



EXPLORE CAREER PATHWAYS AT OSF ST. FRANCIS HOSPITAL

Live, Work & Stay in the Upper Peninsula.

“Contrary to popular myth, health care—
not automotive, not education, not agriculture—
is Michigan’s largest employer.”

— *Orrin E. Bailey*
CEO, Michigan Works! The Job Force Board



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THE JOB FORCESM BOARD

Dear Students:

Michigan Works! The Job Force Board developed this book to inform students of the career options available at OSF St. Francis Hospital. The vision of this board is to support education and career opportunities for youth in the region.

The vision of this Board is to support education and career opportunities for youth in the central Upper Peninsula. Supporting Career Preparation activities, the Board wanted to develop a tool that your guidance counselors, parents and teachers could use to increase your awareness of occupations within the healthcare industry. It is designed for you to research not only the occupation, but educational institutions as well.

Because of the need to meet this industry's worker shortages, the Job Force Board formed an alliance with healthcare providers across the Upper Peninsula. This group of individuals, called the Healthcare Roundtable, is working together to develop resources to meet the demands of the industry. In partnership with the region's Youth Committee and Educational Advisory Group, the Healthcare Roundtable is focused on educating youth and the community about employment opportunities in healthcare. We want youth to remain in the Upper Peninsula to live and to work.

Healthcare continues to be the fastest growing industry in this region. Because of this, the region does not have enough workers to meet the demand. The Job Force Board's Healthcare Roundtable is focusing on this industry shortage. This handbook is modeled after the Dickinson Healthcare System's "Career Options" book. Healthcare representatives feel it is important that their future workforce know what career opportunities exist within the healthcare industry.

Because students are familiar with the Career Pathways, the book focuses on additional occupations that are not included in the Health Sciences Pathway. The "Explore Career Pathways at OSF St. Francis Hospital" is designed to give youth an introduction to the Healthcare Industry by describing the occupation and identifying its pathway.

OSF St. Francis Hospital was instrumental in the development of this project. Staff reviewed the job descriptions and wrote personal comments as to why they chose their individual careers.

On behalf of the Job Force Board, I invite you to imagine the possibilities of living and working in the Upper Peninsula while exploring opportunities in healthcare.

Sincerely,

A handwritten signature in black ink that reads "Willard Carne". The signature is written in a cursive style and is followed by a horizontal line that extends to the right.

Willard Carne
President

Introduction:

The outlook for employment opportunities in many of the occupations described in this publication is very bright.

Ever increasing demands for healthcare services and the increasing use of sophisticated technology in combination with an aging population of "baby boomers" will guarantee that the availability of qualified personnel in many of these occupations will fall far short of the need for such personnel.

In addition to these professional and technical occupations, there are a considerable number of jobs which require a high school education and vocational/technical coursework. Secretarial, clerical, maintenance, food service and environmental services are all important to the proper functioning of the hospital.

OSF St. Francis Hospital is a major employer in Delta County and many of the positions have excellent pay and benefits.

As one of six acute care facilities in OSF Healthcare System, OSF St. Francis Hospital shares in the advantages of stability and growth associated with a 10,000+ employee organization.

The Sisters of the Third Order of St. Francis, owners and operators of OSF St. Francis Hospital have been associated with providing a caring response to the healthcare needs of area residents since 1884.

Many of our employees have experienced the personal rewards of making a real difference in the lives of our patients as a result of "serving persons with the greatest care and love", the mission of OSF HealthCare. Our "Community of Caregivers" continues this tradition of 120 years of service.

There are many career paths available in healthcare and at OSF St. Francis Hospital, there are *many* rewards, explore the opportunities!



Peter G. Jennings
Administrator, OSF St. Francis Hospital

Bio-Medical Equipment Technician

Job Description

A Bio-Medical Equipment Technician's duties include installing, calibrating, inspecting and repairing bio-medical and related technical equipment to insure safe clinical application of the equipment occurs. Bio-Medical Equipment Technicians read schematics and interpret circuit descriptions of bio-medical equipment; repair diagnostic and therapeutic patient care equipment; design and fabricate electronic test equipment such as battery conditioners; perform scheduled preventive maintenance and safety inspections; keep records of all inspections and maintenance and investigates and evaluates new hospital equipment to insure the equipment meets all requirements for safety and operation.

Career Pathway

Engineering/Manufacturing and Industrial Technology: with courses in mathematics, mechanics and the sciences.

Education Required:

- ✓ High school and advanced form of training and
- ✓ Associates Degree in Bio-Medical Equipment Technology or
- ✓ Four Years of Bio-Medical Equipment Experience or
- ✓ Three years of Bio-Medical experience and an Associates Degree in Electronics Technology

Where to Go for Necessary Education

- ✓ Schoolcraft Community College - Livonia, MI www.schoolcraft.edu
- ✓ Milwaukee Area Technical College - Milwaukee, WI www.matc.edu
- ✓ Western Wisconsin Technical College - LaCrosse, WI www.wwtc.edu
- ✓ DeVry Schools www.devryschools.org

Salary / Wage Range

\$37,000 - \$44,000

Future Outlook

Job growth among medical equipment repairers should be about as fast as the average for all occupations over the projected period. The rapidly expanding healthcare industry and elderly population should spark demand for increasingly sophisticated medical equipment and, in turn, create good employment opportunities in this occupation.

A Personal Testimony...

“I believe that I have the best job in the Hospital. My duties take me into the surgical suites as well as other nursing care areas, where I troubleshoot, train, and maintain the medical and patient care equipment used by the physicians and nurses.

It is also my responsibility to locate and purchase most of the supplies needed to maintain the equipment assigned to me. On occasion, I assist the storeroom personnel with purchasing decisions and product identification.

Working with, and sometimes supervising, the general maintenance personnel, I have touched nearly every piece of equipment in our facility.”

- Dave Houseman, CBET

Boiler Room/Plant Attendant

Job Description

The Boiler Room/Plant Attendant works under the direct supervision of the Plant Operations Manager. The Attendant inspects gauges, valves, air compressors, pumps, heat exchangers and other associated equipment; collects water samples from boilers, water softeners and condensing towers; adjusts and repairs steam usage equipment and air conditioning equipment throughout the facility; performs welding repairs on designated equipment; assists with various custodial duties; operates and services mechanical refrigeration units. Attendants record information on a routine basis relating to equipment and utility operation and submit written reports of problems, changes, and required repairs and malfunctions to the following shift Boiler Room/Plant Attendant and to the Plant Operations Manager.

Career Pathway

Engineering/Manufacturing and Industrial Technology with courses in English, welding, math and computers.

Education Required

- ✓ High School diploma or equivalent
- ✓ Pass the Mechanic Education and Certification for Healthcare exam (MECH)
- ✓ Knowledge of arc and oxyacetylene welding and burning
- ✓ One year previous experience as a Boiler Room/Plant Attendant; or
- ✓ Completion of hospital training program

Where to Go for Necessary Education

- ✓ Bay College - Escanaba, MI www.baydenoc.cc.mi.us
- ✓ Northeast Wisconsin Technical Institute - Marinette, WI www.nwtc.edu
- ✓ Northern Michigan University Jacobetti Center/ Marquette, MI www.nmu.edu

Salary / Wage Range

\$28,000 - \$33,000

Future Outlook

Growth may be limited by the trend toward repairing and retrofitting, rather than replacing, existing boilers; the use of small boilers, which require less onsite assembly; and automation of production technologies. However, demand for more boilermakers may stem from environmental upgrades required by Federal regulations such as the Clean Air Act.

A Personal Testimony....

"In a fast-paced hospital environment, many changes are occurring every year. As the medical field becomes more technically advanced, we too must be aware of technology and how it affects the job we do today and where it will take us tomorrow. Although some of our procedures have not changed, other processes have changed making our job safer and more efficient. Teamwork is an important part of the job. As the hospital grows and the tasks at hand become more challenging, it is essentially important that the strengths of each employee be drawn upon to complete projects and resolve problems as they occur.

In addition to the atmosphere that the workplace provides, there is satisfaction in knowing we play an important role in helping the hospital maintain its positive image in the community."

-Fred Olsen, Boiler Room/Plant Attendant

Certified Athletic Trainer

Job Description

Certified Athletic Trainers assess sports injuries, providing appropriate treatment and educating athletes on injury-prevention programs as well as healthy lifestyles. Trainers help with rehabilitation after an injury. Kinesiology is closely related focusing on human movement and physical activity.

Career Pathway

Health Sciences: with classes in biology, chemistry and physics. Some coaching or experience as a team captain is beneficial.

Education Required

- ✓ A Bachelors Degree and additional certifications
- ✓ Athletic trainers are certified by the National Athletic Trainers' Association

Where To Go For Necessary Education

- | | | | |
|--|---|----------------------|--|
| ✓ Northern Michigan University | - | Marquette, MI | www.nmu.edu |
| ✓ Central Michigan University | - | Mt. Pleasant, MI | www.cmich.edu |
| ✓ Western Michigan University | - | Kalamazoo, MI | www.wmich.edu |
| ✓ Eastern Michigan University | - | Ypsilanti, MI | www.emich.edu |
| ✓ Grand Valley State University | - | Allendale, MI | www.gvsu.edu |
| ✓ Lake Superior State University | - | Sault Ste. Marie, MI | www.lssu.edu |
| ✓ Hope College | - | Holland, MI | www.hope.edu |
| ✓ University of Wisconsin-Madison | - | Madison, WI | www.son.wisc.edu |
| ✓ www.Nata.org | | | |

Salary / Wage Range

\$33,000 to \$47,000 annually

Future Outlook

There is a high demand for this job. Athletic Trainers work closely with schools, hospitals and fitness centers. It is likely that commercial establishments are inclined to outsource their allied health care needs vs. hiring a full-time ATC. It is estimated there are 30,000 businesses with more than 500 employees that could potentially support a full-time ATC.

A Personal Testimonial...

“Athletic training is always interesting because of the varied patient population and varied work settings. The way that athletic training is expanding, there are many settings a person can work in. Depending on where you work, the hours can be long, but it’s worthwhile. Athletic trainers have a lot of opportunity to work closely with patients or athletes to help them improve their health and function.”

-Brandie DuPont, ATC

Certified Coding Specialist

Job Description

The primary job of the Certified Coding Specialist is to interpret medical information in the patient's medical record for the purpose of assigning appropriate ICD-9-CM (diagnosis and procedure) codes and the CPT (procedure) codes according to established guidelines. Various system and software applications are available to guarantee accuracy and efficiency in the assignment of codes. Maintaining patient confidentiality is absolutely critical. Effective communication with physicians and co-workers is also required.

Career Pathway

Business, Management, Marketing and Technology: with courses in math, health and computer classes.

Education Required

- ✓ A High School Diploma or equivalent
- ✓ Classes in Medical Terminology, Anatomy & Physiology, Pharmacology, Computers, General Business and Medical Office
- ✓ Successful completion of certification exam. This can be done with or without classes, but is recommended to have 2-3 years of coding experience.

Where To Go For Necessary Education

- | | | | |
|--|---|------------------|--|
| ✓ Gogebic Community College | - | Ironwood, MI | www.gogebic.cc.mi.us |
| ✓ Fox Valley Technical College | - | Appleton, MI | www.fvtc.edu |
| ✓ Madison Area Technical College | - | Madison, WI | www.matcmadison.edu |
| ✓ Delta College | - | University, MI | www.delta.edu |
| ✓ Oakland Community College | - | Auburn Hills, MI | www.oaklandcc.edu |
| ✓ www.ahima.org | | | |

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

There is an outstanding future for medical coding specialists because of the increased scrutiny over medical records by the government and insurance companies. As technology changes, there will be an increased need for coders with the most current knowledge of new technologies.

A Personal Testimonial...

"I had been employed at OSF St. Francis hospital for 11 years when I was given a unique opportunity to go to school to become a Medical Records Coder. Previously, I had worked a variety of jobs within the hospital; Emergency Room Admitting Clerk, Obstetrics Unit Secretary, Pharmacy Technician, and Medical Records Clerk. While I had loved each one of those positions, I was at a point where I wanted to try something new and more challenging.

There is currently a nation-wide shortage of Medical Records Coders. So my employer, who had unsuccessfully tried to recruit and hire coders, thought it would work best if they paid for two employees to take a Medical Records Coding course. I was lucky enough to be one of the two who were able to take the course offered through the American Health Information Management Association. I completed this course on line at home while I was working full-time and I must say it was quite a challenge!

I am now a full-time Medical Records Coder, and I am glad that I went into this field. My job combines much of the knowledge that I gained working in other departments of the hospital, plus I am continuously in the process of learning more and more about the world of medicine and health each and every day.

A Medical Records Coder combs through a patient's record (a process called abstracting) and assigns a numerical code to a number of items found in the chart. Diagnoses, medications, procedures and many other things must be listed in the format of a numbered code in order to be submitted by computer to insurance companies for payment. This process of going through medical records is very absorbing and you are always learning something new. With science and technology always making huge advances in medicine, you are never bored.

As a coder, you work closely with other departments in the building, as well as the doctors. I feel that I learn and see much of the same interesting things that doctors and nurses do, but I do not have the responsibilities or sometimes, unpleasant aspects of direct patient care. A Medical Records Coder is very responsible for the economic health of the hospital. The more economically healthy a hospital is, the better it is able to offer high quality services and care for patients. I know that when I do my job well, ultimately the patients and community benefit from my efforts, and that is very rewarding to me personally.

I plan on staying on as a coder for my employer for many years to come. However, if I were ever to want to move to another part of the country, I would never have a hard time finding a job, because there is such a need for experienced coders everywhere. I would strongly urge any person to go into the field of Medical Records Coder. It has worked extremely well for me, and I think it is a career that contains many possibilities for any person who is interested in a medical career."

- Mary Ault, Coder

Certified Occupational Therapy Assistant

Job Description

Certified Occupational Therapy Assistants assist occupational therapists with the treatment of people with disease or health problems resulting in physical and daily living functional limitations. Occupational Therapist Assistants help the occupational therapist to implement programs for patients, assist in evaluations, help plan and administer various health promotion programs and activities and instruct patients and families on the use of adaptive equipment.

Career Pathways

Health Sciences: with courses in biology, chemistry, health and social sciences. Volunteer work with an occupational therapy practitioner would provide insight into this career.

Education Required

- ✓ High School Diploma
 - ✓ An Associates Degree
- and

Where To Go For Necessary Education

- ✓ Mott Community College - Fenton, MI www.mcc.edu
- ✓ Grand Rapids Community College - Grand Rapids, MI www.grcc.cc.mi.us
- ✓ Lake Michigan College - Niles, MI www.lakemichigancollege.edu
- ✓ Macomb Community College - Clinton Twp., MI www.macomb.edu
- ✓ Madison Area Technical College - Madison, WI www.matcmadison.edu
- ✓ Milwaukee Area Technical College - Milwaukee, WI www.matc.edu
- ✓ www.AOTA.org

Salary / Wage Range

\$19,000 to \$28,000 annually

Future Outlook

The career outlook for Occupational Therapist Assistants (OTA) is excellent. With an increasing number of individuals with disabilities or limited function, the demand for OTAs is exceeding the number of qualified personnel. A major reason for this demand is that advances in medicine have allowed patients to have better outcomes and, in turn, increase the demand for therapy.

A Personal Testimonial...

“I love my job simply for the reason that you help a lot of people feel self worth, even though they have a disability. I get a lot of satisfaction when you teach them easy ways to do activities of daily living, like getting dressed if you had a hip replacement. How are you going to put your socks on when there are activities that the doctor says that you cannot do. Those patients will thank you when you teach them easy ways to put their socks on.”

- Maria Olson, COTA

Certified Registered Nurse Anesthetist

Job Description

The Certified Registered Nurse Anesthetists (CRNA) are anesthesia specialists who administer approximately 65 percent of the 26 million anesthetics given to patients each year in the United States. CRNAs are the sole anesthesia providers in nearly half of all hospitals and in more than two-thirds of the rural hospitals in the United States, affording these medical facilities obstetrical, surgical and trauma stabilization capabilities, which cannot be achieved without the CRNA anesthesia services. Additionally, they participate as members of the code blue team, a team of health care professionals who respond to cardiac emergencies.

Career Pathway

Health Sciences: with courses in health, mathematics, biology, chemistry and social sciences.

Education Required

- ✓ A Bachelor of Science in Nursing (BSN) or other appropriate baccalaureate degree
- ✓ A current license as a registered nurse
- ✓ At least one year of experience as a registered nurse in an acute care setting
- ✓ Graduation with a master's degree from an accredited nurse anesthesia program. As of February 1, 2004, there are 88 nurse anesthesia programs with more than 1,000 affiliated clinical sites in the United States. They range from 24-36 months, depending upon university requirements.
- ✓ All programs include training in university-based or large community hospitals
- ✓ Pass a national certification examination following graduation

Where To Go For Necessary Education

- ✓ University of Minnesota - Minneapolis, MN www.nursing.umn.edu
- ✓ University of Michigan—Flint - Flint, MI www.flint.umich.edu
- ✓ Wayne State University - Detroit, MI www.cphswayne.edu
- ✓ Oakland University - Rochester, MI www.oakland.edu
- ✓ American Association of Nurse Anesthetists www.aana.com

Salary / Wage Range

As advanced practice nurses, CRNAs practice with a high degree of autonomy and professional respect. They carry a heavy load of responsibility and are compensated accordingly. Reflecting the level of responsibility, CRNAs are one of the best paid nursing specialties. Average annual salary is approximately \$130,000.

Future Outlook

In 1990, the U.S. Department of Health and Human Services published findings indicating a national shortage of almost 54,000 nurse anesthetists. The study concluded that nurse anesthesia educational programs would need to produce between 1,500 and 1,800 graduates annually to meet societal nurse anesthesia demands by the year 2010. Only about 1,000 nurse anesthesia students graduate annually.

A Personal Testimonial...

“Choosing nurse anesthesia was one of the best decisions I ever made. Not only do I work with a “team” approach, i.e.: surgeon, anesthesiologist and OR nurses, but I am able to make decisions on my own concerning anesthesia care. Although the surgical procedure may be routine, each patient has different requirements, making each case a well thought out and carefully planned anesthetic.

That anesthetic actually begins the moment I shake hands with my patient. It is important for him/her to feel comfortable and confident of the person who, for the entire surgery, will literally be in control of their vital signs. It is very satisfying to know that I can make such a big difference in each patient's care.

Because the anesthetic takes time to completely leave, the recovery time is equally as important to me. Watching the patient “coming to” and knowing I have made them as comfortable as possible makes my job complete. Even though the decision to go back to school was difficult both socially and financially, I would repeat the entire process again without hesitation.”

-Barb Schutzenhofer, CRNA

CT TECHNOLOGIST

Job Description

A CT Technologist instructs patients regarding content and procedures involved in the radiology exam; precisely positions patients in accordance with CT scan protocol; enters correct patient information into computer to properly identify images; utilizes special procedure techniques and protocol for implementing rapid image acquisition during Angiographic procedures; maintains sterile fields while assisting Radiologist/Physician during invasive testing; maintains a working knowledge of all CT, specials and related procedures by keeping current of professional literature, and attending appropriate workshops; utilizes computer patient care system.

Career Pathway

Health Sciences: with courses in biology, chemistry, algebra, English, business and home economics and computer skills.

Education Required

- ✓ Associates Degree in Radiologic Technologist at an approved ARRT school
- ✓ ARRT (American Registry of Radiologic Technologists) Certification

Where to Go for Necessary Education

- | | | | |
|--|---|------------------|--|
| ✓ Washtenaw Community College | - | Ann Arbor, MI | www.washtenaw.cc.mi.us |
| ✓ Kellogg Community College | - | Battle Creek, MI | www.kellogg.edu |
| ✓ Ferris State University | - | Bad Axe, MI | www.ferris.edu |
| ✓ Grand Rapids Community College | - | Grand Rapids, MI | www.grcc.cc.mi.us |
| ✓ Mid Michigan Community College | - | Harrison, MI | www.midmich.edu |
| ✓ Lansing Community College | - | Lansing, MI | www.lcc.edu |
| ✓ Marquette General Hospital | - | Marquette, MI | www.mgh.org |
| ✓ www.arrt.org | | | |
| ✓ Bellin Health Systems | - | Green Bay, WI | www.bellin.org |
| ✓ Madison Area Technical College | - | Madison, WI | www.matcmadison.edu |

Salary / Wage Range

\$44,130 - \$52,190

Future Outlook

Employment of CT technologists is expected to grow faster than the average for all occupations through the year 2010. Growth will arise from an increase in the number of middle-aged and older persons who are the primary users of diagnostic procedures.

A Personal Testimony....

“After working 15 years as an X-ray Technologist for OSF St. Francis, I was ready for advancement and additional challenges. At that time the hospital had leased a portable Computerized Tomography scanner (commonly called a CT or CAT Scan) and was seeking a certificate of need for a fixed unit. When a CT Technologist position opened, I took advantage of the opportunity to move from what I perceived as the traditional role of a radiographer. Being a CT Technologist has been very interesting and rewarding. The detail and the diagnostic ability are constantly improving. CT’s provide a 3-dimensional image. Cross sectional imaging allows us to reformat images through our computers to provide the best possible view of the anatomy.

I have found my career to be very satisfying and consider the role of CT Technologists to be a professional member of a medical team.”
- Genette Dehlin, RTR

Echocardiography Technologist / Sonographer

Job Description

Using sophisticated ultrasound technology; the Sonographer performs a variety of tests on patients of all ages. Some of the tests include: 2D M mode Echo, Doppler Echo, Transesophageal Echo, Stress Echo, and Nuclear Echo. The information received from these tests assist physicians in the determination of an accurate diagnosis, which further dictates the formulation of an effective treatment program.

Career Pathway

Health Sciences: with courses in math, anatomy and physiology, biology, physics and computer science.

Education Required

- ✓ A High School Diploma with a strong background in sciences and math and
- ✓ An Associates Degree in Radiology followed by a one-year internship or
- ✓ An Associates Degree in Echocardiography followed by a one-year internship

Where To Go For Necessary Education

- ✓ Milwaukee Area Technical College offers a program in echocardiography. Their ultrasound program is a pre-requisite. www.matc.edu
- ✓ Lansing Community College - Lansing, MI www.lansing.cc.mi.us
- ✓ Jackson Community College - Jackson, MI www.jccc.edu
- ✓ Most technical colleges or Hospitals that offer a radiology program will also offer programs in echocardiography.
- ✓ Marquette General Hospital is developing on-site training.

Salary / Wage Range

\$38,000 to \$57,000 annually

Future Outlook

There is a very high demand for individuals choosing this career. Sonographers are very difficult to recruit. As medical technology continues to progress, there will always be new tests available for physicians to prescribe, and Sonographers be needed to run them. Additionally, as the baby boom generation ages, there will be more patients who will need these tests.

A Personal Testimonial...

“Ultrasound has been a good career choice because there is the reassurance that wherever I would like to live throughout the country or world, I would have no trouble obtaining a decent paying position. Hospitals and clinics are nice, clean, climate controlled areas in which to work and the benefits are also good. Cafeteria food is also great! Within ultrasound, there are also many specialty areas in which to choose so a person never gets bored. The field is rapidly expanding into new exciting areas.”

- Paul Sanford – Sonographer

“Initially I pursued an Ultrasound career because I thought it would be interesting and enjoyable doing baby sonograms. Then, at school, I learned how broad the field was and of all the possible uses in the future. I was intrigued with the actual visualizing and seeking of abnormal pathology unique to each person and case. We image information that clinicians use in diagnosing disease and will help with their clients care. As a sonographer, I receive enormous gratification from close personal interaction with patients and also being a part of an intricate medical team.”

- Terri Irving – Sonographer

Financial Advisor/ Pre-Billing Coordinator

Job Description

Financial Advisors perform front-end cycle analysis to identify and implement processes, which assure accurate billing. They interview patients and provide explanations of financial responsibility during pre-admission, admission and at discharge. They review pre-billing requests that require pre-authorization of services. They contact patients or physicians as appropriate to obtain information omitted from various applications. They need to remain current and knowledgeable of all third party eligibility standards, billing criteria and processing requirements.

Career Pathway

Business, Management, Marketing and Technology: with courses in health, biology and computer courses.

Education Required

- ✓ An Associates Degree or
- ✓ Equivalent education in a related field and
- ✓ Medical Terminology Course

Where To Go For Necessary Education

- ✓ Gogebic Community College - Ironwood, MI www.gogebic.cc.mi.us
- ✓ Alpena Community College - Alpena, MI www.alpenacc.edu

Salary / Wage Range

\$25,000 to \$36,000 annually

Future Outlook

The demand for this job is growing rapidly as healthcare organizations across the country recognize the need to coordinate benefits prior to providing the service. The pre-verification of insurance benefits and the fast pace at which the government is implementing mandated changes in reimbursement methodologies will continue to promote the need for more financial advisors and pre-billing coordinators in the healthcare industry.

A Personal Testimonial...

“Working in this position, I have a variety of tasks and situations throughout my day. I enjoy working with the doctors’ offices and the patients to make the patient’s visit go as smooth as possible.”

-Sue Oliver, Patient Registration Clerk

Histology Technician, ASCP

Job Description

Histology Technicians, also known as HTs, work with Pathologists, processing specimens for pathology review. They log and identify specimens; prepare and stain slides; work with a variety of chemicals; maintain instrumentation and quality control and communicate effectively. This work is often done while a surgical team is awaiting a pathologist's diagnosis; therefore the work must be completed quickly and with extreme accuracy.

Career Pathway

Health Sciences: with courses in algebra, geometry, biology, chemistry, physics and computer skills.

Education Required

- ✓ An Associates Degree in Histopathology
- ✓ One year of clinical experience in addition to the education may be required
- ✓ Additionally the Histology Technician needs American Society of Clinical Pathologists (ASCP) certification, or needs to be eligible for such certifications that involve additional study and successful completion of a certification program.

Where To Go For Necessary Education

- ✓ Northern Michigan University - Marquette, MI www.nmu.edu
- ✓ Michigan State University - E. Lansing, MI www.msu.edu

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

The laboratory field has a similar outlook as other medical professions. Many in the field are near retirement within the next 10-15 years and, of course, with the next generation of baby boomers, health care providers will be needed to supply an ever-increasing demand for technical services. As the baby boom generation ages, there will be more patients who need the tests.

A Personal Testimonial...

"My job provides me the opportunity to work with pathologists and experience daily the diagnostic process. Our duties involve the processing of surgical tissue to enable the pathologist to view a specimen that is one-cell layer deep. The work is interesting and varies daily."

-Alice Butryn, HT (ASCP)

Hospital Pharmacy Technician

Job Description

Pharmacy Technicians assist and support licensed pharmacists in providing health care and medications to patients. They gain a broad knowledge in providing health care medications to patients. They practice and are skilled in the techniques required to order, stock, package and prepare a wide variety of medications. Pharmacy Technicians work under the direction of a pharmacist.

Career Pathways

Health Sciences: with courses in mathematics, biology, chemistry, typing and computer applications.

Education Required

- ✓ Associates Degree, but not always
- ✓ National Certification desirable but not always required. The Pharmacy Technician Certification Board (PTCB) offers a voluntary exam, which is designed to certify the competency of those individuals who demonstrate the knowledge required to practice as a Pharmacy Technician.

Where To Go For Necessary Education

- | | | | |
|---------------------------------|---|----------------|--|
| ✓ Bay College | - | Escanaba, MI | www.baydenoc.cc.mi.us |
| ✓ Grand Valley State University | - | Allendale, MI | www.gvsu.edu |
| ✓ Baker College, Muskegon | - | Muskegon, MI | www.baker.edu |
| ✓ Fox Valley Technical College | - | Appleton, WI | www.fvtc.edu |
| ✓ Mid State Technical College | - | Marshfield, WI | www.mstc.edu |

Salary / Wage Range

\$20,000 to \$30,000 annually

Future Outlook

The demand for this job may increase due to a pharmacist shortage, which is expected to continue for several years through 2008.

A Personal Testimonial...

"I have held this position for just over 10 years now. I became certified in 1997. This is something that I would encourage. It will increase your knowledge and confidence and make you more valuable to the pharmacy. It is a fun and challenging job and I thoroughly enjoy it. There is a lot of variety throughout the day. There are always new things to learn. Accuracy is a must as are good math skills. Our hospital pharmacy is very team oriented. I would highly recommend this field."

-Joann St. Pierre, CPhT

Hospital Staff Pharmacist

Job Description

Pharmacists in healthcare facilities dispense medications and advise the medical staff on the selection and effects of drugs. They may make sterile solutions and buy medical supplies. They also assess, plan, and monitor drug programs or regimens. They counsel patients on the use of drugs while in the hospital, and on their use at home when the patients are discharged. Pharmacists also may evaluate drug use patterns and outcomes for patients in hospitals or managed care organizations.

Career Pathway

Health Sciences: with courses in algebra I, algebra II and geometry, biology, chemistry and a laboratory science, English, social studies and two years of a foreign language.

Education Required

- ✓ High School: College Prep Courses
- ✓ Six Year Pharmacy Degree

Where To Go For Necessary Education

- | | | | |
|---------------------------|---|----------------|--|
| ✓ Ferris State University | - | Big Rapids, MI | www.ferris.edu |
| ✓ University of Michigan | - | Ann Arbor, MI | www.umich.edu |
| ✓ Wayne State University | - | Detroit, MI | www.cphs.wayne.edu |
| ✓ University of Wisconsin | - | Madison, WI | www.son.wisc.edu |

Salary / Wage Range

\$63,000 to \$87,000 annually

Future Outlook

Employment of pharmacists will not grow as fast in hospitals as in other industries, as hospitals reduce inpatient stays, downsize, and consolidate departments. The increase in outpatient surgeries means more patients are discharged and purchase medications through retail, supermarket, or mail-order pharmacies, rather than through the hospital. An aging population means more pharmacy services are required in nursing homes, assisted living facilities, and home care settings, where the most rapid job growth among pharmacists is expected.

A Personal Testimonial...

"I have been a hospital pharmacist for almost 19 years (13 years with OSF), and I have found it to be a very rewarding career. There are constantly new things to learn, whether it be new medications, new computer systems, or new doctors and nurses to meet. There is never a dull moment! As a pharmacist, in addition to dispensing medications, we educate and inform patients and other health professionals about the use of medications. We often assist physicians on the dosing and monitoring of certain complicated regimens. Surveys have always shown pharmacists to be one of the most trusted professionals, and are in very high demand. In high school, I enjoyed chemistry, math, and biology. My mother asked if I had considered becoming a pharmacist . . . I had not, so I did a little research in the high school guidance counselor's office. It seemed right up my alley, and I stuck with it. Before OSF, I had the opportunity to work at a couple of other large midwestern teaching hospitals. If I could go back and make career choices again, I don't think I would change a thing!"

-Patti Kohli, R.Ph.

Human Resources Specialist

Job Description

Coordinates and administers various benefit programs; administers the internal job posting procedure; coordinates employee recruitment efforts; maintain expertise in understanding and interpreting of all current Human Resources polices and labor agreement language; assists with updating wage and salary changes for all employees; maintains personnel files; coordinates annual compensation surveys; assists with various social/fundraising events throughout the year; maintains and monitors various employee health programs; uses computer for data entry and completes special projects as assigned by the Manager of Human Resources.

Career Pathway

Business, Management, Marketing and Technology: with courses in English, math, health and psychology.

Education Required

- ✓ An Associates Degree in Office Practices or
- ✓ Minimum two years previous experience in Human Resources Department/Environment with responsibility for various benefits administration, workers compensation, and employment and employee health.

Where to Go for Necessary Education

- ✓ Bay College - Escanaba, MI www.baydenoc.cc.mi.us
- ✓ Northern Michigan University - Marquette, MI www.nmu.edu
- ✓ Fox Valley Technical College - Appleton, WI www.fvtc.edu
- ✓ 2 Year Community Colleges with Business/Office Procedures Degree
- ✓ www.hhs.gov

Salary / Wage Range

\$25,000 to \$40,000 annually

Future Outlook

Employment of human resources specialist is expected to grow about as fast as the average for all occupations through the year 2012, as specialists continue to take on more responsibilities.

A Personal Testimony....

“Entering the field of Human Resources has been both challenging and rewarding. Human Resources is constantly changing and evolving; from practicing the basic “personnel” functions of hiring and benefits to becoming an integral part of strategic planning.”

-Micki Murray, HR Specialist

Licensed Practical Nurse

Job Description

Most licensed practical nurses (LPN) provide bedside care. They take vital signs such as temperature, blood pressure, pulse and respiration. They also treat bedsores, prepare and give injections, apply dressings and insert catheters. LPNs observe patients and report adverse reactions to medications or treatments. They collect samples from patients for testing; perform routine lab tests, feed patients and record food and liquid intake and output. They help patients with bathing, dressing and person hygiene, keep patients comfortable and care for their emotional needs. In states where the law allows, they may administer prescribed medicines or start intravenous fluids. Some experienced LPNs supervise nursing assistants and aides.

Career Pathway

Health Sciences: with courses in biology, chemistry, algebra, psychology, nutrition, computer skills and English.

Education Required

- ✓ A High School Diploma
- ✓ State approved practical nursing program
- ✓ All states require LPNs to pass a licensing examination after completing an approved practical nursing program. Classroom study and supervised clinical practice includes patient care related subjects such as anatomy, physiology, medical surgical nursing, pediatrics, obstetrics, psychiatric nursing, and administration of drugs, nutrition and first aid.

Where To Go For Necessary Education

- | | | | |
|------------------------------------|---|----------------------|--|
| ✓ Bay College | - | Escanaba, MI | www.baydenoc.cc.mi.us |
| ✓ Northern Michigan University | - | Marquette, MI | www.nmu.edu |
| ✓ Lake Superior State University | - | Sault Ste. Marie, MI | www.lssu.edu |
| ✓ Milwaukee Area Technical College | - | Milwaukee, WI | www.matc.edu |
| ✓ Gogebic Community College | - | Ironwood, MI | www.gogebic.edu |

Salary / Wage Range

\$28,000 to \$37,000 annually

Future Outlook

Employment of LPNs is expected to grow as fast as the average for all occupations through 2008 in response to the long-term care needs of a rapidly growing aged population, and to the general growth of healthcare. However, LPNs seeking positions in hospitals may face competition as the number of hospital jobs for LPNs declines. Hospital jobs will decline because the number of inpatients, with whom most LPNs work, is not expected to increase as much. As in most other occupations, replacement needs will be a major source of job openings. Employment of LPNs in nursing homes, home health care and physician offices is expected to grow faster than average. Nursing homes will offer the most new jobs for LPNs as the number of aged and disabled persons in need of long-term care rises.

A Personal Testimonial...

“One of the best decisions of my life was becoming a nurse; after following in my mothers footsteps. Being a nurse is not easy. The work can be stressful and challenging to meet the needs of the patient, the family and the physician. To know you are making a difference in people’s lives is a great reward. A white baby blanket symbolizes one of the greatest rewards of nursing to me. It was made for my son by a very special patient. It was for his baptism. He is six years old now and I still hold it close to my heart. That patient died shortly after. It reminds me of how many times in my nursing career my life has been enriched by beautiful people.

At another point in my career, I was helping a student nurse that had been a patient of mine on year earlier following a surgical procedure. She had told me that she was training to become a nurse because of me and the

care I had given to her. I am very proud to be a nurse. In today's job force, it is a nice peace of mind knowing that you will always be able to find a job. For me it was to be able to stay in this area and raise a family here and be able to stay close to my family and loved ones."

- Sandy Sundquist, LPN

Medical Lab Technician, ASCP/ Clinical Laboratory Technician, CLT

Job Description

Medical Lab Technicians must be able to work and make sound judgments with minimal direct supervision; perform and document a variety of laboratory testing reliably and according to procedure; evaluate complex laboratory systems utilizing quality control techniques; communicate effectively and prioritize many tasks appropriately. In some hospitals, Medical Lab Technicians do the same work as Medical Technologists. Some labs limit the Medical Lab Technician to testing that is not complex.

Career Pathway

Health Sciences: with courses in mathematics, biology, chemistry, physics, computer skills, English, health occupations/medical professions education and physical education.

Education Required

- ✓ An Associate Degree in Medical Technology
- ✓ One year of clinical experience in addition to the education may be required.
- ✓ Additionally the Medical Technician needs American Society of Clinical Pathologists (ASCP) certification, or needs to be eligible for such certifications that involve additional study and successful completion of a certification program.

Where To Go For Necessary Education

- | | | | |
|---|---|---------------|--|
| ✓ Northern Michigan University | - | Marquette, MI | www.nmu.edu |
| ✓ Milwaukee Area Technical College | - | Milwaukee, WI | www.matc.edu |
| ✓ Northeast Wisconsin Technical College | - | Green Bay, WI | www.nwtc.edu |
| ✓ St. Norbert College | - | Green Bay, WI | www.snc.edu |

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

The Laboratory Technologist occupation is similar to many other medical professions in that higher numbers of qualified individuals will be required as the baby boom generation ages. There will be an increasing demand for more and more tests on a regular basis and Medical Laboratories will require additional technologists.

A Personal Testimonial...

"We perform laboratory tests, troubleshoot analyzers and utilize computer systems to report patient test results. The work is interesting and challenging and every day presents new experiences."

-David Epper, MLT (ASCP)

Medical Lab Technologist, ASCP/

Clinical Laboratory Scientist, CLS

Job Description

Medical Technologists must be able to work and make sound judgments with minimal direct supervision; perform and document a variety of laboratory testing reliably and according to procedure; evaluate complex laboratory systems utilizing quality control techniques; communicate effectively and prioritize many tasks appropriately. In some hospitals, Medical Technologists do the same work as Medical Lab Technicians. Some labs reserve the more complex testing for the Medical Technologist.

Career Pathway

Health Sciences: with courses in algebra I, algebra II and geometry, biology and chemistry, one physical science and one lab.

Education Required

- ✓ Bachelor of Science Degree in Medical Technology
- ✓ One year of clinical experience in addition to the education may be required.
- ✓ Additionally the Medical Technologist needs American Society of Clinical Pathologists (ASCP) certification, or needs to be eligible for such certifications that involve additional study and successful completion of a certification program.

Where To Go For Necessary Education

- ✓ Northern Michigan University - Marquette, MI www.nmu.edu
- ✓ St. Norbert College - Green Bay, WI www.snc.edu
- ✓ Ferris State University - Big Rapids, MI www.ferris.edu
- ✓ Medical Technologist programs are available at most state universities.

Salary / Wage Range

\$33,000 to \$47,000 annually

Future Outlook

The Laboratory Technologist occupation is similar to many other medical professions in that higher numbers of qualified individuals will be required as the baby boom generation ages. There will be an increasing demand for more and more tests on a regular basis and Medical Laboratories will require significantly more technologists than are currently graduating from accredited programs.

A Personal Testimonial...

“We analyze blood and body fluids using the latest technology, solve technical problems and evaluate new procedures all in an effort to provide accurate results for the treatment of patients. Each day represents new experiences and challenges.”

-Judy LaFleur, MT (ASCP)

Medical Records Clerk

Job Description

The Medical Records Clerk maintains the organizational integrity of the medical record and the Health Information Management Department. Some specific duties include locating patient medical records for review by authorized persons, completing admission and discharge processes, reporting required information to government agencies, assembling and analyzing charts, releasing information to authorized individuals according to department policy and government guidelines, and maintaining strict patient confidentiality guidelines.

Career Pathway

Business, Management, Marketing and Technology: with courses in mathematics, biology and computer skills are recommended.

Education Required

- ✓ A High School Diploma or equivalent and
- ✓ Medical Terminology
- ✓ Computer Classes

Where To Go For Necessary Education

- ✓ Bay de Noc Community College - Escanaba, MI www.baydenoc.cc.mi.us
- ✓ Medical Records Clerk Specialist training can be listed under Health Information Specialists.

Salary / Wage Range

\$19,000 to \$27,000 annually

Future Outlook

This field is becoming a valuable technological job in the field of healthcare. There is great emphasis placed upon the detail work of this position. Many laws now govern the use of medical information. The confidentiality and accuracy inherent in this position are critical to the healthcare organization and are highly valued.

A Personal Testimonial...

“Medical Records is the heart of the hospital. All paperwork generated in admitting and throughout the hospital comes into Medical Records. There it is put into order for doctors to do corrections and view. It is also prepared for patient’s charts for future reference. Medical Records is responsible for getting patient information to other facilities, physicians, lawyer’s offices, social security, etc. There are many requests that come into Medical Records via phone, fax or mail.

There are many aspects of the Medical Records Department. Each employee is responsible for one or more of these areas. For example, there is an inpatient desk that handles the paperwork generated when a patient enters the hospital. This desk is also responsible for the generating of birth certificates for babies born in the hospital. This is a very enjoyable desk as you get a chance to work one-on-one with the new mothers.

The outpatient desk is responsible for all the paperwork for outpatient surgeries and procedures as well as the daily appointments for patients and lab work. The clerk at this desk also prepares the paperwork for the doctors and utilization review.

Another desk is responsible for reanalyzing charts after doctors have reviewed and/or corrected them. This person also pulls charts for surgeries, outpatients, pre-ops, tests, etc. Collects paperwork and charts throughout the day, reassembles them, and files them in patient’s chart.

Another desk is responsible for making sure all information that is needed in patient's visits is available to be sent for coding and then to be scanned. This clerk is also responsible for taking charts to the Emergency Department as needed; archiving and preparing charts for long-term storage.

The Medical Records Correspondence Clerk is responsible for opening mail, answering phones, handling incoming requests for information from lawyers, social security, patients, doctor's offices, etc. This position also requires that the staff member be well informed of all laws pertaining to the distribution of the information contained in the medical records.

This is a fast paced, interesting area in which to work. There is a lot of one-on-one interaction with patients, other facilities, and doctor's offices."

-Brenda Nelson, Medical Record Clerk

Medical Secretary, Laboratory

Job Description

In a laboratory setting, Medical Secretaries answer telephones in a professional manner; receives orders for tests, requests information or test results, monitors inventory and transcribes surgical pathology reports. Medical Secretaries are responsible for revising and updating policies and procedures or transcribing new procedures according to accepted standards; performs additional clerical work (i.e. typing, filing, charting, mail distribution and delivery). In the laboratory environment, Medical Secretaries must demonstrate knowledge and understanding of procedures for universal blood and body fluid precautions relating proper techniques necessary for their service and job role, following all safety precautions and maintaining sanitary work conditions.

Career Pathway

Business, Management, Marketing and Technology: with courses in communications, computers, math and English and Health Sciences.

Education Required:

- ✓ High School Diploma or Equivalent
- ✓ Successful completion of medical terminology course
- ✓ Pass a Clerical Ability Test administered by Human Resources
- ✓ Pass a Transcription Test as given by Hospital Pathologist

Where to Go for Necessary Education

- | | | | |
|----------------------------------|---|---------------|--|
| ✓ Bay College | - | Escanaba, MI | www.baydenoc.cc.mi.us |
| ✓ North Central Michigan College | - | Petoskey, MI | www.ncmc.cc.mi.us |
| ✓ Kirtland Community College | - | Roscommon, MI | www.kirtland.edu |
| ✓ Fox Valley Technical College | - | Appleton, WI | www.fvtc.edu |
| ✓ Madison Area Technical College | - | Madison, WI | www.matc.edu |

Salary / Wage Range

\$24,400 – \$28,000 annually

Future Outlook

Employment opportunities for medical secretaries will be good over the next decade. There is an expected increase in employment of 10% -20% through the year 2010. The overall growth in the health services industry should be a major contributing factor for the expansion of this job market.

A Personal Testimony....

“Laboratory secretaries have the opportunity to interact with patients, physicians and technologists on a daily basis. We are exposed to many situations and learning experiences and have an interesting job.”

- Sally Lantagne, Medical Lab Secretary

Medical Transcriptionist

Job Description

A Medical Transcriptionist listens to the dictation of all members of the medical staff and allied health professional staff and then enters into a computer what is dictated into a report format that is included in each patient's medical record. Maximum accuracy is required; corrections without changing the meaning of the dictation are also necessary. Maintaining patient confidentiality is absolutely critical. Effective communication with physicians and co-workers is also critical.

Career Pathway

Business, Management, Marketing and Technology: with courses in English, computers, health and sciences.

Education Required

- ✓ High School Diploma or equivalent and
- ✓ Medical Transcription training or
- ✓ Certification as a Medical Transcriptionist
- ✓ Also classes in Medical Terminology, Anatomy & Physiology and Computer Classes

Where To Go For Necessary Education

- | | | | |
|---|---|------------------|--|
| ✓ Muskegon Community College | - | Muskegon, MI | www.muskegoncc.edu |
| ✓ Macomb Community College | - | Warren, MI | www.macomb.edu |
| ✓ North Central Michigan College | - | Petoskey MI | www.ncmc.cc.mi.us |
| ✓ Oakland Community College | - | Auburn Hills, MI | www.oaklandcc.edu |
| ✓ Fox Valley Technical College | - | Appleton, WI | www.fvtc.edu |
| ✓ Madison Area Technical College | - | Madison, WI | www.matcmadison.edu |
| ✓ Northeast Wisconsin Technical College | - | Green Bay, WI | www.nwtc.edu |

Salary / Wage Range

\$19,000 to \$29,000 annually

Future Outlook

This field is becoming highly competitive and computerized. There are many at-home agencies and companies that are providing services across the country. Opportunities are limited only by the technical abilities of the individuals.

A Personal Testimonial...

“As a medical transcriptionist, your job is important in the care of patients. The physician dictates very important and personal information regarding the patient so that it can be recorded for the care at the present time and for the future. I have been a transcriptionist for 27 years and I have never been bored with my job. Everyday you learn something new. There are many challenges with this job which include getting reports typed on a timely basis for patients having surgery in the morning, emergency surgeries throughout the day, patient’s being transferred out of our facility to another, and even getting to know a voice of a new physician, physical therapist, physician assistant, etc.”

When you do get reports that have to be done on a timely basis and make that time on or before, it makes you feel good that you have contributed to the smooth flow of care for a patient and once in awhile (more than not) you are recognized for it and that is a good feeling. Being a medical transcriptionist, you have options of working in a medical facility or transcribing from your home. I, myself, prefer to work in a medical facility (OSF St. Francis Hospital) because of the wide range of different reports to type and working close with people.”

-Julie Hanson, Medical Transcriber

Occupational Therapist

Job Description

The Occupational Therapist provides evaluations and treatment of people with disease or health problems, which have resulted in physical and daily living functional limitations. Occupational Therapists use a wide range of equipment and techniques to assist patients in activities ranging from dressing themselves, cooking and eating. They may use physical exercises to assist patients in improving their strength and dexterity. Occupational Therapists need good communication skills and the ability to physically assist patients.

Career Pathway

Health Sciences with courses in biology, chemistry, physics, health, art algebra, physical science, Psychology, Sociology, English and compute skills.

Education Required

- ✓ Bachelors Degree
- ✓ Masters Degree

Where To Go For Necessary Education

- | | | | |
|--|---|-----------------------|--|
| ✓ Baker College | - | Flint, MI | www.baker.edu |
| ✓ Eastern Michigan University | - | Ypsilanti, MI | www.emich.edu |
| ✓ Northern Michigan University | - | Marquette, MI | www.nmu.edu |
| ✓ Grand Valley State University | - | Allentown, MI | www.gvsu.edu |
| ✓ Saginaw Valley State University | - | University Center, MI | www.svsu.edu |
| ✓ Wayne State University | - | Detroit, MI | www.cphs.wayne.edu |
| ✓ Western Michigan University | - | Kalamazoo, MI | www.wmich.edu |
| ✓ University of Wisconsin-Lacrosse | - | LaCrosse, WI | http://uwlax.edu |
| ✓ www.AOTA.org | | | |

Salary / Wage Range

\$42,000 to \$65,000 annually

Future Outlook

Employment of Occupational Therapists is expected to increase faster than the average for all occupations through 2010. As baby boomers age, there will be an increase demand for occupational therapeutic services.

A Personal Testimonial...

“Occupational Therapists work to restore function after an illness or injury. We work with all age groups and a wide variety of diagnoses. Occupational Therapist’s work in many settings including hospitals, rehab clinics, nursing homes, mental health facilities, home health, industrial rehab, etc.

I chose Occupational Therapy because I enjoy helping others. As a new therapist, I like the hands-on approach to treatment. Working with patients and staff is very rewarding, and I continue to learn new things constantly.”

-Melissa Nelson, MA OTR

Patient Representative/ Physician Biller

Job Description

The Patient Representative/ Physician Biller processes assigned accounts, identifies and resolves complex billing and collection problems, and tracks progress of assigned accounts until they are ultimately collected within established collections guidelines. In order to accomplish these tasks, the Patient Representative/Physician Biller does the following: prepares and submits claims to primary, secondary, and tertiary insurance companies and follows-up to collect the submitted claims; establishes payment arrangements with patients; collects delinquent accounts; remains current on all new policies and procedures that affect medical billing; works collaboratively with other billers; efficiently uses all available computer technology and programs; and takes initiative and uses resourcefulness in problem solving.

Career Pathway

Business, Management, Marketing and Technology: with course is algebra or a higher-level math course, biology, English and computer skills.

Education Required

- ✓ A High School Diploma with billing and collections experience or
- ✓ A two-year medical office/billing Associates Degree

Where To Go For Necessary Education

- ✓ Bay College - Escanaba, MI www.baydenoc.cc.mi.us
- ✓ Gogebic Community College - Ironwood, MI www.gogebic.cc.mi.us
- ✓ Northwestern Community College - Traverse City, MI www.nmc.edu

Salary / Wage Range

\$23,000 to \$30,000 annually

Future Outlook

There will continue to be a high demand for qualified candidates with knowledge of the medical business environment.

A Personal Testimonial...

"I have been doing this work for 25 years. I find this a very rewarding and challenging job. There is always something new to learn. It is very rewarding to help out patients with problems on accounts. I would recommend this job to anyone that is interested in the medical field. Once you learn these skills, you can find a job no matter where you live."

- Pam Groleau, Patient Accounts Biller

"I have been a biller for about 15 years. I have found it to be a constantly challenging career. You never get bored because everything is constantly changing."

- Judy Writt, Patient Accounts Biller

"I have been a medical biller for over 20 years, although many parts of billing are challenging, it can be a lot of fun. You also get to know a lot of your patients on a more personal basis and it's very rewarding getting a patient's claim paid for them, which has a lot to do with care. Also you learn more every day. It surely never gets boring."

- Kellie DeSalvo, Patient Accounts Biller

Phlebotomist/Lab Assistant

Job Description

The Phlebotomist draws blood samples from the patients to be used for a variety of tests ordered by the patients' physicians. Phlebotomists must be able to provide direct patient care with concern, compassion, professionalism and attention to detail. They must be able to practice infection control, understand sample requirements, prioritize appropriately and communicate effectively.

Career Pathway

Health Sciences: with courses in algebra, biology, geometry, chemistry, computer skills, physics, health occupations, English and physical education.

Education Required

- ✓ A High School Diploma with a strong background in sciences and math as well as good communication skills.
- ✓ One year of clinical experience in addition to the education may be required.
- ✓ Additionally the Phlebotomist needs American Society of Clinical Pathologists (ASCP) or American Society of Phlebotomy Technicians (ASPT) certification, or a Medical Assistant exam.

Where To Go For Necessary Education

- ✓ Northern Michigan University - Marquette, MI www.nmu.edu
- ✓ Bay College - Escanaba, MI www.baydenoc.cc.mi.us
- ✓ Fox Valley Technical College - Appleton, WI www.fvtc.edu
- ✓ www.ascp.org

Salary / Wage Range

\$19,000 to \$28,000 annually

Future Outlook

As the baby boom generation ages, there will be more patients who need medical tests and the need for phlebotomists will continue to grow.

A Personal Testimonial...

"The Lab Assistant has direct patient contact and has the responsibility for correct identification of patients. It is interesting to relate the type of tests ordered with the condition of the patient. We also perform some of the less complicated laboratory tests and prepare specimens for analysis by technicians and technologists. Every patient and each day is interesting and challenging."

-Emily Jones, Lab Assistant

Physical Therapist Assistant

Job Description

Physical Therapist Assistants work under the supervision of a physical therapist. Their duties include assisting the physical therapist in implementing treatment programs according to the plan of care, training patients in exercises and activities of daily living, conducting treatments, using special equipment, administering modalities and other treatment procedures, and reporting to the physical therapist on the patient's response.

Career Pathway

Health Sciences with courses in biology, chemistry, physics, health, art and social sciences.

Education Required

- ✓ An Associates Degree

Where To Go For Necessary Education

- ✓ Baker College - Flint, MI www.baker.edu
- ✓ Finlandia University - Hancock, MI www.finlandia.edu
- ✓ Mott Community College - Fenton, MI www.mcc.edu
- ✓ Henry Ford Community College - Dearborn, MI www.hfcc.edu
- ✓ Delta College - Bay City, MI www.delta.edu
- ✓ Milwaukee Area Technical College - Milwaukee, WI www.matc.edu
- ✓ Northeast Wisconsin Technical College - Green Bay, WI www.nwtc.edu
- ✓ Western Wisconsin Technical College - LaCrosse, WI www.wwtc.edu
- ✓ Specific colleges and universities offering a program are always evolving. See www.APTA.org web site for locations of current programs.

Salary / Wage Range

\$30,000 to \$43,000 annually

Future Outlook

Demand for physical therapist assistants and aides will continue to rise, in accordance with growth in the number of individuals with disabilities or limited function. The large baby-boom generation is entering the prime age for heart attacks and strokes, further increasing the demand for cardiac and physical rehabilitation. In addition, future medical developments should permit an increased percentage of trauma victims to survive, creating added demand for therapy services. Physical therapists are expected to increasingly utilize assistants to reduce the cost of physical therapy services. Once a patient is evaluated and a treatment plan is designed by the physical therapist, the physical therapist assistant can provide many aspects of treatment, as prescribed by the therapist.

A Personal Testimonial...

“My job as a Physical Therapist Assistant is rewarding in many ways. Seeing patients' progress in their exercises and in their daily activities gives you a sense of accomplishment knowing that you had a part in their recovery. In this setting at the hospital, I see a variety of different patients including those with neurological problems, orthopedic injuries, athletic injuries and pediatric patients. There are many opportunities to work in other settings including Nursing homes, outpatient clinics, inpatient rehab centers, sports medicine clinics and in the school system.”

-Sheila Olsen, PTA

Physical Therapist

Job Description

Physical Therapists evaluate and treat people with disease or health problems that have resulted in physical limitations. The Physical Therapist works with patients of all ages and with physicians from many different specialties. They teach patients proper exercises and use a variety of equipment and activities to help patients strengthen muscles and improve mobility, restore function and to relieve pain.

Career Pathway

Health Sciences: with courses in psychology, biology, physics, chemistry, statistics, English, professional writing, and humanities.

Education Required

- ✓ High School Diploma or Equivalent and
- ✓ There a very few Bachelors degree programs remaining. Most physical therapy programs require a Masters Degree and/or doctoral level education.

Where To Go For Necessary Education

- ✓ Central Michigan University - Mt. Pleasant, MI www.cmich.edu
- ✓ Grand Valley State University - Allentown, MI www.gvsu.edu
- ✓ Oakland University - Rochester, MI www.oakland.edu
- ✓ University of Michigan-Flint - Flint, MI www.flint.umich.edu
- ✓ Wayne State University - Detroit, MI www.cphs.wayne.edu
- ✓ Marquette University - Milwaukee, WI www.mu.edu
- ✓ University of Wisconsin-LaCrosse - Lacrosse, WI <http://uwlax.edu>
- ✓ University of Wisconsin-Madison - Madison, WI www.son.wisc.edu
- ✓ Specific additional colleges and universities offering a program are always evolving. See www.APTA.org web site for locations of current programs.

Salary / Wage Range

\$42,000 to \$75,000 annually

Future Outlook

Employment of physical therapists is expected to grow faster than average for all occupations through 2012 as a result of the increasing number of individuals with disabilities or limited function spurs demand for therapy services.

A Personal Testimonial...

“I chose physical therapy as a profession for obvious reasons, to help people. But one can help people in many other ways. Physical therapy is unique as it allows me to help individuals through a variety of ways through the use of common physical modalities and techniques to positively impact their daily function. Many of those things can be taught over time to the individual client to prevent and/or manage their physical disability. To share this knowledge gives me the professional satisfaction I wanted to achieve when choosing my life long profession. It is rewarding to be able to use these skills that I learned in initial training and continue to develop during my career to assist people in this way.”

-Jack Mortensen, PT

Radiologic Technologist

Job Description

The Radiologic Technologist facilitates the radiographic demonstration of anatomy to diagnose the medical status of the patient. In other words, the technologist takes a variety of different types of x-rays of patients so that their physicians can make an accurate diagnosis. The Radiologic Technologist usually specializes in one of the many sub-specialties of Radiology, such as Nuclear Medicine, Computed Tomography (CT) Scanning, Magnetic Resonance Imaging (MRI), Ultrasound, and Mammography.

Career Pathway

Health Sciences: with classes in mathematics, physics, chemistry and biology.

Education Required

- ✓ A high school diploma or equivalent is required for entry into a radiography program.
- ✓ A two or four year degree in Radiologic Science. There are additional certification programs available in the various sub-specialties of Radiology.

Where To Go For Necessary Education

- | | | | |
|------------------------------------|---|------------------|--|
| ✓ Lake Superior College | - | Duluth, MN. | www.lsc.mnscu.edu |
| ✓ Grand Rapids Community College | - | Grand Rapids, MI | www.grcc.edu |
| ✓ Lansing Community College | - | Lansing, MI | www.lansing.cc.mi.us |
| ✓ Milwaukee Area Technical College | - | Milwaukee, WI | www.matc.edu |
| ✓ Madison Area Technical College | - | Madison, WI | www.matcmadison.edu |
| ✓ Marquette General Hospital | - | Marquette, MI | www.nmu.edu |

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

The laboratory field has a similar outlook as other medical professions. Many in the field are near retirement within the next 10-15 years and, of course, with the next generation of baby boomers, health care providers will be needed to supply an ever-increasing demand for technical services. As the baby boom generation ages, there will be more patients who need the tests.

A Personal Testimonial...

"I chose the medical field because I was interested in trauma patient care. As an X-ray Technologist in the medical imaging department, I have the opportunity to work with patients in a challenging environment. The ongoing changes and technical advances spark my interest and make every day tasks unique. Also, as a Mammography Technologist, I get the opportunity to be a valuable asset in Women's Health."

-Mary Ann Peterson, RTRM

"I chose Radiology because I saw it as a rewarding career. It is an insightful profession. The wage is competitive. I feel the patient care aspect is a rewarding attribute. There is a constant advancement in technology. I enjoy the daily duties; they challenge my creative problem solving abilities. No two days are alike. The work place is an ever-changing environment. It keeps me looking forward for each new day."

-Joy Ison, Student Radiologic Technologist

Registered Nurse

Job Description

Registered Nurses work to promote health, prevent disease, and help patients cope with illness. They are advocates and health educators for patients, families, and communities. When providing direct patient care, they observe, assess, and record symptoms, reactions, and progress and assist in convalescence and rehabilitation. Registered Nurses also develop and manage nursing care plans, instruct patients and their families in proper care, and help individuals and groups take steps to improve or maintain their health. While state laws govern the tasks Registered Nurses may perform, it is usually the work setting that determines their day-to-day job duties.

Career Pathway

Health Sciences: with courses in biology, chemistry, algebra, psychology, nutrition, computer skills and English.

Education Required

- ✓ Two Year Associates Degree or
- ✓ Three Year Diploma or
- ✓ Four Year Bachelors Degree

Where To Go For Necessary Education

- | | | | |
|-----------------------------------|---|----------------------|--|
| ✓ Bay College | - | Escanaba, MI | www.baydenoc.cc.mi.us |
| ✓ Bellin College of Nursing | - | Green Bay, WI | www.bcon.edu |
| ✓ Eastern Michigan University | - | Ypsilanti, MI | www.emu.edu |
| ✓ Ferris State University | - | Big Rapids, MI | www.ferris.edu |
| ✓ Grand Valley State University | - | Allendale, MI | www.gvsu.edu |
| ✓ Lake Superior State University | - | Sault Ste. Marie, MI | www.lssu.edu |
| ✓ Michigan State University | - | East Lansing, MI | www.nursing.msu.edu |
| ✓ Northern Michigan University | - | Marquette, MI | www.nmu.edu |
| ✓ Oakland University | - | Rochester, MI | www.oakland.edu |
| ✓ Saginaw Valley State University | - | Saginaw, MI | www.svsu.edu |
| ✓ University of Detroit—Mercy | - | Detroit, MI | www.udmercy.edu |
| ✓ University of Michigan | - | Ann Arbor, MI | www.nursing.umich.edu |
| ✓ University of Wisconsin | - | Madison, WI | www.son.wisc.edu |
| ✓ Western Michigan University | - | Kalamazoo, MI | www.wmich.edu |

Salary / Wage Range

\$45,000 to \$60,000 annually

Future Outlook

Employment of Registered Nurses is expected to grow faster than the average for all occupations through 2008, and, because the occupation is large, many new jobs will result. There will always be a need for traditional hospital nurses, but a large number of new nurses will be employed in home health, long-term care facilities, and ambulatory care. Nursing is the largest healthcare occupation with over 2 million jobs. Nursing is one of the ten occupations projected to have the largest number of new jobs. Earnings are above average, particularly for advanced practice nurses who have additional education or training.

A Personal Testimonial...

"I began nursing as a career 30 years ago; I had intended to become either an art teacher or a secretary. It was my father who insisted that I enter this profession. Hoping to prove him wrong, but encouraged by his persistence, I enrolled in a nursing program. It didn't take long for me to realize that this was the best decision of my life.

My nursing career has afforded me a multitude of job opportunities. It has proven to be a noble profession of which I am very proud. I have been spiritually fulfilled over and over again. I have had a chance to prove my humanity and to feel the power of the impact I have made on many lives in this community.

Nursing as a career, is a complicated proposition. If you decide to go into nursing and speak of it as a "job" or because of "the money," I would discourage it. On the other hand, if you have a strong desire to serve, a good sense of humor, lots of energy or a feeling that nursing is a "calling," then nursing is for you.

Top Ten List

- 1. Nurses are and will always be needed.*
- 2. Gratification occurs from knowing you made a difference.*
- 3. Opportunity to work as a team.*
- 4. Perpetual educational opportunities.*
- 5. Experiences are priceless.*
- 6. You instantly see the results of your hard work.*
- 7. The ability to care, to teach and to help patients and their families.*
- 8. Heartwarming feelings of joy that occur when assisting others.*
- 9. Flexible schedules.*
- 10. The feeling of comfort by being touched by others.*

Nursing is the ideal job for the modern man or woman. Today, there are so many career options. It is a profession that will prepare you to deal with any uncertainties and reversals of fortune that life throws at you. If you weren't a survivor when you came in, you will be by the time you go out. For me it's a good feeling to get up in the morning and feel that I am needed, that I can contribute to a very important part of a person's life, their health. You'll have many experiences all of which won't be good, but regardless, you will reflect on all of these in a positive way.

With longevity becoming prevalent, the present nursing shortage, and no matter how technical our world becomes, there will always be a need for the human touch, the Nurse."

-Bonnie Young, RN

Respiratory Therapist

Job Description

Using sophisticated technology, the Respiratory Therapist performs a variety of treatments and diagnostic tests on patients who have breathing difficulties. Patients range from infants to the elderly and some of the tests include: pulmonary function studies, electrocardiograms, stress testing, sleep studies and arterial blood gas measurements. These technicians also provide ventilator management of critically ill patients. Respiratory Therapists also participate in education programs aimed at smoking cessation and public awareness of the dangers of cigarette smoking. Additionally, they participate as members of the code blue team, a team of health care professionals who respond to cardiac emergencies and trauma.

Career Pathway

Health Sciences: with one year high school algebra and one year additional high school mathematics; chemistry

Education Required

- ✓ A High School Diploma with a strong background in sciences and math as well as good communication skills and
- ✓ An Associates Degree in Respiratory Therapy

Where To Go For Necessary Education

- ✓ Northeast Wisconsin Technical College - Green Bay, WI www.nwtc.edu
- ✓ Milwaukee Area Technical College - Milwaukee, WI www.matc.edu
- ✓ Madison Area Technical College - Madison, WI www.matcmadison.edu
- ✓ Mid State Technical College - Marshfield, WI www.mstc.edu
- ✓ Ferris State University - Big Rapids, MI www.ferris.edu

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

There is a very high demand for this career. As medical technology continues to progress, there will always be new tests and treatments available for physicians to prescribe and Respiratory Technicians will be needed to administer them. Smaller hospitals may provide the opportunity to diversify and build skills in more areas such as Intensive Care Unit, Emergency, Pediatrics and Nursery. Additionally, as the baby boom generation ages, there will be more patients who need respiratory services.

A Personal Testimonial...

“I am glad I went into the field of Respiratory Therapy. It has provided me with a challenging and rewarding career as well as the opportunity for advancement. The hands-on patient care is what I enjoy most.”

- Paul Capodilupo, B.S., R.R.T.

Sleep Technician / Polysomnographer

Job Description

Using sophisticated technology, the Sleep Technician performs a variety of tests on patients who have sleep disorders. Patients range in age from infants to the elderly and some of the tests include; night – time sleep studies, nap studies, and CPAP titrations. The information received from these tests assists physicians in the determination of an accurate diagnosis that further dictates the formulation of an effective treatment program. Sleep Technicians also participate in education programs aimed at increasing public awareness of the importance of quality sleep. Some Sleep Technicians have a respiratory therapist degree prior to entering this profession.

Career Pathway

Health Sciences: with courses in biology, chemistry and algebra.

Education Required

- ✓ A High School Diploma with a strong background in sciences and math as well as good communication skills and
- ✓ An Associates Degree in Respiratory Therapy with additional training in sleep medicine.

Where To Go For Necessary Education

- ✓ Madison Area Technical College - Madison, WI www.matcmadison.edu
- ✓ www.aptweb.org
- ✓ Degree programs in Polysomnography are just beginning to be offered at larger technical schools.

Salary / Wage Range

\$27,000 to \$39,000 annually

Future Outlook

There is a very high demand for this career. As medical technology continues to progress, there will always be new tests and treatments available for physicians to prescribe and Sleep Technicians will be needed to administer them. As the public awareness of sleep medicine increases, the demand for service will also rise. This will assure solid opportunities for growth as a professional sleep technician.

A Personal Testimonial...

“Sleep disorders affect nearly 40 million Americans to the point where they interfere with their ability to function normally. Of these, at least 12 million Americans have a condition called sleep apnea, a potentially lethal condition if gone untreated. Altogether, there are over 80 recognized Sleep Disorders, but 95% of all patients with sleep disorders remain undiagnosed. Sleep medicine is in the midst of maturity as a medical specialty. As a “Polysomnographic Technologist” or “Sleep Medicine Technologist”, our role is the performance of diagnostic testing, sleep hygiene instruction, assistance with light therapy, patient education, CPAP and oxygen titration, CPAP compliance education, training and adjustment. The list of therapeutic duties increases with each passing year and is beginning to incorporate the administration of medications under the licensing of a registered nurse or registered respiratory therapist. If you want to make an impacting change in someone’s life, this is the job for you.

My career is an exciting new frontier and on the cutting edge. It is extremely gratifying when I bump into a former patient and they thank me for the quality of life that has been returned to them. The smile on their face is worth more than a thousand thank yous.”

-Annette Pedersen, Polysomnographer Tech

Unit Support Representative

Job Description

The Unit Support Representative plays an important role in the smooth running of all nursing units and in all areas where patients first come into contact with the healthcare system. The Unit Support Representative defines, captures, analyzes, transforms, transmits and reports patient specific data. This data includes demographic information, pre-billing information and all information related to the care of the patient.

Career Pathway

Business, Management, Marketing and Technology: with courses in algebra, biology, chemistry, computer skills, data processing and English with an introduction to health occupations.

Education Required

- ✓ A High School Diploma or Equivalent
- ✓ Medical Terminology Class
- ✓ Computer Course Work

Where To Go For Necessary Education

- ✓ Lansing Community College - Lansing, MI www.lansing.cc.mi.us
- ✓ Macomb Community College - Warren, MI www.macomb.edu
- ✓ Muskegon Community College - Muskegon, MI www.muskegon.cc.mi.us
- ✓ Madison Area Technical College - Madison, WI www.matcmadison.edu
- ✓ Milwaukee Area Technical College - Milwaukee, WI www.matc.edu
- ✓ Technical schools that offer both the Medical Terminology class and computer course work.
- ✓ www.ahima.org

Salary / Wage Range

\$19,000 to \$28,000 annually

Future Outlook

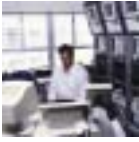
The position of the Health Unit Coordinator is in very high demand. It is becoming a more recognized career path. Opportunities for certification are available. This growth is primarily due to overall growth in all health related professions. As the population continues to age, healthcare needs will increase and the need for unit coordinators will be enhanced because of the need for efficiency and cost effectiveness in hospitals.

A Personal Testimonial...

“The Unit Support Rep position has been a challenge and a very demanding position that can take all the effort and work a person can give, and then some. Along with helping care for the sick and working with professionals within the hospital, duties of the Unit Support Rep extend into every department of the building. It takes devoted people in all departments, and for myself, I have been very fortunate for the opportunity to learn from many of them.”

- Lois Smith, Unit Support Representative

Career Pathways



Arts and Communications: careers related to the humanities, the performing, visual, literary, and media arts.



Business, Management, Marketing, and Technology: careers related to all aspects of business including accounting, business administration, finance, information processing and marketing.



Engineering/Manufacturing and Industrial Technology: careers related to technologies necessary to design, develop, install, or maintain physical systems.



Health Sciences: careers related to the promotion of health as well as the treatment of injuries, conditions, and disease.



Human Services: includes careers in childcare, civil service, education, hospitality, and the social services.



Natural Resources and Agriscience: careers related to natural resources, agriculture, and the environment.

Resources

Dickinson County Healthcare System. Career Options Handbook.

OSF St. Francis Hospital, Escanaba, MI. 49829

United States Department of Labor Bureau of Labor Statistics. www.bls.gov. Occupational Outlook Handbook

www.flahec.org

www.mshealthcareers.com

www.mycareereducation.org

www.nchealthcareers.com

www.wihealthcareers.com

<http://www.mihott.com>

<http://www.dsisd.k12.mi.us/>