



Maryland Hospital Association

# Hospital Personnel Survey Report for Calendar Year 2013



## MHA Hospital Personnel Survey Calendar Year 2013

### Introduction

Fourteen hospitals completed the Hospital Personnel Survey for calendar year 2013. The survey is designed to meet the following objectives:

- Monitor current workforce supply and demand for selected hospital positions;
- Trend vacancy, turnover, and other workforce measures by hospital position to project future needs and programming;
- Assess the evolution of current hospital positions and evaluate future needs;
- Provide benchmarking data for participating hospitals; and
- Advocate on behalf of members concerning workforce priorities.

This survey measures data for 45 *selected* hospital positions.

The experience of individual hospitals and regions may vary somewhat from reported survey findings.

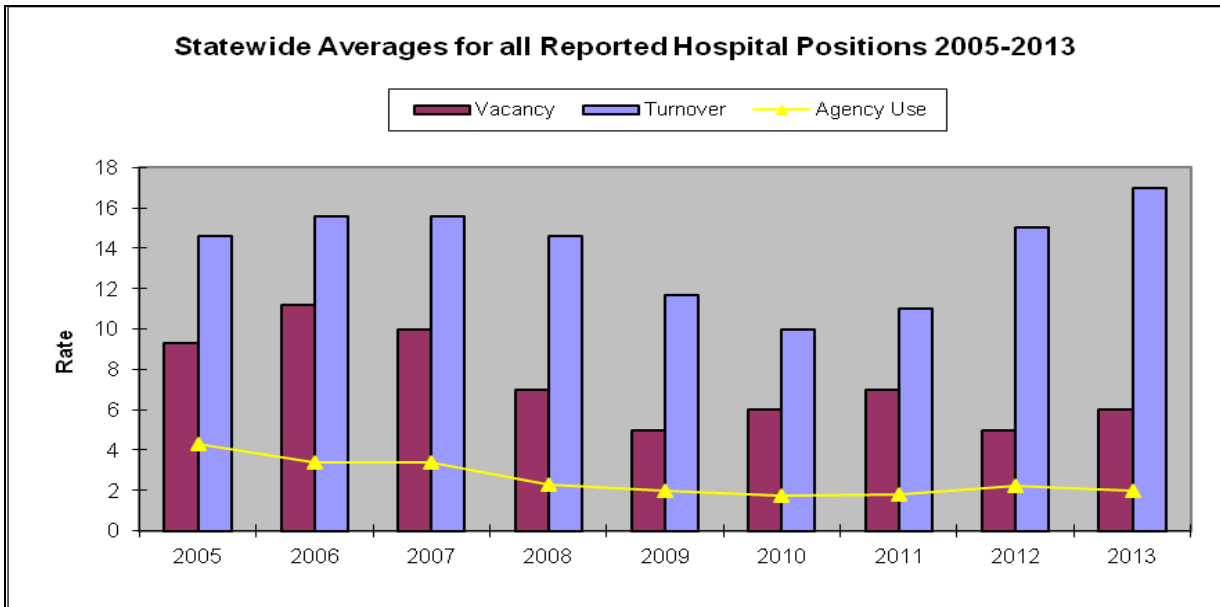
### Comparative Statewide Rates for All Positions Reported 2012 vs. 2013

	Vacancy (%)	Turnover (%)	Retention (%)	Agency Use (% total hours paid by position)	Days to Fill
2013	6	16.7	86	2.0	6.4
2012	5	14.8	89	2.2	9.1

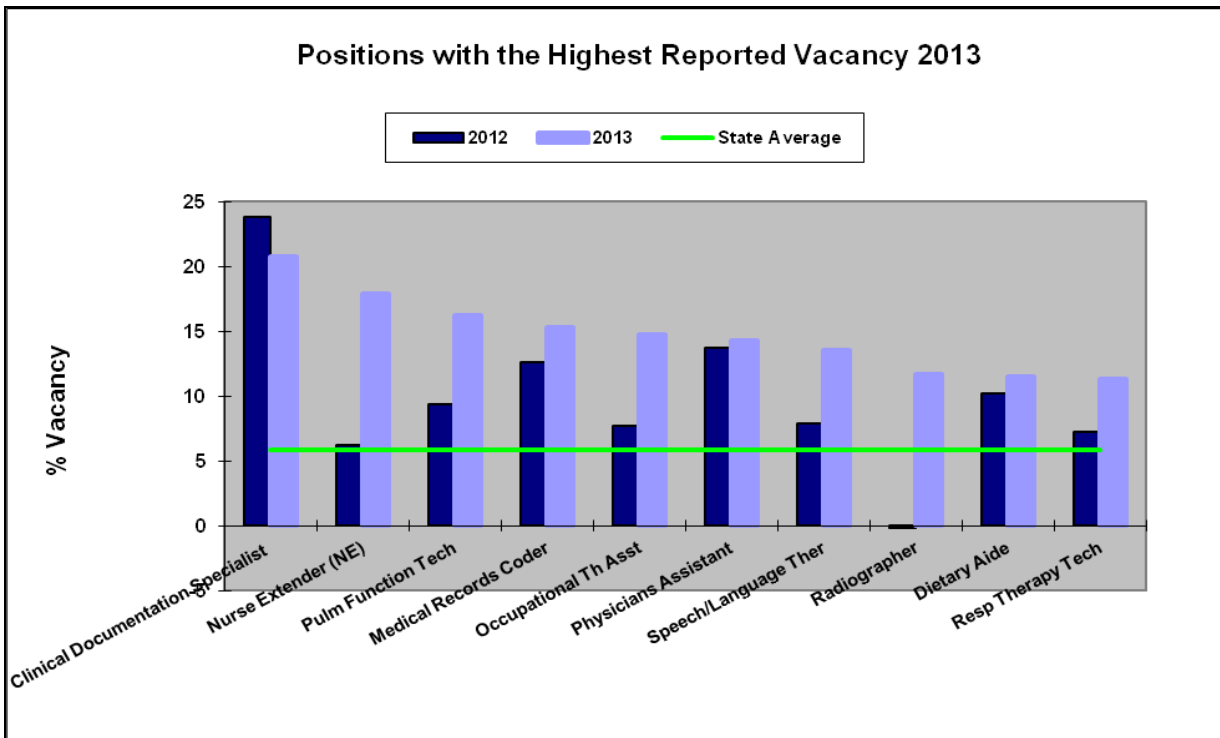
### At A Glance

The impact of the economy on hospital workforce as reported in the personnel survey is summarized below:

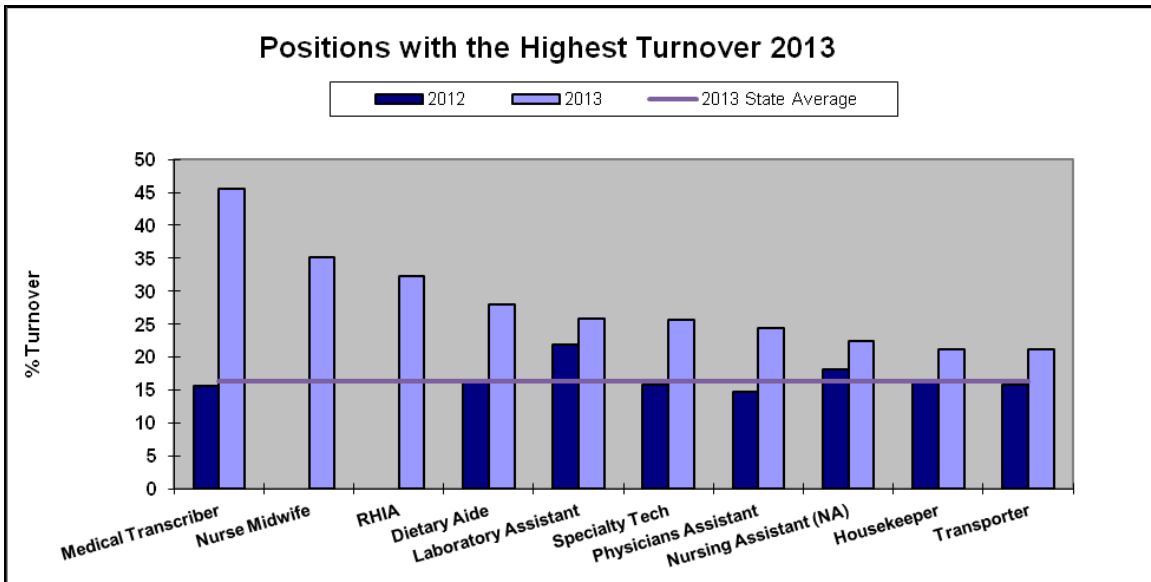
- vacancy is up by one percent as hospital volumes decreased
- there is a surplus of workers as indicated by the low number of days to fill which has steadily decreased over the past two years, although highly specialized professionals are still a recruiting challenge; and
- turnover rates increased almost 2 percent in 2013.



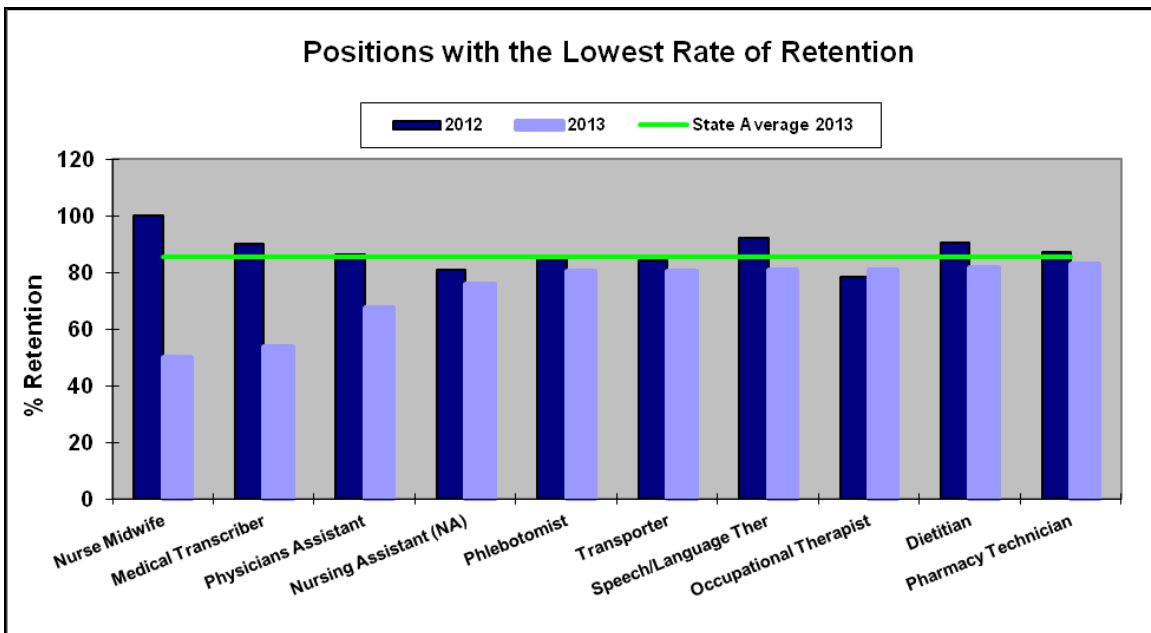
- Reported vacancy rates decreased by one percent this year.
- Statewide turnover rates are seventeen percent, an increase from 2012.
- Agency use slightly decreased from 2.2 to 2.0 percent.



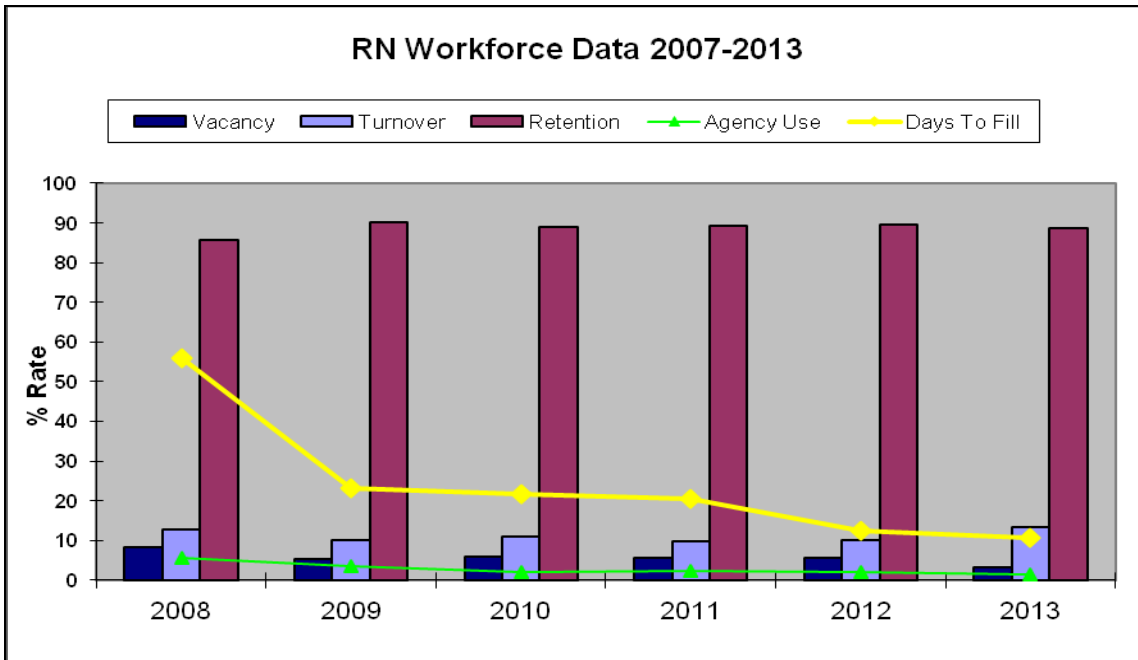
- State average vacancy rate for all reported positions is six percent.
- The graph depicts positions that reported vacancy rates between 7 and 24 percent in 2013.
- 52 percent of job titles reported an increased vacancy rate



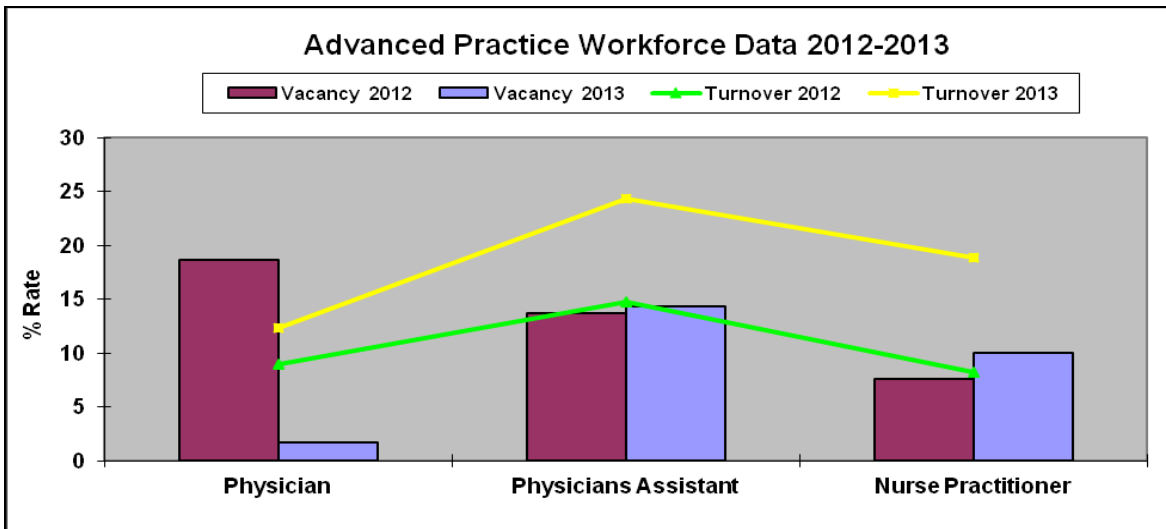
- State average turnover rate for all reported positions is 16.3 percent.
- High rates of turnover are in all level positions. Medical Records Coders had a large increase as a result of recruitment from consulting firms for ICD-10 implementation.
- Graph depicts the positions that reported turnover rates of more than 20 percent.



- State average retention rate for all reported positions is 86 percent.
- Lowest rates of retentions are reported in all level positions.
- Graph depicts positions that reported retention rates in 2013 of less than 50 percent.



- The vacancy rate between 2012 and 2013 declined by over 2 percent, and there was a significant decrease in agency use.
- In December 2009, the U.S. Bureau of Labor Statistics projected that more than 581,500 RN positions will be created through 2018.
- Maryland’s Department of Labor projects 14,670 RN openings between 2008 and 2018.



- The 2011 vacancy rate for physicians increased dramatically to 18.7 percent.
- Nurse anesthetists represent a small number of FTEs. There are currently no vacancies.
- Nurse Midwives showed a negative vacancy rate for 2012 and were excluded from the graph.

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF VACANCY RATES  
2009 - 2013**

**Laboratory**

	2009	2010	2011	2012	2013	Diff	%
Cytotechnologist	0.2	3.0	1.1	3.6	-6.4	-10.0	-277.8%
Laboratory Assistant	8.7	12.1	6.9	4.3	11.0	6.7	155.8%
Lab Tech (MLT-ASCP)	3.1	5.0	6.8	-0.4	0.9	1.3	-325.0%
Med Tech (MT-ASCP)	5.2	6.5	3.0	4.6	3.1	-1.5	-32.6%
Phlebotomist	7.4	8.3	4.1	10.8	7.4	-3.4	-31.5%
<b>TOTAL</b>	5.8	7.3	4.2	5.0	5.2	0.2	4.0%

**Medical Records**

	2009	2010	2011	2012	2013	Diff	%
Medical Records Clerk	2.2	7.4	7.6	0.4	5.3	4.9	1225.0%
Medical Records Coder	6.2	6.2	11.9	12.6	15.3	2.7	21.4%
Registered Health Information Technician (RHIT)	7.4	8.6	4.4	0.8	11.3	10.5	1312.5%
Medical Transcriber	10.8	15.5	14.8	18.6	8.9	-9.7	-52.2%
Registered Health Information Management Administrator (RHIA)	-0.5	0.0	5.3	0.0	-2.5	-2.5	0.0%
Clinical Documentation Specialist	4.9	10.6	28.0	23.8	20.8	-3.0	-12.6%
<b>TOTAL</b>	6.0	8.8	11.5	9.8	10.8	1.0	10.2%

**Nursing**

	2009	2010	2011	2012	2013	Diff	%
LPN	1.7	1.8	4.0	0.3	-10.9	-11.2	-3733.3%
Nurse Anesthetist	35.2	22.3	0.0	0.0	0.0	0.0	0.0%
Nurse Extender (NE)	9.4	15.8	7.8	6.2	17.9	11.7	188.7%
Nurse Midwife	12.0	4.6	0.1	-33.9	4.6	38.5	-113.6%
Nurse Practitioner	7.3	9.1	8.8	7.6	10.0	2.4	31.6%
Specialty Tech	7.7	11.4	8.6	7.7	3.4	-4.3	-55.8%
Nursing Assistant (NA)	7.6	11.0	9.0	6.5	4.8	-1.7	-26.2%
Registered Nurse (RN)	5.3	5.9	5.6	5.6	3.4	-2.2	-39.3%
Surg Tech	6.7	8.6	6.9	6.4	1.5	-4.9	-76.6%
Transporter	7.4	7.3	5.9	6.3	5.6	-0.7	-11.1%
Unit Sec	8.6	11.0	9.2	5.0	8.6	3.6	72.0%
<b>TOTAL</b>	6.1	7.5	6.4	5.7	4.5	-1.2	-21.1%

**Nutrition Services**

	2009	2010	2011	2012	2013	Diff	%
Dietary Aide	9.5	10.2	16.1	10.2	11.5	1.3	12.7%
Dietitian	7.8	9.2	7.7	6.8	2.3	-4.5	-66.2%
<b>TOTAL</b>	9.3	10.0	15.1	9.8	10.7	0.9	9.2%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF VACANCY RATES  
2009 - 2013**

**Pharmacy**

	2009	2010	2011	2012	2013	Diff	%
Pharmacist	6.5	6.3	5.3	5.9	6.9	1.0	16.9%
Pharmacy Technician	9.0	8.8	6.2	6.3	3.9	-2.4	-38.1%
<b>TOTAL</b>	<b>7.7</b>	<b>7.5</b>	<b>5.7</b>	<b>6.1</b>	<b>5.6</b>	<b>-0.5</b>	<b>-8.2%</b>

**Physician Services**

	2009	2010	2011	2012	2013	Diff	%
Physician (MD)	2.1	2.8	4.7	18.7	1.7	-17.0	-90.9%
Physicians Assistant	9.7	10.2	5.4	13.7	14.3	0.6	4.4%
<b>TOTAL</b>	<b>4.5</b>	<b>5.2</b>	<b>4.9</b>	<b>17.3</b>	<b>5.3</b>	<b>-12.0</b>	<b>-69.4%</b>

**Radiology**

	2009	2010	2011	2012	2013	Diff	%
Nuclear Medicine Tech	4.7	7.5	4.7	3.6	-1.6	-5.2	-144.4%
Radiation Therapy Tech	5.2	1.0	6.1	6.0	2.7	-3.3	-55.0%
Radiographer	5.5	6.3	3.9	-0.2	11.7	11.9	-5950.0%
Sonographer	8.6	9.1	4.9	1.7	2.2	0.5	29.4%
Special Proc Tech	3.9	4.7	3.9	4.0	2.2	-1.8	-45.0%
<b>TOTAL</b>	<b>5.5</b>	<b>6.1</b>	<b>4.3</b>	<b>1.9</b>	<b>5.6</b>	<b>3.7</b>	<b>194.7%</b>

**Rehabilitation**

	2009	2010	2011	2012	2013	Diff	%
Occupational Therapist	12.6	14.6	11.7	10.7	2.0	-8.7	-81.3%
Occupational Th Asst	7.5	4.1	0.0	7.7	14.7	7.0	90.9%
Physical Therapist	8.7	11.5	10.8	3.8	4.4	0.6	15.8%
Physical Th Asst	6.4	5.7	5.1	5.9	10.6	4.7	79.7%
Speech/Language Ther	8.4	13.9	17.0	7.9	13.5	5.6	70.9%
<b>TOTAL</b>	<b>9.4</b>	<b>11.6</b>	<b>10.6</b>	<b>6.5</b>	<b>6.1</b>	<b>-0.4</b>	<b>-6.2%</b>

**Respiratory Therapy**

	2009	2010	2011	2012	2013	Diff	%
Pulm Function Tech	9.6	9.6	6.0	9.4	16.2	6.8	72.3%
Resp Therapist (RRT)	10.7	5.0	0.0	0.9	2.8	1.9	211.1%
Resp Therapy Tech	-2.4	8.5	12.2	7.2	11.3	4.1	56.9%
<b>TOTAL</b>	<b>7.7</b>	<b>6.0</b>	<b>3.1</b>	<b>2.3</b>	<b>4.7</b>	<b>2.4</b>	<b>104.3%</b>

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF VACANCY RATES  
2009 - 2013**

**Social Services**

	2009	2010	2011	2012	2013	Diff	%
Masters Social Worker (LCSW/LGSW)	3.3	3.1	7.0	6.2	10.0	3.8	61.3%
Social Worker (BSW)	1.9	4.8	-2.9	-5.4	-15.8	-10.4	192.6%
<b>TOTAL</b>	3.1	3.3	5.7	4.3	4.0	-0.3	-7.0%

**Housekeeping**

	2009	2010	2011	2012	2013	Diff	%
Housekeeper	3.3	2.1	6.4	5.7	4.2	-1.5	-26.3%
<b>TOTAL</b>	3.3	2.1	6.4	5.7	4.2	-1.5	-26.3%

**Supply Chain- Sterile Processing and Distribution**

	2009	2010	2011	2012	2013	Diff	%
Central Sterile Supply Tech	3.6	6.5	6.8	4.5	5.3	0.8	17.8%
<b>TOTAL</b>	3.6	6.5	6.8	4.5	5.3	0.8	17.8%



**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF TURNOVER RATES  
2009 - 2013**

**Laboratory**

	2009	2010	2011	2012	2013	Diff	%
Cytotechnologist	3.1	18.9	7.5	12.2	12.4	0.2	1.6%
Laboratory Assistant	18.5	17.3	13.4	21.9	25.9	4.0	18.3%
Lab Tech (MLT-ASCP)	7.4	11.7	7.3	9.7	9.3	-0.4	-4.1%
Med Tech (MT-ASCP)	10.0	8.1	6.5	8.4	12.8	4.4	52.4%
Phlebotomist	21.0	16.7	18.2	19.2	20.9	1.7	8.9%
<b>TOTAL</b>	13.5	11.8	10.6	12.3	16.4	4.1	33.3%

**Medical Records**

	2009	2010	2011	2012	2013	Diff	%
Medical Records Clerk	18.4	17.9	17.2	8.6	11.5	2.9	33.7%
Medical Records Coder	11.2	6.6	12.1	150.4	19.1	-131.3	-87.3%
Registered Health Information Technician (RHIT)	5.0	11.8	3.6	7.0	8.9	1.9	27.1%
Medical Transcriber	14.4	15.3	13.2	15.6	45.6	30.0	192.3%
Registered Health Information Management Administrator (RHIA)	0.0	0.0	29.5	0.0	32.3	32.3	0.0%
Clinical Documentation Specialist	0.0	12.5	10.1	5.6	19.0	13.4	239.3%
<b>TOTAL</b>	13.0	12.4	13.7	59.0	18.9	-40.1	-68.0%

**Nursing**

	2009	2010	2011	2012	2013	Diff	%
LPN	10.5	12.3	15.0	14.6	15.0	0.4	2.7%
Nurse Anesthetist	4.9	12.9	0.0	0.0	0.0	0.0	0.0%
Nurse Extender (NE)	19.1	11.1	10.8	9.8	12.8	3.0	30.6%
Nurse Midwife	11.0	8.0	3.6	0.0	35.1	35.1	0.0%
Nurse Practitioner	8.1	8.9	11.1	8.2	18.9	10.7	130.5%
Specialty Tech	20.1	18.6	16.0	15.8	25.7	9.9	62.7%
Nursing Assistant (NA)	18.9	21.4	17.4	18.2	22.5	4.3	23.6%
Registered Nurse (RN)	10.2	11.0	9.9	10.1	13.4	3.3	32.7%
Surg Tech	10.9	13.8	11.0	25.5	17.4	-8.1	-31.8%
Transporter	26.4	15.8	1323.0	15.8	21.2	5.4	34.2%
Unit Sec	14.2	12.4	11.3	8.7	17.8	9.1	104.6%
<b>TOTAL</b>	12.1	12.4	39.1	11.9	15.4	3.5	29.4%

**Nutrition Services**

	2009	2010	2011	2012	2013	Diff	%
Dietary Aide	18.7	20.1	18.0	16.2	27.9	11.7	72.2%
Dietitian	8.8	12.9	11.4	7.3	19.2	11.9	163.0%
<b>TOTAL</b>	17.4	19.2	17.2	15.4	26.7	11.3	73.4%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF TURNOVER RATES  
2009 - 2013**

**Pharmacy**

	2009	2010	2011	2012	2013	Diff	%
Pharmacist	8.2	9.1	10.7	9.4	11.6	2.2	23.4%
Pharmacy Technician	13.5	10.5	11.4	11.0	16.4	5.4	49.1%
<b>TOTAL</b>	10.8	9.7	11.0	10.1	13.8	3.7	36.6%

**Physician Services**

	2009	2010	2011	2012	2013	Diff	%
Physician (MD)	11.1	11.5	8.6	9.0	12.3	3.3	36.7%
Physicians Assistant	14.1	10.6	9.6	14.8	24.4	9.6	64.9%
<b>TOTAL</b>	12.1	11.2	8.9	10.8	15.4	4.6	42.6%

**Radiology**

	2009	2010	2011	2012	2013	Diff	%
Nuclear Medicine Tech	6.9	9.3	5.4	7.5	19.1	11.6	154.7%
Radiation Therapy Tech	9.7	10.0	11.3	11.0	7.5	-3.5	-31.8%
Radiographer	7.5	6.3	4.7	5.1	7.0	1.9	37.3%
Sonographer	7.4	10.2	6.2	12.4	8.8	-3.6	-29.0%
Special Proc Tech	5.9	6.9	4.0	4.4	9.6	5.2	118.2%
<b>TOTAL</b>	7.1	7.6	5.2	6.7	9.0	2.3	34.3%

**Rehabilitation**

	2009	2010	2011	2012	2013	Diff	%
Occupational Therapist	12.8	17.7	16.0	15.3	19.6	4.3	28.1%
Occupational Th Asst	8.6	8.3	6.6	6.3	9.4	3.1	49.2%
Physical Therapist	11.4	9.5	10.2	14.1	9.4	-4.7	-33.3%
Physical Th Asst	9.4	3.9	7.8	7.4	7.3	-0.1	-1.4%
Speech/Language Ther	12.1	11.4	16.3	8.7	7.9	-0.8	-9.2%
<b>TOTAL</b>	11.5	11.1	11.8	12.3	11.5	-0.8	-6.5%

**Respiratory Therapy**

	2009	2010	2011	2012	2013	Diff	%
Pulm Function Tech	7.0	29.8	4.1	34.4	9.8	-24.6	-71.5%
Resp Therapist (RRT)	9.6	7.3	8.2	8.6	9.2	0.6	7.0%
Resp Therapy Tech	10.1	9.8	9.0	3.7	13.4	9.7	262.2%
<b>TOTAL</b>	9.7	8.5	8.3	8.3	9.8	1.5	18.1%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF TURNOVER RATES  
2009 - 2013**

**Social Services**

	2009	2010	2011	2012	2013	Diff	%
Masters Social Worker (LCSW/LGSW)	11.2	10.0	15.2	14.8	13.0	-1.8	-12.2%
Social Worker (BSW)	13.3	8.4	1.7	16.2	16.9	0.7	4.3%
<b>TOTAL</b>	11.5	9.8	13.2	15.0	14.1	-0.9	-6.0%

**Housekeeping**

	2009	2010	2011	2012	2013	Diff	%
Housekeeper	36.7	16.7	15.9	16.5	21.2	4.7	28.5%
<b>TOTAL</b>	36.7	16.7	15.9	16.5	21.2	4.7	28.5%

**Supply Chain- Sterile Processing and Distribution**

	2009	2010	2011	2012	2013	Diff	%
Central Sterile Supply Tech	16.3	16.0	17.8	13.0	15.5	2.5	19.2%
<b>TOTAL</b>	16.3	16.0	17.8	13.0	15.5	2.5	19.2%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF RETENTION RATES  
2009 - 2013**

**Laboratory**

	2009	2010	2011	2012	2013	Diff	%
Cytotechnologist	78.9	81.5	100.0	92.9	91.7	-1.2	-1.3%
Laboratory Assistant	80.0	80.4	85.6	75.2	83.5	8.3	11.0%
Lab Tech (MLT-ASCP)	90.7	85.8	91.2	88.2	91.8	3.6	4.1%
Med Tech (MT-ASCP)	90.0	90.6	92.0	90.9	87.1	-3.8	-4.2%
Phlebotomist	83.4	83.2	80.1	84.9	80.4	-4.5	-5.3%
<b>TOTAL</b>	87.0	87.1	87.9	87.3	85.1	-2.2	-2.5%

**Medical Records**

	2009	2010	2011	2012	2013	Diff	%
Medical Records Clerk	83.6	82.2	84.6	89.1	86.4	-2.7	-3.0%
Medical Records Coder	88.4	92.1	91.1	89.5	93.4	3.9	4.4%
Registered Health Information Technician (RHIT)	93.7	94.4	98.3	93.2	92.3	-0.9	-1.0%
Medical Transcriber	89.7	90.6	86.8	90.2	53.9	-36.3	-40.2%
Registered Health Information Management Administrator (RHIA)	100.0	100.0	94.4	100.0	100.0	0.0	0.0%
Clinical Documentation Specialist	94.9	87.8	85.0	91.2	87.1	-4.1	-4.5%
<b>TOTAL</b>	88.1	88.6	88.3	90.2	82.6	-7.6	-8.4%

**Nursing**

	2009	2010	2011	2012	2013	Diff	%
LPN	87.9	83.6	86.7	83.9	85.1	1.2	1.4%
Nurse Anesthetist	83.9	88.9	100.0	0.0	0.0	0.0	0.0%
Nurse Extender (NE)	81.5	86.6	90.0	88.8	89.6	0.8	0.9%
Nurse Midwife	82.5	75.8	96.7	100.0	50.0	-50.0	-50.0%
Nurse Practitioner	91.3	90.8	90.7	93.6	87.9	-5.7	-6.1%
Specialty Tech	83.3	85.8	88.7	88.1	88.8	0.7	0.8%
Nursing Assistant (NA)	84.4	80.8	82.3	80.9	76.2	-4.7	-5.8%
Registered Nurse (RN)	90.3	88.9	89.2	89.7	88.8	-0.9	-1.0%
Surg Tech	88.3	87.0	90.6	85.8	89.2	3.4	4.0%
Transporter	84.0	81.1	84.5	84.2	80.6	-3.6	-4.3%
Unit Sec	88.4	85.3	87.9	90.7	87.1	-3.6	-4.0%
<b>TOTAL</b>	88.8	87.5	88.4	88.4	87.4	-1.0	-1.1%

**Nutrition Services**

	2009	2010	2011	2012	2013	Diff	%
Dietary Aide	82.1	80.7	82.7	81.4	89.4	8.0	9.8%
Dietitian	89.9	88.3	86.0	90.5	81.7	-8.8	-9.7%
<b>TOTAL</b>	83.1	81.5	83.1	82.2	88.5	6.3	7.7%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF RETENTION RATES  
2009 - 2013**

**Pharmacy**

	2009	2010	2011	2012	2013	Diff	%
Pharmacist	90.3	90.3	86.6	90.0	86.1	-3.9	-4.3%
Pharmacy Technician	85.3	86.9	86.6	87.2	83.1	-4.1	-4.7%
<b>TOTAL</b>	<b>87.9</b>	<b>88.7</b>	<b>86.6</b>	<b>88.7</b>	<b>84.7</b>	<b>-4.0</b>	<b>-4.5%</b>

**Physician Services**

	2009	2010	2011	2012	2013	Diff	%
Physician (MD)	89.1	81.9	93.0	89.3	91.9	2.6	2.9%
Physicians Assistant	88.9	88.0	90.5	86.4	67.6	-18.8	-21.8%
<b>TOTAL</b>	<b>89.0</b>	<b>83.9</b>	<b>92.3</b>	<b>88.3</b>	<b>84.9</b>	<b>-3.4</b>	<b>-3.9%</b>

**Radiology**

	2009	2010	2011	2012	2013	Diff	%
Nuclear Medicine Tech	93.7	92.5	87.2	85.4	90.6	5.2	6.1%
Radiation Therapy Tech	92.6	88.9	84.4	89.2	86.2	-3.0	-3.4%
Radiographer	92.0	97.7	92.7	92.7	93.2	0.5	0.5%
Sonographer	91.2	88.4	94.0	92.7	92.8	0.1	0.1%
Special Proc Tech	92.6	91.1	93.9	96.6	89.4	-7.2	-7.5%
<b>TOTAL</b>	<b>92.2</b>	<b>93.2</b>	<b>92.4</b>	<b>92.8</b>	<b>91.3</b>	<b>-1.5</b>	<b>-1.6%</b>

**Rehabilitation**

	2009	2010	2011	2012	2013	Diff	%
Occupational Therapist	84.8	79.3	84.1	78.6	81.1	2.5	3.2%
Occupational Th Asst	90.7	91.7	88.1	91.9	87.5	-4.4	-4.8%
Physical Therapist	87.4	86.3	87.2	82.4	88.8	6.4	7.8%
Physical Th Asst	94.1	88.4	88.8	93.2	92.9	-0.3	-0.3%
Speech/Language Ther	81.3	80.8	87.1	92.4	80.9	-11.5	-12.4%
<b>TOTAL</b>	<b>86.8</b>	<b>84.4</b>	<b>86.6</b>	<b>84.8</b>	<b>86.3</b>	<b>1.5</b>	<b>1.8%</b>

**Respiratory Therapy**

	2009	2010	2011	2012	2013	Diff	%
Pulm Function Tech	93.9	74.4	96.2	84.6	90.0	5.4	6.4%
Resp Therapist (RRT)	93.7	91.4	90.5	92.1	90.5	-1.6	-1.7%
Resp Therapy Tech	86.1	82.1	89.7	91.0	86.6	-4.4	-4.8%
<b>TOTAL</b>	<b>91.6</b>	<b>88.3</b>	<b>90.5</b>	<b>91.5</b>	<b>89.8</b>	<b>-1.7</b>	<b>-1.9%</b>

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE SUMMARY OF RETENTION RATES  
2009 - 2013**

**Social Services**

	2009	2010	2011	2012	2013	Diff	%
Masters Social Worker (LCSW/LGSW)	90.5	87.7	86.6	86.1	87.0	0.9	1.0%
Social Worker (BSW)	88.7	92.3	96.3	84.0	88.6	4.6	5.5%
<b>TOTAL</b>	90.2	88.4	88.1	85.7	87.5	1.8	2.1%

**Housekeeping**

	2009	2010	2011	2012	2013	Diff	%
Housekeeper	87.8	86.2	86.5	85.8	85.4	-0.4	-0.5%
<b>TOTAL</b>	87.8	86.2	86.5	85.8	85.4	-0.4	-0.5%

**Supply Chain- Sterile Processing and Distribution**

	2009	2010	2011	2012	2013	Diff	%
Central Sterile Supply Tech	83.4	84.0	84.2	88.7	87.0	-1.7	-1.9%
<b>TOTAL</b>	83.4	84.0	84.2	88.7	87.0	-1.7	-1.9%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE PERCENT OF AGENCY USE  
2009 - 2013**

**Laboratory**

	2009	2010	2011	2012	2013	Diff	%
Cytotechnologist	0.5	0.5	0.0	0.2	0.5	0.3	150.0%
Laboratory Assistant	1.1	0.3	1.9	1.6	2.5	0.9	56.2%
Lab Tech (MLT-ASCP)	1.2	1.6	1.6	0.7	1.3	0.6	85.7%
Med Tech (MT-ASCP)	0.3	0.2	0.3	0.1	0.3	0.2	200.0%
Phlebotomist	0.9	0.2	0.4	2.8	0.4	-2.4	-85.7%
<b>TOTAL</b>	0.7	0.4	0.6	0.8	0.7	-0.1	-12.5%

**Medical Records**

	2009	2010	2011	2012	2013	Diff	%
Medical Records Clerk	1.3	1.9	1.6	0.9	1.0	0.1	11.1%
Medical Records Coder	1.6	1.8	3.1	0.8	1.8	1.0	125.0%
Registered Health Information Technician (RHIT)	3.9	0.0	0.0	0.0	0.0	0.0	0.0%
Medical Transcriber	4.5	8.5	8.6	7.9	14.2	6.3	79.7%
Registered Health Information Management Administrator (RHIA)	0.0	0.0	0.0	0.0	14.5	14.5	0.0%
Clinical Documentation Specialist	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
<b>TOTAL</b>	2.2	3.0	3.3	2.0	3.2	1.2	60.0%

**Nursing**

	2009	2010	2011	2012	2013	Diff	%
LPN	2.5	2.2	0.5	0.5	0.2	-0.3	-60.0%
Nurse Anesthetist	7.0	7.8	9.7	0.0	0.0	0.0	0.0%
Nurse Extender (NE)	4.3	1.5	0.0	0.6	0.9	0.3	50.0%
Nurse Midwife	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Nurse Practitioner	0.2	0.2	0.1	1.3	0.5	-0.8	-61.5%
Specialty Tech	0.7	0.2	0.1	0.2	0.1	-0.1	-50.0%
Nursing Assistant (NA)	4.1	4.5	1.8	1.9	2.4	0.5	26.3%
Registered Nurse (RN)	3.5	2.2	2.4	2.2	1.5	-0.7	-31.8%
Surg Tech	1.1	1.0	0.9	2.4	1.7	-0.7	-29.2%
Transporter	0.5	0.4	1.0	1.5	3.0	1.5	100.0%
Unit Sec	0.3	0.3	0.4	1.2	1.3	0.1	8.3%
<b>TOTAL</b>	3.1	2.1	1.9	1.9	1.4	-0.5	-26.3%

**Nutrition Services**

	2009	2010	2011	2012	2013	Diff	%
Dietary Aide	2.7	3.1	3.3	2.3	1.6	-0.7	-30.4%
Dietitian	1.5	0.7	0.1	0.2	0.1	-0.1	-50.0%
<b>TOTAL</b>	2.5	2.8	2.9	2.1	1.4	-0.7	-33.3%

**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE PERCENT OF AGENCY USE  
2009 - 2013**

**Pharmacy**

	2009	2010	2011	2012	2013	Diff	%
Pharmacist	1.4	0.7	0.7	1.3	1.5	0.2	15.4%
Pharmacy Technician	1.2	1.3	1.6	3.1	4.8	1.7	54.8%
<b>TOTAL</b>	<b>1.3</b>	<b>1.0</b>	<b>1.1</b>	<b>2.1</b>	<b>3.1</b>	<b>1.0</b>	<b>47.6%</b>

**Physician Services**

	2009	2010	2011	2012	2013	Diff	%
Physician (MD)	0.1	0.0	0.2	0.3	0.5	0.2	66.7%
Physicians Assistant	1.6	0.8	1.6	2.6	3.5	0.9	34.6%
<b>TOTAL</b>	<b>0.6</b>	<b>0.3</b>	<b>0.6</b>	<b>1.0</b>	<b>1.3</b>	<b>0.3</b>	<b>30.0%</b>

**Radiology**

	2009	2010	2011	2012	2013	Diff	%
Nuclear Medicine Tech	1.4	1.6	2.1	1.8	4.4	2.6	144.4%
Radiation Therapy Tech	0.1	1.3	0.1	0.1	0.3	0.2	200.0%
Radiographer	2.4	2.6	2.3	3.2	2.7	-0.5	-15.6%
Sonographer	4.6	1.1	0.9	2.2	0.2	-2.0	-90.9%
Special Proc Tech	2.3	2.0	2.4	2.8	1.3	-1.5	-53.6%
<b>TOTAL</b>	<b>2.5</b>	<b>2.0</b>	<b>2.0</b>	<b>2.6</b>	<b>1.7</b>	<b>-0.9</b>	<b>-34.6%</b>

**Rehabilitation**

	2009	2010	2011	2012	2013	Diff	%
Occupational Therapist	6.4	4.6	7.1	12.5	4.0	-8.5	-68.0%
Occupational Th Asst	2.4	1.3	2.3	2.5	5.2	2.7	108.0%
Physical Therapist	6.0	3.8	5.0	6.0	3.4	-2.6	-43.3%
Physical Th Asst	3.6	3.5	3.0	2.9	3.5	0.6	20.7%
Speech/Language Ther	2.6	1.6	1.9	4.3	2.3	-2.0	-46.5%
<b>TOTAL</b>	<b>5.2</b>	<b>3.5</b>	<b>4.8</b>	<b>6.7</b>	<b>3.5</b>	<b>-3.2</b>	<b>-47.8%</b>

**Respiratory Therapy**

	2009	2010	2011	2012	2013	Diff	%
Pulm Function Tech	0.5	3.3	4.6	0.0	0.4	0.4	0.0%
Resp Therapist (RRT)	4.7	2.7	1.8	2.8	3.5	0.7	25.0%
Resp Therapy Tech	2.0	2.8	0.6	3.7	1.1	-2.6	-70.3%
<b>TOTAL</b>	<b>3.8</b>	<b>2.8</b>	<b>1.6</b>	<b>2.9</b>	<b>3.0</b>	<b>0.1</b>	<b>3.4%</b>



**MHA HOSPITAL PERSONNEL SURVEY  
STATEWIDE PERCENT OF AGENCY USE  
2009 - 2013**

**Social Services**

	2009	2010	2011	2012	2013	Diff	%
Masters Social Worker (LCSW/LGSW)	2.2	1.6	2.4	1.5	2.1	0.6	40.0%
Social Worker (BSW)	1.6	1.5	1.0	1.0	1.3	0.3	30.0%
<b>TOTAL</b>	2.1	1.6	2.2	1.4	1.9	0.5	35.7%

**Housekeeping**

	2009	2010	2011	2012	2013	Diff	%
Housekeeper	0.6	0.1	0.7	3.0	2.8	-0.2	-6.7%
<b>TOTAL</b>	0.6	0.1	0.7	3.0	2.8	-0.2	-6.7%

**Supply Chain- Sterile Processing and Distribution**

	2009	2010	2011	2012	2013	Diff	%
Central Sterile Supply Tech	0.2	0.2	0.3	0.4	1.7	1.3	325.0%
<b>TOTAL</b>	0.2	0.2	0.3	0.4	1.7	1.3	325.0%

## **Glossary**

**FTE:** full-time equivalent. For example, a person who works full-time is counted as 1.0 FTE; half-time is counted at 0.5 FTE, etc. Multiple combinations of part-time employees may be needed to fill one FTE.

**BUDGETED FTE POSITIONS:** the *average* number of fixed and variable budgeted FTE positions for the 12-month period.

**SEPARATED FTE POSITIONS:** the *total* number of FTEs terminated from a particular position *for any reason* during the 12-month period, including voluntary and involuntary turnover. It does not include internal transfers to other budgeted positions.

**VACANT FTE POSITIONS:** the *average* number of budgeted but unfilled FTE positions for the 12-month period.

**HOURS OF AGENCY USE:** the total number of **hours** paid in a year for agency and per diem or pool. This may include contract workers, external agency personnel, travelers, per diem staff, internal float pool staff and others with no guaranteed hours.

**LENGTH OF TIME TO FILL VACANT POSITIONS:** indicated the approximate time it takes to fill vacant positions, i.e., from the time recruitment begins to the time a position is filled.

## **Benchmarking**

Hospitals participating in the survey are encouraged to compare their own vacancy and turnover rates to the statewide results by printing the summary reports provided on the survey Web site.

**Please note that survey turnover rates may differ from other rates calculated by an individual hospital.** MHAs rates are based on *separated FTEs*, to facilitate statewide comparisons. Most hospitals calculate their turnover rates based on the *number of employees* separated and some include transfers to float pools or other units in their measures of turnover.

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