

Health Administration

A. Occupations

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A. Occupations

1) Health Administrator/ Policy Analyst

- Not a regulated profession in Ontario

Role

Source: <http://www.alis.gov.ab.ca>

Health service administrators may have executive responsibilities for an entire organization or be responsible for managing a specific department or program. In general, however, they:

- Develop plans, policies and processes for health programs and services
- Design appropriate organizational structures
- Select and supervise staff
- Advise the governing body on policy and operational matters, and assist in developing organizational mission statements
- Ensure that laws, regulations and policies are followed
- Develop and maintain effective working relationships with representatives from other organizations, including governments, professional associations, the media and other stakeholders in the health care system
- Implement operational plans and manage budgets
- Provide the leadership required for the organization to fulfill its goals and objectives

Educational Requirements

- Source: <http://www.alis.gov.ab.ca>

Educational requirements for health service administrators vary depending on the position and the size and nature of the health service organization concerned. There are no standard education requirements. However, employers generally hire applicants who have related post-secondary education or certification.

- This occupation requires a combination of education and experience. Health service administrators who come to the field from medicine, pharmacy, nursing or accounting backgrounds can supplement their training and experience through educational programs in health service management. Those who have graduate degrees in health management usually start in junior administrative positions to gain on-the-job experience.

- <http://www.healthcareersinact.com/careershahca.htm>

Health care administrators/managers receive their education through academic programs at colleges, and universities. Some positions are available with a bachelor's degree in business, health policy, or administration; however, most employers require a master's degree in business administration, hospital administration, health administration, or public health. Many health care administrators have doctoral degrees. Physician offices and some other facilities may substitute on-the-job experience for formal education.

- University programs in Ontario include 3-4 year Bachelor of Health Administration programs offered at institutions such McMaster, Toronto, Ottawa etc.

Skills/Qualities

Technical

- Basic computer skills: word processing, internet, email, presentation programs, spreadsheet manipulation and database knowledge
- Specialized software (i.e., statistical analysis, financial analysis)

Communication

- Excellent oral and written communication skills

Other

- Excellent interpersonal and organizational skills
- Ability to work effectively with others
- Leadership and team-building skills
- Enjoy coordinating information and directing the work of others, negotiating with members of governing boards and senior managers, and developing and implementing plans
- Ability to understand a situation quickly and make judgments
- Ability to manage many programs at one time
- Skilled in planning and dealing with complex financial matters
- Ability to provide leadership to a wide variety of persons in many capacities.
- Expertise to balance the interests of patients, medical staff, a board of directors, and government agencies.
- Have the tenacity for details and follow-through
- Public speaking ability
- Knowledge of business administration, health care sector and financial matters

Typical Employers

- Public health organizations
- Specialty hospitals and acute care hospitals
- Continuing care facilities
- Mental health facilities
- Rehabilitation agencies
- Health planning agencies and government departments
- Health associations
- Regional health authorities
- Government departments

Average Hourly Wage

Source: *labourmarketinformation.ca*

\$27.19 (average) \$38.35 (high) \$18.04 (low)

Source: *http://www.alis.gov.ab.ca*

According to the 2003 Alberta Wage and Salary Survey, most Albertans in the Managers in Health Care occupational group earned from \$23,200 to \$110,500 per year. The average salary was \$51,000 per year.

Salaries for health service administrators vary greatly depending on the size and nature of the health service organization, and the administrator's qualifications and experience

2) Site Administrative Coordinator

- Not a regulated profession in Ontario

Role

- Accountable for the overall direction and coordination of administrative activities within the hospital during evenings, nights and weekends
- Makes sure everything is running as smoothly as possible from a clinical and non-clinical perspective
- Responsible for the transition of important administrative matters from the day to the evening shifts
- Role is critical to the smooth operation of the hospital after hours
- One of their most important responsibilities is assessing and managing resources related to staffing and bed management (i.e., understaffing, managing bottlenecks caused by bed shortages etc.)
- Provides after hours coverage for these issues and equipment issues such as the availability of needed medical supplies
- Juggles a variety of ever changing issues and inquiries, everything from media calls and patient complaints, to infection control issues, human resource issues and security calls
- Conducts a tour of the hospital to discuss issues with staff (including doctors, nurses and support staff) as well as patients and family members as required
- Offers assistance and support to staff during the off hours in the operation of the facility
- May be described as “the administrative firefighter, dealing with issues needing management coordination across units, programs and departments as they arise”

Educational Requirements

- Usually a Bachelor Degree in Nursing and at least five years of recent acute care clinical experience, supplemented by supervisory experience
- Candidates possessing an equivalent combination of training and experience may also be considered

Skills/Qualities

Technical

- Basic computer skills: word processing, internet, email, presentation programs, spreadsheet manipulation and database knowledge
- Specialized software (i.e., human resource scheduling, patient flow, supplies etc.)

Communication

- Superior oral and written communication skills

Other

- Knowledge of quality improvement principles, human resource management, utilization management principles and discharge planning, as well as an appreciation for the clinical needs of patients
- Excellent interpersonal, decision-making, problem solving and organizational skills
- Effective working in an independent manner
- Teamwork skills
- Ability to listen to and show respect to staff, patients and families
- Remains calm in stressful situations
- Conflict resolution skills
- Ability to understand a situation quickly and make sound judgments
- Ability to manage many issues at one time
- Ability to provide leadership to a wide variety of persons in many capacities
- Have the expertise to balance the interests of patients, medical staff, hospital etc.

Typical Employers

- Hospitals, medical centres

Average Hourly Wage

\$27.19 (average) \$38.35 (high) \$18.04 (low)

Salaries vary according to such factors such as experience, level of responsibility, seniority, size of company, size of city, etc.

3) Medical Secretary/ Health Office Administrator

- Not a regulated profession in Ontario
- Certification as a 'Certified Medical Secretary' is available through Ontario Medical Secretaries Association <http://www.omsa-hca.org/>

Role

Administrative support functions such as:

- Reception duties
- Booking patient appointments, referrals
- Preparing charts, filing
- Billing for medical services
- Medical transcription

Educational Requirements

- May be trained on the job
- May take 2 year medical office administration programs through community colleges (i.e., Conestoga, Mohawk and Seneca colleges etc.) or through private colleges

Skills/Qualities

Technical

- Basic computer skills: word processing, internet, email, presentation programs, spreadsheet manipulation and database knowledge
- Specialized software (i.e., billing, scheduling, bookkeeping)

Communication

- Very good oral and written communication skills - English and often French

Other

- Medical terminology
- Medical transcription
- Basic understanding of anatomy and physiology
- Knowledge of business and health administration
- Able to work independently and as part of a team
- Organized, flexible
- Ability to maintain accuracy while multi-tasking or working under pressure
- Ability to maintain patient confidentiality
- Good interpersonal skills

For more information on what is expected see Ministry of Training Colleges and Universities Office Administration-Medical Program Standard

<http://www.edu.gov.on.ca/eng/general/college/progstan/business/oa-med.html>

Typical Employers

- Clinics, private practice, hospital departments such as health records, radiology and pathology, hospital nursing units, as well as community-based medical laboratories, x-ray clinics, home care and nursing services
- Offices of other health practitioners such as chiropractor, podiatrists, naturopaths, optometrists etc.

Average Hourly Wage

\$15.15/ hour (average) \$19.94/ hour (high) \$10.94/ hour (low)

Salaries vary according to such factors such as experience, level of responsibility, seniority, size of company, size of city, etc.

4) Other Positions in the Field

Hospital Admitting Clerk: interviews incoming patient or representative and enters information required for admission into computer; directs patient to appropriate ward; often has medical office administration background.

Hospital Unit/Ward Clerk: responsible for assisting nursing staff by assembling standard forms for patient charts, routinely checking patient discharge documents for omissions and signatures, processing physicians' orders by recording information on requisition forms, consent forms, chart forms and computerized systems, co-ordinating and scheduling patient tests and treatments with internal departments and external centers etc.; often has medical office administration background.

B) Labour Market Prospects

General Statement

Source: Ministry of Training Colleges and Universities

<http://www.ontarioprospects.info/2004/eng/31.html#health>

The aging health care workforce and the gradual drop in the average age of retirement (from 65 in 1976 to 62 in the late 1990s) mean there will be significant need for health care workers, even though growth in the total number of health care jobs will be slow.

C) ITPs in the Field

- Most types of ITPs are prepared for work in this field. Positions of responsibility in health administration make use of a high level of ITPs' skills and experience.

D) Links

Professional Organizations

- Ontario Medical Secretaries Association <http://www.omsa-hca.org/>

Related Web Sites

- Alberta Learning Information Service – Health Service Administrator
http://www.alis.gov.ab.ca/occinfo/Content/RequestAction.asp?aspAction=GetHTMLProfile&format=html&occPro_ID=71003223
- Hamilton Health Sciences article -Site Coordinator
<http://www.hamiltonhealthsciences.ca/upload/periodical/7706-1.pdf>