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ABSTRACT

This community college investigated the demand and supply of health manpower needs in the community for purposes of developing and implementing appropriate programs for the college. A three-part questionnaire was prepared to gather data on manpower needs, educational programs, and prospective educational consumers. Manpower needs and existing educational programs were examined with personnel in health care agencies. Data on prospective educational consumers were obtained by interviewing students in the public and parochial high schools in the district. The largest number of employees for all classifications were in the 26 to 35 and 46 and older age groups. Younger persons tended to be employed in the nursing, dental, and pharmacy offices, while older employees were found in the rehabilitation service classification. There was also a substantial number of employees in the dental and office occupations. Recommendations for program revision were made as a result of the survey. (Author/GB)

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ALLIED HEALTH OCCUPATIONS PROJECT

TITLE I, PHASE I

Compton, College
Compton, California

Mary E. Jensen
Project Director

June, 1971

VT013588

ALLIED HEALTH OCCUPATIONS PROJECT

CONTENTS

	<u>Subject</u>	<u>Page Number</u>
	Preface	
Chapter I	Introduction	1
Chapter II	Manpower Needs	8
Chapter III	Educational Programs	28
Chapter IV	Prospective Educational Consumers	31
Chapter V	Summary, Conclusions and Recommendations	35
	Bibliography	43
Appendix A	Manpower Needs Questionnaire	
Appendix B	Educational Programs Questionnaire	
Appendix C	Prospective Educational Consumers Questionnaire	

PREFACE

This document is the report of a survey undertaken to fulfill the objectives of a Master Planning Project for Education of Allied Health Occupations Personnel Within the Compton College District. Application for the project grant was submitted under Title I, Higher Education Act of 1965 and approved by the Coordinating Council for Higher Education of the State of California. Phase I of the project extending from December 1, 1970 to June 30, 1971 consisted of an examination of health manpower needs; educational programs, current and projected; and prospective educational consumers.

An Advisory Committee was established with membership representing community health and service agencies, high school districts, and the College. The first meeting of this Committee was held on January 14, 1971.

Primary leadership for the project was supplied by Mrs. Marilyn D. Grafton, Chairman, Division of Nursing, who resigned on May 1, 1971. Valuable assistance was also provided by college administrators Dr. Abel B. Sykes, President, Dr. John A. Grande, Dean of Instruction, and Mr. Gilbert D. Saunders, Assistant to the President.

Grateful acknowledgement is made to the individuals in hospitals, extended care facilities, community agencies and schools who willingly supplied information to complete the questionnaires. Their participation helped us to make an accurate assessment of manpower needs, educational programs and student interest and educational plans.



Mary E. Jensen
Project Director

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CHAPTER I

INTRODUCTION

The substantive material of this report was acquired through a survey undertaken to achieve the objectives of Phase I, Title I, Allied Health Occupations Project. The succeeding paragraphs are drawn from the introduction to the project proposal and demonstrate the relationships of the survey to the total project.

Compton College could provide a service to the community by:

(1) undertaking investigation directly toward demonstrating what are the projected needs for employees in the Allied Health Occupations in the geographical area served by the College; (2) establishing curricula which are pertinent and relevant to the defined needs and which are within the scope of the College; (3) establishing programs and/or courses which will assist in upward mobility; and (4) working in conjunction with the high school districts and the health agencies within the College District to provide for a continuity of educational services and opportunities in the health field.

The community college needs a more adequate planning capability to fill the education gap between secondary entry level health services training and the professional level represented by universities. The need for technician training has been raised but needs clarification and delineation. The College feels a responsibility for ensuring these jobs for indigenous personnel of the community and to provide a vital link in health services occupations for ghetto residents seeking upward socio-economic mobility.

The Purpose:

The purposes of this proposed project are to undertake an organized systematic approach to the investigation of demand and supply of health manpower needs in the community, the development of curricula in cooperation with the high school districts and health service agencies, and to implement those programs which are appropriate for the College.

Phase I

1. Examine the manpower needs of health care service agencies in the geographical area served by the Compton College District by:
 - a. Identifying all of the health service agencies within the District;
 - b. Developing a questionnaire which will elicit answers about projected manpower needs;

- c. Administering the questionnaire, in conjunction with personal interviews, to selected personnel of the health service agencies; and,
 - d. Tabulating and analyzing the results of the questionnaire and interview to gain a projected figure of needs as well as categories of manpower.
2. Examine the current and projected educational programs in health care services in the geographical area served by Compton College by:
- a. Identifying all agencies, public and private, which have or could have educational programs;
 - b. Developing a questionnaire which will elicit answers about current and projected educational programs;
 - c. Administering the questionnaire, in conjunction with personal interviews, to selected personnel of the agencies; and
 - d. Tabulating and analyzing the results of the questionnaire and interview to gain a picture of current and projected educational programs as well as categories. (Grafton: Pg. 2-4, 1970)

Eight occupational classifications were suggested for inclusion in the Allied Health Project survey. It was believed that a number of the programs in these categories were of an appropriate educational level and economically feasible for the College to operate.

The following information adapted from an American Association of Junior Colleges study applies in relation to the training programs discussed.

"Technician"	Educational preparation at the Associate Degree level
"Assistant"	(Two years of college education or other formal preparation beyond high school).
"Aide"	Specialized training of less than two years duration beyond high school, or on-the-job training.

Community Home Care, Mental Health and Social Service

The activities indicated in this group of services suggests a range of occupational environments and responsibilities for workers. Frequently functions performed by personnel combine nursing care and social and mental health services

at the same time. Workers may (a) assist patients with home care activities, (b) perform simple home nursing procedures, (c) gather data and information for community service agencies, (d) assist welfare clients with personal problems, (e) accompany patients to and from medical care facilities, (f) assist professionals in the care of patients with emotional, mental and psychiatric disorders, (g) work with and care for orphaned, abandoned, abused, delinquent, retarded, emotionally disturbed and/or chronically ill children. Workers in this category may be employed in community and public health care centers and clinics, social service agencies, hospitals, homes of individual patients and clients, extended care facilities, mental health clinics and schools.

Representative titles:

- Community Home Health Aide
- Social Work Technician
- Social Work Aide
- Mental Health Technician
- Mental Health Aide
- Child Care Assistant
- Child Care Aide

Dental Service

Personnel in this category render varieties of direct services to dentists. Activities include (a) chairside assisting, (b) fabrication of prosthetic dental and of orthodontic devices, (c) intraoral prophylaxis, (d) X-ray filming, (e) secretarial and office management services. Private and group practice dental offices, dental schools, hospitals, commercial dental laboratories, and public schools utilize the skills of dental auxiliary workers.

Representative titles:

- Dental Hygienists
- Dental Assistant
- Dental Laboratory Technician

Nursing Services

Personnel in this category are primarily concerned with maintaining physical, emotional, and social well-being of patients undergoing diagnostic, therapeutic, or rehabilitation procedures and regimens. Nursing service employees are found in a broad range of health and medical care agencies, among them are: hospitals, extended care facilities, rehabilitation centers, physician's offices, clinics, schools, public health agencies, and industrial plants.

Representative titles:

- Registered Nurse
- Licensed Vocational Nurse
- Nursing Aide, Orderly
- Psychiatric Technician
- Operating Room Technician

Rehabilitation Services

Workers assist professionals in the administration of therapeutic and rehabilitative procedures designed to restore patients to optimum activity levels. They use a wide variety of devices, materials, and techniques in performing these restorative functions. They may work in special and general hospitals, rehabilitation centers, research institutions, commercially operated prosthetic and orthotic supply firms, medical offices and clinics.

Representative titles:

- Occupational Therapy Assistant
- Occupational Therapy Aide
- Physical Therapy Assistant
- Physical Therapy Aide
- Recreation Therapy Assistant

Office Services

Workers in this category generally assist physicians and dentists with specialized clinical procedures and office management routines. They may be

employed in medical and dental offices, administrative departments of hospitals, medical departments of industrial firms, and insurance companies.

Representative titles:

- Medical Office Assistant
- Medical Office Secretary
- Dental Office Assistant
- Dental Office Secretary

Record, Clerical and Management Services

Personnel participate in a wide range of activities essentially supportive or ancillary to the direct delivery of health or medical care services. These activities may be secretarial, administrative or record maintenance in nature. Workers have concerns for the flow and maintenance of health services, equipment and supplies, coding, filing and maintenance of medical records. Services generally are performed in all types of hospitals, research institutions, extended care facilities and insurance firms.

Representative titles:

- Medical Record Technician
- Medical Record Clerk
- Ward Clerk
- Ward Manager

Environmental Health Services

Personnel generally assist in surveillance and control activities related to the prevention of pollution of food, air and water sources. Workers collect samples of food, air and water for analysis and study. Governmental agencies concerned with environmental pollution control, food processing plants, public and private water and power utilities, hospitals, specialized biological laboratories, and industries employ workers in this category.

Representative titles:

Environmental Control Technician
Sanitarian Aide
Food Service Inspector

Pharmacy Services:

Workers in this field usually assist institutional pharmacists (as opposed to community pharmacists) with selected activities in pharmacy departments. Their activities may range from the preparation of prescription receptacles and labels to the delivery of filled prescriptions to appropriate divisions within the same institution. Their work occurs in varieties of health and medical care institutions.

Representative title:

Pharmacy Aide (American Association of Junior Colleges; 1970)

A three part questionnaire was prepared to gather data on manpower needs, educational programs in health care agencies, and prospective educational consumers. (See appendices A, B and C). This instrument was approved for use by the Project Advisory Committee.

Manpower needs and existing educational programs were examined through interviews with administrative personnel in health care agencies. A randomly selected group of agencies were identified for inclusion in the survey. Specific types of agencies were visited in order to determine manpower needs and educational programs. They are:

Hospitals:

One each of the types represented in the community, including governmental, non-profit general, proprietary and psychiatric hospitals.

Extended Care Facilities:

One in each of the communities of the Compton College District.

Community Agencies:

One of each of the various types within the area of the Compton College District.

Physicians:

The participating physicians were selected on the basis of number and type of practice.

- 3 - General Practice
- 3 - General Surgery
- 2 - Internal Medicine
- 1 - Obstetrical and Gynecology
- 1 - Pediatrics
- 1 - Cardiovascular

Dentists:

The dentists were selected according to the location of their practice.

- 2 - Compton
- 1 - Paramount

Prospective Educational Consumers:

Data on prospective educational consumers was obtained through interviews with students in the public and parochial high schools of the Compton College District. Five 10th, 11th and 12th grade students were selected at random by the counselors and interviewed in each school.

CHAPTER II

MANPOWER NEEDS

This chapter directs attention to a number of integrated concerns in an examination of manpower resources. Nine sections comprised this portion of the questionnaire designed to arrive at a realistic assessment of personnel requirements in health care agencies. The nine sections are:

1. Budgeted Positions, Vacancies, Projected Needs.
2. Sources of New Employees.
3. Sources of Experienced Employees.
4. Age Range of Employees.
5. Beginning Salary for Employees.
6. Average Length of Stay of Employees.
7. Staffing.
8. Terminations.
9. Institutional Development.

In this report, manpower needs will be detailed in relation to each of the types of health care agencies represented.

Hospitals:

Private and Proprietary:

St. Francis Hospital, Lynwood, California
A 524 bed non-profit general hospital.

Dominguez Valley Hospital, Compton, California
A 112 bed proprietary general hospital.

Governmental:

Rancho Los Amigos, Downey, California
A 1,460 bed County facility emphasizing rehabilitation, convalescent, extended and respiratory care.

Harbor General Hospital, Torrance, California

A 712 bed County general hospital with facilities for acute, long-term and out-patient care.

Psychiatric:

Metropolitan State Hospital, Norwalk, California

A 1,700 bed State psychiatric hospital providing in-patient, day and out-patient care and treatment of the mentally ill over 16 years of age.

Compton Foundation Hospital, Compton, California

A 127 bed private non-profit hospital providing in-patient and out-patient care and treatment of the mentally ill over 12 years of age.

Extended Care Facilities:

Compton Convalescent Hospital, Compton, California

A 99 bed proprietary nursing and convalescent hospital.

Community Convalescent Center, Lynwood, California

A 99 bed proprietary nursing and convalescent hospital.

Marlinda Nursing Home, Lynwood, California

A 130 bed proprietary nursing and convalescent hospital.

Community Agencies:

Los Angeles County Compton Health Center

Los Angeles County Department of Community Services

Los Angeles County Southeast Mental Health Service

Los Angeles Visiting Nurse Association, Southeast Office

Carson Community Center

Family Service of Long Beach

Physician's Offices:

Charles J. Unice, M.D., Single General Practice Office.

Hubert L. Hemsley, M.D., Two physician Obstetrical and Gynecology office.

Vance A. Spilotro, M.D., Single Practice Internal Medicine office.

Warren L. Myers, M.D., Three physician General Practice, General Surgery office.

William K. Payne, II, M.D., Single Practice Pediatric office.

Alexander P. Krantz, M.D., Single Practice Cardiovascular and Internal Medicine office.

Ross M. Miller, Jr., M.D., Single Practice General Surgery office.

Louis Leventhal, M.D., Single Practice Thoracic Surgery and General Surgery office.

Leslie J. Henderson, M.D., Single General Practice office.

Dentists in General Single General Office Practice:

Dr. R. M. Huntington

Dr. H. A. Burnett

Dr. Howard I. Sato

BUDGETED POSITIONS, VACANCIES AND PROJECTED NEEDS

Governmental Hospitals:

The governmental hospitals employed individuals for the occupational classifications listed:

Dental Services
Nursing Services
Office Services
Record, Clerical and Management Services
Pharmacy Services

These hospitals are affected by the current "freeze" in hiring and one would make no projections regarding future needs. Table I summarizes the employment situation in the governmental hospitals.

TABLE I

Employment Statistics in Governmental Hospitals

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Dental Services			
Dental Hygienist	2	0	0
Dental Assistant	5	0	0
Dental Laboratory Technician	1	0	0
Nursing Services			
Registered Nurse	534	60	+29
Licensed Vocational Nurse	311	19	+22
Nursing Aide, Orderly	115	40	0
Operating Room Technician	16	0	+ 5
Rehabilitation Services			
Occupational Therapy Aide	29	0	0
Physical Therapy Assistant	12	0	0
Physical Therapy Aide	50	0	0
Office Services			
Office Secretary-Steno-Clerk	172	10	0
Record, Clerical and Management Services			
Medical Record Technician	19	6	0
Medical Record Clerk	46	1	0
Ward Clerk	124	6	+86
Ward Manager			+14
Pharmacy Services			
Pharmacy Aide	9	0	0

Non-Profit and Proprietary Hospitals:

The non-profit and proprietary hospitals employed individuals in the following occupational classifications:

Nursing Services
Rehabilitation Services
Record, Clerical and Management Services

The employment picture in each of these departments appears below:

TABLE II

Employment Statistics in Non-Profit and Proprietary Hospitals

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Nursing Services			
Registered Nurse	269	29	0
Licensed Vocational Nurse	193	4	0
Nursing Aide, Orderly	275	0	0
Psychiatric Technician	10	0	0
Operating Room Technician	19	0	0
Rehabilitation Services			
Physical Therapy Aide	5	0	+ 6
Record, Clerical and Management Services			
Medical Record Technician	2	0	0
Medical Record Clerk	3	0	0
Ward Clerk	64	3	0

Psychiatric Hospitals:

Individuals in six occupational classifications were employed in the psychiatric hospitals. The State institutions had employees in six categories; the private in two.

Community Home Care, Mental Health and Social Service
Nursing Service
Rehabilitation Services
Office Services
Record, Clerical and Management Services
Pharmacy Services

The employment figures in these two institutions follow:

TABLE III

Employment Statistics in Psychiatric Hospitals

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Community Home Care, Mental Health and Social Services			
Social Work Aide	6	0	+ 4
Nursing Services			
Registered Nurse	126	0	0
Licensed Vocational Nurse	17	3	0
Nursing Aide, Orderly	67	21	+11
Psychiatric Technician	493	0	-66
Rehabilitation Services			
Occupational Therapy Assistant	3	0	0
Occupational Therapy Aide	1	0	0
Office Services			
Office Secretary, Steno-Clerk	12	0	0
Record, Clerical and Management Services			
Medical Record Clerk	60	0	0
Pharmacy Services			
Pharmacy Aide	1	0	0

Extended Care Facilities:

Individuals in four occupational classifications were employed in the three extended care facilities. These institutions have been forced to curtail services because of the current reductions in Medi-Care and Medi-Cal funds.

Employment figures for the extended care facilities appear in Table IV.

TABLE IV
Employment Statistics in Extended Care Facilities

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Nursing Services			
Registered Nurse	9	0	+1
Licensed Vocational Nurse	15	1	+4
Nursing Aide, Orderly	77	2	+1
Rehabilitation Services			
Physical Therapy Aide	2	0	+1
Recreation Therapy Assistant	2	0	+1
Office Services			
Office Secretary, Clerk-Steno	3	0	+2
Record, Clerical and Management Services			
Medical Record Clerk	1	0	0
Ward Clerk	1	0	+1
<u>Physicians Offices</u>			

The number of physicians interviewed was fewer than projected. However, visits were made to nine offices. Nursing and office personnel are employed in these offices. Employment data are summarized in Table V.

TABLE V

Employment Statistics in Physicians Offices

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Nursing Services			
Registered Nurse	1	0	0
Licensed Vocational Nurse	1	0	0
Office Services			
Medical Office Assistant	10	0	+4
Medical Office Secretary	8	0	+1

Dentists Offices

Three dentists were selected to be interviewed for the study. The offices are small and typical of those in the community. Employment figures for these offices follow:

TABLE VI

Employment Statistics in Dentists Offices

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Dental Services			
Dental Hygienist	1	0	0
Dental Assistant	5	0	+1
Office Services			
Dental Office Secretary	3	0	0

Health Department

The Los Angeles County Health Department, Compton Health District, employs individuals in three classifications considered in the study.

Community Home Care, Mental Health and Social Services
Dental Services
Nursing Services

The Health Department is affected by the current freeze in hiring and could make no projections regarding future needs. Table VII summarizes the employment statistics for the agency.

TABLE VII

Employment Statistics in the Health Department

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Community, Home Care, Mental Health and Social Services			
Community Worker	1	0	0
Social Work Technician	2	0	0
Dental Services			
Dental Assistant	1	0	0
Nursing Services			
Registered Nurse	36	0	0
Licensed Vocational Nurse	1	0	0
Nursing Aide, Orderly	1	0	0
Office Services			
Office Secretary, Steno, Clerk, Typist	19	0	0

Visiting Nurse Association:

The Visiting Nurse Association, Southeast District, currently employs staff in two classifications; Community Home Care, Mental Health and Social Services and Nursing Services. Cutbacks in Medi-Care and Medi-Cal payments have forced this agency to drastically curtail its activities. Table VIII illustrates this limited service.

TABLE VIII

Employment Statistics for the Visiting Nurse Association

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Community Home Care, Mental Health and Social Services			
Community Home Health Aide	2	0	0
Nursing Services			
Registered Nurse	8	0	0
Licensed Vocational Nurse	1	0	0

Other Community Agencies:

Community Centers, Mental Health Services, and the Family Services employ personnel in the Community Home Care, Mental Health and Social Services Classification. These agencies rely on Federal, State and local funds to finance their services. They are affected by the current economic problems. The employment picture in the agencies appears in Table IX.

TABLE IX

Employment Statistics in Other Community Agencies

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected Changes</u>
Community Home Care, Mental Health and Social Services			
Community Home Health Aide-Homemaker	27	0	-16
Social Work Aide	2	9	+10

PREPARATION OF EMPLOYEES

Employers were asked to identify where employees obtained their occupational preparation. It was expected that most employees would have been prepared in:

Senior Colleges or Universities
Community Colleges
Hospitals
On-the-Job Training Programs
High Schools or Adult Schools

Data on preparation of employees are discussed in relation to the occupational classifications.

Community, Home Care, Mental Health and Social Service:

The Social Work Technician employed by one agency was prepared in a community college. Community Home Health Aides in two agencies, Social Work Aides in three, and a Mental Health Aide in another were products of agency on-the-job training programs.

Dental Services:

The Dental Hygienist in one office was a graduate of a university program, those in two other offices were graduates of community college programs. Dental

Assistants were graduates of community colleges, proprietary schools, and on-the-job training programs. The Dental Laboratory Technician graduated from a community college program.

Nursing Services;

Most Registered Nurses were graduates of either community colleges or hospital diploma schools, a lesser number of senior colleges or university programs. All Licensed Vocational Nurses were prepared in community colleges. Psychiatric Technicians received preparation in community colleges, hospitals and on-the-job training programs. Operating Room Technicians were prepared in hospital on-the-job training programs.

Rehabilitation Services:

All rehabilitation service employees-Occupational Therapy Assistants and Aides, Physical Therapy Assistants and Aides, and Recreation Therapy Assistants were prepared in hospital on-the-job training programs.

Office Services:

Half the Medical Office Assistants and Secretaries, Dental Office Assistants and Secretaries were products of on-the-job training programs. Community colleges, high schools and proprietary schools prepared the other employees in this classification.

Record, Clerical and Management Services

All the Medical Record Technicians were prepared in community colleges, while Medical Record Clerks completed on-the-job training programs. Ward Clerks were also products of on-the-job training programs.

Pharmacy Services:

The two institutions which employed Pharmacy Aides prepared their employees in on-the-job training programs.

SOURCES OF EXPERIENCED EMPLOYEES

Employers were asked to identify the source of their experienced employees. For all classifications, employees were from the local area. However, in nursing, a small percentage of experienced employees were from other parts of California or the United States.

AGE RANGE OF EMPLOYEES

The largest number of employees for all classifications were in the 26-35 and 46 and older age groups. Younger persons tended to be employed as Nursing Aides, Medical Office Assistants, Dental Assistants, Ward Clerks, and Pharmacy Aides. Registered Nurses and Licensed Vocational Nurses tended to be in the 26-35 and 36-45 age groups. Occupational Therapy Assistants and Aides and Physical Therapy Assistants and Aides were 36 years of age and older. In addition to a group of younger employees, there were also a substantial number of employees in the dental, office, and clerical occupations in the older age group.

BEGINNING SALARIES

Average beginning salaries for employees in each occupational classification appear below:

Community Home Health Aide: Most of these employees were paid on an hourly basis at \$2.00-\$2.50 per hour.

Social Work Aide: \$450.00-\$500.00 per month.

Dental Assistants: \$350.00-\$450.00 per month.

Registered Nurses: \$650.00-\$800.00 per month.

Licensed Vocational Nurses: \$550.00-\$650.00 per month.

Psychiatric Technicians, Operating Room Technicians, Nursing Aides and Orderlies: \$350.00-\$450.00 per month.

Nursing Aides and Orderlies: \$350.00-\$450.00 per month.

Medical Office Assistants: \$400.00-\$500.00 per month.

Medical Office Secretaries, Dental Office Secretaries: \$450.00-\$500.00 per month.

Medical Record Technician: \$500.00-\$550.00 per month.

Medical Record Clerk: \$450.00-\$600.00 per month.

Ward Clerk: \$450.00-\$500.00 per month.

Pharmacy Aides: \$400.00-\$500.00 per month.

AVERAGE LENGTH OF STAY FOR EMPLOYEES

The average length of stay tended to vary with the level of skill and age of the employees. Younger, less skilled workers in all classifications were a more mobile group than more skilled, older employees. To illustrate, a large private hospital has 433 employees whose average length of stay has been under one year, 200 one-two years, 395 two-five years, 209 over five years, 195 over ten years. More detailed breakdown for each classification follows: on Table X.

TABLE X

Average Length of Stay of Employees

Community Home Care, Mental Health and Social Services

Community Home Health Aides	1 - 3 years
Social Work Technician	2 - 3 years
Social Work Aides	1 - 2 years

Dental Services

Dental Assistants	1 - 3 and 5 years or more
-------------------	---------------------------

Nursing Services

Registered Nurses	1 - 2, 4 - 6 and over 6 years
Licensed Vocational Nurses	1 - 3 and over 6 years
Nursing Aides and Orderlies	Under 1, 1 - 3 and over 8 years
Psychiatric Technicians	1 - 3 and over 6 years
Operating Room Technicians	1 - 3 and over 6 years

Rehabilitation Services

Occupational Therapy Aides	Over 5 years
Physical Therapy Aides	Over 5 years

Office Services

Medical Office Assistant	Under 1 year, 2 - 4, 4 years and over
Medical Office Secretaries	Under 1 year, 2 - 4, 4 years and over

Record, Clerical and Management Services

Medical Record Technicians	Over 10 years
Medical Record Clerk	2 - 3 and over 8 years
Ward Clerks	Under 1 year, 2 - 4 and over 8 years

Pharmacy Services

Pharmacy Aides	2 - 3, 4 - 5 years
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STAFFING CONCERNS IN HEALTH CARE AGENCIES

Nursing Services, which employ the largest number of individuals, was the only occupational classification with staffing problems. The specialized services in the hospitals, i.e. intensive care, coronary care, chest, operating room, neurology and pediatric services, were the most difficult to staff. Similarly, nursing services which require the largest number of employees throughout the 24 hour day, has the most problems in staffing its eight hour shifts. Evenings (3-11), followed by nights (11-7), presented the most difficult staffing problems.

TERMINATIONS

It was believed that employee terminations in health care agencies were related to one or more of seven factors.

1. Hours of work
2. Salary
3. Advancement in position (at another agency)
4. Lack of staff development programs
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

Another factor given by many employees was related to marriage and family concerns; marriage, pregnancies, child care, etc.

Employers were asked to indicate why employees terminated their services with an agency. Nearly all employers stated they believed many employees left for reasons other than those given during an exit interview or written on termination papers. Explanations given by employees in each occupational classification are as follows:

Community Home Care, Mental Health and Social Services

Salary
Advancement in position

Dental Services

Salary
Moving to another location
Marriage and family concerns

Nursing Services

Hours
Salary
Advancement in position
Moving to another location
Marriage and family concerns

Rehabilitation Services

Salary
Moving to another location

Office Services

Hours
Salary
Advancement in position
Moving to another location
Marriage and family concerns

Record, Clerical and Management Services

Hours
Salary
Advancement in position
Moving to another location
Marriage and family concerns

Pharmacy Services

Hours
Advancement in position
Moving to another location

INSTITUTIONAL DEVELOPMENT

Information was sought regarding the agencies plans for institutional development. Administrators or other agency representatives were asked to comment on plans for increasing or decreasing services or departments. Institutional development is discussed in relation to the kinds of agencies surveyed in the study.

Hospitals:

Five of the six hospitals planned to increase their services. Increases were projected in:

Psychiatric Services

Medical and Surgical Special Services

- Coronary care
- Intensive care
- Burn therapy
- Dialysis Unit
- Stroke Unit

Rehabilitation Services

- Physical therapy
- Occupational therapy
- Recreational therapy

Community Home Care, Mental Health and Social Services

- Day care
- Family planning
- Family medicine
- Emergency services

The institutions anticipated that with the increase in services they would add employees in a number of the occupational titles.

Community Home Health Aide
Social Work Technician
Social Work Aide
Registered Nurse
Licensed Vocational Nurse
Nurses Aide
Physical Therapist
Occupational Therapist Registered
Occupational Therapy Assistant
Occupational Therapy Aide
Physical Therapy Assistant
Physical Therapy Aide
Recreation Therapy Assistant
Medical Record Technician
Ward Clerk
Ward Manager

EXTENDED CARE FACILITIES

The three institutions visited were hard hit by Medi-Care, Medi-Cal reductions and other economic reverses and have been forced to decrease their services. They hope, within the next year, to restore cutbacks and add employees in the Nursing and Rehabilitation Services.

COMMUNITY AGENCIES

The Health Departments, Public Health Nursing Service and the Visiting Nurse Association, which have drastically curtailed functions because of Medi-Care and Medi-Cal cutbacks, plan no increase in their services. One Community Center hopes, if funds become available, to increase its counseling service and add more social work aides to its staff. A family service agency has been forced to reduce the number of homemakers on its staff. If funds become available, the homemaker services will be restored and Community Home Health Aides and Social Work Aides will be employed by the agency.

The Health Education Services unit of the Health Department recognizes the need for and would like to develop more positions for Community Workers in health education. Likewise, the Sanitation Service of the Health Department also recognizes the need for Community Workers in Health and Sanitation.

PHYSICIANS OFFICES

Of the nine physicians offices visited, three planned to increase their services and six to remain the same. Additional employees would be needed for Medical Office Assistants and Medical Office Secretaries.

DENTISTS OFFICES

One of the three dental offices visited plans on increases in its services, the other two foresee no changes in their present operations. Dental Hygienists and Dental Assistants would be added with any increase in services.

ADDITIONAL INFORMATION ABOUT MANPOWER NEEDS

One training director stressed the need for well-trained private ambulance drivers, and urged that the community college become involved in such programs. The need for Aide and broadly prepared (Associate Degree level) workers was expressed by leaders in Community Centers, Mental Health Centers, Visiting Nurse Association, Health Education, Nursing and Sanitation Services of the Health Department. With knowledge of specific needs and problems and an understanding of people and community organization, prepared individuals would be able to assist citizens in improving many aspects of community life.

CHAPTER III

EDUCATIONAL PROGRAMS

As noted in Chapter I, one of the purposes of the study was to examine the current and projected educational programs in health care agencies. This Chapter reports these findings. Administrators were questioned about the educational programs conducted in the agencies and their relationship with educational institutions. The two sections of the questionnaire focused on:

Educational Programs in Health Agencies

- Orientation and staff development programs
- Basic, aide, advanced, and refresher programs
- Financing of educational programs

Relationships with Educational Institutions

- Use of facilities for clinical experiences
- Support of programs in educational institutions

In this section of the report, educational programs are considered as they exist in hospitals, extended care facilities, community agencies, physician's offices and dentist's offices.

EDUCATIONAL PROGRAMS IN HOSPITALS

Governmental, non-profit and proprietary, and psychiatric hospitals reported that they had orientation and staff development programs for all their employees. Orientation programs were likely to receive more emphasis than staff development.

Governmental hospitals had on-the-job training programs for nurses aides, occupational therapy aides, physical therapy aides, and medical record clerks. Non-profit and proprietary hospitals had on-the-job training programs for nurses aides,

physical therapy aides and ward clerks. Governmental, non-profit and proprietary hospitals periodically conducted advanced training classes on coronary care and other specialized aspects of nursing care for Registered Nurses. Psychiatric hospitals conducted on-the-job training programs for psychiatric aides. No employees in any of the types of institutions paid fees for the training programs. Employers had no data to support their belief, but contended that service employees rendered while they were learning paid for the cost of the programs.

Educational Programs in Extended Care Facilities:

Extended care facilities planned to offer orientation and staff development programs. A lack of staff and the necessity to put new employees into immediate service frequently prevented these programs from becoming a reality. Two of the three extended care facilities prepared nurses aides at no cost to the employees in on-the-job training programs.

Educational Programs in Community Agencies:

The most extensive educational programs were in the Public Health Department's Nursing Service and the Visiting Nurse Association. Both agencies had orientation and staff development programs for their nursing service employees. There were no basic education, aide or retraining programs in these agencies. Community centers and family service agencies had on-the-job training programs for social work aides and homemakers respectively. These programs were at no cost to the employees.

Educational Programs in Physician and Dentist Offices:

Orientation and staff development programs were informally organized in physicians and dentists offices. Experienced medical and dental office assistants and secretaries required little on-the-job training in order to effectively function in the offices. Inexperienced employees were trained by the doctors, dentists, experienced assistants and secretaries. All training programs were at the employers expense.

Relationships with Educational Institutions:

Hospitals and extended care facilities provided clinical facilities to community colleges for the preparation of Registered Nurses and Licensed Vocational Nurses, and to high schools and adult schools for the preparation of Nurses Aides. They were willing to provide clinical facilities for those programs for which appropriate educational experiences were available within the institutions. These included programs in the Community Home Care, Mental Health and Social Services where possible support would also be given to additional programs in nursing, rehabilitation, office, record, clerical and management, environmental health and pharmacy services. The agencies would also cooperate with work study programs organized by educational institutions.

The Public Health Nursing Service provides clinical facilities for B.S. and M.S. students in nursing. It would agree to have Associate Degree nursing students for observational visits. The Health Education Service of the Health Department, Community Centers, Mental Health Centers and Family Services would be interested in having students in the Community Home Care, Mental Health and Social Service occupational programs. The Sanitation Service of the Health Department would also be interested in providing experiences for students in this program.

Only one of the dental offices has a student currently enrolled in a dental assisting program for clinical experiences in its office. There were no students in any of the physician's offices. Personnel in most of the offices expressed an interest in participating in college office assistant and secretary programs.

CHAPTER IV
PROSPECTIVE EDUCATIONAL CONSUMERS

Interviews with prospective educational consumers were limited to students in the high schools in or adjacent to the Compton College District. The high schools included in the survey were Compton High School, Dominguez High School, Centennial High School, Lynwood High School, Paramount High School, and Pius X High School. Twenty-six sophomores, 31 juniors and 29 seniors were questioned about their educational backgrounds, vocational choices and future educational plans. These students were randomly selected by the counselors in the high schools.

Questions directed at the students pertained to their:

- Educational background
- Employment
- Future educational plans

A composite of the information about sophomore, juniors and seniors interviewed is embodied in the succeeding sections of the report.

GRADE TWELVE STUDENTS

Of the 29 students interviewed, all were between 17 to 19 years of age, 12 were female and 17 were male.

Employment:

Thirteen of the 29 had jobs including positions as teachers aides, sales personnel, laborers, office workers, and food service workers. They worked from five to 24 hours a week and earned from approximately \$1.35 to \$2.50 per hour. All of the students would change jobs if they could earn more money, have better working conditions, get more job satisfaction or gain personal advancement.

Future Educational Plans:

Twenty-five of the 29 have a vocational choice, 12 of this group are considering a career in the health occupations. Their expressed interests in the health occupations are:

- 2 - Dental Services
- 3 - Nursing Services
- 1 - Rehabilitation Services
- 1 - Office Services
- 2 - Environmental Health Services
- 1 - Pharmacy Services
- 2 - Medicine

All but one of the seniors wants to go to college, 17 plan to attend a community college and 11 anticipate entering a four year college or university. One student was interested in a one semester program, four in one year programs, ten in two year programs, and 11 in programs of four or more years in length.

Sixteen of the students thought they would be able to devote full time to their education. All but three expected to work at least part-time in order to finance their education. Three expect that they would need financial assistance from the college to pay for their education. Twenty of the 28 were interested in work experience programs. A like number stated they would have private transportation available to them.

GRADE ELEVEN STUDENTS

Seventeen girls and 14 boys enrolled in the eleventh grade, all between the ages of 15 to 17, were interviewed.

Nine of the 31 had jobs as clerks, waiters or waitresses, and laborers. They earned from \$1.40 to \$2.00 per hour. Those who worked planned to hold their jobs until they could find positions which were better paying, gave more job satisfaction or personal achievement.

Twenty of the 31 persons reported that they had a vocational choice. Twelve were considering careers in the health occupations. They were interested in six occupational classifications.

- 1 - Community Home Care, Mental Health and Social Service
- 2 - Dental Services
- 5 - Nursing Services
- 1 - Pharmacy Services
- 3 - Medicine

Twenty-seven of the group want to attend college, 15 are considering a community college, 12 a senior college or university. Two are interested in programs they could complete in one year, 11 in those requiring two years and 13 in programs of four or more years.

Twenty-two juniors anticipated they could attend college full-time, seven part-time. All thought they would have to work at least part-time in order to finance their education. Twenty-two would consider work experience programs. All expected to have some form of private transportation available to them.

GRADE TEN STUDENTS

Interviews were held with twenty-six sophomore students, 13 girls, 13 boys, all between the ages of 15 to 17.

Five of these students had part-time jobs as waiters or waitresses, baby sitters, clerks or welders. They earned from \$.50 to \$1.60 per hour. All of these students would change jobs for more money or better working conditions.

Eighteen of the 26 had vocational choices and 12 of this number were considering careers with health occupations. All reported interests in the specific occupational classifications listed.

- 1 - Dental Services
- 6 - Nursing Services
- 1 - Record, Clerical and Management Services
- 1 - Pharmacy Services
- 3 - Medicine

Twenty-three of the 26 sophomores wanted to attend college, and one a trade school. Thirteen of this number anticipated enrollment in community colleges, ten in four year colleges or universities, one student was interested in a one semester course, four in one year programs and ten each in two and four years of study.

Seventeen 10th graders thought they would be able to devote full-time to their college work. All believed they could finance their education by working part-time. Twenty-two would consider enrolling in work experience courses. All 23 wanting to attend college hoped they would have a car or other means of private transportation.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This report presents the findings of a survey undertaken to achieve the objectives of Phase I, Title I, Allied Health Occupations Project at Compton College. Eight occupational classifications were suggested for inclusion in the Allied Health Project survey. It was believed that a number of the programs in these categories were of an appropriate educational level and economically feasible for the college to operate these categories are:

- Community Home Care, Mental Health and Social Services
- Dental Services
- Nursing Services
- Rehabilitation Services
- Office Services
- Record, Clerical and Management Services
- Environmental Health Services
- Pharmacy Services

A three part questionnaire was prepared to gather data on manpower needs, educational programs and prospective educational consumers. Manpower needs and existing educational programs were examined with personnel in health care agencies. Data on prospective educational consumers were obtained by interviewing students in the public and parochial high schools of the Compton College District.

Table XI presents essential facts about manpower needs and the employees in hospitals, community agencies, physicians and dentists offices.

The largest number of employees for all classifications were in the 26 to 35 and 46 and older age groups. Younger persons tended to be employed in the nursing, office, dental and pharmacy offices. Older employees were found in the rehabilitation service classification. There were also a substantial number of employees in the dental and office occupations.

FACTS ON MANPOWER IN HEALTH CARE AGENCIES

TABLE XI

OCCUPATIONAL CLASSIFICATION	BUDGETED POSITIONS	VACANCIES	PROJECTED CHANGES	AVER. BEG. MO. SALARY	AVER. LENGTH OF STAY	SOURCES OF EMPL.	PREP. OF EMPL.
Community, Home Care, Mental Health and Social Service	Community Home Health Aide	30	-16	\$400.00	1-3 yrs.	Local	OUT
	Social Work Technician	2	0	600.00	2-3 yrs	Local	CC
	Social Work Aide	8	+14	475.00	1-2 yrs	Local	OUT
	Dental Services						
Dental Services	Dental Hygienist	3	0	600.00	1 yr.	Local	Un., CC
	Dental Assistant	11	+ 1	400.00	1-3 yrs.	Local	CC, OUT, Prop.
Nursing Services							
Nursing Services	Registered Nurses	983	+29	725.00	1-2,4-6 yrs.	Loc. & US	CC,Dip, Un.
	Licensed Vocational Nurse	543	+26	600.00	1-3 & ov. 6	Local	CC
	Nursing Aide, Orderly	535	+12	400.00	1-3 & ov. 8	Local	OUT
	Psychiatric Technician	503	-66	400.00	1-3 & ov. 6	Local	CC,OUT, Dip.
	Operating Room Technician	35	+ 5	550.00	1-3 & ov. 6	Local	OUT

CC Community College
 OUT On-the-Job Training
 Un. University
 Dip. Hospital Diploma School
 Prop. Proprietary School

TABLE XI (continued)

OCCUPATIONAL CLASSIFICATION	BUDGETED POSITIONS	VACANCIES	PROJECTED CHANGES	AVER. BEG. MO. SALARY	AVER. LENGTH OF STAY	SOURCES OF EMPL.	PREP. OF EMPL.
Rehabilitation Services							
Occupational Ther. Asst.	32	0	0	\$600.00	5 yrs. +	Local	OUT
Occupational Ther. Aide	1	0	0	500.00	5 yrs. +	Local	OUT
Physical Therapy Asst.	12	0	0	600.00	5 yrs. +	Local	OUT
Physical Therapy Aide	57	0	+ 7	500.00	5 yrs. +	Local	OUT
Recreation Therapy Asst.	2	0	+ 1	600.00	5 yrs. +	Local	OUT
Office Services							
Medical Office Assistant	10	0	+ 4	450.00	2-4 & ov. 4	Local	OUT, CC, Prop.
Medical Office Secretary	214	10	+ 3	475.00	2-4 & ov. 4	Local	OUT, CC, Prop.
Dental Office Secretary	3	0	0	475.00	1-3 yrs.	Local	OUT, CC, Prop.
Record, Clerical and Management Services							
Medical Record Technician	21	0	0	525.00	10 yrs. +	Local	CC
Medical Record Clerk	110	0	0	525.00	2-3 & 8 yrs. +	Local	OUT
Ward Clerk	189	3	+ 1	475.00	2-4 & ov. 8	Local	OUT
Pharmacy Services							
Pharmacy Aide	10	0	0	450.00	2-5 yrs.	Local	OUT

Nursing services, employing the largest number of individuals, was the only classification with staffing problems. The special services, i.e. intensive care, were the most difficult to staff. Evenings, 3:00 p.m. to 11:00 p.m., followed by nights, 11:00 p.m. to 7:00 a.m., presented the most difficult staffing problems.

Employees terminated their services with agencies for a number of reasons. Of these, the most frequent factors contributing to employee resignations were salary, moving to another location, advancement in position, hours, and marriage and family problems.

Administrators and agency representatives were asked to comment on plans for increasing or decreasing services or departments. Five of six hospitals plan to increase or add Psychiatric, Medical and Surgical specialties, Rehabilitation and Community Services. These increases would be accompanied by additional employees in the appropriate occupational classifications. Extended care facilities have been forced to decrease their services but hope to restore services and add employees in the nursing and rehabilitation classifications. Community agencies have drastically reduced their services. When and if funds become available, they would restore the cutbacks and, where possible, initiate new programs. Three physicians expected to increase their capabilities and add additional employees. One dental office planned to expand its functions and hire additional employees.

Table XII on Page 39 summarizes pertinent information about the education programs in health care agencies. Orientation and staff development programs in a number of agencies were informally organized and irregularly held. On-the-job training programs were most frequently conducted for aide level employees. In a number of agencies these programs were brief. Their length was often dictated by the necessity to utilize the services of the trainees.

TABLE XII
EDUCATIONAL PROGRAMS IN HEALTH CARE AGENCIES

TYPES OF HEALTH CARE AGENCIES	ORIENTATION	STAFF DEVELOPMENT	AIDE O.J.T.	ADVANCED TRAINING	CLINICAL FACILITIES FOR PROGRAMS IN ED. INST.
Hospitals	Yes	Yes	Yes	Periodically	Yes
Extended Care Facilities	Occasionally	Occasionally	Occasionally	No	Yes
Community Agencies					
Nursing Services	Yes	Yes	No	No	Yes
Social Work, Homemaker Services	Occasionally	No	Yes	No	No
Physicians Offices	Occasionally	No	Yes	No	No
Dentists Offices	Occasionally	No	Yes	No	No

Agencies offered positive statements regarding cooperative efforts to provide clinical facilities for the programs in educational institutions. Those currently involved in these programs wanted to continue the relationships and others expressed an interest in initiating like agreements.

A summary of information about the high school students interviewed in the survey appears on Table XIII on Page 41. Thirty-six of the 77 students were interested in careers in the health occupations. Dental Services (5), Nursing Services (14) and Medical Services (8) were selected by the largest number of students.

CONCLUSIONS AND RECOMMENDATIONS

Demands for workers in the health occupations persist and continue to grow. However, because of economic conditions, many agencies hold the line or cut back on their number of employees, and numerous individuals go jobless. Despite this picture, requirements in at least one classification, nursing services, exceed the supply of prepared personnel. There are also indications that within the next two years, a considerable number of community workers, dental and medical office and clerical personnel will be needed in the health care agencies of the community.

The quality of orientation, staff development, on-the-job training, and refresher programs in health care agencies varies. Arrangements by which health care agencies provide clinical facilities for the learning experiences of students in educational institutions are valued as assets by the agencies.

TABLE XIII

SUMMARY OF HIGH SCHOOL STUDENTS INTERESTED IN HEALTH OCCUPATIONS CAREERS

Year in High School (N)	Community, Mental Health, Social Service	Dental Services	Nursing Services	Rehab. Services	Office, Record & Mgmt.	Environ. Health	Pharmacy	Medicine
Grade 12 (12)		2	3	1	1	2	1	2
Grade 11 (12)	1	2	5				1	3
Grade 10 (12)		1	6		1		1	3

High school students are attracted to the health careers. Others could be recruited for the field. A considerable number of individuals currently in these occupations want to acquire additional skills and are interested in pursuing further education.

Based on these conclusions, a number of suggestions are recommended for consideration and implementation by the College.

1. Increase the size of the Associate Degree nursing program to prepare Registered Nurses.
2. Make additional opportunities available to Licensed Vocational Nurses and Nurses Aides to pursue their education in the Associate Degree program, i.e. with more classes during the evenings, Saturdays, Summers.
3. Increase opportunities for those students who fail courses in the Associate Degree nursing program to repeat these courses, i.e. offer nursing courses twice each year, extend the period of time allowed to complete course work.
4. Direct efforts at specifying course objectives, diversifying learning opportunities using various media in the nursing courses. Develop tests and tools which more accurately evaluate learning and clinical performance.
5. Work with health care agencies to make orientation, staff development and aide training programs more uniformly effective.
6. Develop community worker programs at the Aide and Associate Degree level, with strong emphasis on social and behavioral sciences.
7. Develop programs for Medical Assistants and Medical Secretaries.
8. Actively encourage and recruit high school students and others in the community for entry into the health occupations program.

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QUESTIONNAIRE

MANPOWER NEEDS

I. Budgeted Positions, Vacancies, Projected Needs.

What are the numbers of budgeted positions, projected needs for each occupational classification?

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected</u>
A. Community Home Care, Mental Health and Social Services			
1. Community Home Health Aide	_____	_____	_____
2. Social Work Technician	_____	_____	_____
3. Social Work Aide	_____	_____	_____
4. Mental Health Technician	_____	_____	_____
5. Mental Health Aide	_____	_____	_____
6. Child Care Assistant	_____	_____	_____
7. Child Care Aide	_____	_____	_____
B. Dental Services			
1. Dental Hygienist	_____	_____	_____
2. Dental Assistant	_____	_____	_____
3. Dental Laboratory Technician	_____	_____	_____
C. Nursing Services			
1. Registered Nurse	_____	_____	_____
2. Licensed Vocational Nurse	_____	_____	_____
3. Nursing Aide, Orderly	_____	_____	_____
4. Psychiatric Technician	_____	_____	_____
5. Operating Room Technician	_____	_____	_____
D. Rehabilitation Services			
1. Occupational Therapy Assistant	_____	_____	_____
2. Occupational Therapy Aide	_____	_____	_____
3. Physical Therapy Assistant	_____	_____	_____
4. Physical Therapy Aide	_____	_____	_____
5. Recreation Therapy Assistant	_____	_____	_____

I. Budgeted Positions, Vacancies, Projected Needs

	<u>Budgeted</u>	<u>Vacancies</u>	<u>Projected</u>
E. Office Services			
1. Medical Office Assistant			
2. Medical Office Secretary			
3. Dental Office Assistant			
4. Dental Office Secretary			
F. Record, Clerical and Management Services			
1. Medical Record Technician			
2. Medical Record Clerk			
3. Ward Clerk			
4. Ward Manager			
G. Environmental Health Services			
1. Environmental Health Technician			
2. Environmental Health Aide			
H. Pharmacy Services			
1. Pharmacy Aide			

II. Sources of New Employees

What are the most common sources of new employees for each occupational classification?

	Sr. College or Univ.	Community College	Hospital	O.J.T.	H.S.
A. Community Home Care, Mental Health and Social Services					
1. Community Home Health Aide					
2. Social Work Technician					
3. Social Work Aide					
4. Mental Health Technician					
5. Mental Health Aide					
6. Child Care Assistant					
7. Child Care Aide					

QUESTIONNAIRE
MANPOWER NEEDS
PAGE THREE

II. Sources of New Employees

	Sr. College or Univ.	Community College	Hospital	O.J.T.	H.S.
B. Dental Services					
1. Dental Hygienist	_____	_____	_____	_____	_____
2. Dental Assistant	_____	_____	_____	_____	_____
3. Dental Laboratory Technician	_____	_____	_____	_____	_____
C. Nursing Services					
1. Registered Nurse	_____	_____	_____	_____	_____
2. Licensed Vocational Nurse	_____	_____	_____	_____	_____
3. Nursing Aide, Orderly	_____	_____	_____	_____	_____
4. Psychiatric Technician	_____	_____	_____	_____	_____
5. Operating Room Technician	_____	_____	_____	_____	_____
D. Rehabilitation Services					
1. Occupational Therapy Assistant	_____	_____	_____	_____	_____
2. Occupational Therapy Aide	_____	_____	_____	_____	_____
3. Physical Therapy Assistant	_____	_____	_____	_____	_____
4. Physical Therapy Aide	_____	_____	_____	_____	_____
5. Recreation Therapy Assistant	_____	_____	_____	_____	_____
E. Office Services					
1. Medical Office Assistant	_____	_____	_____	_____	_____
2. Medical Office Secretary	_____	_____	_____	_____	_____
3. Dental Office Assistant	_____	_____	_____	_____	_____
4. Dental Office Secretary	_____	_____	_____	_____	_____
F. Record, Clerical and Management Services					
1. Medical Record Technician	_____	_____	_____	_____	_____
2. Medical Record Clerk	_____	_____	_____	_____	_____
3. Ward Clerk	_____	_____	_____	_____	_____
4. Ward Manager	_____	_____	_____	_____	_____
G. Environmental Health Services					
1. Environmental Health Technician	_____	_____	_____	_____	_____
2. Environmental Health Aide	_____	_____	_____	_____	_____

QUESTIONNAIRE
MANPOWER NEEDS
PAGE FOUR

II. Sources of New Employees

H. Pharmacy Services
1. Pharmacy Aide

Sr. College or Univ.	Community College	Hospital	O.J.T.	H.S.
_____	_____	_____	_____	_____

III. Source of Experienced Employees

What is the most common source of employees for each occupational classification?

	Local	State	Out of State
--	-------	-------	--------------

A. Community Home Care, Mental Health and Social Services

1. Community Home Health Aide
2. Social Work Technician
3. Social Work Aide
4. Mental Health Technician
5. Mental Health Aide
6. Child Care Assistant
7. Child Care Aide

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

B. Dental Services

1. Dental Hygienist
2. Dental Assistant
3. Dental Laboratory Technician

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

C. Nursing Services

1. Registered Nurse
2. Licensed Vocational Nurse
3. Nursing Aide, Orderly
4. Psychiatric Technician
5. Operating Room Technician

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

III. Source of Experienced Employees

	Local	State	Out of State
D. Rehabilitation Services			
1. Occupational Therapy Assistant			
2. Occupational Therapy Aide			
3. Physical Therapy Assistant			
4. Physical Therapy Aide			
5. Recreation Therapy Assistant			
E. Office Services			
1. Medical Office Assistant			
2. Medical Office Secretary			
3. Dental Office Assistant			
4. Dental Office Secretary			
F. Record, Clerical and Management Services			
1. Medical Record Technician			
2. Medical Record Clerk			
3. Ward Clerk			
4. Ward Manager			
G. Environmental Health Services			
1. Environmental Health Technician			
2. Environmental Health Aide			
H. Pharmacy Services			
1. Pharmacy Aide			

IV. Age Range

What is the age range for employees in each occupational classification?

	17-19	20-22	23-25	26-28	29-31	32-35	36-40	41-45	46 and over
A. Community Home Care, Mental Health and Social Services									
1. Community Home Health Aide									
2. Social Work technician									

IV. Age Range

17-19 20-22 23-25 26-28 29-31 32-35 36-40 41-45 46 and over

A. Community Home Care, Mental Health and Social Services (Cont.)

3. Social Work Aide	_____	_____	_____	_____	_____	_____	_____	_____
4. Mental Health Technician	_____	_____	_____	_____	_____	_____	_____	_____
5. Mental Health Aide	_____	_____	_____	_____	_____	_____	_____	_____
6. Child Care Assistant	_____	_____	_____	_____	_____	_____	_____	_____
7. Child Care Aide	_____	_____	_____	_____	_____	_____	_____	_____

B. Dental Services

1. Dental Hygienist	_____	_____	_____	_____	_____	_____	_____	_____
2. Dental Assistant	_____	_____	_____	_____	_____	_____	_____	_____
3. Dental Laboratory Technician	_____	_____	_____	_____	_____	_____	_____	_____

C. Nursing Services

1. Registered Nurse	_____	_____	_____	_____	_____	_____	_____	_____
2. Licensed Vocational Nurse	_____	_____	_____	_____	_____	_____	_____	_____
3. Nursing Aide, Orderly	_____	_____	_____	_____	_____	_____	_____	_____
4. Psychiatric Technician	_____	_____	_____	_____	_____	_____	_____	_____
5. Operating Room Technician	_____	_____	_____	_____	_____	_____	_____	_____

D. Rehabilitation Services

1. Occupational Therapy Assistant	_____	_____	_____	_____	_____	_____	_____	_____
2. Occupational Therapy Aide	_____	_____	_____	_____	_____	_____	_____	_____
3. Physical Therapy Assistant	_____	_____	_____	_____	_____	_____	_____	_____
4. Physical Therapy Aide	_____	_____	_____	_____	_____	_____	_____	_____
5. Recreation Therapy Assistant	_____	_____	_____	_____	_____	_____	_____	_____

E. Office Services

1. Medical Office Assistant	_____	_____	_____	_____	_____	_____	_____	_____
2. Medical Office Secretary	_____	_____	_____	_____	_____	_____	_____	_____
3. Dental Office Assistant	_____	_____	_____	_____	_____	_____	_____	_____
4. Dental Office Secretary	_____	_____	_____	_____	_____	_____	_____	_____

QUESTIONNAIRE
MANPOWER NEEDS
PAGE SEVEN

IV. Age Range

17-19 20-22 23-25 26-28 29-31 32-35 36-40 41-45 46 and over

F. Record, Clerical and Management Services

1. Medical Record Technician
2. Medical Record Clerk
3. Ward Clerk
4. Ward Manager

G. Environmental Health Services

1. Environmental Health Technician
2. Environmental Health Aide

H. Pharmacy Services

1. Pharmacy Aide

V. Beginning Salary

What is the beginning salary for employees in each occupational classification?

300-350 400-450 500-550 600-650 700-750 800-850 \$50 and over

A. Community Home Care, Mental Health and Social Services

1. Community Home Health Aide
2. Social Work Technician
3. Social Work Aide
4. Mental Health Technician
5. Mental Health Aide
6. Child Care Assistant
7. Child Care Aide

B. Dental Services

1. Dental Hygienist
2. Dental Assistant
3. Dental Laboratory Technician

QUESTIONNAIRE
MANPOWER NEEDS
PAGE EIGHT

V. Beginning Salary	300-350	400-450	500-550	600-650	700-750	800-850	850 and over
C. Nursing Services							
1. Registered Nurse							
2. Licensed Vocational Nurse							
3. Nursing Aide, Orderly							
4. Psychiatric Technician							
5. Operating Room Technician							
D. Rehabilitation Services							
1. Occupational Therapy Asst.							
2. Occupational Therapy Aide							
3. Physical Therapy Assistant							
4. Physical Therapy Aide							
5. Recreation Therapy Assistant							
E. Office Services							
1. Medical Office Assistant							
2. Medical Office Secretary							
3. Dental Office Assistant							
4. Dental Office Secretary							
F. Record, Clerical and Management Services							
1. Medical Record Technician							
2. Medical Record Clerk							
3. Ward Clerk							
4. Ward Manager							
G. Environmental Health Services							
1. Environmental Health Techn.							
2. Environmental Health Aide							
H. Pharmacy Services							
1. Pharmacy Aide							

VI. Average Length of Stay

What is the average length of stay for employees in each occupational classification?

	Under										
	1 yr.	1-2	2-3	3-4	4-5	5-6	6-8	8-10	Other		
A.	Community Home Care, Mental Health and Social Services										
1.	Community Home Health Aide	—	—	—	—	—	—	—	—	—	
2.	Social Work Technician	—	—	—	—	—	—	—	—	—	
3.	Social Work Aide	—	—	—	—	—	—	—	—	—	
4.	Mental Health Technician	—	—	—	—	—	—	—	—	—	
5.	Mental Health Aide	—	—	—	—	—	—	—	—	—	
6.	Child Care Assistant	—	—	—	—	—	—	—	—	—	
7.	Child Care Aide	—	—	—	—	—	—	—	—	—	
B.	Dental Services										
1.	Dental Hygienist	—	—	—	—	—	—	—	—	—	
2.	Dental Assistant	—	—	—	—	—	—	—	—	—	
3.	Dental Laboratory Technician	—	—	—	—	—	—	—	—	—	
C.	Nursing Services										
1.	Registered Nurse	—	—	—	—	—	—	—	—	—	
2.	Licensed Vocational Nurse	—	—	—	—	—	—	—	—	—	
3.	Nursing Aide, Orderly	—	—	—	—	—	—	—	—	—	
4.	Psychiatric Technician	—	—	—	—	—	—	—	—	—	
5.	Operating Room Technician	—	—	—	—	—	—	—	—	—	
D.	Rehabilitation Services										
1.	Occupational Therapy Asst.	—	—	—	—	—	—	—	—	—	
2.	Occupational Therapy Aide	—	—	—	—	—	—	—	—	—	
3.	Physical Therapy Assistant	—	—	—	—	—	—	—	—	—	
4.	Physical Therapy Aide	—	—	—	—	—	—	—	—	—	
5.	Recreation Therapy Assistant	—	—	—	—	—	—	—	—	—	

VI. Average Length of Stay

	Under 1 yr.	1-2	2-3	3-4	4-5	5-6	6-8	8-10	Other
E. Office Services									
1. Medical Office Assistant	—	—	—	—	—	—	—	—	—
2. Medical Office Secretary	—	—	—	—	—	—	—	—	—
3. Dental Office Assistant	—	—	—	—	—	—	—	—	—
4. Dental Office Secretary	—	—	—	—	—	—	—	—	—
F. Record, Clerical and Management Services									
1. Medical Record Technician	—	—	—	—	—	—	—	—	—
2. Medical Record Clerk	—	—	—	—	—	—	—	—	—
3. Ward Clerk	—	—	—	—	—	—	—	—	—
4. Ward Manager	—	—	—	—	—	—	—	—	—
G. Environmental Health Services									
1. Environmental Health Tech.	—	—	—	—	—	—	—	—	—
2. Environmental Health Aide	—	—	—	—	—	—	—	—	—
H. Pharmacy Services									
1. Pharmacy Aide	—	—	—	—	—	—	—	—	—

VII. Staffing

A. For each classification, what is/are the most difficult service(s) or area(s) to staff?

1. Community Home Care, Mental Health and Social Services	3. Nursing Services
_____	_____
_____	_____
_____	_____
2. Dental Services	4. Rehabilitation Services
_____	_____
_____	_____
_____	_____

VII. Staffing

A. For each classification, what is/are the most difficult service(s) or area(s) to staff?

5. Office Services	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
6. Record, Clerical and Management Services	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
7. Environmental Health Services	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
8. Pharmacy Services	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

B. In relation to each occupational title, which is/are the most difficult shift(s) to staff?

	Days	Evenings	Nights
1. Community Home Care, Mental Health and Social Services	_____	_____	_____
a. Community Home Health Aide	_____	_____	_____
b. Social Work Technician	_____	_____	_____
c. Social Work Aide	_____	_____	_____
d. Mental Health Technician	_____	_____	_____
e. Mental Health Aide	_____	_____	_____
f. Child Care Assistant	_____	_____	_____
g. Child Care Aide	_____	_____	_____
2. Dental Services	_____	_____	_____
a. Dental Hygienist	_____	_____	_____
b. Dental Assistant	_____	_____	_____
c. Dental Laboratory Technician	_____	_____	_____
3. Nursing Services	_____	_____	_____
a. Registered Nurse	_____	_____	_____
b. Licensed Vocational Nurse	_____	_____	_____
c. Nursing Aide, Orderly	_____	_____	_____
d. Psychiatric Technician	_____	_____	_____
e. Operating Room Technician	_____	_____	_____

QUESTIONNAIRE
MANPOWER NEEDS
PAGE TWELVE

VII. Staffing

B. In relation to each occupational title, which is/are the most difficult shift(s) to staff?

	Days	Evenings	Nights
4. Rehabilitation Services			
a. Occupational Therapy Assistant	_____	_____	_____
b. Occupational Therapy Aide	_____	_____	_____
c. Physical Therapy Assistant	_____	_____	_____
d. Physical Therapy Aide	_____	_____	_____
e. Recreation Therapy Assistant	_____	_____	_____
5. Office Services			
a. Medical Office Assistant	_____	_____	_____
b. Medical Office Secretary	_____	_____	_____
c. Dental Office Assistant	_____	_____	_____
d. Dental Office Secretary	_____	_____	_____
6. Record, Clerical and Management Services			
a. Medical Record Technician	_____	_____	_____
b. Medical Record Clerk	_____	_____	_____
c. Ward Clerk	_____	_____	_____
d. Ward Manager	_____	_____	_____
7. Environmental Health Services			
a. Environmental Health Technician	_____	_____	_____
b. Environmental Health Aide	_____	_____	_____
8. Pharmacy Services			
a. Pharmacy Aide	_____	_____	_____

CJ
CJ

VIII. Terminations

What reason or reasons do employees in each occupational classification give for terminating their employment?

A. Community Home Care, Mental Health and Social Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development programs
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

B. Dental Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development programs
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

C. Nursing Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development programs
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

D. Rehabilitation Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development programs
5. Poor fringe benefits

QUESTIONNAIRE
MANPOWER NEEDS
PAGE FOURTEEN

VIII. Terminations (Continued)

What reason or reasons do employees in each occupational classification give for terminating their employment?

D. Rehabilitation Services

6. Personnel with whom they work
7. Moving to another location

E. Office Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development program
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

F. Record, Clerical and Management Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development program
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

G. Environmental Health Service

1. Hours
2. Salary
3. Advancement in position
4. Lack of staff development program
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

QUESTIONNAIRE
MANPOWER NEEDS
PAGE FIFTEEN

VIII. Terminations (Continued)

What reason or reasons do employees in each occupational classification give for terminating their employment?

H. Pharmacy Services

1. Hours
2. Salary
3. Advancement in position
4. Lack of Staff development program
5. Poor fringe benefits
6. Personnel with whom they work
7. Moving to another location

IX. Institutional Development

A. What are your plans for services or departments?

1. Increase
2. Decrease
3. Remain the same

B. Which service(s) or department(s) do you plan to add?

1. Psychiatry
2. Coronary Care
3. Intensive Care
4. Respiratory Therapy
5. Physical Therapy
6. Occupational Therapy
7. Recreational Therapy
8. Laboratory
9. Radiology
10. Home Care

QUESTIONNAIRE
MANPOWER NEEDS
PAGE SIXTEEN

IX. Institutional Development

C. Which Occupational Classifications do you plan to add to your present staff?

1. Community Home Care, Mental Health and Social Services

- a. Community Home Health Aide
- b. Social Work Technician
- c. Social Work Aide
- d. Mental Health Technician
- e. Mental Health Aide
- f. Child Care Assistant
- g. Child Care Aide

2. Dental Services

- a. Dental Hygienist
- b. Dental Assistant
- c. Dental Laboratory Technician

3. Nursing Services

- a. Registered Nurse
- b. Licensed Vocational Nurse
- c. Nursing Aide, Orderly
- d. Psychiatric Technician
- e. Operating Room Technician

4. Rehabilitation Services

- a. Occupational Therapy Assistant
- b. Occupational Therapy Aide
- c. Physical Therapy Assistant
- d. Physical Therapy Aide
- e. Recreation Therapy Assistant

5. Office Services

- a. Medical Office Assistant
- b. Medical Office Secretary
- c. Dental Office Assistant
- d. Dental Office Secretary

QUESTIONNAIRE
MANPOWER NEEDS
PAGE SEVENTEEN

IX. Institutional Development

C. Which Occupational Classifications do you plan to add to your present staff?

6. Record, Clerical and Management Services

- a. Medical Record Technician
- b. Medical Record Clerk
- c. Ward Clerk
- d. Ward Manager

7. Environmental Health Services

- a. Environmental Health Technician
- b. Environmental Health Aide

8. Pharmacy Services

- 1. Pharmacy Aide

63

1 Feb 71

QUESTIONNAIRE

EDUCATIONAL PROGRAMS

I. Educational Programs in the Health Agencies

A. For which occupational classifications do you have orientation and staff development (in-service) education programs?

	Orientation		Staff Development	
	Yes	No	Yes	No
1. Community Home Care, Mental Health and Social Service				
a. Community Home Health Aide				
b. Social Work Technician				
c. Social Work Aide				
d. Mental Health Technician				
e. Mental Health Aide				
f. Child Care Assistant				
g. Child Care Aide				
2. Dental Services				
a. Dental Hygienist				
b. Dental Assistant				
c. Dental Laboratory Technician				
3. Nursing Services				
a. Registered Nurse				
b. Licensed Vocational Nurse				
c. Nursing Aide, Orderly				
d. Psychiatric Technician				
e. Operating Room Technician				
4. Rehabilitation Services				
a. Occupational Therapy Assistant				
b. Occupational Therapy Aide				
c. Physical Therapy Assistant				
d. Physical Therapy Aide				
e. Recreation Therapy Assistant				

QUESTIONNAIRE

EDUCATIONAL PROGRAMS

PAGE TWO

T. Educational Programs in the Health Agencies

A. For which occupational classifications do you have orientation and staff development (in-service) educational programs?

Orientation		Staff Development	
Yes	No	Yes	No
—	—	—	—
—	—	—	—
—	—	—	—
—	—	—	—

5. Office Services

- Medical Office Assistant
- Medical Office Secretary
- Dental Office Assistant
- Dental Office Secretary

6 Record, Clerical and Management Services

- a. Medical Record Technician
- b. Medical Record Clerk
- c. Ward Clerk
- d. Ward Manager

7. Environmental Health Services

a. Environmental Health Technician

b. Environmental Health Aide

8. Pharmacy Services

a. Pharmacy Aide

B. For which occupational classifications do you have basic (technician or assistant), aide, advanced, retraining or refresher programs? What is the enrollment in each? Do you plan to continue these programs?

No.	Cont. Yes No	Aide	No.	Adv.	No.	Cont. Yes No	Retr. Refrr.	Cont. Yes No
Basic Stud.			Stud.		Stud.			

1. Community Home Care, Mental Health and Social Services

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	52
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QUESTIONNAIRE
EDUCATIONAL PROGRAMS
PAGE THREE

I. Educational Programs in the Health Agencies

B. For which occupational classifications do you have basic (technician or assistant), aide, advanced, retraining or refresher programs? What is the enrollment in each? Do you plan to continue these programs?

		Basic		No.		Cont.		No.		Cont.		Retr.		Cont.	
		Stud.	Yes	Stud.	Aide	Stud.	No.	Stud.	Adv.	Stud.	Yes	No	Ref.	Yes	No
1. Community Home Care, Mental Health and Social Services (cont.)															
d.	Men.Hlth.Tc.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
e.	Men.Hlth.Ad	—	—	—	—	—	—	—	—	—	—	—	—	—	—
f.	Cld.Cr.Asst.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
g.	Cld.Cr.Ad.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
2. Dental Services															
a.	Dent.Hyg.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
b.	Dent.Asst.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
c.	Den.Lab.Tc.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3. Nursing Services															
a.	Reg. Nurse	—	—	—	—	—	—	—	—	—	—	—	—	—	—
b.	L.V.N.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
c.	Nrs.Ad.Odly	—	—	—	—	—	—	—	—	—	—	—	—	—	—
d.	Psch.Tech.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
e.	Op. Rm.Tech.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4. Rehabilitation Services															
a.	Oc.Ther.Asst.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
b.	Oc.Ther.Aide	—	—	—	—	—	—	—	—	—	—	—	—	—	—
c.	Phys.Th.Asst.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
d.	Phys.Th.Aide	—	—	—	—	—	—	—	—	—	—	—	—	—	—
e.	Rec.Th. Asst.	—	—	—	—	—	—	—	—	—	—	—	—	—	—

QUESTIONNAIRE
EDUCATIONAL PROGRAMS
PAGE FOUR

I. Educational Programs in the Health Agencies

For which occupational classifications do you have basic (technician or assistant), aide, advanced, retraining or refresher programs? What is the enrollment in each? Do you plan to continue these programs?

	Basic		Aide	No. Stud.		Adv.	No. Stud.		Cont. Yes	No	Retr. Refr.	Cont. Yes	No
	Stud.	Yes No		Stud.	Yes No		Stud.	Yes No					
5. Office Services													
a. Med. Off. Asst.													
b. Med. Off. Sec.													
c. Dent. Off. Asst.													
d. Dent. Off. Sec.													
6. Record, Clerical and Management Services													
a. Med. Rcd. Tech.													
b. Med. Rcd. Clk													
c. Wrd. Clerk													
d. Wrd. Mgr.													
7. Environmental Health Services													
a. Env. Hlt. Tech.													
b. Env. Hlth. Aide													
8. Pharmacy Services													
a. Phar. Aide.													
C. In which programs do students pay tuition or fees? Do fees finance programs? In which program are students paid stipends? Do you receive federal support for any of these programs?													
1. Community Home Care, Mental Health and Social Services													
a. Community Home Health Aide													
b. Social Work Technician													
c. Social Work Aide													
d. Mental Health Technician													

QUESTIONNAIRE
EDUCATIONAL PROGRAMS
PAGE FIVE

I. Educational Programs in the Health Agencies

C. In which programs do students pay tuition or fees? Do fees finance programs? In which program are students paid stipends? Do you receive federal support for any of these programs?

	Fees		Finance Programs		Stipend		Federal Support	
	Yes	No	Yes	No	Yes	No	Yes	No
2. Dental Services								
a. Dental Hygienist	—	—	—	—	—	—	—	—
b. Dental Assistant	—	—	—	—	—	—	—	—
c. Dental Lab. Tech.	—	—	—	—	—	—	—	—
3. Nursing Services								
a. Registered Nurse	—	—	—	—	—	—	—	—
b. Licensed Voc. Nurse	—	—	—	—	—	—	—	—
c. Nursing Aide, Orderly	—	—	—	—	—	—	—	—
d. Psychiatric Technician	—	—	—	—	—	—	—	—
e. Operating Room Tech.	—	—	—	—	—	—	—	—
4. Rehabilitation Services								
a. Occupational Ther. Asst.	—	—	—	—	—	—	—	—
b. Occupational Ther. Aide	—	—	—	—	—	—	—	—
c. Physical Therapy Asst.	—	—	—	—	—	—	—	—
d. Physical Therapy Aide	—	—	—	—	—	—	—	—
e. Recreation Therapy Asst.	—	—	—	—	—	—	—	—
5. Office Services								
a. Medical Office Asst.	—	—	—	—	—	—	—	—
b. Medical Office Sec.	—	—	—	—	—	—	—	—
c. Dental Office Asst.	—	—	—	—	—	—	—	—
d. Dental Office Sec.	—	—	—	—	—	—	—	—

QUESTIONNAIRE
EDUCATIONAL PROGRAMS
PAGE SIX

I. Educational Programs in the Health Agencies

C. In which programs do students pay tuition or fees? Do fees finance programs? In which program are students paid stipends? Do you receive federal support for any of these programs?

	Fees		Finance Programs		Stipend		Federal Support	
	Yes	No	Yes	No	Yes	No	Yes	No
6. Record, Clerical and Management Services								
a. Medical Record Tech.	—	—	—	—	—	—	—	—
b. Medical Record Clerk	—	—	—	—	—	—	—	—
c. Ward Clerk	—	—	—	—	—	—	—	—
d. Ward Manager	—	—	—	—	—	—	—	—

7. Environmental Health Services
- a. Environmental Health Tech. — — — — —
 - b. Environmental Health Aide — — — — —

8. Pharmacy Services
- a. Pharmacy Aide — — — — —

II. Relationships with Educational Institutions

A. For which programs offered in educational institutions do you currently provide facilities for clinical experience? For which programs offered in educational institutions would you be willing to provide facilities for clinical experience?

	Currently Provide Clinical Facilities		Willing to Provide Clinical Facilities	
	Yes	No	Yes	No
1. Community Home Care, Mental Health and Social Services				
a. Community Home Health Aide	—	—	—	—
b. Social Work Technician	—	—	—	—
c. Social Work Aide	—	—	—	—
d. Mental Health Technician	—	—	—	—
e. Mental Health Aide	—	—	—	—
f. Child Care Assistant	—	—	—	—

II. Relationships with Educational Institutions

A. For which programs offered in educational institutions do you currently provide facilities for clinical experience? For which programs offered in educational institutions would you be willing to provide facilities for clinical experience?

	Currently Provide Clinical Facilities		Willing to Provide Clinical Facilities	
	Yes	No	Yes	No
2. Dental Services				
a. Dental Hygienist	—	—	—	—
b. Dental Assistant	—	—	—	—
c. Dental Laboratory Technician	—	—	—	—
3. Nursing Services				
a. Registered Nurse	—	—	—	—
b. Licensed Vocational Nurse	—	—	—	—
c. Nursing Aide, Orderly	—	—	—	—
d. Psychiatric Technician	—	—	—	—
e. Operating Room Technician	—	—	—	—
4. Rehabilitation Services				
a. Occupational Therapy Assistant	—	—	—	—
b. Occupational Therapy Aide	—	—	—	—
c. Physical Therapy Assistant	—	—	—	—
d. Physical Therapy Aide	—	—	—	—
e. Recreation Therapy Assistant	—	—	—	—
5. Office Services				
a. Medical Office Assistant	—	—	—	—
b. Medical Office Secretary	—	—	—	—
c. Dental Office Assistant	—	—	—	—
d. Dental Office Secretary	—	—	—	—

QUESTIONNAIRE
EDUCATIONAL PROGRAMS
PAGE EIGHT

II. Relationships with Educational Institutions

A. For which programs offered in educational institutions do you currently provide facilities for clinical experience? For which programs offered in educational institutions would you be willing to provide facilities for clinical experience?

	Currently Provide Clinical Facilities		Willing to Provide Clinical Facilities	
	Yes	No	Yes	No
6. Record, Clerical and Management Services				
a. Medical Record Technician	—	—	—	—
b. Medical Record Clerk	—	—	—	—
c. Ward Clerk	—	—	—	—
d. Ward Manager	—	—	—	—
7. Environmental Health Services				
a. Environmental Health Technician	—	—	—	—
b. Environmental Health Aide	—	—	—	—
8. Pharmacy Services				
a. Pharmacy Aide	—	—	—	—

B. Graduates of programs in educational institutions

1. Would you hire graduates prepared in educational institutions?
 a. Yes b. No

C. Work Study Programs

1. Would you be willing to participate in work study programs?
 a. Yes b. No

2. Would you hire students in work study programs?
 a. Yes b. No

II. Relationships with Educational Institutions

D. Financial Support

1. Would you be willing to provide any financial support for programs offered in educational institutions?
 - a. yes
 - b. No

QUESTIONNAIRE

PROSPECTIVE EDUCATIONAL CONSUMERS

QUESTIO
MANPOWER
PAGE F

VIII.

IX.

NAME _____ ADDRESS _____ CITY _____ ZIP _____

AGE _____ SEX M F MARITAL STATUS: S M W D NO. OF CHILDREN OR DEPENDENTS _____

I. Educational Background

A. Past Education

1. Are you a high school graduate? a. Yes b. No
2. What is the highest grade you completed in school?
 - a. 12 e. 8 i. 4
 - b. 11 f. 7 j. less than 4
 - c. 10 g. 6
 - d. 9 h. 5

B. Present Education

1. Are you enrolled in school? a. Yes b. No
2. In which school are you enrolled?
3. In what grade are you currently enrolled?
 - a. Adult School or c. 11
 - Community College d. 10
 - b. 12 e. 9

II. Employment

A. Current Employment

1. Are you currently employed? a. Yes b. No
2. Where are you employed?
3. What is your position? a. full-time b. part-time
4. How much do you work? a. full-time b. part-time
5. How many hours do you work each week?
6. Do you like your work? a. Yes b. No
7. What is your monthly salary?

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QUESTIONNAIRE
PROSPECTIVE EDUCATIONAL CONSULTERS
PAGE TWO

II. Employment

B. Future Employment

1. Do you plan to stay at your present job?
a. Yes b. No
2. Do you want to change jobs?
a. Yes b. No
3. Why do you want to change jobs:
a. earn more money
b. have better working conditions
c. get more job satisfaction
d. gain personal advancement

III. Future Educational Plans

A. Vocational Choice

1. Do you have a vocational choice
a. Yes b. No
2. Have you considered a career in the health occupations?
a. Yes b. No
3. are you interested in a specific health occupation?
a. Yes b. No
4. In which health occupational classification are you most interested?
a. Community Home Care, Mental Health and Social Services
b. Dental Services
c. Nursing Services
d. Rehabilitation Services
e. Office Services
f. Record, Clerical and Management Services
g. Environmental Health Services
h. Pharmacy Services

B. Preparation for Vocational Choice

1. Where do you wish to obtain the education for this occupation?
a. Hospital or other agency
b. Community College
c. Four year college or university
2. In what kind of a program would you be most interested?
a. 8 week
b. 1 semester
c. 1 year
d. 2 year

QUESTIONNAIRE
PROSPECTIVE EDUCATIONAL CONSUMERS
PAGE THREE

III. Future Educational Plans

E. Preparation for Vocational Choice

3. How much time will you be able to devote to your education?
 - a. full-time
 - b. part-time
4. Will you be able to finance your education
 - a. Yes
 - b. No
5. Do you plan to work while going to school?
 - a. Yes
 - b. No
6. How much do you plan to work?
 - a. full-time
 - b. part-time
7. How many hours do you plan to work? _____
8. Would you be interested in a work experience program?
 - a. Yes
 - b. No
9. Will you have private transportation available?
 - a. Yes
 - b. No
10. Will you be able to make provisions for the care of your children?
 - a. Yes
 - b. No