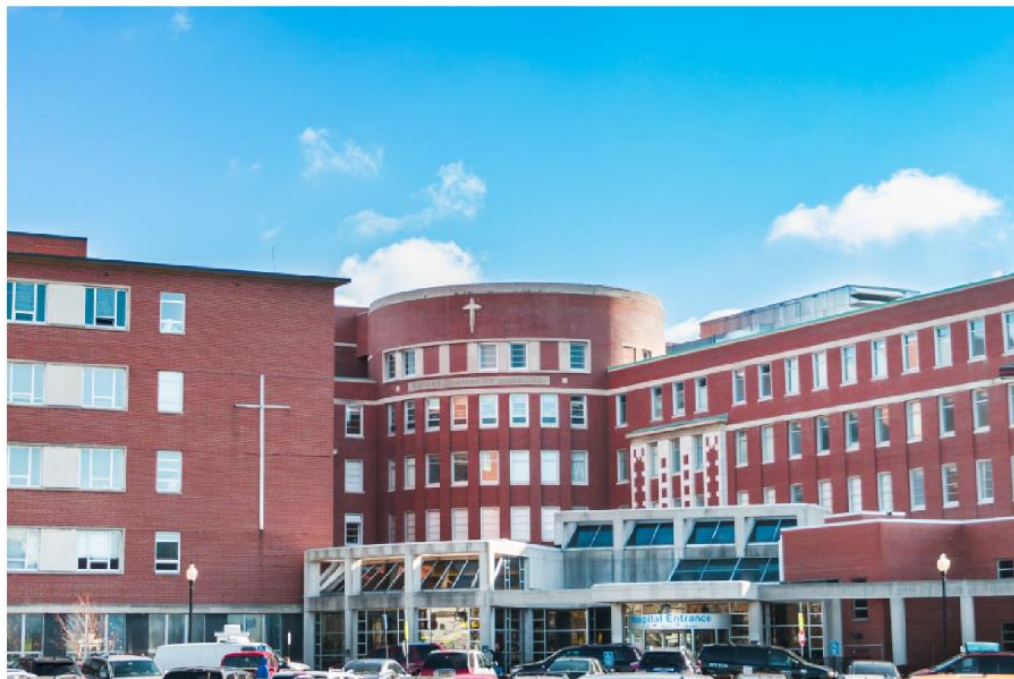




COMMUNITY PARTNERS OF WNY

Performing Provider System



Gap Analysis

COMMUNITY PARTNERS OF WNY



Prepared by WNY R-AHEC

October 2016

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Introduction

This report presents the findings of research conducted among the Community Partners of Western New York (CPWNY) PPS facilities by the Western New York Rural Area Health Education Center (R-AHEC) as part of the DSRIP initiative.

In 2015, CPWNY contracted R-AHEC to assist in completing their DSRIP Workforce Implementation Plan. One of the key actions of the Implementation plan is to undertake an analysis of the gaps between the Current and Target Workforce. The purpose of the analysis is to identify specific retraining, redeployment, and new hire needs. Known as the Workforce Gap Analysis, this research was identified as critical by R-AHEC and CPWNY for future workforce planning and development, in light of all reforms brought by DSRIP, in all of its 3 counties in Western New York: Chautauqua, Erie and Niagara. Simply stated, the Gap Analysis is a contrast between what *is* and what *should be*.

Methodology

The methodology, which included the assessment of current staffing patterns and qualifications at partner facilities, was gathered through organizational assessments and project manager interviews, resulting in the creation of the Current Workforce Survey and Target Workforce survey. Efforts also included a review of available online U.S. healthcare workforce gap literature.

The assessment process began when R-AHEC staff conducted interviews with CPWNY's partner facilities (between February 1, 2016 and August 8, 2016) to gather site-specific workforce information. The process continued when R-AHEC staff met with CPWNY Project Managers to evaluate anticipated workforce staffing and training needs. Current Workforce Survey results were collected via e-mail from October 2015 until the end of March 2016. Collected data was aggregated into a report and is attached to this research.

Findings

Current Workforce Survey

One hundred and eighteen CPWNY partners, representing nine DSRIP facility types, were invited to participate in this survey in October 2015. The overall response rate to this survey was 74.6%. The information contained in the report is completely dependent on the accuracy of the data reported by each participating facility. Based on the provided information, CPWNY engages over 32,108 healthcare workers across these facility types: Article 16 Clinics (OPWDD), Article 28 Diagnostic and Treatment Centers, Government Agency, Home Care Agency, Inpatient, Non-licensed CBO, Nursing Home/SNF, Article 31/Article 32 Outpatient Behavioral Health, and Private Provider Practice. Sixty-eight percent (or 21,867) of the surveyed workforce are full-time employees, while 20% (or 6,392) are part-time and 12% (or 3,849) are on a per-diem schedule.

According to the United States Census Bureau's¹ estimates there were 1,266,009 residents in 2015 in the 3 counties of Western New York that CPWNY covers. CPWNY's reported healthcare workforce is 2.5% of this population. The Current Workforce Survey shows a low number of Care Coordinators, Health Educators, Nurse Practitioners, Physicians, Physician Assistants, and Social Workers currently employed to serve this population to achieve the goals of DSRIP (to reduce avoidable use of Emergency Departments by 25% over the course of five years). This finding corresponds with the nationwide shortage of physicians and nurses². Rural residents of Chautauqua, Erie and Niagara counties are especially vulnerable to these shortages if they do not have any primary care available in their area. In the event that they experience any healthcare issues, they may seek help from Emergency Departments in the closest urban hospitals or outpatient clinics.

County	Population Estimates, 7/1/2015
Chautauqua	130,779
Erie	922,578
Niagara	212,652
Total number of residents	1,266,009

Target Workforce Survey

The assessment covered 46 facilities. R-AHEC was invited to speak in-person with 39 CPWNY-partnered facilities regarding DSRIP projects and anticipated changes to facility staff. Of those 39 facilities, only 27 were engaged in DSRIP projects with CPWNY. R-AHEC identified 19 more facilities that were partners with both CPWNY and Millennium Collaborative Care and whose organizational assessments were already completed as part of a Millennium contract. Their information was added to this report to provide a better picture of the target workforce needs. Partnering employers provided information regarding their present staff, general shortages, and anticipated need for trainings. In many cases, the partners were unable to answer the questions asked of them because they haven't engaged all projects.

In addition to personal discussions with partner facilities, R-AHEC collected additional information from project managers to add their data and add to the Target Workforce report.

Facilities struggled to answer the question of how many staff members will be redeployed, retrained or newly hired for DSRIP projects. Currently they are trying to fill their general shortages of Community Health Workers, Registered Nurses, LPNs, CNAs, CMAs, Care Coordinators, Medical Assistants, Licensed Clinical Social Workers, Case Managers, Primary Care Physicians, Tobacco Control Specialists, Translators or Bilingual Staff, and other positions.

Projected Future State

Based on the Organizational Application, CPWNY identified the need to hire approximately 158 staff at many levels across CPWNY partner organizations. These needs include Primary Care Physicians, Nurse Practitioners, Physician Assistants, Physician Specialists, Pharmacists, Nutritionists, Social Workers, Nurses, Care Coordinators/Health Care Navigators, Community Health Workers, Population Health Management Experts, Human Resources Professionals, Hospital Case Managers, Home Health Workers, Allied Health Professionals, Translators/Foreign Language Speakers, Communications/Marketing Professionals, Telemedicine Technicians, Office/Department Managers, Ambulatory Care Practice Managers, Mental Health Specialists, Psychologists, Psychiatrists, Process Redesign Experts, Data Analysts, Data Base Managers, Reimbursement Analysts and Statisticians.

While the exact number of impacted staff will emerge as CPWNY continues to implement its projects, based on the Organizational Assessment interviews, R-AHEC staff discovered that CPWNY partners are experiencing a huge need to hire new staff in almost every facility type due to the existing staff shortages. At the same time, most redeployments will happen in Inpatient facility types with a few in Hospital Article 28 and Nursing Home/SNFs.

Facility Type	Retrained	Redeployed	New Hires	Total Staff Impacted
Outpatient Behavioral Health (Art. 31/Art. 32)	0	0	14	14
Diagnostic & Treatment Centers (Art. 28)	0	0	18	18
Clinics OPWDD (Art. 16)	0	0	16	16
Home Care Agency	0	0	10	10
Hospital Outpatient Clinics (Art. 28)	9	2	24	35
Inpatient	6	46	27	79
Non-licensed CBO	0	0	8	8
Nursing Home/SNF	17	3	14	34
Private Provider Practice	0	0	35	35
Total	32	51	166	249

The CPWNY Workforce Staffing Impact chart (see Appendix A) shows how these numbers will break down by facility type and specific job titles. Specific facility names are not mentioned as this is just a projection of what may be needed across facility types.

Workforce Implication	Percent of Employees Impacted
Redeployment	20%
Retrain	13%
New Hire	67%

Organizational Assessments

The assessment covered 46 facilities. R-AHEC was invited by 39 CPWNY-partnered facilities to speak in-person with a representative regarding DSRIP projects and anticipated changes to facility staff. Of those 39 CPWNY-partnered facilities, only 27 were engaged in DSRIP projects with CPWNY. R-AHEC identified 19 more facilities that were partners with both CPWNY and Millennium Collaborative Care, whose organizational assessments were already completed as part of a Millennium contract. Their information was included in this Gap Analysis. Interviews were held at the facility’s location between February 1, 2016 and August 8, 2016. The interviewed facilities represent eight DSRIP facility types: Clinic OPWDD (Article 16), Diagnostic and Treatment Center (Article 28), Home Care Agency, Inpatient, Non-licensed CBO, Nursing Home/SNF, Outpatient Behavioral Health (Articles 31 & 32), Private Provider Practice. These facilities are spread out across three Western New York counties: Chautauqua, Erie, Niagara and one facility whose head office is located in Cattaraugus County but provides services for residents of Chautauqua County.

During the assessment interviews, partner facilities reported a shortage of nursing staff (RNs, LPNs, CNAs and CMAs) as well as Nurse Practitioners, Personal Care Aids, Teacher’s Aids, Community Health Workers, Care Coordinators, Care Managers, Social Workers, Primary Care Physicians, Psychiatrists, Psychologists, Translators, Tobacco Control Specialists, Therapeutic Staff, Direct Care/Support Staff, Patient Navigators, and other allied health employees.

A number of interviewed facilities reported that they are in need of bilingual staff. Many of these facilities serve the refugee population with a diverse patient base that speaks 27 different languages. Presently, several facilities are using expensive translation services that do not offer all the dialects needed. These facilities also reported serving the Seneca, Amish, Mennonite, and other minority populations, each with unique cultural, language and socioeconomic challenges.

Upon completion of the period of interviews, R-AHEC created a list of the most frequently reported job titles and created a database of required New York State licenses and certifications (see Appendix B).

Identification of Gaps

The gaps identified in this report highlight specific areas of improvement that must be addressed to move beyond the current state toward achievement of the goals of CPWNY's Implementation Plan. Gaps have been categorized into two groups, current and anticipated gaps, indicating short and long term considerations.

Current Gaps

Shortages – Workforce Gaps

Based on the information collected from the organizational assessments, partner facilities reported experiencing the following shortages: RNs, LPNs, CNAs, Nurse Managers, Nurse Practitioners, Direct Care Staff, Community Health Workers, Care Coordinators, Care Managers, Social Workers, Primary Care Physicians, Psychiatrists, Psychologists, Translators, Teacher's Aides, Therapeutic Staff and others allied health positions. Among all reported job titles, Primary Care Physicians are currently the most needed position. Some facilities reported their constant struggle with retention of RNs, CNAs and LPNs.

This is consistent with the Healthcare Association of New York States (HANYYS) "2015 Physician Advocacy Survey - Where are the Doctors?" report. This report is based on a survey of hospitals and practice managers across the state and documents a shortage of physicians in New York. According to this report the reasons for the primary care shortage includes:

- an aging primary care workforce
- medical school debt
- fewer residents choosing primary care (lower salary)
- lack of interest in practicing in under-served areas of the state ³

This gap has been a continuous trend since 2009 when "HANYYS members reported a dramatic increase in the number of departing physicians and severe difficulty in recruiting replacements."⁴

Workforce Professional Skills Development

Many facilities reported a need for professional development of their staff. In some cases, facilities reported that their "young" workforce is lacking proper work ethics, which includes reporting to work on time and following cellphone policies. At the same time some facilities reported that their "veteran" employees are in need of basic computer skills development, which includes learning to use Excel, Word, Outlook and the Internet.

Among other professional development needs, facilities expressed their interest in customer service trainings, leadership skills development, motivational interviewing, as well as conflict resolution and managing up.

Culture and Language Gaps

Facilities reported that they are currently in need of a multi-lingual workforce or translators/translation services due to the diverse multi-lingual patient population that has moved to the Buffalo area from other countries as refugees or immigrants. Based on the Buffalo public school system census⁵ there are 5 top languages that are spoken (other than English) in the Buffalo area. They are listed in order of prevalence: Spanish, Karen, Arabic, Nepali and Burmese. Most of these recent settlers do not have a strong enough command of English to explain their health problems when seeking medical assistance. One partner clinic in the Buffalo area reported that their highest prevalent language, other than English, is Arabic due to the high number of Yemen immigrants. At the same time, multiple partner facilities in Chautauqua County report Spanish as their prevalent language after English. It becomes even more difficult to address this barrier when some of these identified languages have multiple dialects, such as Spanish or Arabic. Thus, there is an increasing demand for multi-lingual speaking staff and interpreters or translators to adequately assist and educate patients in navigating the healthcare system or delivering medical treatment.

As reported in organizational assessments, there is also a need for cultural competency training. Recommendations are needed on how to work with and understand the medical practices and beliefs of diverse populations such as the Seneca, Amish, Mennonite, and refugee groups.

Job Titles – Gaps in Definitions

During the data collection process, partner facilities struggled to synchronize their current staff titles with the New York State Department of Health job titles. When facilities were not certain on how to classify their staff, they would choose to report such employees in the “Other” category. Lack of clear definitions of the Department of Health job titles and requirements for each position has affected the accuracy of the data reported. For example, one facility may employ a Community Health Worker where another facility refers to the same position as a Patient Navigator. Having clear definitions of job titles and requirements would have minimized inaccuracies.

Communication Gaps

A number of facilities reported feeling that there was a lack of communication from the PPS. The information and feedback gathered during the Organizational Assessments stated facilities had unanswered questions, unclear direction, and a general sense of uncertainty about what the next steps would be under the terms of their involvement in their respective DSRIP project.

Anticipated Gaps

In many cases the partnering facilities were unable to answer questions concerning anticipated staff retraining, redeployment, and recruitment due to being in the early phases of the DSRIP project roll-out. However, most facilities did not report an anticipated need to redeploy or retrain their staff since the majority are currently understaffed. As DSRIP projects further develop, it is anticipated that the need for new hires and the healthcare workforce shortages will continue to increase, especially in rural areas. In light of these staffing shortages and with the development of new technologies, it is expected that telemedicine will play a major role in providing care to geographically isolated patients. As previously mentioned, the need for specialists, primary care providers, and nursing staff will continue to increase.

Documentation

1. CPWNY Workforce Staffing Impact - Projections (Appendix A)
2. New York State Titles and Certifications (Appendix B)

Endnotes

¹ United States Census Bureau, available at <http://www.census.gov/quickfacts/table/PST045215/36013,36063,36029>

² Council on Graduate Medical Education, “16th Report: COGME physician workforce policy guidelines for the United States, 2000-2020” (2005), available at <http://www.hrsa.gov/advisorycommittees/bhpradvisory/cogme/Reports/sixteenthreport.pdf>

³ Where Are the Doctors? Results of HANYS’ 2015 Physician Advocacy Survey, available at https://www.hanys.org/communications/publications/2015/doctor_shortage.pdf

⁴ Help Wanted: New York’s Physician Shortage Continues to Worsen. Results of HANYS’ 2010 Physician Advocacy Survey, available at http://www.hanys.org/communications/publications/2011/2011-01_10_physician_survey_results_2010_electronic.pdf

⁵ Partnership for the Public Good, Buffalo Brief, July 14, 2015. Immigrants, Refugees, and Languages Spoken in Buffalo, available at <http://archives.ppgbuffalo.org/wp-content/uploads/2011/01/Immigrants-Refugees-and-Languages-Spoken-in-Buffalo.pdf>

Workforce Staffing Impact Baseline

Staff Type	Outpatient Behavioral Health (Article 31 & Article 32)			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	2	2
Primary Care			2	2
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	0	0
Nurse Managers/Supervisors				0
Staff Registered Nurses				0
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs				0
Other				0
Clinical Support	0	0	0	0
Medical Assistants				0
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	5	5
Psychiatrists			1	1
Psychologists			1	1
Psychiatric Nurse Practitioners			1	1
Licensed Clinical Social Workers			1	1
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification			1	1
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	4	4
Bachelor's Social Work			1	1
Licensed Masters Social Workers			2	2
Social Worker Care Coordinators/Case Managers/Care Transition			1	1
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	0	0
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other				0
Administrative Staff -- All Titles	0	0	0	0
Executive Staff				0
Financial				0
Human Resources				0
Other				0
Administrative Support -- All Titles	0	0	3	3
Office Clerks				0
Secretaries and Administrative Assistants			1	1
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters			1	1
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Article 28 Diagnostic & Treatment Centers			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	2	2
Primary Care			2	2
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	0	0
Nurse Managers/Supervisors				0
Staff Registered Nurses				0
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs				0
Other				0
Clinical Support	0	0	0	0
Medical Assistants				0
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	4	4
Psychiatrists			1	1
Psychologists			1	1
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers			1	1
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification			1	1
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	4	4
Bachelor's Social Work			1	1
Licensed Masters Social Workers			2	2
Social Worker Care Coordinators/Case Managers/Care Transition			1	1
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	5	5
Certified Asthma Educators			1	1
Certified Diabetes Educators			1	1
Health Coach			1	1
Health Educators			2	2
Other				0
Administrative Staff -- All Titles	0	0	0	0
Executive Staff				0
Financial				0
Human Resources				0
Other				0
Administrative Support -- All Titles	0	0	2	2
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives			1	1
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	1	1
Health Information Technology Managers			1	1
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Article 16 Clinics (OPWDD)			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	5	5
Nurse Managers/Supervisors			1	1
Staff Registered Nurses			2	2
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs			2	2
Other				0
Clinical Support	0	0	5	5
Medical Assistants			3	3
Nurse Aides/Assistants			1	1
Patient Care Techs			1	1
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	0	0
Psychiatrists				0
Psychologists				0
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers				0
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	4	4
Bachelor's Social Work			1	1
Licensed Masters Social Workers			2	2
Social Worker Care Coordinators/Case Managers/Care Transition			1	1
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	0	0
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other				0
Administrative Staff -- All Titles	0	0	0	0
Executive Staff				0
Financial				0
Human Resources				0
Other				0
Administrative Support -- All Titles	0	0	2	2
Office Clerks				0
Secretaries and Administrative Assistants			1	1
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Home Care Agency			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	0	0
Nurse Managers/Supervisors				0
Staff Registered Nurses				0
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs				0
Other				0
Clinical Support	0	0	0	0
Medical Assistants				0
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	0	0
Psychiatrists				0
Psychologists				0
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers				0
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	0	0
Bachelor's Social Work				0
Licensed Masters Social Workers				0
Social Worker Care Coordinators/Case Managers/Care Transition				0
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	0	0
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other				0
Administrative Staff -- All Titles	0	0	0	0
Executive Staff				0
Financial				0
Human Resources				0
Other				0
Administrative Support -- All Titles	0	0	0	0
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers				0
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	10	10
Certified Home Health Aides			5	5
Personal Care Aides			5	5
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Hospital Article 28 Outpatient Clinics			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	4	4
Primary Care			4	4
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	4	0	0	4
Nurse Managers/Supervisors				0
Staff Registered Nurses	3			3
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs	1			1
Other				0
Clinical Support	2	0	0	2
Medical Assistants	2			2
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	2	0	4	6
Psychiatrists			1	1
Psychologists			1	1
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers	2		1	3
Substance Abuse and Behavioral Disorder Counselors			1	1
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	4	4
Bachelor's Social Work			2	2
Licensed Masters Social Workers			1	1
Social Worker Care Coordinators/Case Managers/Care Transition			1	1
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	10	10
Care Manager/Coordinator			1	1
Patient or Care Navigator			1	1
Community Health Worker			8	8
Peer Support Worker				0
Patient Education	0	2	0	2
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other		2		2
Administrative Staff -- All Titles	0	0	1	1
Executive Staff				0
Financial				0
Human Resources				0
Other			1	1
Administrative Support -- All Titles	1	0	1	2
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers	1		1	2
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Inpatient			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	4	4
Primary Care				0
Other Specialties (Except Psychiatrists)			4	4
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	6	13	10	29
Nurse Managers/Supervisors			1	1
Staff Registered Nurses	6	12	7	25
Other Registered Nurses (Utilization Review, Staff Development, etc.)		1		1
LPNs			2	2
Other				0
Clinical Support	0	2	0	2
Medical Assistants		2		2
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	1	4	5
Psychiatrists			1	1
Psychologists			1	1
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers		1	2	3
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	4	2	6
Bachelor's Social Work			1	1
Licensed Masters Social Workers			1	1
Social Worker Care Coordinators/Case Managers/Care Transition				0
Other		4		4
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	5	5
Care Manager/Coordinator			1	1
Patient or Care Navigator			1	1
Community Health Worker			3	3
Peer Support Worker				0
Patient Education	0	8	0	8
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators		8		8
Other				0
Administrative Staff -- All Titles	0	0	1	1
Executive Staff				0
Financial				0
Human Resources				0
Other			1	1
Administrative Support -- All Titles	0	15	1	16
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping		3		3
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other		12		12
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	3	0	3
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other		3		3

Staff Type	Non-licensed CBO			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	0	0
Nurse Managers/Supervisors				0
Staff Registered Nurses				0
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs				0
Other				0
Clinical Support	0	0	0	0
Medical Assistants				0
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	0	0
Psychiatrists				0
Psychologists				0
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers				0
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	0	0
Bachelor's Social Work				0
Licensed Masters Social Workers				0
Social Worker Care Coordinators/Case Managers/Care Transition				0
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	6	6
Certified Asthma Educators			1	1
Certified Diabetes Educators			1	1
Health Coach			1	1
Health Educators			3	3
Other			0	0
Administrative Staff -- All Titles	0	0	1	1
Executive Staff				0
Financial				0
Human Resources				0
Other			1	1
Administrative Support -- All Titles	0	0	1	1
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0

Staff Type	Nursing Home/SNF			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	0	0
Primary Care				0
Other Specialties				0
Nurse Practitioners	0	0	0	0
Primary Care				0
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	17	0	0	17
Nurse Managers/Supervisors				0
Staff Registered Nurses	4			4
Other Registered Nurses (Utilization Review, Staff Development, etc.)	2			2
LPNs	11			11
Other				0
Clinical Support	0	0	10	10
Medical Assistants			3	3
Nurse Aides/Assistants			4	4
Patient Care Techs			2	2
Clinical Laboratory Technologists and Technicians			1	1
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	0	0
Psychiatrists				0
Psychologists				0
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers				0
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	2	2
Bachelor's Social Work			1	1
Licensed Masters Social Workers			1	1
Social Worker Care Coordinators/Case Managers/Care Transition				0
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	0	0
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other				0
Administrative Staff -- All Titles	0	0	1	1
Executive Staff				0
Financial				0
Human Resources				0
Other			1	1
Administrative Support -- All Titles	0	0	1	1
Office Clerks				0
Secretaries and Administrative Assistants				0
Coders/Billers			1	1
Dietary/Food Service				0
Financial Service Representatives				0
Housekeeping				0
Medical Interpreters				0
Patient Service Representatives				0
Transportation				0
Other				0
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	0	0
Health Information Technology Managers				0
Hardware Maintenance				0
Software Programmers				0
Technical Support				0
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	3	0	3
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists		1		1
Physical Therapy Assistants/Aides		1		1
Respiratory Therapists				0
Speech Language Pathologists				0
Other		1		1

Staff Type	Private Provider Practice			
	DY1-DY5			
	Retraining, #	Redeployment, #	New Hires, #	Total Impact
Physicians	0	0	4	4
Primary Care			4	4
Other Specialties (Except Psychiatrists)				0
Physician Assistants	0	0	6	6
Primary Care			6	6
Other Specialties				0
Nurse Practitioners	0	0	4	4
Primary Care			4	4
Other Specialties (Except Psychiatric NPs)				0
Midwives	0	0	0	0
Midwives				0
Nursing	0	0	2	2
Nurse Managers/Supervisors				0
Staff Registered Nurses			2	2
Other Registered Nurses (Utilization Review, Staff Development, etc.)				0
LPNs				0
Other				0
Clinical Support	0	0	2	2
Medical Assistants			2	2
Nurse Aides/Assistants				0
Patient Care Techs				0
Clinical Laboratory Technologists and Technicians				0
Other				0
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)	0	0	0	0
Psychiatrists				0
Psychologists				0
Psychiatric Nurse Practitioners				0
Licensed Clinical Social Workers				0
Substance Abuse and Behavioral Disorder Counselors				0
Other Mental Health/Substance Abuse Titles Requiring Certification				0
Social and Human Service Assistants				0
Psychiatric Aides/Techs				0
Other				0
Nursing Care Managers/Coordinators/ Navigators/Coaches	0	0	0	0
RN Care Coordinators/Case Managers/Care Transitions				0
LPN Care Coordinators/Case Managers				0
Social Worker Case Management/Care Management	0	0	4	4
Bachelor's Social Work			1	1
Licensed Masters Social Workers			2	2
Social Worker Care Coordinators/Case Managers/Care Transition			1	1
Other				0
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)	0	0	0	0
Care Manager/Coordinator				0
Patient or Care Navigator				0
Community Health Worker				0
Peer Support Worker				0
Patient Education	0	0	0	0
Certified Asthma Educators				0
Certified Diabetes Educators				0
Health Coach				0
Health Educators				0
Other				0
Administrative Staff -- All Titles	0	0	0	0
Executive Staff				0
Financial				0
Human Resources				0
Other				0
Administrative Support -- All Titles	0	0	10	10
Office Clerks				0
Secretaries and Administrative Assistants			2	2
Coders/Billers			2	2
Dietary/Food Service				0
Financial Service Representatives			2	2
Housekeeping				0
Medical Interpreters			2	2
Patient Service Representatives			1	1
Transportation				0
Other			1	1
Janitors and cleaners	0	0	0	0
Janitors and cleaners				0
Health Information Technology	0	0	3	3
Health Information Technology Managers			1	1
Hardware Maintenance				0
Software Programmers				0
Technical Support			2	2
Other				0
Home Health Care	0	0	0	0
Certified Home Health Aides				0
Personal Care Aides				0
Other				0
Other Allied Health	0	0	0	0
Nutritionists/Dieticians				0
Occupational Therapists				0
Occupational Therapy Assistants/Aides				0
Pharmacists				0
Pharmacy Technicians				0
Physical Therapists				0
Physical Therapy Assistants/Aides				0
Respiratory Therapists				0
Speech Language Pathologists				0
Other				0



NEW YORK STATE TITLES AND CERTIFICATIONS



Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Administrative Assistant (Medical)	Position is responsible for providing administrative support to a variety of medical professionals. Serves patients by greeting and helping them, scheduling appointments, maintaining records, scanning patient records, process release of information, distribution and sorting of electronic faxes and check in & check out for a busy practice	<ul style="list-style-type: none"> •Proficiency in Microsoft Office (Word, Excel, PowerPoint, Access) software applications & Outlook. •Strong written and verbal interpersonal communication skills. •Ability to organize and prioritize multiple responsibilities. •Knowledge of standard office equipment •Demonstrates strong ability to maintain and deal with confidential issues and data. •Ability to schedule patients for the proper appointment. •Ability to work well under pressure in order to meet deadlines with patience and flexibility. •Knowledgeable of insurance carriers and how to process insurance payments. •Ability to interview patients for case histories in advance of appointments. •Ability to independently prepare reports, minutes and correspondence •Able to drive to various locations/valid driver's license 	<p>High School Diploma or GED required</p> <p>May enter the profession with no training, those with some formal education considered the best prospects.</p> <p>Degree: Associates in Applied Sciences</p>	<p>Recommended but not required:</p> <p>American Medical Technologists certification</p> <p>American Association of Medical Assistants certification</p>
Care Coordinator	The main job of a patient care coordinator is to ensure high quality health care. A coordinator helps to ensure patients understand every aspect of their care while also working with administration to create policies and make decisions that are in the best interest of the patients	<ul style="list-style-type: none"> •Establishing accountability and agreeing on responsibility. •Communicating/sharing knowledge. •Helping with transitions of care. •Assessing patient needs and goals. •Creating a proactive care plan. •Monitoring and follow-up, including responding to changes in patients' needs. •Supporting patients' self-management goals. •Linking to community resources. •Working to align resources with patient and population needs. •Compassionate •Respectful 	<p>A patient care coordinator has different education options depending on employer requirements. If a nursing degree is not required by an employer, then a student may pursue an associate's or bachelor's degree in a relevant area, such as medical or health care administration.</p> <p>Degree: Associates, Bachelors, Masters</p>	<p>Current Registered Nurse license from the New York State Education Department https://labor.ny.gov/stats/olcny/registered-professional-nurse.shtm</p> <p>Certification in related nursing specialty (ex: acute care, geriatric, home health, neonatal, oncology, pediatric, cardiovascular, psychiatric...)</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Care Coordinator (continued)		<ul style="list-style-type: none"> •Team player •Critical thinking skills •Resourcefulness •Leadership skills •Emotional stability 		
Certified Nursing Assistant	<p>A certified nurse aide helps care for ill, injured, disabled and/or infirm individuals in nursing homes. Under the supervision of nursing and medical staff, nurse aides answer patient 'call bells,' deliver messages, serve meals, make beds, and help patients eat, dress and bathe. Aides may provide skin care to patients, take temperatures, pulse and respiration, and help patients walk and get in and out of bed. Nurse aides observe patients' mental, physical and emotional conditions and report changes to the nursing and medical staff.</p>	<ul style="list-style-type: none"> •Working knowledge of the techniques involved in feeding, bathing and caring for the ill or infirm •Working knowledge of aseptic and sterile techniques used in avoiding infection and contamination of equipment and supplies •Working knowledge of first aid •Ability to understand and follow oral and written instructions •Ability to read and understand English •Ability to create a cheerful and optimistic attitude in residents and patients •Ability to get along well with others and work as a team member •Ability to perform light housekeeping and cleaning tasks •Willingness to perform unpleasant tasks •Physically capable of performing the essential functions of the position 	<ul style="list-style-type: none"> • Graduation from high school or possession of a high school equivalency diploma. • State-approved nurse assistant training program; on-the-job training 	<p>Required certification from New York State Department of Health:</p> <p>https://www.prometric.com/en-us/clients/nurseaide/pages/ny.aspx</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Certified Occupational Therapist Assistant</p>	<p>Occupational therapy assistants and aides help patients develop, recover, and improve the skills needed for daily living and working. Occupational therapy assistants are directly involved in providing therapy to patients. Both assistants and aides work under the direction of occupational therapists.</p>	<ul style="list-style-type: none"> •Sufficient hearing to communicate with patients, families and other members of the health care team and to monitor patients by hearing instrument signals and alarms. •Satisfactory physical strength and agility to transport, move or lift patients requiring all levels of assistance and to perform prolonged periods of standing, walking, sitting, bending, crawling, reaching, pushing and pulling. •Sufficient computer competency with ability to utilize Microsoft Word and PowerPoint, basic email, and the Internet. •Satisfactory intellectual, emotional and interpersonal skills to ensure patient safety and to exercise independent judgment and discretion in the performance of assigned responsibilities. •Satisfactory ability to follow verbal and written instructions in order to correctly and independently perform treatment procedures. •Organize and prioritize work, performing multiple tasks within given time constraints and under stressful conditions while maintaining the ability to communicate clearly. •Be able to provide professional and technical services while under the stress of task-related uncertainty, emergency demands and a distracting environment. •Recognize potentially hazardous situations, materials and equipment and proceed in a manner that will protect the patient, self and others. •Recognize emergency situations and respond 	<p>a two-year associate degree program for occupational therapy assistants</p>	<p>Individual must submit an Application for Licensure/ Authorization (Form 1) and the other forms indicated, along with the appropriate fee, to the Office of the Professions.</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Certified Occupational Therapist Assistant (continued)		<p>appropriately.</p> <ul style="list-style-type: none"> •Adapt to performing unpleasant procedures and working the physical illness and traumatic situations. 		
Certified Diabetes Educator (Diabetes Educator)	<p>A Certified Diabetes Educator® (CDE) is a health professional who possesses comprehensive knowledge of and experience in prediabetes, diabetes prevention, and management. The CDE educates and supports people affected by diabetes to understand and manage the condition. A CDE promotes self-management to achieve individualized behavioral and treatment goals that optimize health outcomes.</p>	<ul style="list-style-type: none"> •Ability to identify an individual's specific diabetes self-management goals •Ability to educate an individual and help them identify and achieve self-management goals •Skilled at proper documentation of all education encounters • Ability to assess nutritional needs and provides nutritional counseling to assigned clients/patients. • Ability to assess nutritional education needs of patients. Considers patients cultural, educational and learning issues. • Plans and provides individualized nutrition education to patients, their families and or significant other based on their needs assessment. •Documents nutrition information discussed, written materials provided and evaluation of patient's receptiveness and comprehension of the education provided. •Provides group nutrition education classes. • Provides follow up nutrition education to patients/participants. 	<p>Degree/ Degrees Required: Associates, Bachelors, Masters or PhD.</p>	<p>a) A clinical psychologist, registered nurse, occupational therapist, optometrist, pharmacist, physical therapist, physician (M.D. or D.O.), or podiatrist holding a current, active, unrestricted license from the United States or its territories.</p> <p>b) A dietitian or dietitian nutritionist holding active registration with the Commission on Dietetic Registration, physician assistant holding active registration with the National Commission on Certification of Physician Assistants, clinical exercise professional holding active certification with American College of Sports Medicine (ACSM) as a Certified Clinical Exercise Physiologist (ACSM CEP), previously known as ASCM Certified Clinical Exercise Specialist, clinical exercise</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Certified Diabetes Educator (Diabetes Educator) (continued)				<p>professional holding active certification with the ACSM as a Registered Clinical Exercise Physiologist® (ACSM RCEP), health educator holding active certification as a Master Certified Health Education Specialist with the National Commission for Health Education Credentialing;</p> <p>c) A health professional with a master's degree or higher in social work from a United States college or university accredited by a nationally recognized regional accrediting body.</p>
Clinical Laboratory Technologists /Certified Clinical Laboratory Technician	<p>Clinical Laboratory Technician/Technologists provide information for patient diagnosis and treatment by analyzing body fluids, tissue, and other substances and performing laboratory tests in toxicology, chemistry, hematology, immunology, and microbiology</p>	<ul style="list-style-type: none"> • Posses strong documentation skills • Ability to analyzing information and be thorough • Well versed in using and maintaining medical technology tools such as chemistry analyzers, laboratory dilutors and photometers • Knowledgeable of FDA Health Regulations and OSHA and CLIA compliance directives as used in a clinical / hospital setting • Skilled at Quality Control analysis - conducting tests and inspections of products, services, or processes to evaluate quality or performance • Skilled at interpreting laboratory findings and handling technical report writing activities • Able to process specimens in accordance to 	<p>Clinical Laboratory Technologist - require a Bachelor's degree in clinical laboratory technology from a program registered by the NYS Department of Labor or determined by the department to be the substantial equivalent, or have received a bachelor's degree in biology, chemistry, or the physical sciences or the substantial equivalent and also have received an advanced certificate from an accredited clinical laboratory</p>	<p>Licenses Issued by the New York State Education Department , Office of Professions, Clinical Laboratory Technology Board Office https://labor.ny.gov/stats/olcny/clinical-laboratory-technology.shtm</p> <p>Must pass The American Society for Clinical Pathology (ASCP) Board of Certification's examination for Medical Laboratory Scientist (MLS)</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Clinical Laboratory Technologists / Certified Clinical Laboratory Technician (continued)	laboratories; receiving, typing, testing, and recording blood bank inventories. They organize work by matching computer orders with specimen labeling; sorting specimens; checking labeling; logging specimens; arranging reports for delivery; keeping work surfaces clean and orderly. Medical/Clinical Lab Techs maintain quality results by running standards and controls, verifying equipment function through routine equipment maintenance and advanced trouble shooting; calibrating equipment utilizing approved testing procedures; monitoring quality control measures and protocols. Depending on the field they are working	the chemical, hematology, urinalysis and serology procedures <ul style="list-style-type: none"> • Exceptional arm-hand steadiness aimed at ensuring that specimens are handled with care and minimizing sample retakes • Extensive knowledge of documenting specimens and preparing acquisition lists to ensure free flow of chemicals used during testing procedures 	technology program or a program determined by the Department to be the substantial equivalent Certified Clinical Laboratory Technician - requires an associate's degree, or higher, from an approved clinical laboratory technician program registered by the department or determined by the department to be the substantial equivalent	

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Clinical Laboratory Technologists /Certified Clinical Laboratory Technician (continued)	in, a Medical/ Clinical Lab Tech: <ul style="list-style-type: none"> • (toxicology) identifies the presence or quantity of drugs of abuse, therapeutic drugs, and toxic substances by operating toxicology instrumentation and performing manual methods for the performance of drug screens, blood alcohol levels, and carbon monoxide levels. • (chemistry) provides test results for patient diagnosis and treatment by operating chemistry equipment; performing hand chemistries. • (hematology) provides test results for patient diagnosis and treatment by operating hematology, urinalysis, and coagulation equipment; 			

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Clinical Laboratory Technologists /Certified Clinical Laboratory Technician (continued)	performing manual methods of differentials. • (immunology) provides test results for patient diagnosis and treatment by operating equipment such as the gamma counter, spectrophotometer, densitometer, and through methods such as radioimmunoassay, enzyme immunoassay, and serological testing. • (microbiology) provides physician with information for treatment of patient infection by performing technical procedures for the identification or susceptibility of bacteria, parasites, fungi, and mycobacteria. • (blood bank) ensures the patient of receiving compatible blood/blood components by			

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Clinical Laboratory Technologists /Certified Clinical Laboratory Technician (continued)	completing blood typing, antibody screening, compatibility testing, and antibody identification procedures. • (blood bank) assures future retrieval of patient transfusion information by preparing patient packets and maintaining blood bank database.			
Community Health Worker	A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.	<ul style="list-style-type: none"> •Ability to discuss health concerns with community members •Ability to educate people about the importance and availability of healthcare services, such as cancer screenings •Knowledgeable on how to collect data •Proficient in reporting findings to health educators and other healthcare providers •Skilled in providing informal counseling and social support •Skilled in conducting outreach programs •Facilitates access to the healthcare services •Ability to advocate for individual and community needs 	High School Diploma or GED	Most states do not require community health workers to become certified, however voluntary certification exists or is being considered or developed in a number of states. Possible to obtain certification through the state, is not mandated in all states. http://www.chwbuffalo.org/#!training-team/c190y

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Home Health Aide	Home Health Aides provide personal care and health related services to patients	<ul style="list-style-type: none"> • Strong computer skills and the ability to use Agency’s EMR program. • Strong interpersonal, organizational, time management and written and verbal communication skills. • Able to work independently, and complete paperwork accurately and in a timely fashion. • Must comply with privacy & HIPPA laws. Must be respectful of the patient’s rights & treat a client & his/her belongings with dignity & respect. • Valid driver’s license and automobile with current insurance coverage and in good working condition available to use for work. Must be willing to travel throughout assigned county. • Willingness to submit to physical examination, criminal background and drug testing. 	High School Diploma or GED preferred	<ul style="list-style-type: none"> • NYS DOH approved Home Health Aide training program as verified by NYS DOH Home Care Registry and certificates are given upon completion of a certified training course.
Licensed Clinical Social Worker (LCSW)	The Licensed Clinical Social Worker (LCSW) may provide a variety of services to help individuals, families, groups and communities including community organization, administration of tests and measures of psychosocial functioning, advocacy, case management,	<ul style="list-style-type: none"> • Possess comprehensive assessment skills and able to obtain information about client's social, psychological, environmental and physical needs in a compassionate and professional manner • Must have good judgment and above-average analytical skills to formulate biopsychosocial assessments • Have strong diagnostic skills to establish a client's diagnosis and formulate a treatment plan • Ability to accurately identify and categorize a client's symptoms • Possess strong intervention skills and the ability to perform under high-stress circumstances with calmness and composure 	Master of Social Work with clinical content plus three years of post-MSW supervised experience in diagnosis and psychotherapy	<p>Must have current registration from New York State Education Department https://labor.ny.gov/stats/olcny/licensed-clinical-social-worker.shtm</p> <p>and Passed the national licensing examination - Clinical examination from the Association of Social Work Boards (ASWB)</p> <p>At least 21 years of age</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Licensed Clinical Social Worker (LCSW) (continued)	counseling, consultation, research, administration, management and teaching, plus the diagnosis of mental, emotional, behavioral, addictive and developmental disorders, the development of treatment plans and disabilities, and is a qualified provider of psychotherapy services.	<ul style="list-style-type: none"> • Possess clear and well-developed communication skills and the ability to maintain professional boundaries with clients • Ability to be nonjudgmental and objective when evaluating the outcome of intervention and to critically analyze, monitor and evaluate the effectiveness of interventions. 		Recertification Requirements - a licensee must complete 36 hours of acceptable continuing education from a provider approved by the Education Department during each three-year registration period
Licensed Mental Health Counselor	Licensed Mental Health Counselors uses verbal or behavioral methods with individuals, couples, families or groups to evaluate, assess, treat, modify or adjust to a disability, behavior disorder, character, development, emotion, personality or relationship. The mental health counselor uses assessment instruments and	<ul style="list-style-type: none"> • Possess a thorough knowledge of principles and techniques of counseling • Proficiency in the identification and treatment of mental disorders • Knowledge of evidence-based behavioral assessments and interventions • Knowledge of basic physiology, psychopharmacology and medical terminology • Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times • Skilled in maintaining client records and writing reports or evaluations 	Graduate degree in Mental Health Counseling	Licenses Issued by the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/licensed-mental-health-counselor.shtm Clinical Mental Health Examination (NCMHCE) from the National Board for Certified Counselors

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Licensed Mental Health Counselor (continued)	psychotherapy to identify, evaluate and treat dysfunctions and disorders.			
Licensed Practical Nurse	<p>Licensed practical and licensed vocational nurses typically do the following:</p> <ul style="list-style-type: none"> •Monitor patients' health—for example, by checking their blood pressure •Administer basic patient care, including changing bandages and inserting catheters •Provide for the basic comfort of patients, such as helping them bathe or dress •Discuss the care they are providing with patients and listen to their concerns •Report patients' status and concerns to registered nurses and doctors •Keep records on patients' health <p>Hospital: (Possible Responsibilities)</p> <ul style="list-style-type: none"> • Managing IVs 	<ul style="list-style-type: none"> •Active Listening- Giving full attention to what other people are saying, taking time to understand points being made and asking appropriate questions. •Coordination — Adjusting actions in relation to others' actions. •Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action. •Reading Comprehension — Understanding written sentences and paragraphs in work related documents. •Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do. •Speaking — Talking to others to convey information effectively. •Time Management — Managing one's own time and the time of others. •Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. •Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one. See more occupations related to this skill. 	<p>Required GED or high school diploma</p> <p>Accredited training program in an individual's state approved by the Board of Nursing in that state</p> <p>LPN Degree from a Nursing College</p>	<p>Certified through exam with NCLEX-PN https://www.ncsbn.org/nclex.htm</p> <p>Once individual passes exam will be licensed and able to begin work or go on for RN</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Licensed Practical Nurse (continued)</p>	<ul style="list-style-type: none"> • Ensuring patients and their families understand release instructions • Supervising CNAs (Certified Nursing Assistants) • Monitoring fluid and food intake and output • Moving patients safely <p>Nursing Homes and Rehabilitation Centers:</p> <ul style="list-style-type: none"> • Assessing patients' reactions to medications • Assessing patients' mental health • Providing emotional support • Assisting with daily needs such as bathing and dressing • Observation of patients' skin for potential bed sores <p>Medical Offices and Clinics:</p> <ul style="list-style-type: none"> • Scheduling appointments • Keeping medical records current • Billing patients • Working with insurance companies. 	<ul style="list-style-type: none"> •Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making. See more occupations related to this skill. •Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. See more occupations related to this skill. •Instructing — Teaching others how to do something. •Writing — Communicating effectively in writing as appropriate for the needs of the audience. See more occupations related to this skill. •Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things. •Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the 		

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Medical Billing and Coding Specialist</p>	<p>Medical Billing and Coding Specialists - ensure health providers are paid for medical services rendered. They are responsible for the accurate flow of medical information and patient data between physicians, patients and third party payers. Billing and Coding Job duties:</p> <ul style="list-style-type: none"> • Reviewing medical procedures as documented by doctors • Translating medical procedures into codes that can be translated by payers, other medical coders, and other medical facilities • Transmitting coded patient treatment information to payers and other recipients • Coordinating insurance reimbursement of care providers 	<ul style="list-style-type: none"> • Ability to organize and focus on small details while accurately recording and coding patient information • Ability to be assertive and diffuse patient emotions while solving problems • Capable of understanding and following medical diagnoses and converting that information into the proper codes for medical records. • Basic grasp of medical terminology and human anatomy • Analytical, logical and capability to thoroughly analyze information • Adept at learning new software programs • Possess proper phone etiquette and strong communication skills 	<p>Entry-level position - completion of a 2-year degree (Associate's) or 1-year certificate program in medical billing and coding</p>	<p>Certification is not mandatory, but may be preferred by employers</p> <p>Common certification examination - Certified Coding Assistant (CCA) administered through the American Health Information Management Association (AHIMA)</p> <p>After few years of work experience - eligible to sit for the Certified Coding Specialist (CCS) examination, which includes either a physician-based or hospital-based option</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Medical Billing and Coding Specialist (continued)</p>	<ul style="list-style-type: none"> • Handling patient billing <p>If split into 2 positions:</p> <p>Medical Billing - using CPT codes to assemble and coordinate reimbursement claims for third-party payers. Medical billers interact with insurance companies and with patients to ensure accurate, streamlined billing and payment.</p> <p>Medical Biller job duties:</p> <ul style="list-style-type: none"> • Receiving patient treatment codes to use in assembling reimbursement claims • Creating reimbursement claims and transfer to third-party payers • Coordinating reimbursement activities with payers • Billing patients for medical services 			

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Medical Billing and Coding Specialist (continued)	Medical Coder - translating patient conditions and doctors' medical treatments into universal medical codes for translation by various parties. Medical Coder job duties: <ul style="list-style-type: none"> • Reviewing patient medical records • Coding treatment information using Common Procedure Terminology (CPT) codes • Communicating with medical billing specialists to ensure treatment codes are accurately received 			
Nurse Practitioner	A nurse practitioner is an advanced practice nurse that helps with all aspects of patient care, including diagnosis, treatments and consultations. They may work in both inpatient and outpatient situations and can perform	<ul style="list-style-type: none"> •Thorough knowledge of nursing techniques and procedures; medical and lab equipment and testing procedures; medication. • Considerable knowledge of interviewing and counseling techniques. •Ability to work independently. •Communicate effectively both verbally and in writing. •Deal tactfully and patiently with clients. •Establish and maintain records, reports and statistical data. •Use initiative and judgment; maintain 	RN-BSN Master of Science in Nursing The Doctor of Nursing Practice -The American Association of Colleges of Nurses (AACN) recommends that all nurse practitioners obtain a Doctor of Nursing Practice degree by 2015. This requirement is only for those who enter the nursing practitioner program in 2015	Licensing: Before any nurse practitioner can practice medicine, they must receive a license to work in a health care facility or hospital. This involves passing a national licensing exam, which is known as the NCLEX-RN https://www.ncsbn.org/ncl ex.htm

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Nurse Practitioner (continued)</p>	<p>independently or as part of a treatment team. Generally, nurse practitioners perform the important task of educating patients about preventative care and prescribed treatments. They may also conduct physicals, order tests and serve as a patient's primary healthcare provider. Some nurse practitioners are also able to prescribe medications.</p> <p>Primary Care Nurse Practitioners Primary care nurse practitioners are generalists who work in family health clinics or hospitals. They provide general and preventative care, conduct check-ups, treat illnesses, order lab tests and prescribe medication for children and adults.</p>	<p>effective working relationships with other related agencies; professionals and citizen groups.</p> <ul style="list-style-type: none"> •Perform and record total physical examination. •Skill in diagnostic procedures for diseases and the drug therapy needed for treatment of these medical conditions. •Must be proficient in the use of medical and laboratory equipment. <p>Visual/hearing ability sufficient to comprehend written/verbal communication. Ability to perform tasks involving physical activity, which may include lifting of supplies, equipment, or babies and small children; extensive bending, standing, walking or sitting may be required. Ability to deal effectively with stress.</p>	<p>or later; a master's degree will no longer be enough since a doctorate will provide enhanced educational preparation.</p>	<p>Certification:</p> <p>Certification is required for nurse practitioners and is obtained upon completion of the educational programs. Certifications are given in the future nurse practitioner's specialized area of study, which include nurse midwife, neonatal, emergency care, and long-term care. Nurse practitioners must have a registered nurse license to apply for certification from a national organization. Two popular certification organizations:</p> <p>American Association of Nurse Practitioners https://www.aanp.org/ American Nurses Credentialing Center http://www.nursecredentialing.org/</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Occupational Therapist</p>	<p>Occupational therapists treat injured, ill, or disabled patients through the therapeutic use of everyday activities. They help these patients develop, recover, and improve the skills needed for daily living and working.</p> <ul style="list-style-type: none"> • Assumes responsibility for the screening, evaluation and treatment of facility patients/residents • Reviews medical information and conducts screenings prior to evaluations to determine patient need for services and ability to benefit from skilled services. • Performs patient evaluations under physician order and develops a treatment plan to fit patient needs. • Implements treatment plan 	<ul style="list-style-type: none"> • Able to stand 2+ hours without breaks & able to push, pull, move, and or lift a minimum of 50 pounds • Must be able to perform all patient transfers, (including stand pivot, 2 person, sliding board, Hoyer Lift, non-weight bearing) safely and effectively with or without mechanical devices. • Must be able to assist with the evacuation of residents during emergency situations • Must pass Medical and Physical examination based on job qualifications, requirements and duties • Must have the willingness to work with severely physically, emotionally and cognitively compromised residents and patients • Must be able to take direction from other team members to promote patient treatment and safety • Must be willing to work in an environment with risk of personal injury, exposure to infections waste/materials, infectious diseases, and odors. • Must be able to cope with the emotional stress of working with patients, families and coworkers • Must be able to work independently with periodic (daily or less) support and direction • General computer skills or the ability to learn 	<ul style="list-style-type: none"> •Entry-level master's degree in occupational therapy •Entry-level doctoral degree in occupational therapy 	<p>Occupational therapist are certified through the National Board of Certification in Occupational Therapy.</p> <p>http://www.nbcot.org/certification-candidates-eligibility</p> <p>After meeting educational and examination requirements, applicants must submit an Application for Licensure/ Authorization (Form 1) and the other forms indicated, along with the appropriate fee, to the Office of the Professions.</p> <p>http://www.op.nysed.gov/prof/ot/otlic.htm</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Occupational Therapist (continued)	<p>through direct treatment, education of treatment staff and supervision</p> <ul style="list-style-type: none"> • Maintains confidentiality of all patient, facility and physical related information. • Maintains accurate billing information in accordance with facility procedures on a daily basis. • Attends and participates in interdisciplinary meetings and participates in family meetings as appropriate. • Adheres to documentation requirements of Rehabilitation department and the facility. • Conducts staff training/education as appropriate via formal and informal in-services and consultations. • Supervises COTAs. and rehabilitation 			

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Occupational Therapist (continued)	aides/extenders as indicated by patient needs and state laws <ul style="list-style-type: none"> • Demonstrate customer service through professionalism, courtesy, and consistent follow-up 			
Patient Navigator	<ul style="list-style-type: none"> • Able to drive to various locations / valid driver's license 	Navigators have a broad spectrum of qualifications, from trained lay navigators to professionals such as nurses and social workers. However, navigators should have skills and be assigned functions that are commensurate with their level of experience and training. <ul style="list-style-type: none"> • Good communication and problem solving skills. • Demonstrates respect for the rights of individuals to make their own decisions about family planning, etc. • Ability to communicate easily and display a cordial manner towards individuals from a variety of socio-economic, cultural and religious background • Ability to conduct patient's assessment screenings consistent with the Scope of Services • Ability to maintain care records, file progress notes, track due dates of periodic documentation such as: assessments, reassessments, care plans, medical updates, release of information forms and care conference 	Individuals at any level of education may be employed as navigators High School Diploma or GED required	None required

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Personal Care Aide	<p>Personal care aides assist with the daily tasks of elderly, mentally disabled, chronically ill, or physically challenged clients, as well as hospice patients and those in various stages of rehabilitation or recovery. Aides might work at clients' homes, residential care or hospice facilities, adult day care centers, or senior centers. Personal care aides generally are responsible for light cleaning, cooking, running errands, doing laundry, assisting clients with bathing and other personal hygiene tasks. They also engage clients in activities like reading, talking, and playing games, and often talk with client's family members to address any concerns regarding the client's health, nutrition, and overall well-being.</p>	<ul style="list-style-type: none"> • Attention to Detail: some clients have specific dietary or physical rules or schedules that must be followed. • Interpersonal Skills: must be sensitive and compassionate with clients and able to work in a very personal way with their clients who may be in pain or very fragile • Stamina: ability to lift clients into the bathtub, cars and into bed • Time Management: ability to maintain schedules - be there to make sure clients get up on time, make sure medication is taken on schedule and clients get to appointments on time 	<p>Most personal care aides have at least a high school diploma or GED, but it is not required</p>	<p>None required</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Pharmacy Technician	<p>A Pharmacy Technician retrieves the appropriate medication from inventory and places medication into prescription containers. They assist in inventory management processes including: order review, inventory returns, restocking shelves, and physical inventory preparation. Pharmacy Technicians interact with customers to provide outstanding pharmacy services; answer questions, relay instructions, and ensure each customer is satisfied. Additionally, they assist with keeping the pharmacy clean, sort incoming business mail, answer phone calls from customers, doctors and pharmacy's taking down</p>	<ul style="list-style-type: none"> • Excellent customer service skills that makes both internal and external customers feel welcome, important, and appreciated • Ability and willingness to move with purpose and a strong sense of urgency • Accuracy and attention to detail • Ability to organize and prioritize a variety of tasks/projects in a fast-paced, high volume, environment with responsibility for both incoming and out-going calls 	<p>High School Diploma, required</p> <p>Graduate of a formal Pharmacy Technician training program</p>	<p>Certification from Pharmacy Technician Certification Board</p> <p>As of right now, New York does not require Pharmacy Technicians to be certified</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Pharmacy Technician (continued)	information if pharmacist is unable to speak with them at a given time.			
Physician Assistant	Physicians Assistants contributes to physician's effectiveness by identifying short-term and long-range patient care issues that must be addressed; providing information and pertinent input; recommending options and courses of action; implementing physician directives. PA's assess patient health by interviewing patients, performing physical examinations, and obtaining, updating, and studying medical histories. They determine abnormal conditions by administering or ordering diagnostic tests, such as x-rays, electrocardiograms, and laboratory	<ul style="list-style-type: none"> • Skills in: Health Promotion and Maintenance, Thoroughness, Clinical Assessment Skills, Informing Others, Medical Teamwork, Physiological Knowledge, Bedside Manner, Infection Control, • Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures • Possess good English knowledge including grammar and other rules of composition to prescribe medicines to patients and other customers. • The ability to give full attention to what other people are saying, understand the points being made, asking questions as appropriate, and talking to others to convey information effectively 	Graduate school Degree: Master's	PA licensure/registration with the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/physician-assistant.shtm To become licensed, you must pass the Physician Assistant National Certifying Examination (PANCE)

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Physician Assistant (continued)	studies, interpreting test results and documenting services by charting in patient records. A PA performs therapeutic procedures by administering injections and immunizations, suturing, and managing wounds and infections.			
Physical Therapist (PT)	A Physical Therapist directs, supervises, evaluates and provides PT services to patients in the home or in an institutional setting as prescribed by an attending physician. Physical Therapists evaluate patient using diagnostic muscle, nerve, joint and functional ability tests, prepare assessments of the patient's conditions and does re-evaluations. They also develop written problem lists and plans of care, write	<ul style="list-style-type: none"> • Strong computer skills and the ability to use Agency's EMR program • Strong interpersonal, organizational, time management and written and verbal communication skills • Able to work independently, and complete paperwork accurately and in a timely fashion • Must be familiar with or comply with privacy and HIPPA laws. Must be respectful of the patient's rights and treat a client and his/her belongings with dignity and respect • The ability to safely bend, twist, and lift to assist a patient moving from one surface to another crouch, kneel, reach, push/pull, and crawl to perform exercises with patients • Possess strong observational and assessment skills • The ability to collect and integrate data about patients to problem solve safely and effectively • The ability to read and comprehend patient information 	Graduate of an accredited physical therapy program Degree: Bachelor's, Master's, Doctorate	Licensed by and registered with the New York State Education Department https://labor.ny.gov/stats/olcny/physical-therapist.shtm

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Physical Therapist (PT) (continued)	clinical/progress notes and incorporates them into patients' records. Physical Therapists treat patients to relieve pain and/or develop or restore function to reach maximum independence. They instruct patients in the use of prosthetic, orthotic/assistive devices and educate the family and patient regarding treatment plan and goals. Physical Therapist also anticipate in case conferences and periodic revision of the physician's Plan of Treatment.	<ul style="list-style-type: none"> • Exercise compassion and sound judgment in stressful circumstances 		
Physical Therapist Assistant (PTA)	Physical Therapist Assistants carry out their services beneath the supervision and direction of a licensed PT. Physical therapists rely heavily on their PTA's, so it's crucial that a PTA can offer clients a	<ul style="list-style-type: none"> • Ability to measure & record residents motor function, strength and muscle performance • Strong observational and progress report writing skills • Knowledge of a varieties of techniques (like stretching and massage) and equipment and devices • Ability to educate residents on how to exercise properly to strengthen muscle and 	Graduate of an accredited PTA Program Degree: Associate's	PTA License - Licensed by the New York State Education Department https://labor.ny.gov/stats/olcny/physical-therapist-assistant.shtm

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
<p>Physical Therapist Assistant (PTA) (continued)</p>	<p>comprehensive plan of physical therapy exercises. PTA's employ many different techniques including physical modalities, deep soft tissue massage, therapeutic exercise like ultrasound, and electro-therapy as well as functional training. Additionally, PTA's assist their patients to avoid losing movement by implementing health and fitness programs for a more active, healthier lifestyles. The PT helps the PTA exam and analyze individuals and create therapy programs to promote recovered functioning. They work collectively to ensure the objectives of the health plan are achieved, calculating client progress, and make adjustments as necessary.</p>	<p>improve mobility</p> <ul style="list-style-type: none"> • Ability to read and review medical record and identify pertinent information • Strong communication skills and ability to develop a rapport with patients/clients and others • Ability to provide interventions compliant with federal and state licensing requirements, APTA standards documents (e.g. Guide for Conduct for the PTA, Code of Ethics), and facility policies and procedures. 		

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Primary Care Physician (PCP)		<ul style="list-style-type: none"> • Strong communication skills and ability to obtain health history and perform physical examinations • Ability to diagnose and direct counseling for each patient on a plan for treatment. • Ability to identify the correct referral for patients requiring services not offered at facility. • Strong diagnostic skills and ability to review incoming reports (e.g. lab, x-ray, EKG) • Ability to comply with the agency’s Infection Control plan which includes personally utilizing universal precautions and ensure compliance by support staff. • Ability to complete peer evaluations, quality assurance reviews, provider meetings, and other clinical meetings. • Ability to assist in outside medical public relations functions. • Versed in and adhere to UDS productivity standards and meet at least the minimum requirement. 	Doctor of Medicine (M.D.)	<p>Current State Medical License from the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/physicians.shtm</p> <p>Current D.E.A. Certificate Board Eligible or Board Certified in are of specialty Insurability (malpractice) Current Cardiopulmonary Resuscitation Certificate (CPR) ACLS or Advanced Life Support</p>
Project Manager (Healthcare)	A Project Manager assist organizational decision makers in updating their current policies to align with the evidence-based guidelines, mapping quality indicators in the electronic health record, generating provider performance feedback, optimizing billing, and ensuring a seamless referral system is	<ul style="list-style-type: none"> • Knowledge of managing and implementing grant funded projects, including budget tracking and grant reporting • Ability to plan and direct multiple projects and ensure project goals and objectives are accomplished within contract and conditions • Effective verbal and written communication skills, and strong analytical, organizational and interpersonal skills • Ability to build and maintain strong working relationships with internal and external stakeholders • Proficiency with Microsoft Office, Excel and PowerPoint and familiar with Internet applications 	Bachelor’s Degree in Business but prefer Master’s degree in public administration, public health, or healthcare administration	

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Project Manager (Healthcare) (continued)	<p>implemented. PMs support Department of Health and Mental Hygiene and healthcare organizations across NY in ensuring the implementation of the Delivery System Reform Incentive Payment (DSRIP) Program. They submit monthly reports to the NYS Department of Health on tracking grant deliverable progress, barriers encountered, and troubleshooting strategies to overcome perceived barriers, monitor progress towards work plan deliverables, keep task lists, meetings agendas and track teams development.</p>	<ul style="list-style-type: none"> • Ability to identify opportunities to engage with community providers such as hospitals, behavioral health providers, and primary care providers to provide education on services and support program alignment opportunities. 		

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Psychiatrist	<p>Psychiatrists are medical doctors who diagnose and treat mental illnesses. They often employ individual or group therapy to gain insight into a patient's past and find coping methods to help patients address their own problems. Psychiatrists prescribe, direct, or administer psychotherapeutic treatments or medications to treat mental, emotional, or behavioral disorders. Psychiatrists may work with people with chronic mental illness, such as schizophrenia or those seeking short-term treatment for specific problems such as phobias</p>	<ul style="list-style-type: none"> • Possess a high level of understanding of mental, emotional, and behavioral states and disorders, including knowledge of symptoms, treatment alternatives, drug properties and interactions and preventative health measures • Ability to counsel patients and knowledge of principles, methods and procedures of mental dysfunctions • Knowledge of human behavior and performance with deductive and inductive reasoning skills • Possess superior analytical, evaluation and critical thinking skills • Demonstrates advanced communication and interpersonal skills • Ability to be patient, caring, sensitive and empathetic towards patients and their families and to develop long-term relationships with patients 	<p>MD - Medical Degree with a residency in psychiatry</p> <p>Pass specific medical licensing examinations</p>	<p>Current State Medical License from the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/physicians.shtm</p> <p>Board Certified Psychiatrist - board certification is not required for licensure in NY but most psychiatrists are certified through the American Board of Psychiatry and Neurology (ABPN)</p>
Psychologist	<p>Specific job duties for psychologists vary according to their specialty. Counseling psychologists lead</p>	<ul style="list-style-type: none"> • Ability to apply knowledge of academic psychology and research to clinical problems • Skills in assessing a client's needs, abilities or behaviors using a variety of methods such as 	<p>Graduate from a Master's degree program in Psychology</p> <p>Degree: Master's, Doctorate</p>	<p>Pass the Examination for Professional Practice in Psychology (EPPP) Certification issued by the</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Psychologist (continued)	<p>group or individual counseling sessions. Their job involves talking to people and fostering positive mental health and personal growth. Developmental psychologists research changes in behavioral patterns over a person's life; some focus in on particular time periods, like infancy or adolescence. Developmental psychologists aim to correct behavioral disorders caused by improper development. Clinical psychologists work to prevent, diagnose and treat mental disorders. These psychologists perform diagnostic exams on patients and also work alongside doctors to determine the best course of treatment for particular patients</p>	<p>psychometric tests, interviews and direct observation</p> <ul style="list-style-type: none"> • Ability to recognize own limitations and respond to difficult, stressful situations • Posses excellent communication and interpersonal skills in order to deal with people in distress • Strong understanding of the profession and the role of a psychologist and an awareness of current issues in the field • Ability to express empathy and develop a person-centered approach to clients • Ability to define problems, collect data, establish facts, draw valid conclusions, solve practical problems and deal with a variety of concrete variables 		<p>New York State Education Department https://labor.ny.gov/stats/olcny/psychologist.shtm</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Registered Dietitian / Nutritionist	Provides nutrition counseling to and assists in developing nutrition programs for patients with specific medical or nutrition-related problems such as obesity, diabetes, hypertension, lipid disorders, food allergies, etc. Identifies problems associated with inappropriate dietary intake, such as poor pregnancy outcomes, food insecurity, treatment side effects and/or other related problems.	<ul style="list-style-type: none"> • Skilled in reviewing patients’ medical charts for pertinent laboratory values, clinical assessments, anthropometric data and other information use to develop patients’ nutritional care plans • Understanding of the Nutritional Care Process for patients with diabetes, cardiovascular disease, hypertension, infectious disease, obesity, and pregnancy • Excellent oral and written communications skills • Basic computer skills and experience using Electronic Healthy Record • Ability to relate to patients of different ages, varying educational levels, and ethnic backgrounds • Enthusiasm for the subject, flexibility, willingness to try new techniques and approaches and to update professional competencies. 	<p>Program in Dietetics-Nutrition</p> <p>Degree: Associates, Bachelor's, Master's</p>	<p>Certified Dietitian or Certified Nutritionist licensure/registration with the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/dietitian-nutritionist.shtm</p> <p>Certification as a Registered Dietitian Nutritionist by the Commission on Dietetic Registration</p>
Registered Nurse - RN	<ul style="list-style-type: none"> • Ability to independently prepare reports, minutes and correspondence 	<ul style="list-style-type: none"> • Skills in observing and recording patient behavior, writing reports, and responding to correspondence • Knowledge of medical equipment and ability to perform diagnostic tests • Ability to react calmly and effectively treat medical emergencies, such as heart attacks, strokes, car accidents • Knowledge of professional nursing theory and practice to give and evaluate patient care • Knowledge of organizational policies, regulations and procedures to administer patient care 	<p>Graduate of an accredited school of nursing</p> <p>Degree: ADN, BSN, MSN, DSN</p>	<p>Current Registered Nurse license from the New York State Education Department https://labor.ny.gov/stats/olcny/registered-professional-nurse.shtm</p> <p>Certification in related nursing specialty (ex: acute care, geriatric, home health, neonatal, oncology, pediatric, cardiovascular, psychiatric...)</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Registered Nurse - RN (continued)		<ul style="list-style-type: none"> • Knowledge of common safety hazards and precautions to establish a safe work environment • Skills in identifying problems and recommending solutions • Ability to communicate clearly and assess the specific age-related needs of patients • Skills in establishing and maintaining effective working relationships with patients, medical staff and the public 		
Respiratory Therapist	<p>Respiratory Therapists (RTs) work under the supervision of doctors to provide evaluation and treatment to people with breathing difficulties. They can work with a pre-term infants or mature individuals who have pulmonary or cardiopulmonary issues or work with patients at all stages in between. RT's measuring a patient's breathing capacity and also monitoring oxygen levels, alkalinity, and other chemical indicators. Their assessment can also</p>	<ul style="list-style-type: none"> • Skilled at attending to detail and monitoring a patient's and machine indicators to ensure that delivery levels are correct and equipment is working properly • Ability to apply deductive reasoning and the principles of science to patient care, use inductive reasoning (combining facts that may appear unrelated to reach a conclusion), and be able to tell when something might go wrong by remaining sensitive to their environments and their patients. • Knowledgeable of specialized examinations and tests associated with respiratory therapy and understands the reasons for the individual patient's needs and respiratory therapy plan. • Capable of comprehending written and oral instructions and communicate well with patients and co-workers • Knowledge of normal and abnormal pathology and patho-physiology related to the respiratory system. • Knowledge of recent advances in medical principles of respiratory therapy equipment, procedures, and drugs • Demonstrates competence and provide for 	Associate's degree in a program in respiratory therapy or another degree program in respiratory therapy determined by to be equivalent	<p>Licensure/registration with the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/respiratory-therapist.shtm</p> <p>Must pass the National Board for Respiratory Care (NBRC) Certified Respiratory Therapist examination (CRT) and the Registry Examination (RRT) (written and simulation exams)</p>

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Respiratory Therapist (continued)	<p>include interviewing a patient and taking careful note of difficulties. RTs carry out treatment plans: monitoring and running machine that breathe for the patient, teaching patients to manage their own breathing, using inhalers and other aids as needed and sometimes help people tackle smoking habits. Respiratory Therapists are also responsible for teaching patients and their families about treatment and maintenance of pulmonary health problems, including the use of respiratory therapy equipment and medications. To determine the state of cardiopulmonary health, respiratory therapists may run tests to identify such things as arterial blood gases, lung</p>	<p>the cleaning, sterilization, assembly and maintenance of equipment</p> <ul style="list-style-type: none"> • Familiar with Infection Control, HAZ/MAT and Safety/Disaster guidelines 		

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Respiratory Therapist (continued)	volume, and pulmonary infection, among others.			
Speech-language Pathologists	Speech-language pathologists are licensed health care professional who diagnose, evaluate, and treat disorders of speech, voice, swallowing, and/or language.	<ul style="list-style-type: none"> • Demonstrate skill in the use of appropriate audiometric and tympanometric screening equipment, audio and video recording equipment, and other equipment which may be required for clinical management • Displays knowledge of the interrelationships among the various speech-language-hearing processes and the effects of impairment in one area on functions in other areas • Ability to select and administer appropriate diagnostic tests and procedures and • Interprets and records diagnostic/assessment results accurately • Employs rationale for selecting treatment/remediation methods and materials 	Graduate degree in speech-language pathology from a New York State registered licensure qualifying program, a program accredited by the American Speech Language and Hearing Association (ASHA), or the equivalent	Licensure in Speech/Language Pathology with the New York State Education Department, Office of the Professions https://labor.ny.gov/stats/olcny/speech-language-pathologist.shtm
Substance Abuse Counselor	Substance Abuse Counselors are accountable for assessing and providing treatment to individuals with emotional, mental, or substance abuse difficulties, including abuse of tobacco, alcohol, or other drugs. The counselor's role is to help clients get out of the addiction by educating them and helping them to	<ul style="list-style-type: none"> • Knowledge of principles, procedures, and methods for rehabilitation of mental and physical dysfunctions • Ability to review records for key information, interview clients, and provide counseling in group or individual settings • Skills in monitoring, evaluating, and recording client progress and developing treatment plans • Strong desire to assist people suffering from drug or alcohol abuse problem. • Ability to gain confidence, trust and respect of the patient. • Ability to maintain emotional distance from patient. 	Course certification in alcohol and drug counseling from a certified college Degree: Certificate, Associate's Bachelor's, Master's	Credentialed Alcoholism and Substance Abuse Counselor (CASAC) https://labor.ny.gov/stats/olcny/credentialed-alcohol-substance-abuse-counselor.shtm

Job Title	Job Description/Duties	Skills/Knowledge Needed	Educational Level	Certification/Licensing Requirements
Substance Abuse Counselor (continued)	develop the skills to deal with their addiction. Apart from counseling sessions, it is the responsibility of counselor to undertake therapy sessions for client's family.			