



**Healthcare Care Coordination/Case Management
Summary of Survey Results and Labor Market Research
10/19/2016**

The Survey was conducted over a thirty-day period in September 2016 among the 170 members of the Hospital Association of Southern California (HASC) and the 59 members of the Community Clinic Association of Los Angeles County (CCALAC). A total of 77 organizations responded to the survey as follows:

- HASC: 47 (27.6% of membership) hospitals and health systems in Los Angeles and Ventura Counties
- CCALAC: 30 (50.8% of membership) community clinics and health centers in Los Angeles County

Part I Staffing Patterns

The staffing patterns indicate that both HASC and CCALAC members employ case management/care coordination staff and that these services are primarily delivered by registered nurses in acute hospital care and by social workers and licensed vocational nurses in community health centers and clinics:

- A. 71.25% of HASC and CCALAC respondents reported employing case management/care coordination staff for a combined total of 1004 staff currently employed:
 - HASC reported 839 employed in this job function.
 - CCALAC reported 165 employed in this job function
- B. Care coordination duties are assigned to employees in a variety of job titles. These job titles were listed under three primary occupational groups: Registered Nurses, Social Workers and Licensed Vocational Nurses.
 - A. HASC and CCALAC reported fifty-two (52) job titles among five occupational groups as follows:
 - a. Registered Nurse (14)
 - b. Social Worker (13)
 - c. Case Manager (12) – *may include RNs, Social Workers and LVNs*
 - d. Licensed Vocational Nurse (9)
 - e. Care/Patient Navigator (4) – *may include Medical Assistants, Certified Nursing Assistants*

- B. Additional labor market information¹ indicates growing demand for a variety of patient navigation staff, primarily in community health centers and clinics, who assist patients and families in connecting to community health care resources as part of the care coordination team. They assist with patient enrollment, utilization authorizations, appointments and referrals for service, coordination of information between the provider and patients and family, and, in some instances, community outreach for referral services. Job titles include:
- a. Entry Level Positions: Family Care Coordinator, Outpatient Care Coordinator, Referrals Coordinator, Patient Navigator, Service Coordinator, Utilization Coordinator, Case Coordinator, and Patient Care Coordinator.
 - b. Management Level Positions: Clinical Coordinator, Family Care Supervisor, Utilization Manager, Care Coordination Manager

Part II Minimum licensure and educational requirements were reported as follows:

a. Survey Results

Minimum Education Requirement	HASC	CCALAC	Average
Registered Nurse	45%	33%	39%
Social Worker (AA/BSW/MSW)	32%	25%	28.5%
Licensed Vocational Nurse	18%	29%	23.5%
Certificate in Case Management	3.6%	12.5%	8%

Some HASC respondents also indicate a preference for 2 to 5 years of experience for Registered Nurses and Licensed Vocational Nurses.

b. Labor Market Research Results

Many entry-level positions require only a high school diploma with 1 – 3 years of experience and certification as as Medical Assistant (MA) or Certified Nursing Assistant (CNA) from an accredited school and there is increasing demand for bilingual skills, primarily Spanish, at this level. Middle-skill positions usually require a 2-year or 4-year degree in nursing, social work or a related field such as human services and 1- 2 years of experience. Management level positions usually require a bachelors or master’s degree in nursing or social worker and 2-5 years of experience. Degrees, certifications and experience in specialized fields such as mental health and behavioral science may also be required, dependent upon the provider.

Part II Hiring Projections and Training Needs

- A. Survey Report on Hiring Projections: 75% of HASC and CCALAC combined projected hiring new case management staff over the next 12 – 18 months as follows:

¹ Indeed.com Job Search Website

- Nearly 60 % of HASC respondents (28) indicate “they anticipate hiring” new case management staff in the next 12-18 months; with the majority (23) intending to hire less than 5 new staff.
- Nearly 90 % of CCALAC respondents (27) indicate “they anticipate hiring” new case management staff in the next 12-18 months; with the majority (24) intending to hire less than 5 new staff.

B. Additional Labor Market Information:

O*NET and EDD Labor Market Information Health Care and Social Assistance Care Coordination Occupations	LA County Labor Market Projections
Registered Nurses	2014 employment: 70,160 2014-2024 employment: 79,890 — added jobs: 9,730 (13.9%) — replacement jobs: 13,600 — total jobs: 23,330
Licensed Vocational Workers	2014 employment: 19,720 2014-2024 employment: 25,140 — added jobs: 5,420 (27.5%) — replacement jobs: 4,810 — total jobs: 10,230
Social Workers	2014 employment: 3,730 2014-2024 employment: 4,610 — added jobs: 880 (23.6%) — replacement jobs: 790 — total jobs: 1,670

	Middle-Skill Level II Care Coordinator			Entry-Level Level I Patient/Health Navigator/Advocate	Professional- Level III
	RN (ADN, BSN)	LVN	Social Worker (BSW)	MA, CNA, Other	RN (BSN, MSN) Social Worker (MSW)
<i>Indeed™</i> job search website – 100 job openings for “Healthcare Care Coordination and Healthcare Case Management in LA County”					
Acute Hospital Health Systems	17	0	1	4	2
Community Health Centers and Clinics	16	14	9	21	16
Total Job Listings	33	14	10	25	18
Total % out of 100 job listings reviewed	57%			25%	18%

- C. Hiring Preferences: Most HASC respondents indicate a preference for hiring or moving toward hiring only Registered Nurses or Registered Nurses for care coordination. Very few CCALAC respondents reported this preference:

HASC	RNs	LVNs	RNs and LVNs
Moving towards only hiring	24%	0	10%
We only hire	45%	0	21%
CCALAC	RNs	LVNs	RNs and LVNs
Moving towards only hiring	0	0	6%
We only hire	3%	3%	3%

- D. Training for Current Workers: Training needs for current workers were lower than anticipated with less than 100 staff projected by HASC to need case management/care coordination training. No projected numbers were provided by CCALAC. Overall, 23.3% of HASC (11 out of 47) and CCALAC (7 out of 30) reported they would like to train current case management staff.

Part III Skills Gaps

- A. The top 10 care coordination/case management skills reported by both HASC and CCALAC are:

- 1) Care Coordination (organize, plan, correlate, and facilitate to ensure resources are used efficiently and effectively to maximize patient outcomes across the continuum of care)
- 2) Understanding treatment plans
- 3) Communication
- 4) Basic computing
- 5) Multi-tasking
- 6) Establishing appropriate boundaries with patients and families
- 7) Bilingual – Spanish
- 8) Counseling
- 9) Understanding medical terminology
- 10) Assisting in the development of treatment plans

- B. The top case management training and certification programs reported were:

HASC	CCALAC
American Case Management Association (ACMA) – Compass Directional Training for Case Managers →Credential: ACM (Accredited Case Manager) Certification	Essential Access Health (formerly CA Family Health Council) - Family Planning →Family Planning Health Worker Certification →Pregnancy Counseling Workshop Certificate
Case Management Society of America →Credential: Commission for Case Management Association (CCMA)	Comprehensive Perinatal Services Program (CPSP) – LA County Public Health Dept. →CPSP Overview Training Certificate

Part IV Survey Respondents

30 – Community Clinic Association of Los Angeles County (CCALAC)

All for Health, Health for All	Northeast Valley Health Corporation
Antelope Valley Community Clinic	Pomona Community Health Center
Arroyo Vista Family Health Center	Planned Parenthood Los Angeles
Asian Pacific Health Care Venture	Saban Community Clinic
Bartz-Altadonna Community Health Center	South Central Family Health Center
Bienvenidos Community Health Center	South Bay Family Health Care
ChapCare	St. John’s Well Child and Family Center
Chinatown Service Center	South Central Family Health Center
Clinica Msr. Oscar A. Romero	The Children’s Clinic: Serving Children and Their Families
East Valley Community Health Center	T.H.E. Health & Wellness Center
Harbor Community Clinic	UMMA Community Clinic
Garfield Health Center	Universal Community Health Center
KHEIR	Valley Community Health Care
Los Angeles LGBT Center	Venice Family Clinic
Mission City Community Network, Inc.	Westside Family Health Center

47 – Hospital Association of Los Angeles County (HASC)

Aurora Charter Oak Hospital	Miller's Children's & Women's Hospital Long Beach
Aurora Vista del Mar Hospital	Orange Coast Memorial Medical Center
Coast Plaza Hospital	Orange County Global Medical Center
Community Hospital of Huntington Park	Palmdale Regional Medical Center
Community Hospital of Long Beach	Pomona Valley Hospital Medical Center
East Los Angeles Doctors Hospital	Providence Holy Cross Medical Center
Memorial Hospital of Gardena	Providence Little Company of Mary Medical Center, San Pedro
Barstow Community Hospital	Providence Little Company of Mary Medical Center, Torrance
Beverly Hospital	Providence Saint John's Health Center
Casa Colina Hospital and Centers for Healthcare	Providence St. Joseph Medical Center
Children's Hospital Los Angeles	Providence Tarzana Medical Center
College Medical Center	Redlands Community Hospital
Community Memorial Hospital	Pomona Valley Hospital Medical Center
Eisenhower Medical Center	Providence Holy Cross Medical Center
Goleta Valley Cottage Hospital	Pomona Valley Hospital Medical Center
Greater El Monte Community Hospital	Santa Barbara Cottage Hospital
Henry Mayo Newhall Hospital	Santa Ynez Cottage Hospital
Hemet Valley Medical Center	St. Vincent Medical Center
Huntington Memorial Hospital	Saddleback Memorial Medical Center
Los Robles Hospital & Medical Center	Santa Barbara Cottage Hospital
Long Beach Memorial	Saddleback Memorial Medical Center
Martin Luther King, Jr. Community Hospital	Ventura County Medical Center
Menifee Valley Medical Center	Victor Valley Global Medical Center
Methodist Hospital of Southern California	

For More Information Contact the C3 Skills Alliance at c3skillsalliance@selaco.com