

Akron Regional Hospital Association

Physician Practice Staff Compensation & Benefits Survey

Data is effective April 15, 2013

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AKRON REGIONAL HOSPITAL ASSOCIATION

Survey Instrument

Results

A minimum of five organizations is needed to report salary data on any given position to comply with Department of Justice and Federal Trade Commission Statement of Antitrust Enforcement Policy in Health Care, Statement 6. In addition, the policy states that the information provided by survey participants must be based on data more than three (3) months old. For more information on antitrust in healthcare, visit <http://www.ftc.gov/reports/hlth3s.htm>

Survey Instrument

For each position, the following information was requested and is aggregated using totals and averages as shown on the survey instrument:

- Number of Employees
 - Fit or Match [1]
 - Minimum Pay in Range [2]
 - Maximum Pay Range [2]
 - Minimum Actual Rate Paid
 - Average Actual Rate Paid
 - Maximum Actual Rate Paid
 - The **Benefits Section** is a list of more than fifty benefit related questions. Respondents were asked to indicate their responses by placing an "x" in the appropriate answer or by entering a percentage or dollar figure. Numeric results shown are averages.
- [1] The mathematical equivalent of how well the job description listed fits the position, i.e. a fit of "2" indicates an equivalent match, 1 indicates less responsibility than described and, 3 indicates more responsibility than described
- [2] Applies only if organization has a formal wage program with established salary structure



Participating Practices

Organization	Office Type	# Physicians	# Employees	Status	Surveys Completed *
Akron Children's Hospital Physician Affiliates	Single	79	272	Hospital Based	Both
Ankle and Foot Care Centers	Single	15	105	Independent	Both
Aultman Family Practice & Physician Offices	Multi-Specialty	28	122	Hospital Based	Both
Aultman Inpatient Medicine	Single	18	7	Hospital Based	Both
Bloomington Medical Services LLC	Multi-Specialty	19	50	Hospital Based	Both
Humility of Mary Health Partners	Multi-Specialty	94	226	Hospital Based	Both
Lippy Group for Ear, Nose and Throat/Lippy Surgery Center	Single	3	45	Independent	Both
Mercy Professional Care Corporation	Multi-Specialty	37	52	Hospital Based	Compensation
North Canton Medical Foundation	Multi-Specialty	23	207	Independent	Both
Northeast Ohio Cardiovascular Specialists	Single	28	217	Hospital Based	Compensation
Partners Physician Group [Akron General]	Multi-Specialty	111	253	Hospital Based	Both
Pioneer Physicians Network, Inc.	Single	26	106	Independent	Both
Robinson Health Affiliates	Single	37	145	Hospital Based	Both
Samaritan Professional Corporation	Multi-Specialty	18	48	Hospital Based	Both
Stark County Women's Clinic	Single	9	59	Independent	Both
Summa Physicians Inc. (Summa Health System)	Multi-Specialty	242	410	Hospital Based	Both
Tri-County Hematology & Oncology	Single	5	26	Independent	Benefits
Union Hospital Association	Multi-Specialty	16	69	Hospital Based	Both
Western Reserve Health System	Multi-Specialty	62	219	Independent	Compensation

* This is a two-part survey consisting of [1] Compensation and [2] Benefit Practices. Participants receive results only for those surveys completed.

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Job Code	Job Title	Page	Description
1	Billing Clerk	1	Responsible for all aspects of billing and obtaining payment or denial from assigned payors, including posting payments, electronic and hard copy submission, reprocessing of rejections, correspondence, patient inquiries, denials and regulation requirement.
2	Billing Manager	2	Reports directly to the Administrator and supervisor billing personnel and function. Monitors changes in medical insurance industry and adjusts spending procedures. Maintains computerized billing system. Generates statistical reports to ensure proper reimbursement. Exempt position.
3	Business/Office Coordinator	3	Working supervisor of office and its general office activities (switchboard, scheduling, reception, etc.). Also oversees purchasing of office and medical supplies to maintain operations.
4	Executive Secretary	4	Assists Administrator and Medical Director in coordinating and managing administrative activities of the facility. Organize and plan daily calendar of the Administrator. Handle all general and confidential correspondence of Administration.
5	Medical Receptionist	5	Greet and directs patients and visitors to appropriate departments. Organizes patient scheduling and relays messages whenever necessary. Interviews clients to verify billing information. Registers patients in billing system and enters patient charges.
6	Medical Records/File Clerk	6	Receive and direct telephone calls. Retrieve patient charts;copy and file documents; organize patients' charts.
7	Practice Manager (Single Site)	7	Supervises single office. Responsible for staffing, implementation of policies and procedures and oversight of office billing and patient relations.
8	Practice Manager (Multiple Sites)	8	Supervises multiple offices. Responsible for staffing, implementation of policies and procedures and oversight of office billing and patient relations.
9	Transcriptionist	9	Responsible for transcribing medical information from dictating machine onto paper copy for placement into files. Transcribe/type general and confidential correspondence.
10	Coder	10	Converts diagnosis and procedure data from patient medical record to ICD-9-CM or similar coding scheme. Completes reimbursement or data abstraction forms for submission to appropriate parties. Certification may or not be required.

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Job Code	Job Title	Page	Description
11	Human Resources Assistant	11	The Human Resources assistant assists with the administration of the day-to-day operations of the human resources functions and duties. The HR assistant carries out responsibilities in some or all of the following functional areas: departmental development, HRIS, employee relations, training and development, benefits, compensation, organization development, and employment. Provide secretarial and clerical support as needed.
12	Systems Administrator	12	Evaluates end-user needs and oversees the installation, maintenance and security of assigned systems, including local area networks. Provides technical assistance and diagnostic support to staff for PC, network, Internet and mainframe applications. Evaluates new software and hardware products and develops purchasing recommendations. Bachelor's degree in computer science or related field preferred. Three to four years related experience.
13	IT Analyst/Trainer	13	Provides training on new and existing software products, resolves issues with software, and works with end users to customize software for the individual's use.
14	Clinical Coordinator/Supervisor	14	First level working supervisor responsible for providing leadership over clinical staff. Analyzes and evaluates staff and services to ensure quality of patient care and utilization of facility staff.
15	LPN	15	Administers routine services in caring for patients and assists RN in care of the more acutely ill.
16	Medical Assistant	16	Assist patient in basic orientation to facility. Prepare exam room, take patient vital signs and assist physician with exams. Administer injections and perform basic phlebotomy. Provides patient medical education and emotional support. Schedules patient tests.
17	Clinical Nurse Specialist	17	Works with patients with unresolved needs or complex nursing care problems, which are in the clinician's area of specialty. Identifies specific patient problems and implements specialized care through teaching and consultation. Acts as a consultant to nursing supervisors in maintaining clinical competency of their staff.
18	Nurse Practitioner	18	Provides direct patient care and support to multidisciplinary health team working within the scope of Nurse Practitioner collaborative agreement. Serves as specific clinical area expert to include patient care, education, collaboration, consultation and research activities. Master's degree in nursing; completion of Nurse Practitioner program in the area of expertise; National certification as Nurse Practitioner (ACNP) by American Nurses' Association; current license to practice as a registered nurse in the State of Ohio.
19	Physician Assistant	19	Provides health care services to patients under direction and responsibility of physician.

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Job Code	Job Title	Page	Description
20	Radiology Technician (ARRT)	20	Takes radiologic films of various portions of the body to assist in the detection of foreign bodies and the diagnosis of diseases and injuries
21	Registered Nurse (Office)	21	Provides nursing care to office patients. Prepares equipment and assists physician during examination. Administers injections and provides detailed medical education and emotional support to patients/patient families. Interacts with other health care providers.
22	Ultrasonographer	22	Performs diagnostic procedures on patients using ultra sound waves to examine tissue and body structures.
23	Clinical Front Office Specialist	23	The Physician Practice – Clinical Front Office Specialist (PP-CFOS) registers, schedules, and performs related processing duties for all patients being served by the respective physician practice/clinic. The PP-CFOS is also responsible for day-to-day clerical and clinical duties performed in the practice/clinic under the direction of the respective physician, mid-level provider and/or RN. The clinical duties will be delineated based upon experience and training.

Medical Assistant

16

Assist patient in basic orientation to facility. Prepare exam room, take patient vital signs and assist physician with exams. Administer injections and perform basic phlebotomy. Provides patient medical education and emotional support. Schedules patient tests.

Job Code	16																			
Values	Sum of # Resp	15	504	2.0	Average of Fit	2.0	Min of Min Pay In Range	\$9.50	Average of Mid	\$13.87	Max of Max Pay in Range	\$17.20	Average of Min Pay In Range	\$11.44	Average of Max Pay in Range	\$16.08	Average of Lowest Actual	\$11.44	Average of Highest Actual	\$15.59
	Total																			

Job Code	16																			
Values	Sum of # Resp	10	381	2.0	Average of Fit	2.0	Min of Min Pay In Range	\$10.33	Average of Mid	\$13.87	Max of Max Pay in Range	\$17.20	Average of Min Pay In Range	\$11.44	Average of Max Pay in Range	\$16.08	Average of Lowest Actual	\$11.44	Average of Highest Actual	\$15.72
	Hospital Based Independent	5	123	2.0																

Job Code	16																			
Values	Sum of # Resp	9	320	2.0	Average of Fit	2.0	Min of Min Pay In Range	\$9.58	Average of Mid	\$13.57	Max of Max Pay in Range	\$17.15	Average of Min Pay In Range	\$11.33	Average of Max Pay in Range	\$15.71	Average of Lowest Actual	\$11.40	Average of Highest Actual	\$15.52
	Multi-Specialty Single	6	184	2.0																



2013 Physician Practice Staff Comp/Benefits Survey

3200 West Market Street, Suite 200
Akron OH 44333

1. Do you have a formal wage program with established salary structure?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	75.0%	12
No	<input type="checkbox"/>	25.0%	4
answered question			16
skipped question			0

2. If yes, do you review them for annual adjustment?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	80.0%	12
No	<input type="checkbox"/>	20.0%	3
answered question			15
skipped question			1