

The Health Care Workforce in New York, 2009

Trends in the Supply and Demand for Health Workers

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The Center for Health Workforce Studies

School of Public Health, University at Albany

State University of New York

One University Place, Suite 220

Rensselaer, NY 12144-3445

(518) 402-0250

<http://chws.albany.edu/>

The logo for the Center for Health Workforce Studies (CHWS) features the letters 'CHWS' in a large, bold, blue font. The letters have a slight gradient and a shadow effect, giving them a three-dimensional appearance. The 'C' and 'H' are connected, as are the 'W' and 'S'.

Better Information for Better Outcomes

The Center for Health Workforce Studies is a not-for-profit research organization whose mission is to provide timely, accurate data and conduct policy-relevant research about the health workforce. The Center's work assists health, professional, and education organizations; policy makers and planners; and other stakeholders to understand issues related to the supply, demand, distribution, and use of health workers.

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I. EXECUTIVE SUMMARY

Health workers are a key element of the health care delivery system. Both federal health reform programs and New York's Medicaid Redesign plan have the potential to transform the health care delivery system in the state, with a new emphasis on primary and preventive services that are accessible and cost-effective. It is unclear whether the state's health care workforce is sufficiently sized and trained to respond to an increase in demand for basic health services.

A health care delivery system is only as good as its workforce. The growth, stability and competency of the health workforce will be essential to the success of emerging models of care, such as the patient-centered medical home. At a time when health care systems are undergoing dramatic change, data and information on the health workforce can contribute greatly to informed decision-making.

The health workforce – health care professionals working inside and outside of the health sector and others working in the health sector – is an important component of the nation's economy, representing more than 9% of all workers. Health sector employment is one of the fastest growing employment sectors in the country. It is projected to grow at twice the rate of all other sectors in the U.S. between 2008 and 2018. Not surprisingly, more than half of the fastest growing occupations in the U.S. over that same period are projected to be health occupations.

Between 2004 and 2009, health sector employment in New York increased by nearly 80,000 jobs, while employment in all other sectors declined by 15,000 jobs. Since 2004, only nursing homes and personal care facilities lost jobs in the health sector in New York. Ambulatory care, hospitals, and home health care employment all grew during that time period, with employment in home health care increasing by nearly 40%.

Health care has not been immune to the effects of the recent economic downturn. Impacts of the recession on the state's health care delivery system included:

- An increasing number of uninsured and underinsured New Yorkers who delayed seeking care and lacked resources to pay for the health care they received;
- Greater demand for services from safety net providers; and
- Easing of health workforce shortages in many professions.

Health sector employment is a vital part of New York's economy. As the economy continues to recover from the recession, it is expected that health sector job growth will increase and the growing demand for health workers could precipitate future shortages in many health professions and occupations.

This report presents a wide array of data about the health workforce in New York. It describes trends in the state's health care workforce by setting, occupation, and region.

KEY FINDINGS

Health sector employment is vital to New York's economy, especially in upstate New York.

In 2009, health sector employment comprised nearly 12% of all employment in New York. Between 1990 and 2009, jobs in the health care sector increased by 29% while jobs in sectors outside of health care increased by only 0.14%. Between 2008 and 2009, health sector employment in New York increased by over 17,000 jobs while employment in all other sectors declined by 290,000 jobs. In upstate New York, health sector jobs increased by 27% between 1990 and 2009, while jobs in all other sectors declined by 7% over the same time period. Between 2008 and 2009, health sector jobs increased by over 11,000 in upstate New York, while jobs in all other sectors declined by 175,000 over the same time period. Jobs in the health care sector in New York City increased by nearly 33% between 1990 and 2009, while jobs in all other employment sectors increased by only 13%. Between 2008 and 2009, more than 6,000 new health sector jobs were added in New York City, while nearly 110,000 jobs in sectors outside of health care were lost.

There is wide regional variation in health sector employment.

In 2009, there were nearly 5,500 health sector jobs per 100,000 population in the Mohawk Valley region, accounting for 14% of total employment. The Long Island region had almost 5,350 health sector jobs per capita, representing nearly 13% of total employment. By contrast, the North Country region had fewer than 4,000 health sector jobs per capita, accounting for 11% of total employment.

Statewide, jobs in ambulatory care and in home health care grew significantly between 2004 and 2009.

Between 2004 and 2009, jobs in home health care grew by over 28,600, or by 38%, and jobs in ambulatory care increased by more than 29,000, or by 11%. During the same time period, jobs in hospitals increased by almost 22,500, or by 6%, while jobs in nursing and personal care facilities declined by nearly 1,500 or by 1%. Between 2004 and 2009, jobs in ambulatory care increased in all regions, jobs in hospitals grew in 9 out of 10 regions, and jobs in home health care increased in 8 out of 10 regions. Over the same period, jobs in nursing and personal care facilities declined in five of the 10 regions in New York.

Primary care physicians are not evenly distributed either across the state or within regions.

There was wide regional variation in primary care physician capacity, with the New York City and Long Island regions having relatively high numbers of primary care physicians per capita and most upstate regions having much lower numbers of primary care physicians per capita, specifically in the Mohawk Valley, North Country, Central New York, and Western New York regions. There was also a substantial maldistribution of primary care physicians within regions and counties as evidenced by the presence of subcounty, primary care Health Professional Shortage Areas in counties with a seemingly ample supply of primary care physicians.

Health care providers across the state reported recruitment and retention difficulties for a wide array of professions and occupations.

- Hospitals, nursing homes, and home health agencies all reported difficulty recruiting experienced registered nurses (RNs). Nursing homes and home health agencies also indicated that the retention of both experienced RNs and newly-trained RNs was problematic. However, with few exceptions, providers reported little difficulty recruiting newly-trained RNs. This was consistent with findings from the most recent survey of nursing deans and directors, in which a much smaller percentage of respondents reported “many jobs” for their graduates in 2010, compared to 2009.
- Hospitals statewide reported difficulty recruiting and retaining clinical laboratory technologists. They also reported that recruitment was problematic for health information technology staff, including both analysts and program managers, as well as medical coders. In half of the state’s regions, hospitals also reported difficulty recruiting pharmacists, with the Hudson Valley and the North Country regions reporting the most difficulties.
- New York’s nursing homes and home health agencies statewide reported difficulty recruiting occupational therapists, physical therapists, speech language pathologists, dietitians/nutritionists, and respiratory therapists.
- Community health centers reported difficulties recruiting dentists, geriatric nurse practitioners, and psychiatric nurse practitioners.

Statewide, the most substantial job growth between 2008 and 2018 is projected for personal and home care aides, home health aides, and RNs.

Between 2008 and 2018, the New York State Department of Labor projected more than 6,100 annual job openings for home health aides; nearly 5,000 annual job openings for RNs; and almost 2,400 annual job openings for nursing aides, orderlies, and attendants. There will also be a substantial number of job openings for licensed practical nurses and social workers during the same period.

While the number of RN graduates in New York increased in 2010 compared to 2009, the majority of growth in the number of graduates was attributable to BSN completions for already licensed RNs.

For the eighth consecutive year, the number of RN graduations in New York increased, with 3% growth between 2009 and 2010. Deans and directors of RN education programs estimated an 8% increase in RN graduations statewide between 2010 and 2011. Of the nearly 250 additional RN graduates in 2010, compared to 2009, 99% were RNs completing bachelor of science degrees in nursing (BSN degrees).

Deans and directors of RN education programs report a competitive job market for their graduates.

Only 25% of RN program deans and directors reported “many jobs” for their graduates, down from 95% of them reporting “many jobs” in 2006 and 2007. There was some regional variation,

with more than 50% of respondents from the North Country and Southern Tier regions reporting “many job openings” for newly-trained RNs.

J. Western New York

The Western New York region includes the counties of Allegany, Cattaraugus, Chautauqua, Erie, and, Niagara.

Population

The Western New York region had a higher percentage of individuals age 65 and older and a lower percentage of individuals ages birth to 17 than New York as a whole. The Western New York region also had a lower percentage of females of child bearing age (15 to 44) (Exhibit 148).

**Exhibit 148
Selected Population Characteristics for the Western New York Region for 2009**

| | Region | | Percentage of Statewide Population |
|---|-----------|-----------------------------------|------------------------------------|
| | Number | Percentage of Regional Population | |
| Total Population* | 1,379,702 | N/A | N/A |
| Population Under 100% FPL Level** | 166,774 | 12.1% | 14.6% |
| Population Under 200% FPL Level** | 398,977 | 28.9% | 30.5% |
| Population Ages Birth - 17* | 297,130 | 21.5% | 22.7% |
| Population 65 and older* | 218,186 | 15.8% | 13.5% |
| Population Female 15 – 44* | 271,585 | 19.7% | 20.8% |
| Black/African American, non-Hispanic* | 137,292 | 10.0% | 14.5% |
| Hispanic/Latino* | 45,802 | 3.3% | 16.5% |
| Asian/Pacific Islander, non-Hispanic* | 8,651 | 0.6% | 3.3% |
| American Indian/Native Alaskan, non-Hispanic* | 10,650 | 0.8% | 0.3% |
| Two or More/Other* | 18,310 | 1.3% | 2.7% |
| Less than High School Education*** | 166,101 | 21.3% | 25.2% |
| High School Education*** | 312,101 | 40.0% | 33.3% |
| College Degree or Higher*** | 302,583 | 38.8% | 41.5% |

*2009 Claritas Estimates

**Estimated based on 2000 Census

*** Based on 2000 Census for those 25 and older

Health Status

The Western New York region had more total deaths, deaths due to all cancers, and deaths due to heart disease per capita than the state as a whole. While the overall birth rate was lower in the Western New York region than in the state overall, the teen birth rate was higher (Exhibit 149).

Exhibit 149
Selected Health Indicators for the Western New York Region

| | Region | | Statewide |
|---|--------|----------------------------------|----------------------------------|
| | Number | Number per 100,000 ⁴⁸ | Number per 100,000 ⁴⁸ |
| Total deaths* | 14,227 | 1031.2 | 749.8 |
| Deaths due to all cancers* | 3,245 | 235.2 | 180.2 |
| Deaths due to diabetes* | 397 | 28.8 | 19.1 |
| Deaths due to heart disease* | 3,803 | 275.6 | 239.7 |
| Total births* | 15,043 | 55.4 | 61.4 |
| Teen births* | 1,480 | 29.6 | 24.3 |
| Low-birth weight births* | 1,184 | 7.9 | 8.2 |
| Late/no prenatal care* | 717 | 4.8 | 5.5 |
| Infant deaths* | 103 | 6.8 | 5.3 |
| Adult asthma hospitalizations** | 961 | 87.9 | 165.3 |
| COPD Hospitalizations** | 2,057 | 146.0 | 125.1 |
| Coronary heart failure hospitalizations** | 4,750 | 337.1 | 280.1 |
| Diabetes hospitalizations** | 2,115 | 150.2 | 184.1 |
| Pediatric asthma hospitalizations** | 650 | 206.3 | 296.6 |
| PQI hospitalizations** | 16,506 | 1,171.6 | 1,206.3 |

*New York State Vital Records, 2009 Tables (rates are unadjusted).

**2006-2008 Annual Average, SPARCS Data

Primary Care Capacity

Primary Care Physicians

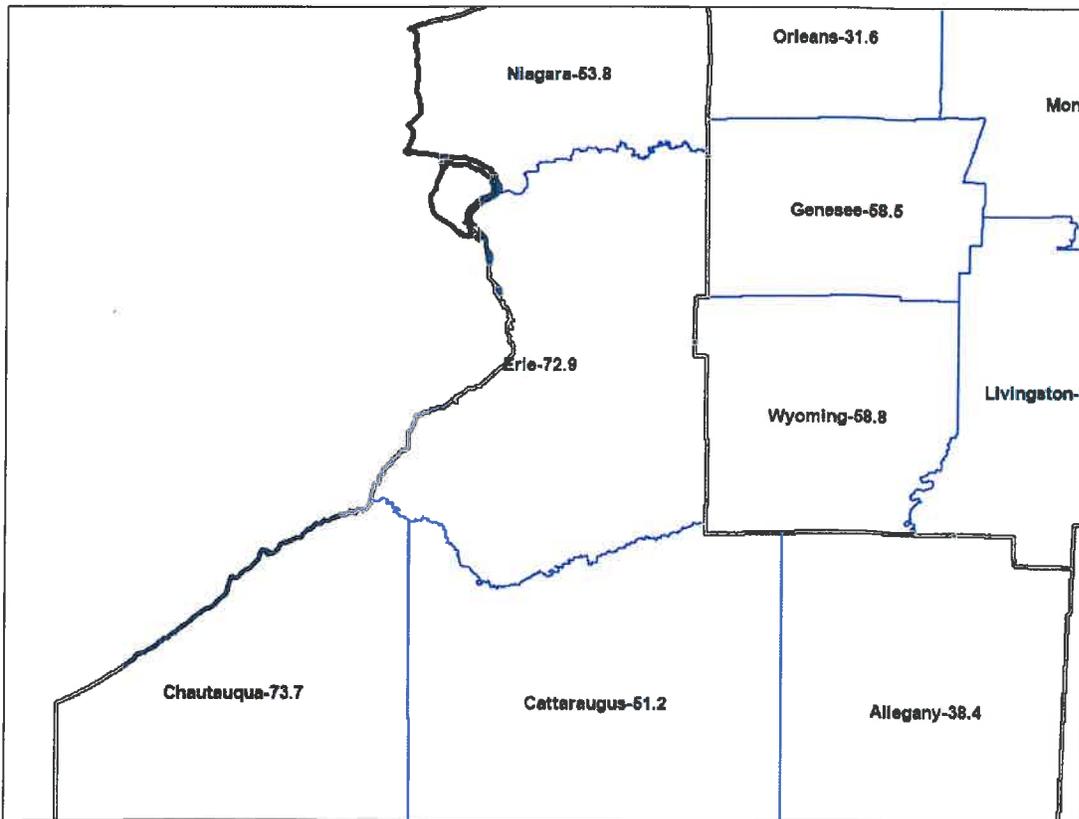
There were over 930 community-based, primary care full-time equivalent (FTEs) primary care physicians practicing in the Western New York region. Slightly more than 36% were in general internal medicine and another 32% were in family or general practice. There were 67.5 community-based primary care physicians in the Western New York region per 100,000 population, below the statewide rate of 82. Chautauqua County had the highest number at 73.7 community-based, primary care physicians per 100,000, followed by Erie County at nearly 73 per 100,000. Allegany County had the lowest at 38.4 per 100,000. There were substantially fewer pediatric practitioners in the Western New York region per 100,000 children ages 0 – 17 than statewide. There were also more family and general practitioners in the Western New York region per 100,000 than statewide but fewer general internal medicine and ob/gyn practitioners statewide (Exhibits 150 and 151).

⁴⁸ Infant mortality rate is reported per 1,000 live births, total birth rate is reported per 1,000 females, ages 15 – 44; teen birth rate is reported per 1,000 females, ages 15 – 19; and low-birth weight rate and percent of late/no prenatal care is reported per 100 live births. Rates per 100,000 for adult asthma hospital admissions based on 2007 population, age 18 and older. Rates per 100,000 for pediatric asthma hospital admissions based on 2007 population, birth to age 17. All other rates per 100,000 for hospitalizations based on total 2007 population.

Exhibit 150
Community-Based, Primary Care Physicians by Specialty
in the Western New York Region

| Specialty | Community-Based Primary Care FTEs | Per 100,000 ⁴⁹ | |
|-----------------------------|-----------------------------------|---------------------------|-------------|
| | | Region | State |
| Family/General Practice | 296.5 | 21.5 | 18.1 |
| Internal Medicine (General) | 337.4 | 24.5 | 35.2 |
| Geriatrics | 5.8 | 0.4 | 0.8 |
| Obstetrics/Gynecology | 117.4 | 43.2 | 49.8 |
| Pediatrics (General) | 173.8 | 58.5 | 77.5 |
| Total | 930.9 | 67.5 | 82.0 |

Exhibit 151
The Number of Community-Based, Primary Care Physicians
Per 100,000 Population in the Western New York Region, 2009

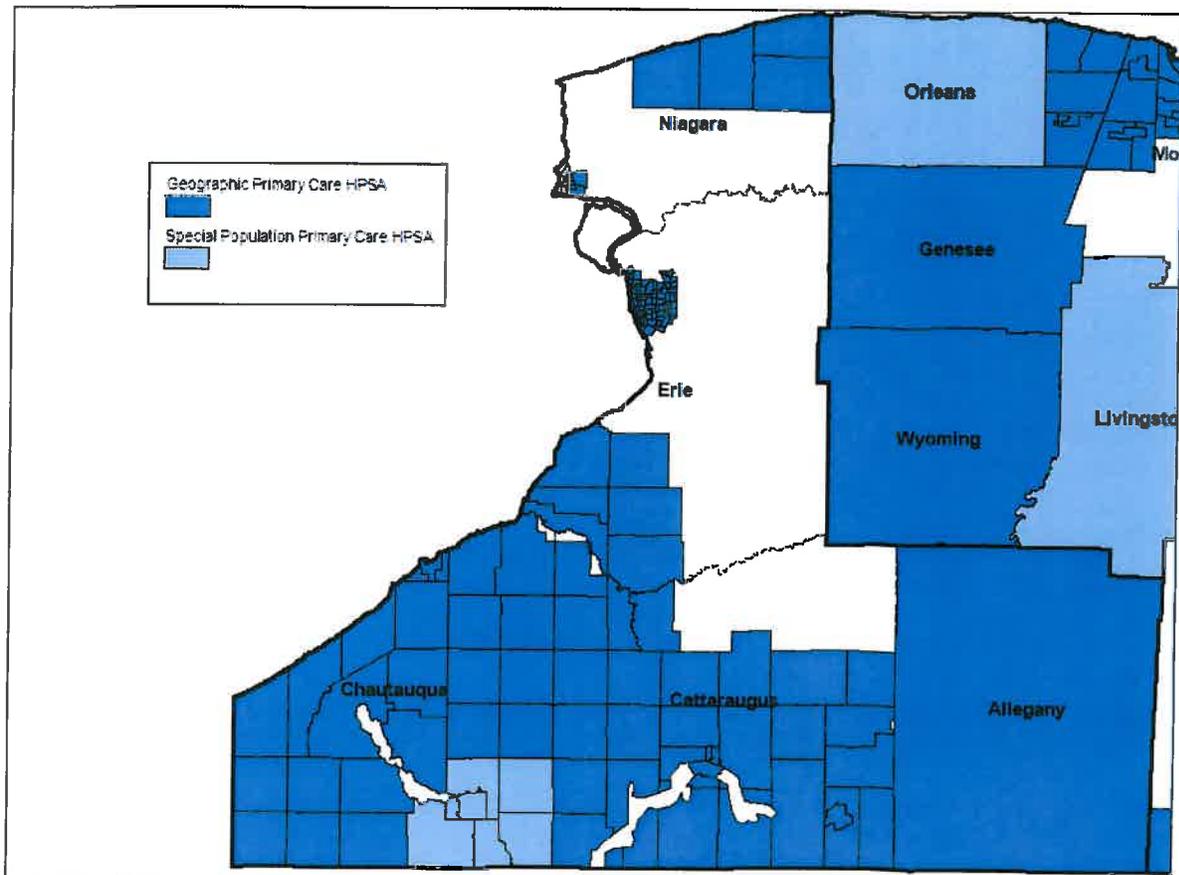


⁴⁹ Obstetricians/gynecologists per capita is per 100,000 women ages 15 to 44 and pediatricians per capita is per 100,000 children ages birth to 17. Total physicians per 100,000 is based on total population.

Health Professional Shortage Area Designations

There were eight geographic and special population primary care HPSAs in the Western New York region, including one whole county HPSA. Thirty-eight percent of the residential population in the region resided in these eight HPSAs.

Exhibit 152
Current Geographic and Special Primary Care HPSAs for the Western New York Region



Source: U.S. Department of Health and Human Services, Health Resources and Services Administration

Employment

Total Employment

Between 2004 and 2009, health sector employment throughout the Western New York region grew by nearly 1,300 jobs, or by 23%. Ambulatory care increased by over 2,600 jobs, or 13%. Home health care services increased by 5%. Employment in nursing home and personal care facilities and in hospitals declined during the same period (Exhibit 153).

Exhibit 153
Number of Workers by Health Care Setting in Western New York Region
Between 2004 and 2009

| Setting | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | Change between 2004 and 2009 | |
|--|--------|--------|--------|--------|--------|--------|------------------------------|---------|
| | | | | | | | Number | Percent |
| Hospitals | 28,239 | 27,302 | 27,221 | 27,170 | 27,846 | 27,864 | -375 | -1.3% |
| Ambulatory Care (Excluding Home Health) | 20,111 | 20,971 | 21,241 | 21,698 | 22,411 | 22,724 | 2,613 | 13.0% |
| Nursing Home and Personal Care Facilities | 16,823 | 16,993 | 16,702 | 16,387 | 15,427 | 15,655 | -1,168 | -6.9% |
| Home Health Care Services | 4,563 | 4,616 | 4,552 | 4,549 | 4,591 | 4,790 | 227 | 5.0% |
| Totals | 69,736 | 69,882 | 69,716 | 69,804 | 70,275 | 71,033 | 1,297 | 1.9% |

Source: NYS Department of Labor, ES-202

Licensed Health Professionals

Between 2007 and 2009, the number of RNs increased by nearly 370, or 2%, and the number of clinical laboratory technologists grew by more than 210, or 28%. The number of LPNs increased by more than 100, or 2%, during the same time period. The number of occupational therapy assistants slightly decreased between 2007 and 2009 (Exhibit 154).

Exhibit 154
Change in the Number of Licensed Individuals in Selected Health Occupations
in Western New York, 2007 - 2009

| Occupation | 2007 | 2008 | 2009 | Change between 2007 and 2009 | |
|-----------------------------------|--------|--------|--------|---------------------------------|---------|
| | | | | Number | Percent |
| Clinical Laboratory Technicians | 145 | 169 | 196 | 51 | 35.2% |
| Clinical Laboratory Technologists | 755 | 888 | 969 | 214 | 28.3% |
| Physician Assistants | 495 | 532 | 585 | 90 | 18.2% |
| Physical Therapy Assistants | 267 | 279 | 300 | 33 | 12.4% |
| Nurse Practitioners | 1,045 | 1,079 | 1,139 | 94 | 9.0% |
| Speech-Language Pathologists | 1,009 | 1,017 | 1,079 | 70 | 6.9% |
| Respiratory Therapists | 415 | 428 | 441 | 26 | 5.9% |
| Dental Hygienists | 1,028 | 1,045 | 1,071 | 43 | 4.2% |
| Pharmacists | 1,530 | 1,545 | 1,584 | 54 | 3.5% |
| Occupational Therapists | 748 | 760 | 765 | 17 | 2.3% |
| Registered Nurses | 18,040 | 18,011 | 18,408 | 368 | 2.0% |
| Physical Therapists | 1,232 | 1,235 | 1,255 | 23 | 1.9% |
| Social Workers | 1,798 | 1,786 | 1,829 | 31 | 1.7% |
| Licensed Practical Nurses | 6,926 | 7,085 | 7,033 | 107 | 1.5% |
| Dietitians/Nutritionists | 312 | 306 | 312 | 0 | 0.0% |
| Occupational Therapy Assistants | 607 | 613 | 603 | -4 | -0.7% |

Source: NYS Education Department, Office of Professions

Demand for Health Workers

Hospitals

Hospitals in the Western New York region reported the most difficulty recruiting clinical laboratory technologists and pharmacists, followed by HIT analysts, CNAs, and sonographers. Human resource directors at hospitals in Western New York indicated the most difficulty retaining CNAs and clinical laboratory technologists (Exhibit 155).

Exhibit 155

| Occupation | Average Assessment of Difficulty | | Percent of Respondents Indicating Reason for Difficulty | | | |
|--|----------------------------------|-----------|---|-------------------------|---------------|-------|
| | Recruitment | Retention | Shortage of Workers | Competition for Workers | Salary Levels | Other |
| Clinical Laboratory Technologists | 3.8 | 3.3 | 75% | 75% | 25% | 25% |
| Dietitians/Nutritionists | 2.8 | 1.8 | 25% | 25% | 0% | 0% |
| HIT Analysts | 3.7 | 2.0 | 67% | 33% | 0% | 0% |
| HIT Tech Support | 2.3 | 2.0 | 33% | 33% | 0% | 0% |
| License Practical Nurses | 2.8 | 2.0 | 0% | 25% | 25% | 0% |
| Licensed Clinical Social Workers | 2.3 | 2.0 | 33% | 33% | 0% | 0% |
| Mammographers | 2.7 | 1.7 | 33% | 0% | 0% | 0% |
| Medical Coders | 2.3 | 2.3 | 50% | 50% | 25% | 0% |
| Nuclear Medicine Technologists | 2.7 | 1.7 | 33% | 0% | 0% | 0% |
| Nurse Practitioners | 3.0 | 2.3 | 50% | 25% | 25% | 0% |
| Patient Care Technicians/ Certified Nursing Aides | 3.7 | 3.4 | 50% | 33% | 17% | 33% |
| Pharmacists | 3.8 | 2.3 | 75% | 75% | 25% | 0% |
| Physical Therapists | 1.8 | 2.3 | 50% | 50% | 0% | 0% |
| Physician Assistants | 2.8 | 1.8 | 50% | 25% | 25% | 25% |
| Registered Nurses | | | | | | |
| -Experienced | 3.2 | 2.8 | 80% | 80% | 40% | 0% |
| -Newly-trained | 2.4 | 2.4 | 0% | 60% | 20% | 20% |
| Respiratory Therapists | 2.4 | 2.0 | 40% | 40% | 20% | 0% |
| Sonographers | 3.3 | 3.0 | 75% | 25% | 0% | 0% |
| X-ray Technicians | 1.0 | 1.0 | 0% | 0% | 0% | 0% |
| X-ray Technologists | 1.3 | 1.0 | 0% | 0% | 0% | 0% |

The vast majority of human resource directors at hospitals in Western New York indicated that they did not anticipate either a reduction or increase in staffing at their facilities.

Nursing Homes

Nursing homes in the Western New York region reported the most difficulty recruiting experienced RNs, followed nurse managers, and occupational therapists. Experienced RNs were also the most difficult to retain, followed by CNAs and newly-trained RNs. The reason cited most often for these difficulties was the competition for workers (Exhibit 156).

Exhibit 156
Recruitment and Retention Difficulties for Nursing Homes
in the Western New York Region

| Occupation | Average Assessment of Difficulty | | Percent of Respondents Indicating Reasons for Difficulties | | | |
|----------------------------------|----------------------------------|-----------|--|-------------------------|---------------|--------------------|
| | Recruitment | Retention | Shortage of Workers | Competition for Workers | Salary Levels | Working Conditions |
| Certified Nursing Aides | 2.9 | 3.8 | 36% | 82% | 55% | 9% |
| Clerical | 1.5 | 1.9 | 0% | 11% | 33% | 0% |
| Dietitians/Nutritionists | 2.7 | 2.2 | 0% | 50% | 20% | 0% |
| Licensed Practical Nurses | 3.5 | 3.4 | 27% | 73% | 45% | 9% |
| Medical Billers | 2.4 | 3.0 | 0% | 71% | 57% | 0% |
| Occupational Therapists | 3.9 | 3.0 | 10% | 70% | 60% | 10% |
| Occupational Therapy Assts/Aides | 3.5 | 2.4 | 20% | 50% | 30% | 10% |
| Physical Therapists | 3.4 | 3.5 | 11% | 44% | 67% | 11% |
| Physical Therapy Assts/Aides | 3.3 | 3.2 | 22% | 100% | 33% | 11% |
| Registered Nurses | | | | | | |
| -Experienced | 4.4 | 3.9 | 60% | 80% | 70% | 10% |
| -Newly-trained | 3.3 | 3.5 | 57% | 86% | 71% | 14% |
| -Directors of Nursing | 2.8 | 3.2 | 17% | 50% | 33% | 17% |
| -Nurse Managers | 4.0 | 3.4 | 22% | 78% | 78% | 11% |
| Social Workers | | | | | | |
| -LCSWs | 2.6 | 2.8 | 0% | 40% | 60% | 0% |
| -LMSWs | 3.1 | 3.0 | 25% | 75% | 25% | 0% |
| Speech-Language Pathologists | 2.8 | 2.3 | 13% | 38% | 13% | 0% |

Other information reported by nursing homes in the Western New York region included:

- Forty percent of the nursing homes reported difficulties hiring part-time workers.
- Fourteen percent indicated difficulties hiring bilingual workers.
- The vast majority reported difficulties hiring for the evening shift for LPNs (91%), RNs (82%), and CNAs (64%).
- Slightly less than three-fourths indicated difficulties hiring RNs for the night shift, with 60% reporting difficulties hiring either LPNs or CNAs for the night shift.
- Two-thirds reported an inadequate number of CNA training sites.
- Twenty-seven percent indicated Medicaid redesign would result in overall staff reductions. The remaining respondents were unsure of the redesign impact.

Home Health Agencies

The number of responses for nursing homes in the Western New York region was too low to analyze separately so it was combined with the Finger Lakes region for analysis. Home health agencies in the two regions indicated the most difficulties recruiting physical therapists, followed by experienced RNs, occupational therapists, and speech-language pathologists. Speech-language pathologists were also cited as the most difficult to retain, followed by home health aides and experienced RNs (Exhibit 157).

Exhibit 157
Recruitment and Retention Difficulties for Home Health Agencies
in the Western New York and Finger Lakes Regions

| Occupation | Average Assessment of Difficulty | | Percent of Respondents Indicating Reasons for Difficulties | | | |
|------------------------------|----------------------------------|-----------|--|-------------------------|---------------|--------------------|
| | Recruitment | Retention | Shortage of Workers | Competition for Workers | Salary Levels | Working Conditions |
| Dietitians/Nutritionists | 3.3 | 1.7 | 33% | 0% | 33% | 0% |
| Home Health Aides | 3.4 | 2.7 | 71% | 29% | 43% | 29% |
| Licensed Practical Nurses | 1.8 | 1.8 | 0% | 25% | 25% | 0% |
| Occupational Therapists | 3.6 | 2.3 | 20% | 20% | 40% | 0% |
| Physical Therapists | 4.2 | 2.5 | 40% | 20% | 40% | 0% |
| Registered Nurses | | | | | | |
| - <i>Experienced</i> | 3.9 | 2.6 | 57% | 71% | 71% | 0% |
| - <i>Newly-trained</i> | 2.0 | 2.3 | 0% | 33% | 33% | 0% |
| Social Workers | | | | | | |
| - <i>LMSWs</i> | 2.7 | 1.5 | 33% | 33% | 0% | 0% |
| - <i>LCSWs</i> | 3.4 | 2.5 | 14% | 43% | 29% | 0% |
| Speech-Language Pathologists | 3.6 | 3.0 | 40% | 40% | 40% | 0% |

Other information reported by home health agencies in the Western New York and Finger Lakes regions included:

- Slightly less than 30% of the home health agencies in the two regions reported difficulty hiring bilingual workers, with Spanish being the language most needed.
- Twenty-eight percent indicated they had difficulty hiring workers for the off-shifts.

Community Health Centers

The response rates for community health centers in areas outside of New York City were too low to analyze separately so the responses for these areas were combined. Community health centers reported the most difficulty recruiting geriatric NPs and family NPs and the most difficulty retaining LPNs (Exhibit 158).

Exhibit 158
FQHC and FQCH Look-alikes
Recruitment and Retention Difficulties for Selected Occupations for Upstate New York⁵⁰

| Occupation | Average Assessment of Difficulty | |
|----------------------------|----------------------------------|-----------|
| | Recruitment | Retention |
| Case Managers | 2.0 | 1.7 |
| CNAs | 1.0 | 1.9 |
| Community Health Workers | 2.2 | 1.3 |
| Dental Assistants | 2.2 | 1.8 |
| Dental Hygienists | 2.8 | 1.8 |
| Dentists | 3.1 | 1.9 |
| Health Educator | 2.2 | 1.2 |
| HIV Counselors | 2.1 | 1.6 |
| Licensed Practical Nurses | 2.2 | 2.5 |
| Medical Assistants | 1.3 | 2.4 |
| Midwives | 2.4 | 1.5 |
| Nurse Practitioners | | |
| - <i>Adult NPs</i> | 2.8 | 2.1 |
| - <i>Family NPs</i> | 3.3 | 1.9 |
| - <i>Geriatric NPs</i> | 3.5 | 1.4 |
| - <i>Pediatric NPs</i> | 2.7 | 1.7 |
| - <i>Psychiatric NPs</i> | 2.8 | 1.8 |
| Nutrition Educators | 2.6 | 1.4 |
| Patient Health Navigators | 2.3 | 1.0 |
| Physician Assistants | 2.3 | 1.9 |
| Psychologists | 1.8 | 1.8 |
| Registered Nurses | 3.1 | 2.1 |
| Social Workers | 3.0 | 1.9 |
| Substance Abuse Counselors | 2.1 | 2.0 |

Employment Projections by Health Occupation

The NYSDOL estimated that between 2008 and 2018, the number of RN jobs will grow in the Western New York region by more than 1,700, with 380 average annual openings, and the number of home health aide jobs will increase by nearly 2,800, with 360 annual openings. LPN jobs (240); personal and home care aide jobs (210); nursing aides, orderlies, and attendant jobs (160); and social workers (16) will all have annual job openings of 150 or more during the same time period (Exhibit 159).

⁵⁰ All areas outside of New York City

Exhibit 159
Employment Projections for Selected Health Care Occupations⁵¹
for the Western New York Region, 2008 – 2018

| | 2008 | 2018 | Growth Between 2008 and 2018 | | Avg. Annual Openings |
|--|--------|--------|---------------------------------|---------|-------------------------|
| | | | Number | Percent | |
| Registered Nurses | 12,220 | 13,940 | 1,720 | 14.1% | 380 |
| Home Health Aides | 8,340 | 11,110 | 2,770 | 33.2% | 360 |
| Licensed Practical Nurse | 5,020 | 5,860 | 840 | 16.7% | 240 |
| Personal and Home Care Aides | 3,430 | 5,160 | 1,730 | 50.4% | 210 |
| Nursing Aides, Orderlies, and Attendants | 7,850 | 9,070 | 1,220 | 15.5% | 200 |
| Social Workers | 4,110 | 4,570 | 460 | 11.2% | 160 |
| Pharmacy Technicians | 1,510 | 1,860 | 350 | 23.2% | 80 |
| Medical Assistants | 1,310 | 1,630 | 320 | 24.4% | 50 |
| Dental Hygienists | 1,090 | 1,380 | 290 | 26.6% | 50 |
| Dental Assistants | 1,150 | 1,440 | 290 | 25.2% | 50 |
| Physical Therapists | 1,190 | 1,460 | 270 | 22.7% | 40 |
| Speech-Language Pathologists | 1,120 | 1,330 | 210 | 18.8% | 40 |
| Occupational Therapists | 890 | 1,090 | 200 | 22.5% | 40 |
| Pharmacists | 1,440 | 1,580 | 140 | 9.7% | 40 |
| Medical and Health Services Managers | 1,410 | 1,480 | 70 | 5.0% | 40 |
| Physician Assistants | 440 | 590 | 150 | 34.1% | 30 |
| Radiologic Technologists and Technicians | 1,070 | 1,170 | 100 | 9.3% | 30 |
| Clinical, Counseling, and School Psychologists | 800 | 850 | 50 | 6.3% | 30 |
| Medical Records and Health Information Technicians | 660 | 750 | 90 | 13.6% | 20 |
| Respiratory Therapists | 440 | 500 | 60 | 13.6% | 20 |
| Surgical Technologists | 290 | 330 | 40 | 13.8% | 10 |
| Medical and Clinical Laboratory Technicians | 540 | 580 | 40 | 7.4% | 10 |
| Medical and Clinical Laboratory Technologists | 360 | 380 | 20 | 5.6% | 10 |
| Emergency Medical Technicians and Paramedics | 530 | 550 | 20 | 3.8% | 10 |
| Dietitians and Nutritionists | 360 | 370 | 10 | 2.8% | 10 |
| Diagnostic Medical Sonographers | 270 | 310 | 40 | 14.8% | 0 |

Source: NYS Department of Labor, Jobs in Demand/Projects, Long-term Occupation Projections, 2008 - 2018

⁵¹ Employment projections used in this report reflect a count of the number of jobs in those occupational categories in 2008 and the projected number of jobs in those categories in 2018. Annual openings reflect both creation of new positions in the occupation and replacement for those retiring or leaving the profession for other reasons.