boards (WDBs), a sample of their data is shown in this report. WDB health care programs with the most participants include:

- Certified nurse assistant/home health aide (608 participants)
- Medical assistant (181 participants)
- Phlebotomy technician (154 participants)
- Medical biller/coder (78 participants)

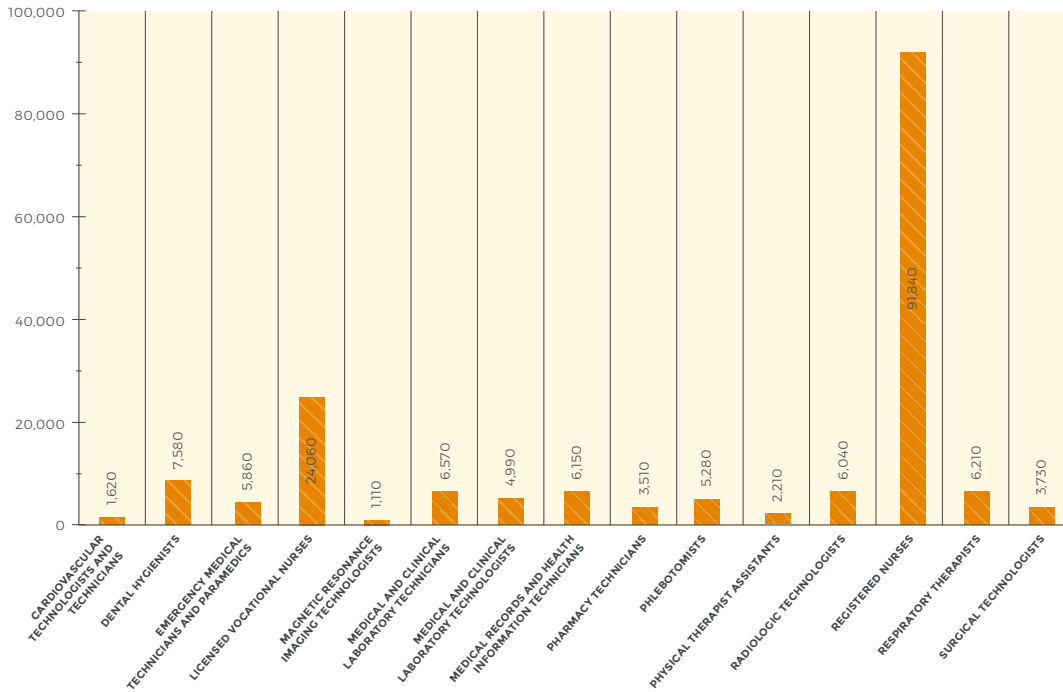


Where the Jobs Are

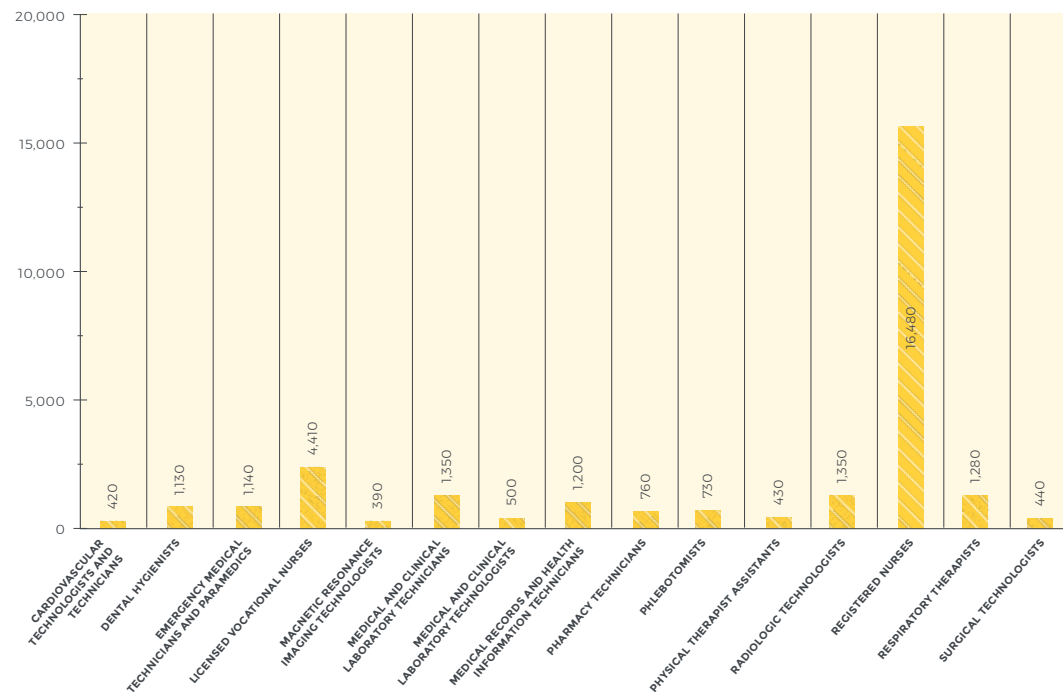
Health Care Careers with a Positive Outlook

Understanding where health services jobs are now, and in the future, is critical for tailoring training and career education programs, as well as regional policies to prepare a workforce that is competitive in a fast-changing global economy.

Total Jobs (2016)



Projected Job Openings (5 Years)



KEY FINDINGS

There are more than

588,330

health services jobs in Los Angeles and Orange counties

Over the next five years, more than

123,400
JOB OPENINGS

are projected in the region

ABOUT 60%

of these jobs will be middle-skill



ARIEL RAMIREZ

Dedicated to Helping Underserved Dental Patients

SCHOOL: *West Los Angeles College, Class of 2017*

PROGRAM: *Dental Assisting, A.S.*

JOB TITLE: *Full-Time Student*

At age 9, Ariel Ramirez arrived in South Central Los Angeles from Guatemala with his family. Adjusting to a new country, a new culture and a new language wasn't easy. Being a non-native English speaker was challenging, especially as he navigated high school and community college. But his experiences became an asset in the kind of work he feels called to do—providing dental care to underserved communities. Through clinical experiences at the UCLA School of Dentistry, he worked with Spanish-speaking patients and came to understand that being bilingual is a highly valuable skill in health care, one he plans to use in his professional career. In 2017, Ramirez completed a dental assisting degree and quickly enrolled in a dental hygiene bachelor's degree program. He is on track to graduate in 2019.

Rewarding Careers That are in Demand and Pay the Bills

Health Services Jobs on the Rise

Health services jobs have a positive employment outlook and pay well. These jobs offer a meaningful way to make a positive difference in people's lives and the community, while offering wages that can support a family and improve standards of living.

KEY FINDINGS

Health services workers typically earn

HIGHER THAN AVERAGE

wages compared to the regional economy

Overall, employees in health care earn, on average,

\$65,030 ANNUALLY

which is more than the regional average across all industries, \$59,890 annually

Of the sectors analyzed, hospitals pay the highest wages,

\$73,550 PER YEAR

followed by ambulatory health services,

\$61,650 PER YEAR

CARDIOVASCULAR TECHNOLOGISTS AND TECHNICIANS
\$32.29/hr



DENTAL HYGIENISTS
\$46.55/hr



EMERGENCY MEDICAL TECHNICIANS AND PARAMEDICS
\$14.58/hr



LICENSED VOCATIONAL NURSES
\$24.34/hr



MAGNETIC RESONANCE IMAGING TECHNOLOGISTS
\$37.25/hr



MEDICAL AND CLINICAL LABORATORY TECHNICIANS
\$19.94/hr



MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS
\$38.55/hr



MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS
\$20.50/hr



PHARMACY TECHNICIANS
\$17.33/hr



PHLEBOTOMISTS
\$19.24/hr



PHYSICAL THERAPIST ASSISTANTS
\$32.49/hr



RADIOLOGIC TECHNOLOGISTS
\$33.11/hr



REGISTERED NURSES
\$44.59/hr



RESPIRATORY THERAPISTS
\$35.94/hr



SURGICAL TECHNOLOGISTS
\$27.57/hr



Jobs of the Future

New Roles are Transforming the Health Care Workforce

The health care industry has been affected by significant changes in how care is delivered as well as increased attention to mental health, disease prevention and diverse patient populations. Other impacts include the digital revolution and the rise of virtual health care.

TOP CRITICAL SKILLS OF THE FUTURE:

- *Consumer focus*
- *Digital fluency*
- *Collaboration*
- *Performance improvement*



Receptionist of the Future

- Greater emphasis on customer service and member engagement
- Way-finder/directional navigator
- Roving check-in
- Integration of new customer-friendly technologies
- Expert resource with expanded connectivity to member benefits, finance, etc.



Multifunctional Health Care Worker

- Core duties of a medical assistant or LVN with additional duties such as back office, phlebotomy, limited imaging procedures, reception and navigation
- Flexible, cross-trained employee with the ability to adapt to changes in work flow and volume
- Technologically savvy
- Team player and collaborator



Community Health Navigator

- Connecting patients to non-medical resources, such as food, transportation, housing
- Health system navigation
- Assistance with care transition
- Patient engagement regarding medication adherence
- Chronic disease support and health coaching

Challenges Facing Community Colleges

Tackling the Obstacles Hindering Educational Delivery

While community colleges are well-positioned to be the premier source of health care talent in the region, they still face challenges. A number of these challenges are specific to health services.



Finding Qualified Faculty

It can be difficult identifying and recruiting qualified faculty to teach and develop programs.

Comparatively low starting pay also poses challenges for recruiting faculty who can often earn more practicing their profession. Some allied health practitioners do not have the degrees to meet community colleges' minimum requirements.



Preceptors

An issue primarily affecting nursing programs, community colleges are having a harder time finding employers willing to provide preceptorships. Part of the reason is that expert practitioners may already be assigned to train new employees and cannot take on additional trainees. Preceptorships also tend to be viewed as requiring more work, because the employee must take on an additional role, that of teacher for students.



Meeting Licensing Requirements

While health care occupations are constantly evolving, licensing requirements do not always keep pace. Community colleges work hard to find a balance to provide students with the skills and knowledge that are most in demand by employers as well as what is needed to pass licensing exams.



Up-to-date Instructional Labs and Equipment

Having equipment and materials that are current and in good repair is a particular challenge for some community colleges. Sufficient laboratory and storage space is also a challenge.



Clinical Placements

Clinical placements are critical for providing students the chance to practice their skills in real-life workforce settings. Regional competition among educational providers exists for a finite number of available clinical placements.

FOR MORE INFORMATION:

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ccworkforce.org

