

Hiring Trends for Emerging Healthcare Positions

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There is a statistic that has been repeated many times... the healthcare industry is projected to add approximately 5 million jobs between 2012 and 2022. However, what may come as a surprise to many is that many of those healthcare jobs did not exist a few years ago. Many arose from requirements mandated by the Affordable Care Act in addition to an aging population and the need to control costs.

The trends are not lost on healthcare CEOs. They recognize that they will need to build a workforce to cope with these changes. In a recent survey by CareerBuilder, 53% want to hire more people in 2015, and almost two-thirds are concerned by about finding the right people.

But what jobs are CEOs looking to fill? Who are the right people, and what skills do these people need? The new and emerging jobs include:

- **(Patient) Care Coordinator.** Helps patients manage their care by connecting them to needed doctors, specialists and other medical resources (i.e. nutritionists, social workers etc.). They often keep track of medications, diet, and exercise. Facilities look for Registered Nurses or Advanced Practice Registered Nurses who have completed evidence based training. Pay (not including any bonus on profit sharing) can reach above \$62K.
- **ICD-10 Coder.** Reviews medical records and assigns the latest codes to diagnoses and procedures so facilities can bill payers and receive correct reimbursements. The median pay for this position is approximately \$16/hour.
- **Patient Advocate / Navigator.** Facilitates patient and family health and treatment activities between all involved parties (facilities, insurance companies, etc.). They are usually (but

not always) a licensed clinical professional and often focus on specific populations and diagnoses. The median pay for this position is approximately \$15/hour, but dramatically varies based on geography.

- **Health Coach.** Motivates patients to achieve their health goals through lifestyle and behavior adjustments. The median pay for this position is approximately \$46.5K.
- **Clinical Documentation Specialist.** Works with large hospitals and healthcare facilities to help maintain proper records, as well as provide primary healthcare providers with easy access to any needed documents. The median pay for this position is approximately \$65K.
- **Telehealth-trained physician, nurse practitioner/physician assistant or RN.** Trained in skills to correctly diagnose, treat and consult with patients, and provide sustained care, through the use of interactive technologies.
- **Medical Scribe.** Charts encounters between medical practitioners and patients in real-time and organizes the healthcare data to maximize the efficiency and productivity of clinical care. The median pay for this position is approximately \$13/hour.
- **Chief Experience Officer/Director/Manager.** Works to ensure positive interactions for the facilities healthcare consumers. This position, in many cases, replaces Chief Activity Officer.
- **Chief Population Health Officer/Director/Manager.** Charged with leading the development and implementation of a health system's population health management strategy.

The key to landing one of these high growth jobs is education and training. This does not mean necessarily a bachelor's or associate degree, but candidates must have certain skills (such as a strong familiarity with relevant computer programs) and certifications.

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