



HEALTH  
*Care*  
ON THE  
**SOUTH  
SHORE**



**HEALTH CARE  
SECTOR WORKFORCE  
ANALYSIS**







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# SECTION I

## Setting the Table

- ▶ Introduction
- ▶ MassHire South Shore Workforce Board and Region Overview
- ▶ Methodology in Research and Data Collection

“Nearly 18,000 new jobs have been added to health care occupations over the past seven years.”

—2018 Southeastern MA Labor Market Blueprint



# SECTION I: Setting the Table

## Introduction

In 2018 Massachusetts Governor Charlie Baker formed a state-wide Health Care Collaborative (HC Collaborative) to bring health care providers, educational institutions and public policy leaders together to address the workforce needs of the sector. The Collaborative identified Health Care and Social Assistance as the number one priority sector in the Commonwealth. In 2018 the Southeastern MA regional Workforce Planning Team compiled a Labor Market Blueprint in 2018. The Blueprint identified the Health Care and Social Assistance sector as the largest in the region in terms of the workforce size, gross wages and job growth.

Data collected by the MassHire South Shore Workforce Board (MHSSWB) mirrors the findings in Southeastern MA and the Commonwealth – classifying Health Care and Social Assistance as a priority sector in the 22 community South Shore Service Delivery Area.

Regardless of the region, it is well documented that health care companies are faced with a persistent labor shortage to support their current and future workforce needs. This fact not only limits the future growth of the health care sector, but it impacts the current and future delivery of health care in the Commonwealth.

At present, the Health Care industry makes up 10% of the total employment in Massachusetts according to the HC Collaborative. By 2024 the Health Care industry is predicted to have a labor shortage of 43,000 works according to a report by the Boston Consulting Group created for the HC Collaborative. This labor shortage will lead to significant quality and health care accessibility challenges, extensively impacting patient care and lost labor wages in the Commonwealth.

Data reveals that skills gap in the health care sector will continue well into the future if not addressed at a regional and state level. Demand for health care workers will be deepened by the wave of retirements among health care practitioners. For example, more than 100,000 physicians will be leaving their full-time positions for retirement through 2030. The retirement wave not only intensifies the shortage of practitioners but also impends the loss of knowledgeable, seasoned health care practitioners.

In addition to the high number of current health care employees retiring in the next decade, there will be a higher percentage of individuals utilizing available health care resources as a result of an aging population. US Census Bureau has determined the number of people over 65 will grow from 43 million in 2012 to 84 million in 2050. Individuals over age 65 experience a higher demand for healthcare services, averaging three times as many hospital days per admission, compared to the general population. Individuals over the age of 75 are more likely to employ skilled nursing and assisted living services. In Southeastern MA it is estimated that 24% of the region's population will be over the age of 65 by 2035, compared to 14% in 2010. It is clear that an aging population will strain the direct care workforce if the skills gap is not met.

The health care field is growing rapidly, and health care careers have a unique combination of mobility and job security. 19% of all workers in the South Shore region work in Health Care and Social Assistance, representing the largest industry cluster within the region. The industry is projected to add 5,000 new workers on the South Shore by 2025, and close to 18,000 new health care positions have been established in Southeastern Massachusetts since 2012.

The development and sustainability of the workforce on the South Shore is also greatly impacted by the workforce needs and demands of the Boston Metropolitan Area. The Boston region is projected to create approximately 5,700 new health care jobs by 2025, with higher wage opportunities for numerous clinical and non-clinical occupations. In fact, the



**19% of all workers in the South Shore region work in Health Care and Social Assistance, representing the largest industry cluster within the region.**

average wage and standard benefit package for a mid-career health care worker in Boston is currently \$102,869, which is significantly more than the \$60,696 average health care wage and benefit package on the South Shore.

In an effort to address the workforce challenges and opportunities associated with this sector on the South Shore the MHSSWB established a Health Care Sector Strategy (HCSS) in the summer of 2019. The HCSS is an industry led collaborative designed to identify the critical challenges impeding the sector's ability to access a workforce pipeline, and sustain quality and accessible health care services and resources in the region. The HCSS is overseen by an Advisory Group representing various health care organizations, educational institutions and industry professionals in the region.

Founding members of the South Shore HCSS include the following health care and education institutions:

Aspire Health Alliance	Brewster Ambulance
BaneCare Management LLC	Cape Cod Community College
Best of Care, Inc.	Quincy College
Beth Israel Deaconess – Milton	South Shore Health System
Beth Israel Deaconess – Plymouth	South Shore Technical High School

The Health Care Sector strategy's preliminary objective is to establish a comprehensive analysis of the Health Care Sector in the region and to better understand the workforce strengths, weaknesses, opportunities and challenges.

The Health Care and Social Assistance Sector is typically defined by the inclusion of the following four sub-industries: ambulatory care, hospitals, nursing homes/residential care facilities, and individual and family services.

The Bureau of Labor Statistics states that the Health Care and Social Assistance Sector comprises of establishments that provide health care and social assistance for individuals. The sub-industries in this sector are arranged on a continuum starting with those establishments providing medical care exclusively, continuing with those providing health care and social assistance, and lastly those providing only social assistance. The services provided by establishments in this sector are delivered by trained professionals.

The data and findings outlined in this Health Care Workforce Analysis will inform the Sector and guide collective efforts to provide resources and services designed to:

1. Promote career opportunities within the Health Care and Social Assistance industry sector and support its future growth and development to maintain quality and accessible care in the region.
2. Build a pipeline of workers to meet the projected workforce needs in the region through the development of comprehensive career pathways for new and incumbent health care workers.
3. Ensure an effective supply of education and training programs are available and aligned with the workforce needs of health care and social assistance companies in the region.



**In an effort to address the workforce challenges and opportunities associated with this sector on the South Shore the MHSSWB established a Health Care Sector Strategy (HCSS) in the summer of 2019.**

## The South Shore Workforce Development Team



The MassHire South Shore Workforce Board (MHSSWB) is one of 16 Workforce Boards across the Commonwealth of Massachusetts tasked with ensuring the alignment of strategic, market driven workforce goals and initiatives through the collaboration of local businesses, educational institutions and community partners. The MHSSWB is guided by a dedicated staff and a private sector led Board of Directors with oversight responsibility and policy-making authority for federal and state workforce development activities within the South Shore. The MHSSWB is operated within the administration of the City of Quincy Workforce Development Department under Mayor Thomas P. Koch, who is the MHSSWB Chief Elected Official. The MHSSWB works in collaboration with the MassHire South Shore Career Center (MHSSCC) to administer the work of the Massachusetts Workforce Development System in the region to support the workforce needs of businesses and job seekers.

Federal and state guidelines and policies are designed to ensure that workforce development programs are aligned with regional economic development strategies to meet the needs of area businesses. The MHSSWB, along with numerous public, private and non-profit partners across the region, are committed to Massachusetts Governor Charlie Baker's directive to improve the responsiveness to employer needs, and prepare job seekers for high-demand employment opportunities. The MHSSWB works collectively with the Executive Office of Labor and Workforce Development and the MassHire Department of Career Services to implement the numerous provisions associated with the federally mandated Workforce Innovation and Opportunity Act (WIOA) adopted in 2014.



The MassHire South Shore Career Center (MHSSCC) is part of the state-wide MassHire Career Center network established throughout the Commonwealth of Massachusetts, including career center operations within the twenty-two community South Shore Service Delivery Area (SDA). The MHSSCC operates a comprehensive career center in the City of Quincy, and the Town of Plymouth. The organization also works closely with local partners in establishing satellite operations that will enhance the access to workforce development services and resources through a dedicated staff whom work to match the skill sets of individuals seeking sustainable employment with the workforce needs of area businesses. In an effort to enhance this matching objective the MHSSCC provides access to a variety of training programs and workshops designed to address the skills gap that may occur between job seekers and the skills required by area companies.

For additional information visit [www.massshireshorewb.com](http://www.massshireshorewb.com) or [www.massshiresouthshorecc.com](http://www.massshiresouthshorecc.com).

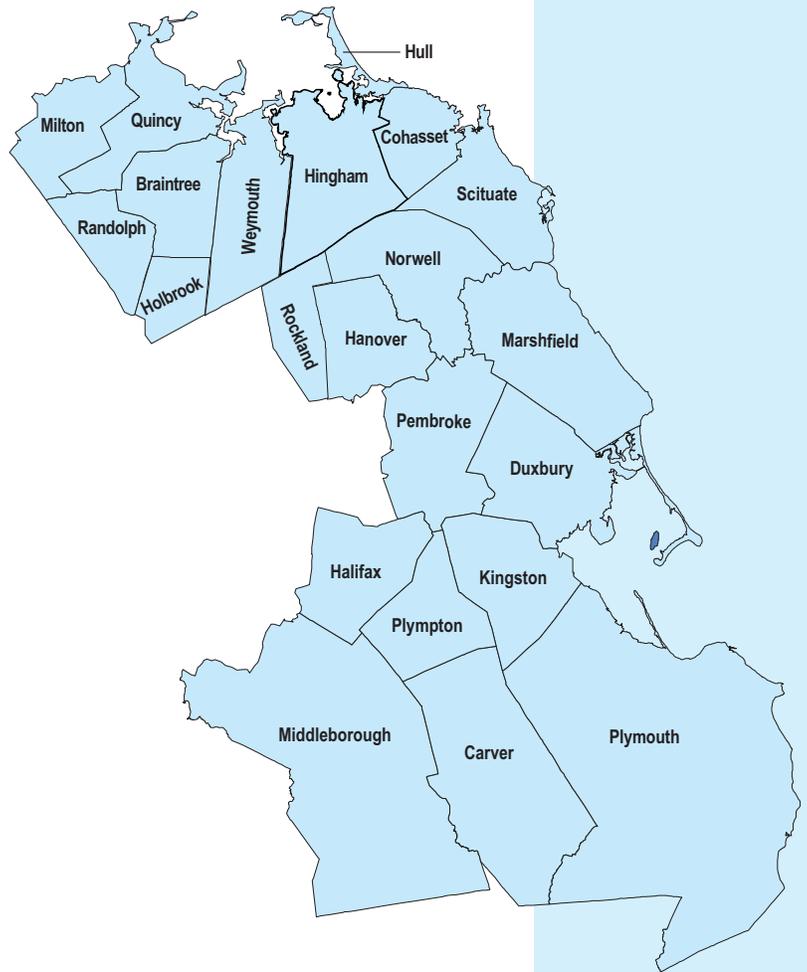


## The South Shore Region

The South Shore Service Delivery Area (SSSDA) for the MHSSWB consists of the following 22 cities and towns: Braintree, Carver, Cohasset, Duxbury, Halifax, Hanover, Hingham, Holbrook, Hull, Kingston, Marshfield, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate and Weymouth.

The Region is home to a variety of industry clusters with a higher concentration in education, health care & social assistance, financial & insurance services, professional, scientific & IT, accomodation and food services, construction, retail and manufacturing sector.

The SSSDA encompasses two distinct regions within the larger South Shore geographic area. Cities and towns from Hanover north have a higher population density; higher concentration of industries; and a stronger economic and employment link with the Greater Boston Metropolitan Area. Cities and towns south of Hanover are more rural in character and have a higher concentration of agriculturally based industries.



## Greater Boston Metropolitan Area

The workforce and economic growth of the northern communities within the SSSDA are impacted by the Greater Boston Metropolitan Area through accessible public transportation including commuter boat, train, commuter rail and bus services. The Greater Boston Metropolitan Area provides numerous employment opportunities for residents of the South Shore SSSDA. The MHSSWB and its partners are cognizant of the economic resources and opportunities in Greater Boston, and foster opportunities to work collaboratively with businesses and workforce entities in both regions for the benefit of all in need of workforce development services and resources.

## Southeastern Massachusetts Market Area

The South Shore region is considered part of a larger economic and social geographic workforce area in the Commonwealth referred to as Southeastern Massachusetts, which encompasses four MassHire Workforce Development Areas: South Shore, Bristol, Brockton Area and Greater New Bedford Workforce regions. The geographic area covered by these four MassHire Workforce regions is comprised of 56 communities, including six Gateway cities (Attleboro, Brockton, Fall River, New Bedford, Quincy and Taunton).

## Southeastern MA Regional Planning Initiative

In April 2017, the Baker-Polito Administration launched a regional planning initiative aimed at addressing the skills gap in the Commonwealth by bringing together teams of educators, workforce and economic development professionals to create growth strategies in every region of the Commonwealth. The Southeast Regional Planning Team undertook an extensive regional planning process that included data gathering and hosting thoughtful community discussions in the creation of a Southeastern MA Regional Labor Market Blueprint released in the Spring of 2018.

The Regional Labor Market Blueprint identifies a variety of critical trends in respect to population, demographics and industry - including the impacts these trends have on the workforce needs of Southeastern MA. The Southeast Planning Team was charged with identifying the top three priority industries, as well as the critical and emerging industries within the region. In addition, the Labor Market Blueprint identifies high demand occupations associated within each industry, as well as the challenges and opportunities businesses have in finding a skilled workforce to fill these employment opportunities.

The Southeastern MA Regional Labor Market Blueprint identified the following:

### Priority industries:

- ▶ Health Care & Social Assistance
- ▶ Professional, Scientific & Technical Services
- ▶ Finance & Insurance

### Critical and Emerging industries:

- ▶ Manufacturing
- ▶ Construction
- ▶ Blue Economy

*Note: Sections of the 2018 Southeastern MA Labor Market Blueprint, and updated LMI data sets provided in September 2019 pertaining to Health Care and Health Care occupation shortages are incorporated into this Workforce Analysis.*

### Southeastern MA Regional Workforce Board Partners



## Methodology in Research and Data Collection

The data and content within this report was derived by the MHSSWB staff through the utilization of a variety of Health Care Sector and occupation data services and reports.

The following is a list of the data sources utilized:

1. "Profiles of Fifteen High Growth Health Occupations in Massachusetts," Prepared by Commonwealth Corporation and Center for Labor Markets and Policy, Drexel University. Prepared For the Commonwealth of MA Office of the state Auditor, December 2016.
2. "Health Care Employment, Structure and Trends in Massachusetts," Prepared by Commonwealth Corporation and Center for Labor Markets and Policy, Drexel University. Prepared For the Commonwealth of MA Office of the state Auditor, December 2016.
3. 2018 Southeastern MA Labor Market Blueprint, Prepared by the Brockton Area, Bristol, Greater New Bedford and South Shore Workforce Boards, through the support of the Massachusetts Executive Office of Labor and Workforce Development.
4. Southeast 2019 Data Package Update, Prepared by the Massachusetts Executive Office of Labor and Workforce Development in Autumn 2019 on behalf of the Regional Workforce Skills Planning Initiative.
5. EMSI Economic Data Modeling Services, EMSI economic development modeling service is licensed to the MassHire South Shore Workforce Board.  
[www.economicmodeling.com](http://www.economicmodeling.com)
6. Boston Consulting Group/Commonwealth of Massachusetts Health Care Collaborative Industry Power Point from January 1, 2019.
7. O\*Net Online occupation employment data. [www.onetonline.org](http://www.onetonline.org)
8. March 2019 Education and Workforce Resources for the Healthcare Industry in Southeastern Massachusetts by Bridgewater State University and the Greater Brockton Workforce Board.
9. U.S. Department of Labor.





## SECTION II

### Health Care and Social Assistance Industry Overview by Region

- ▶ South Shore Service Delivery Area
- ▶ Southeastern Massachusetts
- ▶ State Priorities and Objectives

“Despite multiple studies and interventions over the past 10+ years, the health care labor shortage in MA persists”.

—2019 Massachusetts State Health Care Collaborative



# Section II

## Health Care and Social Assistance Industry Overview by Region

### South Shore Service Delivery Area

The Health Care and Social Assistance Sector employs the largest number of workers and provides the highest gross wages within the South Shore twenty-two community service delivery area of the MHSSWB. According to EMSI data modeling sources a total of 35,000 individuals were employed in the regions health care sector in August, 2019, outpacing many prominent industries as noted in Chart 1.

### Health Care Jobs and Average Earnings on the South Shore

39,889	Jobs (2019) 21% above National average
+11.2%	% Change (2018-2025) Nation: +14.1%
\$60,696	Avg. Earnings Per Job (2019) Nation: \$59,667



**In addition to being the largest industry in the region, health care is also considered one of the region's top growing.**

### Industries with the Largest Number of Jobs on the South Shore in 2018

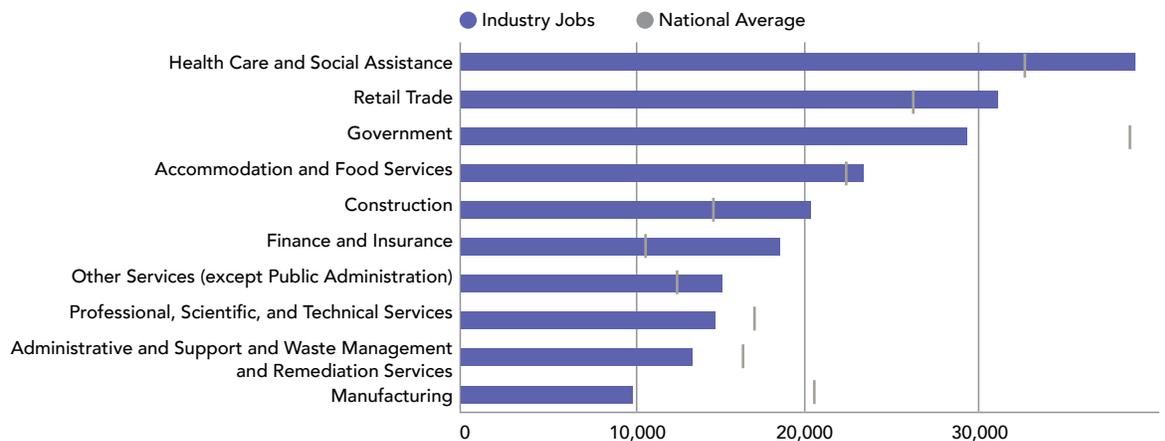


Chart 1

In addition to being the largest industry in the region, health care is also considered one of the region's top growing. As noted in Chart 2 and Chart 3 the Construction industry is projected to create the largest number of jobs in our region from 2018 – 2021. However, Health Care is in the top four, closely aligned with Finance and Insurance and the Accommodation and Food Services Industries.

## Top Growing Industries

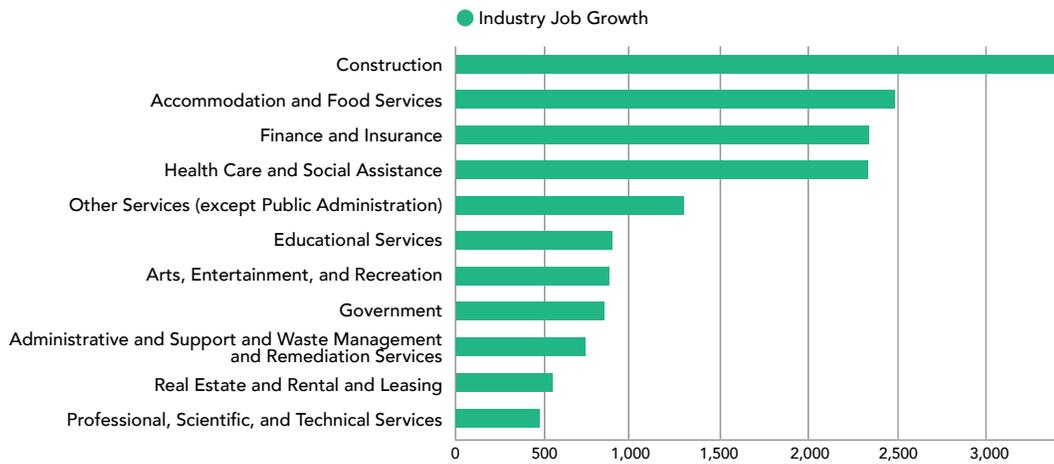


Chart 2

## Industry Group Growth Comparison

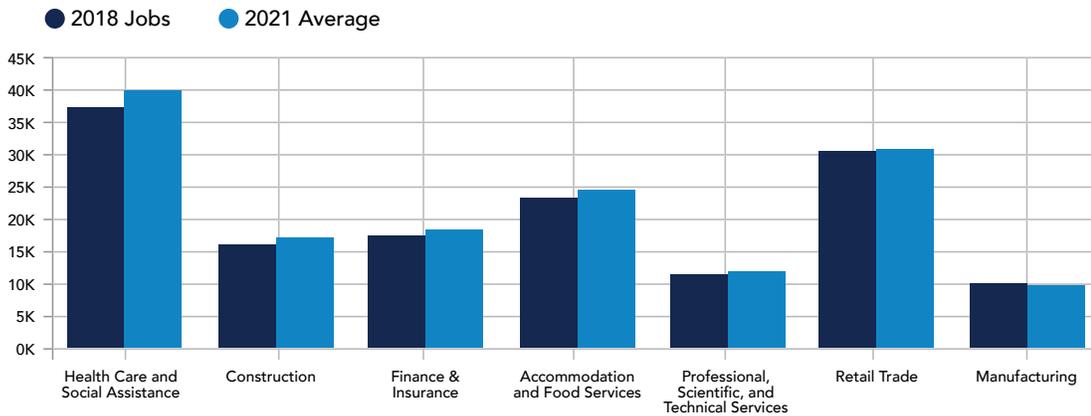


Chart 3

## Top Growing Occupations

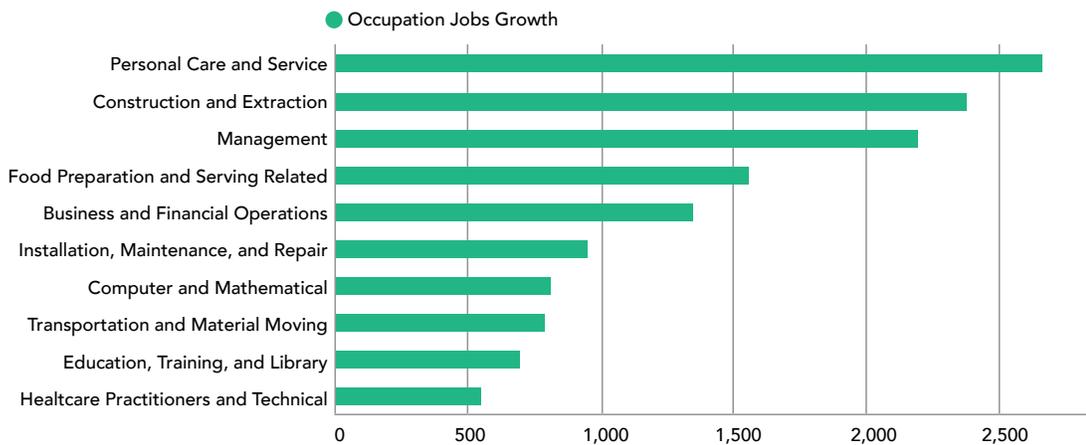


Chart 4

The Health Care industry in the region provides numerous employment opportunities. In fact, occupations found in the Health Care industry consist of many of the largest and fastest growing occupations in the region as noted by Chart 4 & 5.

## Largest Occupations

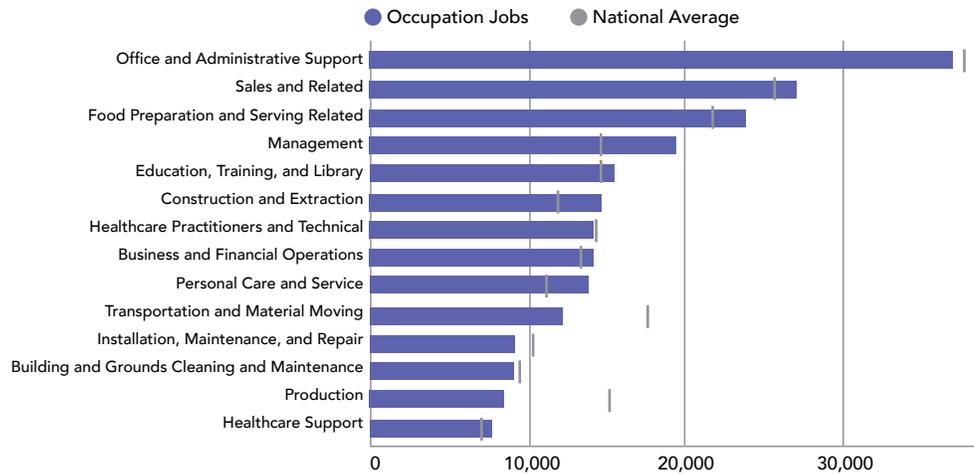


Chart 5

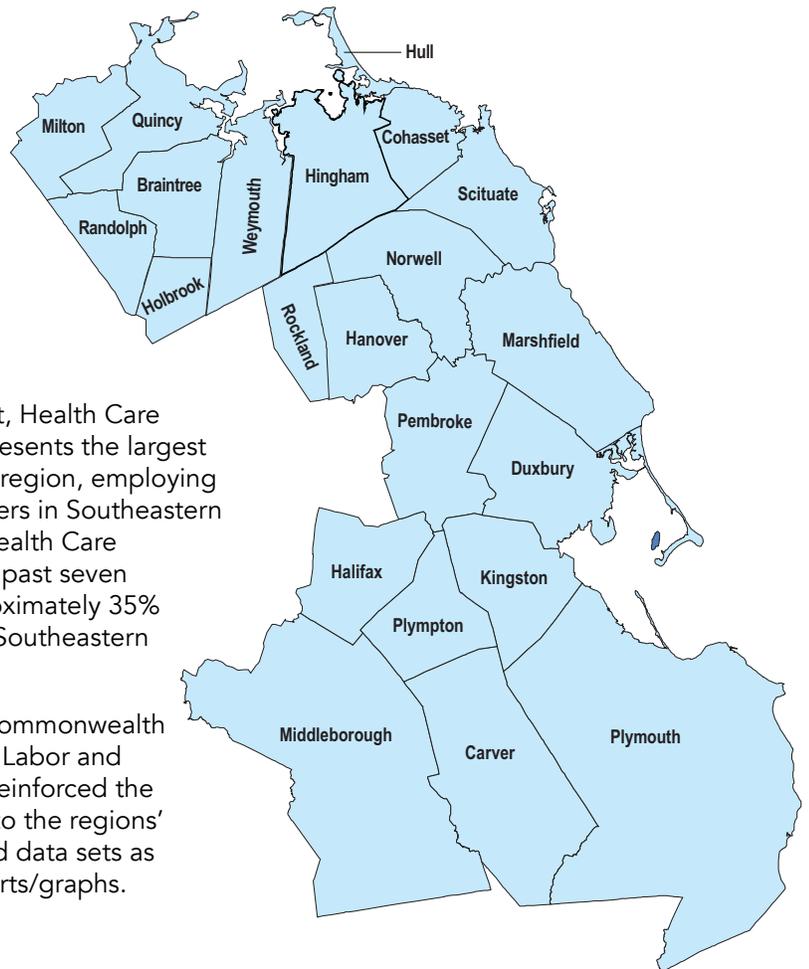
## Southeastern Massachusetts

The 22-community service delivery area of MHSSWB is an important contributor to a larger economic and social geographic planning area in the Commonwealth referred to as Southeastern Massachusetts (see page 9 for region map). Southeastern MA encompasses four MassHire Workforce Development Areas: South Shore, Bristol, Brockton Area and the Greater New Bedford Workforce regions. The overall geographic area covered by these four MassHire Workforce regions is comprised of 56 communities, including six Gateway cities (Attleboro, Brockton, Fall River, New Bedford, Quincy and Taunton).

A 2018 Southeastern Massachusetts Labor Market Blueprint (Blueprint) created through the regional Workforce Board collaborative identified Health Care and Social Assistance as one of three priority industries in the region and a critical economic driver.

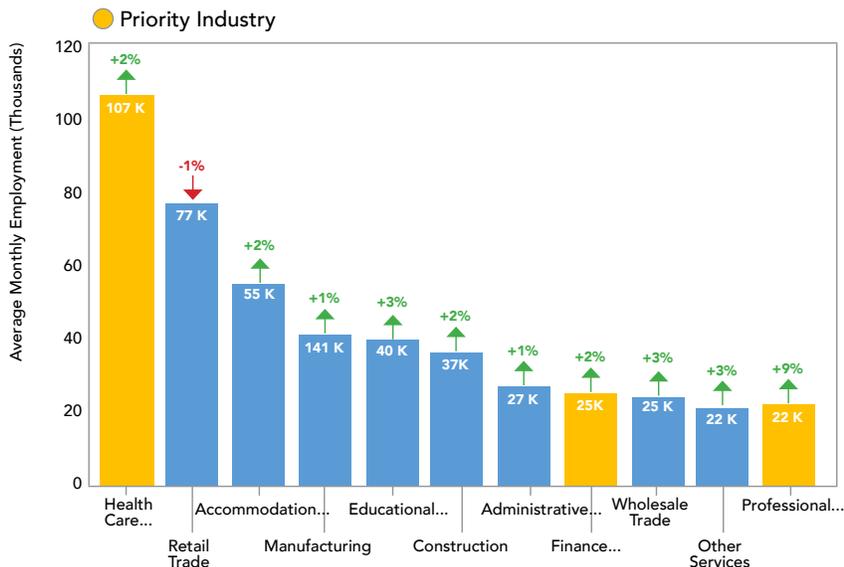
According to the Blueprint, Health Care and Social Assistance represents the largest industry cluster within the region, employing nearly 19% of all the workers in Southeastern MA. Nearly 18,000 new Health Care jobs were added over the past seven years - representing approximately 35% of the total job growth in Southeastern MA over the same period.

In September 2019, the Commonwealth of MA Executive Office of Labor and Workforce Development reinforced the importance of this sector to the regions' economy through updated data sets as noted in the following charts/graphs.



## Sector Makeup by Total Employment

Health Care and Social Assistance is the largest sector in Southeastern MA. Retail Trade is the next largest industry in the region by employment, followed by Accommodation and Food Service.



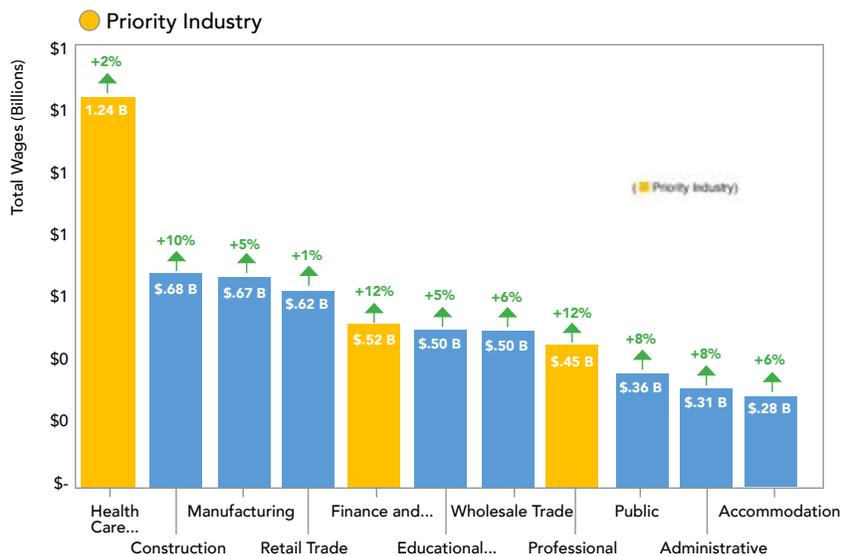
Note: The arrows above the bars indicate the % change in employment from 2016 to 2018

Source: Department of Unemployment Assistance/Bureau of Labor Statistics Quarterly Census of Employment and Wages, Q3 2016 - 2018

Nearly 1,000 Health Care and Social Assistance employers were added in Southeastern MA between 2016 and 2018, driven primarily by the increase in Individual and Family Services establishments.

## Sector Makeup by Total Wages

Health Care and Social Assistance paid the highest total gross wages in Southeastern MA in 2018.



Note: The arrows above the bars indicate the % change in total wages from 2016 to 2018

Source: Department of Unemployment Assistance/Bureau of Labor Statistics Quarterly Census of Employment and Wages, Q3 2016 - 2018

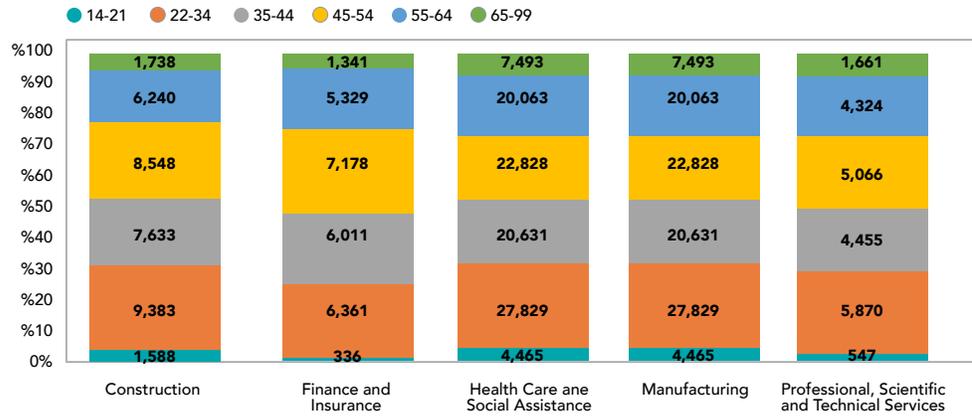


**Health Care and Social Assistance paid the highest total gross wages in Southeastern MA in 2018.**

# Industry Comparison of Worker Characteristics

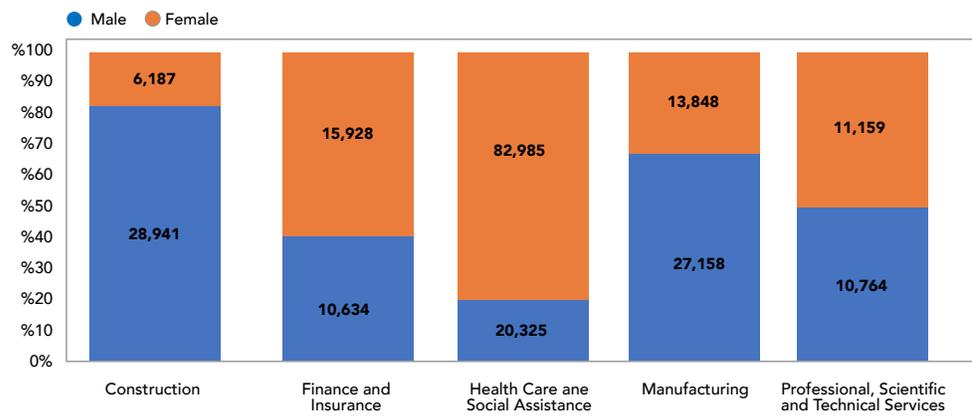
The following three charts identify that the Health Care and Social Assistance Sector has a larger percentage of younger workers (14-44); a majority female workforce (approximately 80%); and a majority workforce with an Associates Degree or less (approximately 65%).

## Priority and Critical Industries in Southeastern MA by Age



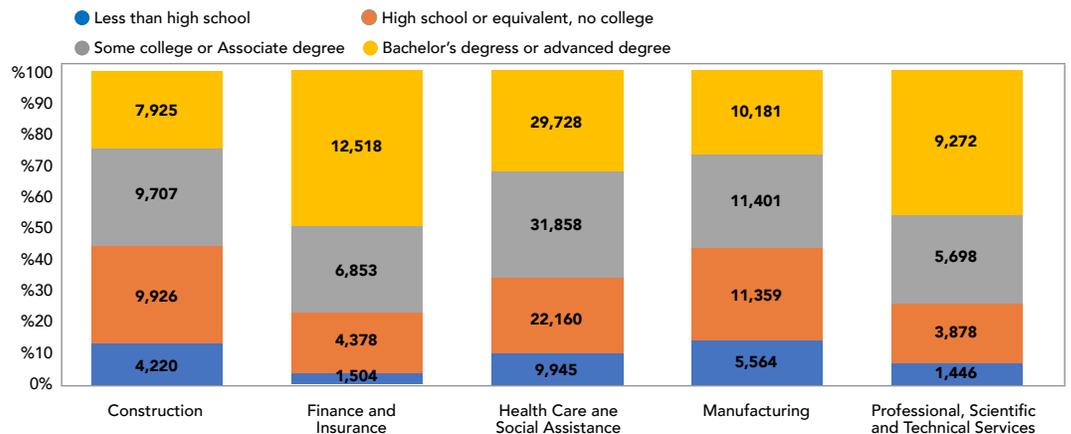
Source: US Census Longitudinal Employer-Household Dynamics: Quarterly Workforce Indicators, Q2 2018

## Priority and Critical Industries in Southeastern MA by Gender



Source: US Census Longitudinal Employer-Household Dynamics: Quarterly Workforce Indicators, Q2 2018

## Priority and Critical Industries in Southeastern MA by Educational Attainment



Source: US Census Longitudinal Employer-Household Dynamics: Quarterly Workforce Indicators, Q2 2018

## State Priorities and Objectives

In 2018 Massachusetts Governor Charlie Baker formed a state-wide Health Care Collaborative (HC Collaborative) to bring industry, education and public policy leaders together to address the workforce needs of the industry. The HC Collaborative identified Health Care and Social Assistance as the number one priority industry sector in the Commonwealth. The Collaborative also identified various workforce shortage challenges which will impact the future growth of the industry, as well as the quality and accessibility of care for individuals.

The following data and information is from a report created by the Boston Consulting Group on behalf of the newly created Commonwealth of MA Health Care Collaborative.

### **MA Health Care Collaborative is a multi-year private-public collaboration to address the Health Care talent shortage.**

#### **Mission of the collaborative:**

Close the health care talent gap in MA to improve patient quality of care, provide new opportunities for a diverse workforce, retain preeminence in the industry, and fuel continued growth.

#### **Mandate:**

A multi-year private-public collaboration across government, educational institutions, and industry that will:

- Focus attention on key issues and economic bottlenecks contributing to talent shortages.
- Design and implement solutions.

### **The Goal of the State Health Care Collaborative is to develop and drive 2-3 cross-sector initiatives over the next several years.**

#### **Health Care Collaborative Mandate**

A three-year private-public collaboration across government, educational institutions, industry and public/quasi-public organizations that will:

- ▶ Validate talent shortages / trends identified through the regional planning process and discuss the business perspective on increasing talent.
- ▶ Design and implement solutions that increase the credentialing pipeline for high demand health care jobs.
- ▶ Bring transparency to economic bottlenecks within the health care market (e.g., regulatory ceilings on certain wages.)



**The HC Collaborative identified that Health Care and Social Assistance is the number one priority industry sector in the Commonwealth.**

**Mission:** Close the health care talent gap in MA to improve patient quality of care, provide new opportunities for a diverse workforce, retain preeminence in the industry, and fuel continued growth.

Despite multiple studies and interventions over the past 10+ years, the health care labor shortage in Massachusetts persists. Below is brief summary of the challenges identified in recent years.

### **2005 Labor needs identified**

Found ~7K labor shortage in Allied Health Professionals<sup>1</sup> in Massachusetts

### **2015 Importance of vocational schools**

Large HC Sub-Bachelor workforce and growing demand highlights need to expand vocational programs

### **2017 Difficulty in filling openings**

Majority (72%) of human service providers (covering both HC and non-HC jobs)<sup>2</sup> report increasing difficulty to fill roles

### **2017 HC jobs prioritized across MA regions**

As part of Regional Workforce Skills Planning Initiative, all seven Regional Blueprints identified Health Care as a priority industry

### **2017 Growing talent gap in Health Care workforce**

Identified a growing talent gap in MA, with health care comprising the largest unmet demand (~43K by 2024)

1. Health Care professionals such as assistants, technicians, technologists, and therapists (excludes doctors and nurses)
2. Jobs that provide care to the elderly, disabled, veteran communities, domestic abuse victims, and individuals with substance abuse problems. Some of these occupations fall under health care (Practitioners & Support), while others, such as counselors and social workers, do not. Sources: Partners HC; Dukakis Center; UMass Donahue Institute & Provider's Council; EOLWD; BCG Labor Market Model 2017

**The Industry-led Health Care Collaborative will unite providers, educators, and government in the following manner.**

	Government	Education Institutions	Public / Quasi Public Organizations	Industry
<b>Role</b>	Convene stakeholders and generate policy for long term change.	Align curricula to employer needs, address capacity issues, and promote priority careers.	Inform gaps of current WFD efforts and implement / oversee targeted initiatives at local-level.	Communicate industry needs and direct initiatives.
<b>Members</b>	Governor's Office  Executive Office of Labor & Workforce Development  Executive Office of Health & Human Services  Workforce Skills Cabinet	Community Colleges  Vocational Technical Institutions  Universities	Regional Collaboratives  Regional Planning Agencies	Hospitals  Ambulatory Care  Nursing and Residential Care  Behavioral Health

The report further identifies that the Health Care industry makes up 10% of the total employment in the Commonwealth, and that by 2024 the industry is predicted to have a labor shortage of 43,000 workers across the state. This labor shortage will lead to significant quality and health care accessibility challenges and significant cost in lost labor wages.

The report identifies the following high-level shortage drivers across health care occupations:

**Qualifications Mismatch:** Health care employers in MA often expect a higher level of certification than the minimum requirements mandated by the state. Lack of standardized requirements prevents the alignment of school curricula to employer needs.

**Regional Themes:** Greater Boston comprises 50% of labor shortages, primary for Sub-BA roles. Other MA regions have the greatest need for BA+ jobs, including the South Shore.

**Workforce Size:** From 2015-2025, the working age population in MA is projected to decrease by 40,000, driven by an aging population.

There are many challenges identified throughout the Commonwealth that directly impacts the growth of the workforce pipeline to support occupation demands across the State. These include an aging workforce in different pockets of the Commonwealth; competition from Boston which offers higher wages and a metropolitan environment; low pay and undesirable hours for entry level occupations; and constrained training and education capacity for health care occupations.

**Analysis found a subset of Health Care jobs most critical to address:**

Through interviews with industry professionals, stakeholders, government agencies, data analysis using job codes and secondary research and Regional Planning Blueprints to analyze regional needs by Standard Occupational Classification job code the Health Care Collaborative has determined the following highest demand occupations:

**Health Care:** Registered Nurses - Need identified across multiple regions and viewed as highly critical with a 14,000 gap in in jobs by 2024.

**Health Care Support and Personal Care:** Home Health Aides - Viewed as highly critical across multiple regions and industry reports emphasize the position as highly critical with 3,000 gap in jobs by 2024.

**Community and Social Services:** Substance Use and Mental Health Counselors - Viewed as highly critical by industry reports across the Commonwealth.





## SECTION III

### Health Care Occupations

- ▶ Occupation Characteristics in Massachusetts
- ▶ Job Zone Health Care and Social Assistance Occupations
- ▶ Fastest Growing Health Care Occupations on the South Shore
- ▶ Health Care Occupations with the Largest Percentage of Workers on the South Shore
- ▶ Careers in Healthcare and Social Assistance
- ▶ Healthcare and Social Assistance Education Attainment
- ▶ Education Opportunities in Health Care on the South Shore



## Section III

### Occupation Characteristics in Massachusetts

This section of the report provides an overview of the health care and social assistance occupations which have strong growth projections and an increasing role in the changing health care service delivery environment in the state. The occupations identified are clinical, and as such are primarily associated with direct patient care. However, the health care industry provides numerous employment and career pathway opportunities that are non-clinical. Such roles as administration, facilities management, maintenance, food services, public relations, human resources, information technology, finance, accounting, billing, development and general office support play a critical role in the operations of health care facilities. Many of these non-clinical occupations are listed within this section of the report, with more detailed information located in the MHSSWB Health Care Career Pathway Guide.

It is also important to recognize that at the time of the release of this report the State of Massachusetts was in the midst of the Covid-19 health care pandemic. As local, regional and national economies enter into a recovery phase there are many unknowns as to the future of work, demand occupations and the possible new skill sets that will be required to operate successfully in a health care environment. The occupation demands on the resurgence of telemedicine, increased home care services and the potential closure of health care facilities will certainly alter the workforce landscape in the region, as well as the entire state. The MHSSWB team is well aware of these uncertain times and will continue to update/revise the information and guidance provided as appropriately moving forward.

The information and data presented in this section is generated from the following sources:

1. "Profiles of Fifteen High Growth Health Occupations in Massachusetts," Prepared by Commonwealth Corporation and Center for Labor Markets and Policy, Drexel University. Prepared for the Commonwealth of MA Office of the state Auditor, December 2016.
2. Southeastern MA Labor Market Data Sets, Prepared by the Brockton Area, Bristol, Greater New Bedford and South Shore Workforce Boards, through the support of the Massachusetts Executive Office of Labor and Workforce Development.
3. EMSI Economic Data Modeling Services, EMSI economic development modeling service is licensed to the MassHire South Shore Workforce Board. EMSI is responsible for some of the data identified in this report – based on the city and town information specified by the MHSSWB.

The distribution of all Massachusetts health care workers in 2012-14 reveals that 40% of workers were employed in hospitals, 34% in ambulatory care organizations, 16% in nursing homes and residential care facilities, and the remaining 10% in the individual and family service sector. The latter sector includes establishments providing assistance to the elderly and persons with disabilities in their homes, including establishments providing home care and homemaker services.

Nearly 63% of the total employment growth in the state's health care industry between 2012-2015 (47,000 out of 75,000) was from the individual and family services sub-sector - even though it comprised only 8% of total employment in the state's health care sector in 2012 (37,300 out of 481,600 total jobs).

Between 2012-2015 the Massachusetts health care sector employment grew by 75,000 jobs or 15.5% of the state's entire health care industry. Employment growth in the health care subsectors varied from just 2.6% in nursing and residential care facilities and 3.3% in hospitals to 12% in the ambulatory care sub-sector, and 126% in the individual and family services sub-sector.

In 2018 the number of jobs in the Massachusetts health care sector reached 659,441 and it is expected to grow to 5.3% by 2021.



**In 2018 the number of jobs in the Massachusetts health care sector reached 659,441 and it is expected to grow to by 5.3% by 2021.**

Employment in health care practitioner fields increased by just 3% while personal care and service occupations grew by 21% from 2012 - 2015; with employment of home health aides growing by 24% and personal care aides by 54% during this period.

Home Health Aides and Personal Care Aides are clearly the two fastest growing occupations in the health care sector, and the number of jobs is predicted to continue growing by 40% by 2030 according to the Home Care Aide Counsel in Massachusetts.

The health care workforce in Massachusetts is overwhelmingly female. In 2014-15, over three-quarters (76.1%) of the state's health care workers were women, up slightly from 75% in 2010-11. The share of women in industries outside of health care was much smaller (44%) and women comprised nearly half of the state's overall workforce in 2014-15. As noted in Section II, page 18 almost 80% of the health care workforce in Southeastern MA was female in 2019.

In 2014-15 the state's health care industry employed a larger share of non-White workers than non-health care industries. Nearly 71% of the state's health care workforce consisted of White workers compared to 77% of the workforce outside the health care sector.

While nearly 80% of workers in the health care and social assistance sector are White in the Southeast, since 2015, growth in employment has been increasing in the sector for people of color.

In 2015, according to the self-rated English speaking ability of the foreign-born health care workforce in Massachusetts, 21% spoke only English, 70% spoke English very well, or well, and 10% had limited English speaking ability (most of whom speak English but not well and only 2% do not speak English at all). The English speaking ability of the state's health care workforce is almost unchanged between 2010-11 and 2014-15, and trend that likely continues today.

The study also showed a sharp increase in the health care workforce at either ends of the age distribution. Between 2010-11 and 2014-15, the number of workers between the ages of 16 and 24 employed in the health care sector increased by nearly 23% while the number of 25 to 34 year old health care workers increased by 31%. The health care workforce in prime working age groups, 35-54, declined by 5% among 35-44 year olds and 3% among 45-54 year olds. In sharp contrast, workers in the pre-retirement age of 55-64 saw sizable increase of 14% and retirement-age workers increased their numbers by 7,500, representing a relatively large increase of 31%.

## Job Zone Health Care and Social Assistance Occupations

The research brief "Profiles of Fifteen High Growth Health Occupations in Massachusetts" provided an analysis of 15 health care and social assistance occupations in Massachusetts. The occupations were selected on the basis of their importance within the state's health care industry – strong growth in employment and/or the emerging importance of the role that workers in these occupations play in the changing health care service delivery environment in the state. The 15 occupations identified represented nearly half (46.3%) of the total health care employment in Massachusetts in 2014.

The grouping of the occupations is based on their O\*NET Job Zone classification, which represents the education and training requirements for these jobs. The research brief used the Job Zone classification as a guide to cluster the occupations into Zone 2, Zone 3, Zone 4 and Zone 5.

The following is a brief description of each of the 15 occupations as characterized by their Job Zone and their representation in each of the four health care industry sub-sectors.



**The fifteen occupations identified represented nearly half (46.3%) of the total health care employment in Massachusetts in 2014.**



**The Home Care Aide Council anticipates a 32% growth rate in Home Health Aides by 2024 to approximately 16,844 workers in Massachusetts.**

## Job Zone 2: High School Diploma or an Equivalent

Job Zone 2 occupations require some preparation such as a high school diploma and some previous work-related skill, knowledge, or experience. Workers can perform tasks in Job Zone 2 occupations with relatively low levels of education and training.

Two of the 15 occupations profiled are within Job Zone 2: Personal Care Aides and Nursing/Home Health Aides. Personal Care Aides help clients (elderly, convalescent, or persons with disabilities) with self-care and everyday tasks at the person's home or in a care facility.

Nursing aides or certified nursing aides (CNAs) help provide basic care for patients in hospitals and residents of long-term care facilities such as nursing homes.

Home Health Aides (HHA) help provide people with disabilities, chronic illnesses, or cognitive impairments with activities of daily living. HHA may also be able to give a client medication or check the client's vital signs under the direction of a nurse or other health care practitioner.

Population trends are expected to add to the demand for Health Care services as it is estimated that 24% of the region's population will be over the age of 65 by 2035, compared to 14% in 2010.

The Home Care Aide Council recently conducted a Home Care Industry Assessment from 2016-2017, which highlights the many challenges facing this occupation such as low recruitment of new workers, high turnover of incumbents, and a workforce that is plagued with challenges from inconsistent hours and low wages to personal life burdens. The assessment further states that the most significant impediment is stagnant rates paid to the home care agencies that provide direct care services to low-income elders and disabled individuals in the state and federally funded programs.

The Home Care Aide Council anticipates a 32% growth rate in Home Health Aides by 2024 to approximately 16,844 workers in Massachusetts. Despite this demand, nearly 90% of home care agencies report that recruiting qualified home care aides is their top workforce challenge. The Council has identified several recommendations to address this workforce challenge, which are identified in the Action Items Section of this document.

## Job Zone 3: Associates Degree

Job Zone 3 occupations typically require some training in vocational schools, related on the job experience, or an associate's degree. Previous work-related skill, knowledge and/or experience is required for Job Zone 3 occupations. These occupations include registered nurses, licensed practical and licensed vocational nurses, medical assistants, and emergency medical technicians / paramedics.

Registered Nurses (RN) provide and coordinate patient care, educate patients and the public about various health conditions and provide emotional support to patients and their families. Licensed practical nurses and licensed vocational nurses (LPNs/LVNs) provide basic nursing care under the direction of registered nurses and doctors.

Medical Assistants perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintain medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by a physician.

Emergency Medical Technicians (EMT) and Paramedics assess injuries, administer emergency medical care, extricate trapped individuals and transport injured or sick persons to medical facilities. The number of EMTs and paramedics has been evolving in community-based health care innovations. The goals of the community-based paramedicine programs are to improve individual and community health, reduce unnecessary hospitalizations and visits to the emergency rooms, and reduce health care costs.

According to 2012-14 ACS data, the education attainment of RNs was higher than LPNs/LVNs, medical assistants and EMTs. Nearly 65% of the state's RNs had a bachelor's or a higher college degree and another 29% had an associate's degree. Among LPNs/LVNs, 15% had an associate's degree and 61% had some college education without a degree. The educational attainment of medical assistants was quite dispersed. One in five medical assistants were high school graduates without any college education, 44% had some college education without a degree, 18% had an associate's degree and 12% had a bachelor's degree. EMTs are similarly dispersed across education levels: 21% high school graduates, 42% some college without a degree, 11% associate's degree, and 24% bachelor's degree.

The annual earnings of workers in these occupations were quite different ranging from \$70,800 among RNs and \$43,900 among LPNs/LVNs to \$34,000 among EMTs and \$31,500 among medical assistants. These earnings differentials reflect differences in the education attainment of workers employed in these occupations.

The following table identifies the distribution of these four Job Zone 3 occupations across the four health care industry sectors in Massachusetts.

### % Distribution of Health Care Industry Workers Employed in Selected Job Zone 3 Occupations by Health Care Industry Sector, Massachusetts. 2012-14

Health Care Industry Sector	Registered Nurses	LPN/LVN	Medical Assistants	EMT/Paramedics	Total Health Care Industry Employment
Total Average Employment in MA	73,509	11,167	12,358	4,340	540,554
Percentage Distribution by Health Care Sector					
Ambulatory Care	21%	28%	64%	75%	34%
Hospitals	66%	28%	32%	25%	40%
Nursing and Residential Care	11%	41%	4%	1%	16%
Individual and Family Services	2%	4%	0%	0%	10%

RN employment was concentrated in hospitals, whereas LPNs/LVNs were more likely to work in nursing and residential care facilities. Hospitals employed two-thirds of RNs in Massachusetts and 28% of LPNs/LVNs. In contrast, nursing homes employed 41% of LPNs/LVNs and only 11% of RNs. Medical assistant employment was concentrated in the ambulatory care sector, which includes offices of physicians and other health care practitioners and outpatient care centers; 64% of medical assistants were employed in this sector. About one-third of medical assistants were employed in hospitals. EMTs and paramedics in Massachusetts were most likely to be employed in the ambulatory care sector, including ambulance services and other outpatient care centers. Three-quarters of EMTs were employed in the ambulatory care sector and the remaining one-quarter were employed in hospitals.

### Job Zone 4: Bachelor's Degree

Job Zone 4 occupations require considerable preparation, with most requiring a four-year bachelor's degree as well as a considerable amount of work-related skill, knowledge, and experience. On-the-job training and/or vocational training are often required as well.

The three occupations included in the research as part of Job Zone 4 are social and community service managers, social and human service assistants, and community health workers/health educators/other social service specialists. These three occupations are closely connected with community-based organizations. As noted in the research the rise in community-based health care is expected to increase the importance of these occupations in the delivery of health care in Massachusetts.



**Hospitals employed two-thirds of RNs in Massachusetts and 28% of LPNs/LVNs. In contrast, nursing homes employed 41% of LPNs/LVNs and only 11% of RNs.**



**Among social and community service managers more than eight out of ten were employed in the individual and family services industry and another 15% worked in the nursing and residential care sector in 2012-14.**

Social and community service managers plan, direct and coordinate the activities of social service programs and community outreach organizations. They oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Their work may involve directing and supervising social workers, counselors, or probation officers.

Social and human service assistants provide client services, including support for families, in a wide variety of fields, such as psychology, rehabilitation, and social work. They assist other workers, such as social workers, and help clients find benefits or community services.

Community Health workers assist individuals and encourage communities to adopt healthy behaviors. They conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. They may provide information on available resources, provide social support and informal counseling. Additionally, they serve as an advocate for individuals and community health needs. The occupation is often combined with the health educator occupations.

The table below shows that each of the occupations had a large share of employment in the individual and family services sector. Among social and community service managers more than eight out of ten were employed in the individual and family services industry and another 15% worked in the nursing and residential care sector in 2012-14.

### **% Distribution of Health Care Industry Workers Employed in Selected Job Zone 4 Occupations by Health Care Industry Sector, Massachusetts, 2012-14**

Health Care Industry Sector	Social and Community Service Managers	Social and Human Service Assistants	Community Health Workers, Health Educators, Other Specialists	Total Health Care Industry Employment
Employment in MA	6,404	2,665	679	540,554
Percent Distribution by Health Care Sector				
Ambulatory Care	1%	17%	27%	34%
Hospitals	1%	9%	11%	40%
Nursing and Residential Care	15%	8%	7%	16%
Individual and Family Services	82%	66%	54%	10%

### **Job Zone 5: Graduate School, PH.D., M.D.**

Job Zone 5 occupations require graduate school education – master's degree, and some require a Ph.D, M.D. or J.D.. Extensive skill and knowledge and experience are needed for these occupations, and many require more than five years of experience.

Occupations within Job Zone 5 are social workers, medical and health services managers, physical therapists, occupational therapists, physician assistants, and nurse practitioners.

Social workers provide individuals and families with psychological support to cope with chronic, acute, or terminal illnesses. They provide a variety of services including advising family care givers, providing patient education and counseling, and making referrals to other services. Social workers may also provide case management or interventions designed to promote health, prevent disease and address barriers to health care.

Medical and health service managers plan, direct, or coordinate medical and health services in facilities such as hospitals, clinics, managed care organizations, public health agencies, and other similar organizations.

Physical therapists assess, plan, organize and participate in rehabilitative programs that improve mobility, relieve pain, increase strength, and address disabling conditions resulting from disease or injury.

Occupational therapists treat injured, sick, or disabled patients through therapeutic use of everyday activities. They help patients develop, restore, or improve vocational, homemaking, or daily living skills and general independence.

Physician Assistants and Nurse Practitioners are often called advanced practitioners. They can examine, diagnose and treat patients under the supervision of a physician, thereby releasing the time of these physicians to perform other duties at the top of their license. Physician Assistants provide some of the health care services that are typically performed by a physician, under the supervision of a physician. They conduct physical exams, provide treatment, and counsel patients. Nurse practitioners coordinate patient care and may provide primary and specialty health care. They may order, perform, or interpret diagnostic tests and may prescribe medicine. They can provide care independently or part of a team.

### **% Distribution of Health Care Industry Workers Employed in Selected Job Zone 5 Occupations by Health Care Industry Sector, Massachusetts, 2012-14**

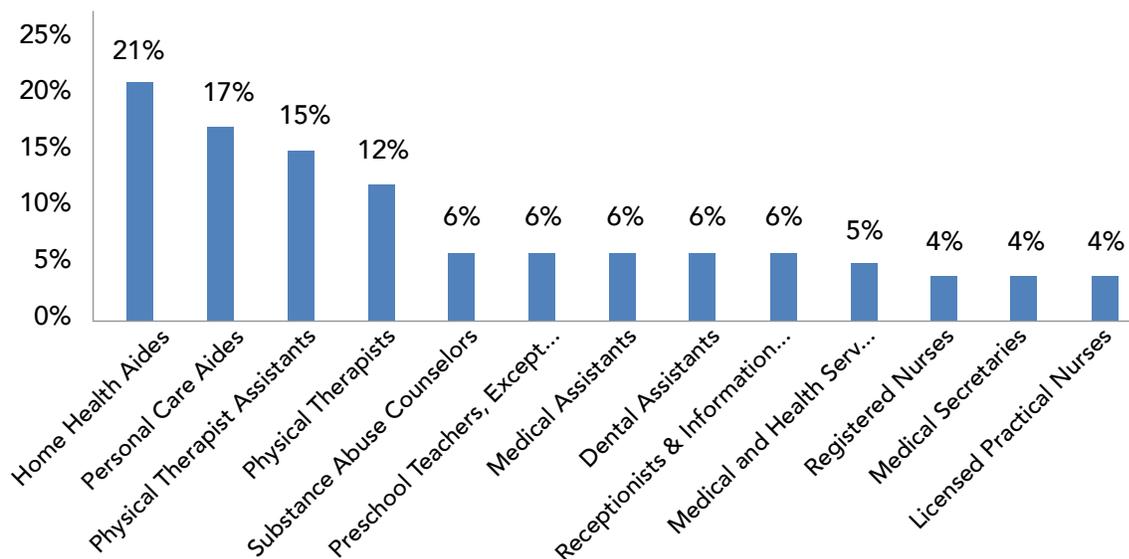
Health Care Industry Sector	Social Workers	Medical and Health Services Managers	Physical Therapists	Occupational Therapists	Total Health Care Industry Employment
Total Average Employment in MA	19,046	18,495	6,849	2,805	540,554
<b>Percentage Distribution by Health Care Sector</b>					
Ambulatory Care	15%	39%	54%	40%	34%
Hospitals	19%	50%	29%	40%	40%
Nursing and Residential Care	17%	11%	14%	15%	16%
Individual and Family Services	49%	0%	2%	6%	10%

As stated in the 2018 Southeastern Massachusetts Labor Market Blueprint, Registered Nurse represents the top occupation by indexed employer demand and projected to grow steadily by double digit percentages in all areas of the region. Nursing Assistances, Home Health Aides, Physical Therapists, Occupational Therapists, Personal Care Aides, and Phlebotomists are projected to show long term growth of greater than 10%, and in some cases approaching 35% in parts of the southeast region. (Department of Employment Assistance Long Term Occupation Projections from 2014 – 2024)

## Fastest Growing Health Care Occupations on the South Shore

SOC	Occupation	Percentage Increase	Median Hourly Earnings	Change (2018 - 2021)	Typical Entry Level Education	Work Experience Required	Typical On-The-Job Training
<b>South Shore - 22 Communities</b>							
31-1011	Home Health Aides	21%	\$14.24	387	High school diploma or equivalent	None	Short-term OJT
39-9021	Personal Care Aides	17%	\$13.43	802	High school diploma or equivalent	None	Short-term OJT
31-2021	Physical Therapists Assistants	15%	\$30.37	31	Associate's degree	None	None
29-1123	Physical Therapists	12%	\$41.85	70	Doctorate or Professional Degree	None	None
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	6%	\$21.20	55	Bachelor's degree	None	Internship/residency
25-2011	Preschool Teachers, Except Special Education	6%	\$16.39	55	Associate's degree	None	None
31-9092	Medical Assistants	6%	\$17.19	54	Postsecondary nondegree award	None	None
31-9091	Dental Assistants	6%	\$21.98	39	Postsecondary nondegree award	None	None
43-4171	Receptionists & Information Clerks	6%	\$14.23	39	High school diploma or equivalent	None	Short-term OJT
11-191	Medical and Health Service Managers	5%	\$49.81	31	Bachelor's degree	< 5 Years	None
29-1141	Registered Nurses	4%	\$37.85	110	Bachelor's degree	None	None
43-6013	Medical Secretaries	4%	\$18.80	62	High school diploma or equivalent	None	Moderate-term OJT
29-2061	Licensed Practical and Licensed Vocational Nurses	4%	\$26.59	41	Postsecondary nondegree award	None	None

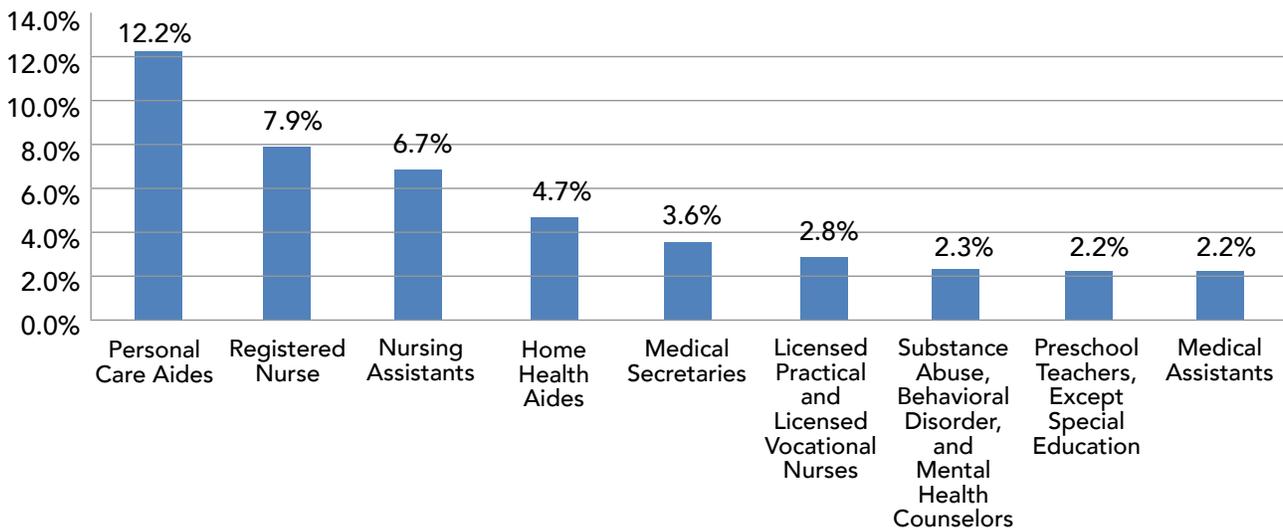
**Fastest Growing Health Care Occupations on the South Shore 2018 – 2021**



## Health Care Occupations with the Largest Percentage of Workers on the South Shore

SOC	Occupation	Employed in Industry (2018)	Employed in Industry (2021)	Change (2018 - 2021)	% Change (2018 - 2021)	% of Total Jobs in Industry (2018)	Median Hourly Earnings
<b>South Shore - 22 Communities</b>							
39-9021	Personal Care Aides	4,811	5,613	802	17%	12.2%	\$13.43
29-1141	Registered Nurses	3,137	3,247	110	4%	7.9%	\$37.85
31-1014	Nursing Assistants	2,639	2,656	17	1%	6.7%	\$15.02
31-1011	Home Health Aides	1,838	2,225	387	21%	4.7%	\$14.24
43-6013	Medical Secretaries	1,428	1,490	62	4%	3.6%	\$18.80
29-2061	Licensed Practical and Licensed Vocational Nurses	1,108	1,149	41	4%	2.8%	\$26.59
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	919	974	55	6%	2.3%	\$21.20
25-2011	Preschool Teachers, Except Special Education	869	924	55	6%	2.2%	\$16.39
31-9092	Medical Assistants	861	915	54	6%	2.2%	\$17.19

**Health Care Occupations with the Largest Percentage of Workers on the South Shore (2018)**



## Careers in Healthcare and Social Assistance

The Health Care Industry provides numerous career opportunities for individuals of all ages, skill levels and interests. A vast majority of the positions are directly related to patient care, however there are numerous career opportunities in a variety of non-health care specific disciplines.

The following is a list of the variety of Health Care Industry career opportunities.

### Direct Patient Care

Advanced Practice Nurse	Anesthesia Technician / Technologist
Anesthesiologist Assistant	Applied Behavior Analyst
Art Therapist	Athletic Trainer
Audiologist	Behavior Disorder Counselor
Certified Nursing Assistant	Chiropractor
Dance Therapist	Dental Assistant
Dental Hygienist	Dentist
EMT / Paramedic	Exercise Physiologists
Forensic Nurse	Genetic Counselor
Geriatric Care Manager	Health Educator
Health Psychologist	Hemodialysis Technician
Home Health Aide	Industrial-Organizational Psychologist
Integrative Health Care	Licensed Practical Nurse
Life Care Planner	Massage Therapist
Medical Assistant	Medical Laboratory Technician
Music Therapist	Nurse Manager
Nurse Practitioner	Nutritionist / Dietitian
Occupational Therapist	Occupational Therapy Assistant
Ophthalmologist	Perfusionist
Personal Trainer	Pharmacist
Pharmacist Assistant and Technician	Phlebotomist
Physical Therapist	Physical Therapy Assistant
Physician	Physician Assistant
Psychiatric Technician	Psychologist
Public Health Nurse	Radiation Therapist
Recreation Therapist	Registered Nurse
Respiratory Therapist	School Psychologist
Substance Abuse Counselors	Social Worker
Speech Pathologist	Surgical Technologist
Veterinary Technician	Veterinarian
Vocational Rehab Counselor	

### Imaging and Diagnostics

Cardiovascular Technologist	Chemistry QC Technician
Clinical Laboratory Technologist	Dental Laboratory Technician
Diagnostic Medical Sonographer	Diagnostic Molecular Scientist
EKG Technician	Histotechnologist
Medical Laboratory Technician	Microbiology Technician
MRI Technologist	Neurological Imaging
Nuclear Medicine Technologist	Pathologist
Pathologist Assistant	Phlebotomist
Process Development Associate	Radiology Technician

### Health Informatics / Business

Allied Health Manager	Cancer Registrar
Data Analyst	Health Care Administrator
Health Care Product Manager	Health Educator
Health Information Specialist	Health Information Technician
Health Services Manager	Hospital Administrator
Infection Control	Legal Nurse Consultant
Managed Care	Medical Administrative Assistant
Medical Biller Coder	Medical Illustrator
Medical Office Manager	Unit/Medical Secretary
Medical Transcriptionist	Medicare & Medical Careers
Nurse Manager	Nursing Quality Specialist
Public Health	Risk Manager
Social Worker	

### Research and Development

Bioinformatics Specialist	Biomedical Engineer
Biomedical Chemist	Biometrician
Biostatistician	Blood Bank Technology Specialist
Cytotechnologist	Epidemiologist
Forensic Science Technician	Geneticist
Public Health	Toxicologist
Validation Specialist	

### Health Care Facility Support

Biomedical Equipment technician	Hospital Maintenance Engineer
Industrial Hygienist	Medical Librarian

### Non-Health Care Support Occupations

Accountants / Payroll	Bookkeeping
Biomedical Engineers	Cooks
Cafeteria / Cashiers	Companion
Customer Service Representative	Development
Facilities Managers	Food Preparation
Graphic Design	Homemaker
Human Resource Manager	Human Resource Assistant
Information Technology Technicians	Maintenance
Marketing Director	Manufacturing Technician
Marketing Assistant	Media Specialist
Landscapers / Grounds Keepers	Programmer / Data-Reporting
Project Management	Public Relations Manager
Support Technicians	Transportation / Drivers
QC Documentation Manufacturing Technician	

Note: Brief Job Descriptions select occupations is located in Appendix 1 as part of the Southeastern MA Education and Workforce Resource.

## Health Care and Social Assistance Education Attainment

60% of workers in Healthcare and Social Assistance have some college or higher level of education in the Southeastern Massachusetts. While the total mix of workers by educational attainment has not changed significantly, the largest percentage increase has been in individuals with a high school degree or less. As a result, there are a variety of entry points into a health care career – whether an individual is a recent high school graduate or has completed industry specific training and/or earned postsecondary credits.



**60% of workers in Health Care and Social Assistance have some college or higher level of education in the Southeastern Massachusetts.**

### % distribution of the Workforce by Education Attainment in Southeastern MA

Education Attainment	Health Care Sector		
	2015	2018	Percent Change
No H.S. Diploma	8,360	9,945	19.4
H.S. Diploma / GED	20,446	22,160	8.4
Some College / Associates Degree	30,511	31,858	4.4
Bachelor's Degree	29,023	29,728	2.4
Education Attainment Not Available	9,514	9,622	1.1
Total	97,854	103,313	5.3

Source: US Census Longitudinal Employer-Household Dynamics: Quarterly Workforce Indicators, Q2 2015-2018

Southeast 2019 Data Package, MA Executive Office of Labor and Workforce Development

### Sub-BA Occupations Associated with Priority Industries in Southeastern MA

The Table on page 33 identifies occupations in the region that are in demand and provide sustainable living wages.

(4 and 5 Star Rankings are Occupations of highest demand and highest wages)

Occupation Title	Education Requirement	2018 Employment	STAR	Median Wage
Cardiovascular Technologists & Technicians	Associate's Degree	1,330	4	\$74,749
Dental Hygienists	Associate's Degree	5,360	4	\$77,799
Diagnostic Medical Sonographers	Associate's Degree	3,030	4	\$85,677
Physical Therapist Assistants	Associate's Degree	2,510	4	\$69,105
Radiologic Technologists	Associate's Degree	4,100	4	\$73,520
Respiratory Therapists	Associate's Degree	2,250	4	\$67,196
Dental Assistants	Postsecondary Non-Degree	7,580	4	\$44,599
HVAC Mechanics and Installers	Postsecondary Non-Degree	210	5	\$58,800
Lic. Practical & Lic. Vocational Nurses	Postsecondary Non-Degree	14,000	4	\$56,867
Medical Assistants	Postsecondary Non-Degree	13,300	4	\$37,367
Medical Records and Information Technicians	Postsecondary Non-Degree	4,220	4	\$46,566
Phlebotomists	Postsecondary Non-Degree	3,320	4	\$38,880
Bookkeeping, Accounting and Audit Clerks	Some College, No Degree	4,110	4	\$42,715
Computer User Support Specialists	Some College, No Degree	820	4	\$53,219

Source: BLS, Occupation Employment Statistics, Burning Glass 2019  
Southeast 2019 Data Package, MA Executive Office of Labor and Workforce Development



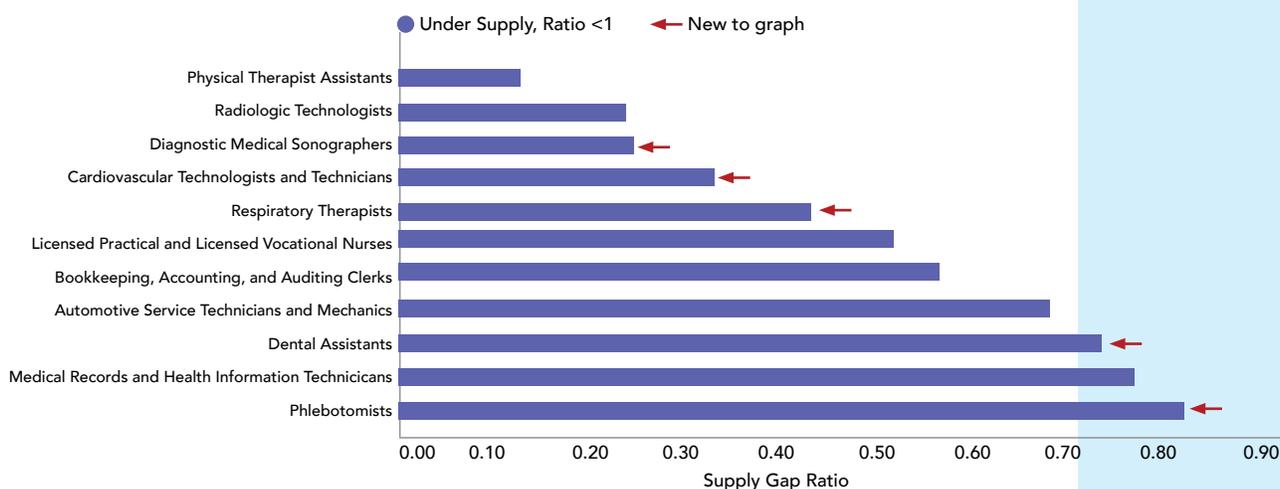
**One of the challenges identified in developing a talent pipeline for this industry is affected by limited training and education capacity in the region for certain occupations.**

One of the challenges identified in developing a talent pipeline for this industry is affected by limited training and education capacity in the region for certain occupations. For example, there is only one Associate's Degree program in Radiologic Technology in the southeast region. Additionally, there are a limited number of slots in Registered Nurse degree programs due to lack of teaching capacity and clinical sites. These limitations are occurring against the backdrop of ongoing changes in the health care industry. There is a trend for increased demand for services - forcing providers to move toward redesigned primary care models and away from acute hospital utilization.

The projected occupational growth in each of the four Southeastern workforce development area reveals a concentration of health care occupations among the fastest growing jobs. This includes occupations at both the entry and advanced levels.

### More Openings than Qualified: Regional Sub-BA Occupations, 4+ Stars

At the sub-BA level, a number of 4- and 5-star occupations do not have enough regional supply to meet employer demand.

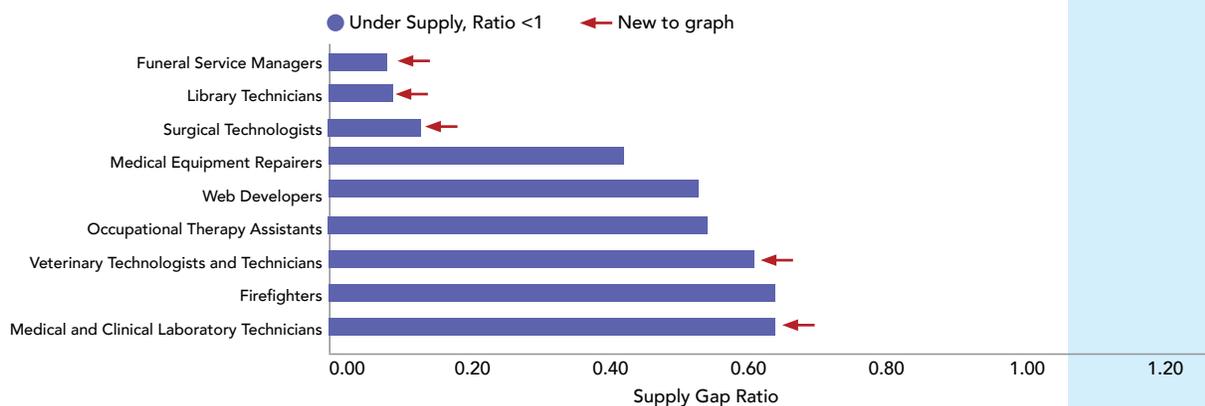


4- and 5-star occupations requiring a postsecondary non-degree award, some college, or an Associate's degree.

Source: OES Projections 2016-2026, OES Projections 2018-2020, Burning Glass 2019, iPEDS, Massachusetts Department of Higher Education, Department of Unemployment Assistance

### More Openings than Qualified: Regional Sub-BA Occupations, 3 Stars

At the sub-BA level, a number of 3-star occupations do not have enough regional supply to meet employer demand

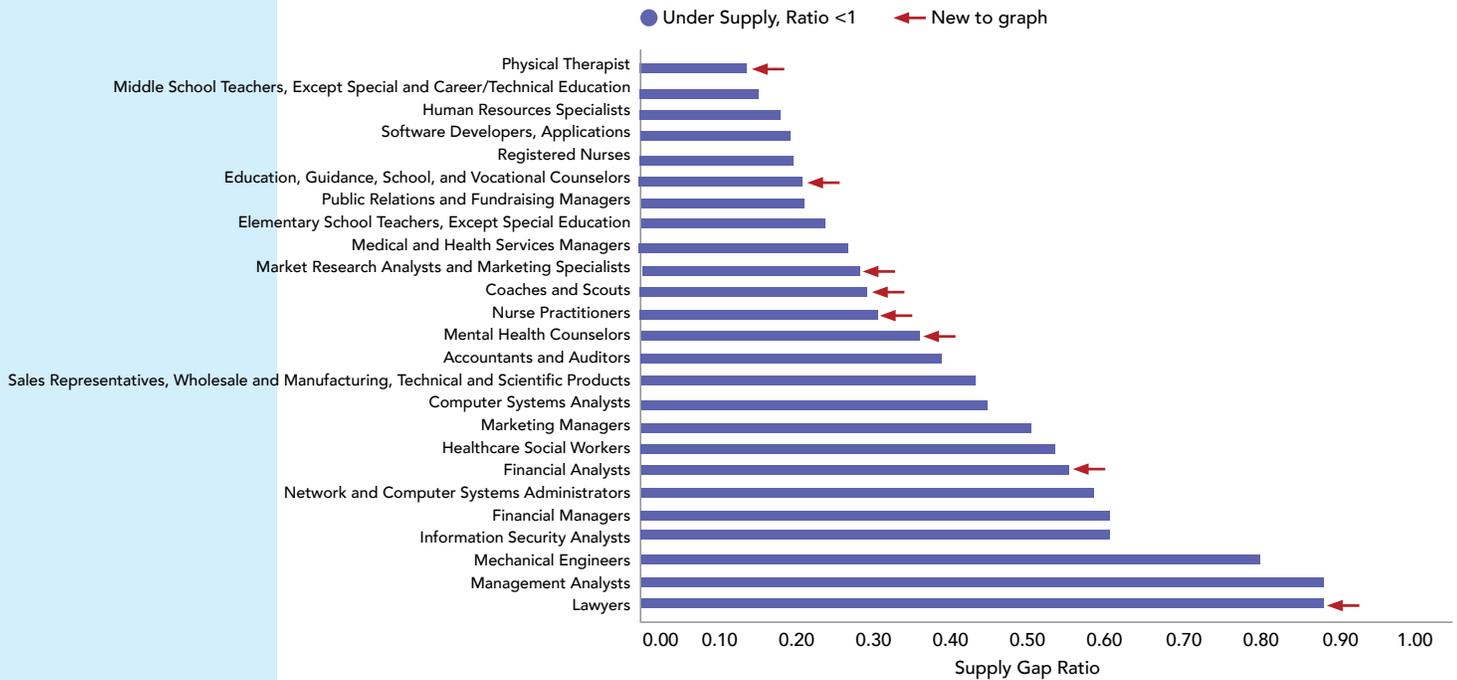


3-star occupations requiring a postsecondary non-degree award, some college, or an Associate's degree.

Source: OES Projections 2016-2026, OES Projections 2018-2020, Burning Glass 2019, iPEDS, Massachusetts Department of Higher Education, Department of Unemployment Assistance

## More Openings than Qualified: State BA+ Occupations

At the BA+ level, there are a number of 4- and 5-star occupations for which demand exceeds the supply of qualified individuals statewide



4- and 5-star occupations requiring a Bachelor's degree or higher. Demand Index 100+ only.

Occupations new to the graph may have previously had a supply gap ratio >1, a star ranking <4, or demand index <100 Source: OES Projections 2016-2026, OES Projections 2018-2020, Burning Glass 2019, iPEDS, Massachusetts Department of Higher Education, Department of Unemployment Assistance

The Health Care and Social Assistance Sector is marked by strong career pathway opportunities with accessible entry points. Strong employer engagement within this industry is evident with sector partnerships in place within the region with workforce development and education participation already in place.

Career ladder entry points in the southeast can be accessed in positions that are entry-level and in some cases require no formal credential. While offering a wage that may be at or below the region's median, these occupations offer an entry point to viable career ladder opportunities. The Health Care Sector features numerous career ladder opportunities below the 4 and 5 star Demand Ratings.

For example, Nursing Assistant/Patient Care Aides offers a strong career ladder in the Southeast with opportunities for substantial increased wages over time

Position	Education Requirement	Median Wage in Southeast
Nursing Assistant	Non-Degree Certification	\$ 28,263
Licensed Practical Nurse	Post-Secondary Non-Degree	\$ 54,209
Registered Nurse	Associate's/Bachelor's Degree	\$ 77,476
Nurse Practitioners	Master's Degree	\$102,041

The following is a listing of health care occupations with significant long-term growth projections.

Title	Long Term Projected Growth	Average Annual Wage
Home Health Aides	31.6%	\$ 27,675
Nurse Practitioners	28.7%	\$102,041
Occupational Therapy Assistants	27.8%	\$ 59,160
Physical Therapy Assistants	27.7%	\$ 58,469
Physical Therapists	24.1%	\$ 82,397
Personal Care Aides	19.5%	\$ 27,236

Improved public awareness and education regarding the career pathway opportunities are essential if the industry is to attract the workforce to meet future projections to address the health care needs of the region.



**Improved public awareness and education regarding the career pathway opportunities are essential if the industry is to attract the workforce to meet future projections to address the health care needs of the region.**

## Education Opportunities in Health Care on the South Shore

	Cape Cod Community College	Curry College	Eastern Nazarene College	Fisher College Brockton Hospital School of Nursing	Labouré College
Athletic Trainers					
Dietitians and Nutritionists					
Exercise Physiologists					
Early Education	•	•			
EMT's and Paramedics		•			
Dental Assistants					
Dental Hygienists	•				
Health Care Prep			•		
Home Health Aides and/or Personal Care Aides			•		
Licensed Practical Nurses and Licensed Vocational Nurses					
Medical Assistants					
Medical and Clinical Laboratory Technologists and Technicians					
Medical Interpreter	•				
Medical Records and Health Information Technicians					
Medical Transcriptionists					
Nursing Assistants				•	
Pharmacy Technicians					
Phlebotomists					
Physical Therapist Assistants and Aides		•			
Radiologic and MRI Technologists					•
Registered Nurses	•	•		•	•
Recreational Therapists		•			
Respiratory Therapists					
Social Work			•		
Speech-Language Pathologists	•				
Surgical Technologists					
Veterinary Assistants and Laboratory Animal Caretakers					







## **SECTION IV**

### **Industry Challenges**



## Section IV

### Health Care & Social Assistance Industry Challenges

- ▶ Low paying entry level positions deter individuals from entering into the industry, limiting the development of a pipeline of workers to enter viable health care career pathways.
- ▶ Limited education and training programs to meet the projected demand of high growth health care occupations in the region.
- ▶ Minimal information is available that clearly defines the many sustainable and accessible career pathway opportunities available in health care.
- ▶ The region has limited information and limited promotional programs depicting the many different occupations/careers available beyond direct care positions in health care.
- ▶ Limited promotion and awareness of the personal side of a health care career and the invaluable impact a health care worker can have on a person or family.
- ▶ Limited Health Care Apprenticeship Opportunities in the region to introduce health care careers to individuals interested in exploring the profession.
- ▶ Higher salaries in Boston are attracting health care workers from the South Shore – further reducing the available labor force in the region.
- ▶ Population trends in Southeastern MA predict that 24% of the region's population will be over the age of 65 by 2035, compared to 14% in 2010. This is expected to significantly add to the demand for health care services and the necessary workforce to meet the needs.
- ▶ Limited public transportation within the southern portion of the region reduces accessibility to health care employment opportunities to meet the increasing demand of home health care services.







# Section V

## Actions Items

### Action Items designed to support the Health Care Industry in the South Shore

The outlook for health care in Massachusetts overall is very positive; however, there are some challenges to consider moving forward. The MassHire South Shore Workforce Board is poised to help health care companies in the South Shore and greater Southeastern Massachusetts gain a competitive edge, not only in the region, but in the state as well.

The action items below are informed by state and regional data, industry findings and best practices noted industry wide. These items should be considered in the effort to build a well-trained and stable incumbent workforce, as well as develop a pipeline of health care workers to meet the demands of the industry throughout the South Shore.

#### Action Items:

1. **Market the Health Care & Social Assistance Industry Sector as a dynamic, technical, and innovative sector with viable and accessible career pathway opportunities.**

*A strategic marketing campaign should focus on the meaningful and diverse careers available in health care, and not just clinical direct care positions. This campaign should capture innovative strategies in promoting health care occupations, as well as the diverse, challenging, and changing landscape of job opportunities available in the health care & personal care sector today. Many people obtain a job in human services seeking a career that provides satisfaction knowing their work improves the lives of others. Messaging should highlight that a health care occupation often brings a sense of joy and accomplishment working toward a greater good.*

2. **Collect and maintain quality data on the Health Care and Social Service industry trends.**

*Having quality and effective data on hand is critical to ensure industry leaders remain abreast of the health care and social service trends regionally, state-wide, nationally and internationally. Data will help guide companies during their decision-making process as they plan future growth needs to meet the demands of an aging population and their respective health care needs.*

3. **Collaborate and partner with educational institutions in the South Shore and greater region to build and sustain a skilled and well-trained talent pipeline.**

*A significant body of research suggests that only through stackable, industry-developed credentials can health care companies ensure that they will have an efficient supply of qualified and trained workers for the future. Industry partners may begin working with schools and colleges in an Advisory Board capacity, recommending courses of study or curricular changes so that students have the necessary skills for health care; however, the industry must also consider being invested, in both time and funding, in creating real pathways to actual jobs. By working directly with educational institutions, the health care industry has the ability to arrange or update programs for their near-immediate needs, especially at the Community College level. Stackable credentials like the following should be considered:*

- ▶ *Non-credit workforce training (workshops, courses, certificates) to get candidates familiar with the health care sector, or workshops and trainings on specific health care occupations or subsectors.*
- ▶ *For-credit certificates to facilitate deeper understanding about the specific health care sectors.*
- ▶ *Associate Degrees with ample coursework in Science, Mathematics, the Liberal Arts, and Business for mid-level positions.*

- ▶ Bachelor's Degrees with a deep focus on industry standards, processes, and technological literacy.
- ▶ Advanced degrees with content based largely on health care subsector needs.

**4. Utilize the help of regional and community industry partners to share ideas and collaborate on a regional health care strategy through a South Shore Health Care Sector Strategy Advisory Group.**

*Establish and maintain a South Shore Health Care Advisory Group to guide the design, development and implementation of programs, resources and initiatives to support the needs of health care providers in the region. When health care sectors and individual health care companies come together to collaborate, share information, and move toward a shared goal, the industry in the region can flourish. Evidence suggests that when health care industry leaders collaborate and align their strategic plans in services and workforce growth, they are more effective in creating political capital as well as a more powerful and effective regional educational focus. This will ensure that the needs of health care companies are considered in regional and state legislation, and that a curriculum aligned with industry needs is standardized across the region.*

**5. Maintain open communication and collaboration with regional, state and national public, private and non-profit entities.**

*Ensure available resources and services are continuously brought to the region's health care providers, and support their growth and development through training, education, funding, marketing and innovative and streamlined research, development and service delivery processes.*

**6. Work with industry partners to address the current and future needs to expand and sustain the Home Health Aide workforce.**

*The Massachusetts Home Care Aide Council predicts that the Home Health Aid workforce will need to grow by 32% by 2024 to meet the demands of an aging population. The Home Health Aide occupation provides a gateway to a variety of other health care occupations. A dedicated effort needs to be established to increase recruitment and improved retention in this occupation. According to the Massachusetts Home Care Aide Council this can be accomplished through establishing more low cost / free training programs, providing enhanced support to trainees, recruit younger and non-traditional workers into the field, increase wages and improve benefits, and help HHA workers balance their personal and work life challenges that threaten their ability to remain on the job.*

**7. Establish programs, events and initiatives across the South Shore region to promote the Health Care & Social Assistance industry and the viable career pathway opportunities.**

*Create interactive and informational presentations on the Health Care industry that can be presented at area primary and secondary schools, adult basic education programs, and the MassHire South Shore Career Centers. Provide communication platforms that effectively promotes health care & social assistance careers, and create easily accessible connections to link individuals interested in a health care career with the positions that are available. Programs and initiatives will consist of health care specific career fairs, health care industry specific newsletters, proactive announcements on social media and on-line based mediums to promote health care career opportunities. Additionally, it will be important to conduct regular information sessions at the MassHire South Shore Career Center locations.*

**8. Expand the regions offering of health care training programs and resources.**

*Work collectively with education institutions and industry partners across the region to create and sustain health care training programs through public and private grants and other associated investment opportunities as appropriate.*





## **SECTION VI**

### **Concluding Statement**



## Section VI

### Concluding Statement

The Health Care and Social Assistance sector is thriving on the South Shore of Massachusetts. Career opportunities are abundant in a wide-variety of health care occupations, and industry leaders continue to proactively collaborate to maintain a successful and expanding health care and social assistance sector in the region. However, the low supply of health care workers is quickly becoming the biggest challenge to meeting patient care demand. By 2024 the Health Care industry is predicted to have a labor shortage of 43,000 workers across the Commonwealth of Massachusetts. Although health care providers continue to make quality patient care their main priority, they are cognizant of the fact that a proactive approach is necessary to address workforce shortages and fluctuations that will impact the future delivery of quality and accessible care.

Data reveals that the skills gap in the health care sector will continue if not addressed at a regional and state level. Demand for health care workers will be deepened by the wave of retirements among health care practitioners. For example, more than 100,000 physicians will be leaving their full-time positions for retirement through 2030. The retirement wave not only intensifies the shortage of practitioners but also impends the loss of knowledgeable, seasoned health care practitioners. The retirement wave creates a mounting quantity of hard-to-fill openings in the health care workforce.

In addition to the high number of current health care employees retiring in the next decade, there will be a higher percentage of individuals utilizing available health care resources as a result of an aging population. US Census Bureau has determined the number of people over 65 will grow from 43 million in 2012 to 84 million in 2050. Individuals over age 65 experience a higher demand for healthcare services, averaging three times as many hospital days per admission, compared to the general population. Individuals over the age of 75 are more likely to employ skilled nursing and assisted living services. In Southeastern MA it is estimated that 24% of the region's population will be over the age of 65 by 2035, compared to 14% in 2010. More than two of three older Americans have multiple chronic conditions, requiring multifaceted health care support. It is clear that an aging population will strain the direct care workforce if the skills gap is not met.

The health care field is growing rapidly, and health care careers have a unique combination of mobility and job security. 19% of all workers in the South Shore region work in Health Care and Social Assistance, representing the largest industry cluster within the region. The industry is projected to add 5,000 new workers on the South Shore by 2025, and close to 18,000 new health care positions have been established in Southeastern Massachusetts since 2012.

The development and sustainability of the workforce on the South Shore is also greatly impacted by the workforce needs and demands of the Boston Metropolitan Area. The Boston region is projected to create approximately 5,700 new health care jobs by 2025, with higher wage opportunities for numerous clinical and non-clinical occupations. In fact, the average wage and standard benefit package for a mid-career health care worker in Boston is currently \$102,869, which is significantly more than the \$60,696 average health care wage and benefit package on the South Shore. Health care providers on the South Shore must recognize that they not only compete with other industries within the region for a talented workforce, but the attractive health care employment opportunities in the City of Boston as well.

Although there are many challenges, the good news is that the South Shore Health Care and Social Assistance sector is on a path to enduring great success. Strategic initiatives for training and cross-sector collaborations are establishing the South Shore as a premier location for the health care industry to grow and expand. The region is benefiting from pro-active and dynamic sector leadership that is working collaboratively to build a skilled workforce that will ensure quality and assessible health care for all to benefit from. Partnering with the Baker-Polito Administrations Health Care Collaborative, as well as initiatives through the Southeastern MA Regional Planning Team, will ensure the alignment of programs, resources and services to maximize opportunities to build and sustain a strong workforce.

The Health Care and Social Assistance Sector is the largest industry sector on the South Shore in terms of the number of individuals employed, gross wages when compared with all industries in the region, and the projected occupation growth over the next ten years. Through the continuation of proactive and collaborative workforce development initiatives by the Health Care Advisory Group of the MassHire South Shore Workforce Board and Sector Partners, the region will remain well positioned as a location to obtain high quality and accessible health care services.





# APPENDIX

## Education Resources

Appendix:  
Southeastern MA Education and Workforce Resource





# Appendix

## **Southeastern MA Education and Workforce Resource**

Created By: Bridgewater State University &  
MassHire Greater Brockton Workforce Board

### **Health Care Occupation Descriptions**



**Institute for Policy Analysis  
And Regional Engagement  
(IPARE)**



**GREATER BROCKTON  
WORKFORCE BOARD**

**At the  
Center for Workforce Development**

## Health Care Occupations

	JOB SUMMARY	ENTRY-LEVEL EDUCATION
<a href="#">Athletic Trainers</a>	Athletic trainers specialize in preventing, diagnosing, and treating muscle and bone injuries and illnesses.	Bachelor's degree
<a href="#">Audiologists</a>	Audiologists diagnose, manage, and treat a patient's hearing, balance, or ear problems.	Doctoral or professional degree
<a href="#">Chiropractors</a>	Chiropractors treat patients with health problems of the neuromusculoskeletal system, which includes nerves, bones, muscles, ligaments, and tendons. They use spinal adjustments and manipulation, as well as other clinical interventions, to manage patients' health concerns, such as back and neck pain.	Doctoral or professional degree
<a href="#">Dental Assistants</a>	Dental assistants perform many tasks, ranging from providing patient care and taking x rays to recordkeeping and scheduling appointments. Their duties vary by state and by the dentists' offices where they work.	Postsecondary non-degree award
<a href="#">Dental Hygienists</a>	Dental hygienists' clean teeth, examine patients for signs of oral diseases such as gingivitis and provide other preventive dental care. They also educate patients on ways to improve and maintain good oral health.	Associate degree
<a href="#">Dentists</a>	Dentists diagnose and treat problems with patients' teeth, gums, and related parts of the mouth. They provide advice and instruction on taking care of the teeth and gums and on diet choices that affect oral health.	Doctoral or professional degree
<a href="#">Diagnostic Medical Sonographers and Cardiovascular Technologists and Technicians, Including Vascular Technologists</a>	Diagnostic medical sonographers and cardiovascular technologists and technicians, including vascular technologists, also called diagnostic imaging workers, operate special imaging equipment to create images or to conduct tests. The images and test results help physicians assess and diagnose medical conditions.	Associate degree
<a href="#">Dietitians and Nutritionists</a>	Dietitians and nutritionists are experts in the use of food and nutrition to promote health and manage disease. They advise people on what to eat in order to lead a healthy lifestyle or achieve a specific health-related goal.	Bachelor's degree
<a href="#">EMTs and Paramedics</a>	Emergency medical technicians (EMTs) and paramedics care for the sick or injured in emergency medical settings. People's lives often depend on the quick reaction and competent care provided by these workers. EMTs and paramedics respond to emergency calls, performing medical services and transporting patients to medical facilities.	Postsecondary non-degree award
<a href="#">Exercise Physiologists</a>	Exercise physiologists develop fitness and exercise programs that help patients recover from chronic diseases and improve cardiovascular function, body composition, and flexibility.	Bachelor's degree
<a href="#">Genetic Counselors</a>	Genetic counselors assess individual or family risk for a variety of inherited conditions, such as genetic disorders and birth defects. They provide information and support to other healthcare providers, or to individuals and families concerned with the risk of inherited conditions.	Master's degree
<a href="#">Home Health Aides and Personal Care Aides</a>	Home health aides and personal care aides help people with disabilities, chronic illnesses, or cognitive impairment by assisting in their daily living activities. They often help older adults who need assistance. In some states, home health aides may be able to give a client medication or check the client's vital signs under the direction of a nurse or other healthcare practitioner.	High school diploma or equivalent

	JOB SUMMARY	ENTRY-LEVEL EDUCATION
<a href="#"><u>Licensed Practical and Licensed Vocational Nurses</u></a>	Licensed practical nurses (LPNs) and licensed vocational nurses (LVNs) provide basic nursing care. They work under the direction of registered nurses and doctors.	Postsecondary non-degree award
<a href="#"><u>Massage Therapists</u></a>	Massage therapists treat clients by using touch to manipulate the muscles and other soft tissues of the body. With their touch, therapists relieve pain, help heal injuries, improve circulation, relieve stress, increase relaxation, and aid in the general wellness of clients.	Postsecondary non-degree award
<a href="#"><u>Medical and Clinical Laboratory Technologists and Technicians</u></a>	Medical laboratory technologists (commonly known as medical laboratory scientists) and medical laboratory technicians collect samples and perform tests to analyze body fluids, tissue, and other substances.	
<a href="#"><u>Medical Assistants</u></a>	Medical assistants complete administrative and clinical tasks in the offices of physicians, hospitals, and other healthcare facilities. Their duties vary with the location, specialty, and size of the practice.	Postsecondary non-degree award
<a href="#"><u>Medical Records and Health Information Technicians</u></a>	Medical records and health information technicians, commonly referred to as health information technicians, organize and manage health information data. They ensure that the information maintains its quality, accuracy, accessibility, and security in both paper files and electronic systems. They use various classification systems to code and categorize patient information for insurance reimbursement purposes, for databases and registries, and to maintain patients' medical and treatment histories.	Postsecondary non-degree award
<a href="#"><u>Medical Transcriptionists</u></a>	Medical transcriptionists, sometimes referred to as healthcare documentation specialists, listen to voice recordings that physicians and other healthcare workers make and convert them into written reports. They also may review and edit medical documents created using speech recognition technology. Transcriptionists interpret medical terminology and abbreviations in preparing patients' medical histories, discharge summaries, and other documents.	Postsecondary non-degree award
<a href="#"><u>Nuclear Medicine Technologists</u></a>	Nuclear medicine technologists prepare radioactive drugs and administer them to patients for imaging or therapeutic purposes.	Associate degree
<a href="#"><u>Nurse Anesthetists, Nurse Midwives, and Nurse Practitioners</u></a>	Nurse anesthetists, nurse midwives, and nurse practitioners, also referred to as advanced practice registered nurses (APRNs), coordinate patient care and may provide primary and specialty healthcare. The scope of practice varies from state to state.	Master's degree
<a href="#"><u>Nursing Assistants and Orderlies</u></a>	Nursing assistants, sometimes called nursing aides, help provide basic care for patients in hospitals and residents of long-term care facilities, such as nursing homes. Orderlies transport patients and clean treatment areas.	
<a href="#"><u>Occupational Health and Safety Specialists and Technicians</u></a>	Occupational health and safety specialists and technicians collect data on and analyze many types of work environments and work procedures. Specialists inspect workplaces for adherence to regulations on safety, health, and the environment. Technicians work with specialists in conducting tests and measuring hazards to help prevent harm to workers, property, the environment, and the general public.	

	JOB SUMMARY	ENTRY-LEVEL EDUCATION
<a href="#">Occupational Therapists</a>	Occupational therapists treat injured, ill, or disabled patients through the therapeutic use of everyday activities. They help these patients develop, recover, improve, as well as maintain the skills needed for daily living and working.	Master's degree
<a href="#">Occupational Therapy Assistants and Aides</a>	Occupational therapy assistants and aides help patients develop, recover, improve, as well as maintain the skills needed for daily living and working. Occupational therapy assistants are directly involved in providing therapy to patients; occupational therapy aides typically perform support activities. Both assistants and aides work under the direction of occupational therapists.	
<a href="#">Opticians</a>	Opticians help fit eyeglasses and contact lenses, following prescriptions from ophthalmologists and optometrists. They also help customers decide which eyeglass frames or contact lenses to buy.	High school diploma or equivalent
<a href="#">Optometrists</a>	Optometrists examine the eyes and other parts of the visual system. They also diagnose and treat visual problems and manage diseases, injuries, and other disorders of the eyes. They prescribe eyeglasses or contact lenses as needed.	Doctoral or professional degree
<a href="#">Orthotists and Prosthetists</a>	Orthotists and prosthetists design and fabricate medical supportive devices and measure and fit patients for them. These devices include artificial limbs (arms, hands, legs, and feet), braces, and other medical or surgical devices.	Master's degree
<a href="#">Pharmacists</a>	Pharmacists dispense prescription medications to patients and offer expertise in the safe use of prescriptions. They also may conduct health and wellness screenings, provide immunizations, oversee the medications given to patients, and provide advice on healthy lifestyles.	Doctoral or professional degree
<a href="#">Pharmacy Technicians</a>	Pharmacy technicians help pharmacists dispense prescription medication to customers or health professionals.	High school diploma or equivalent
<a href="#">Phlebotomists</a>	Phlebotomists draw blood for tests, transfusions, research, or blood donations. Some explain their work to patients and provide assistance when patients have adverse reactions to drawn blood.	Postsecondary non-degree award
<a href="#">Physical Therapist Assistants and Aides</a>	Physical therapist assistants, sometimes called PTAs, and physical therapist aides work under the direction and supervision of physical therapists. They help patients who are recovering from injuries and illnesses regain movement and manage pain.	
<a href="#">Physical Therapists</a>	Physical therapists, sometimes called PTs, help injured or ill people improve their movement and manage their pain. These therapists are often an important part of the rehabilitation, treatment, and prevention of patients with chronic conditions, illnesses, or injuries.	Doctoral or professional degree
<a href="#">Physician Assistants</a>	Physician assistants, practice medicine on teams with physicians, surgeons, and other healthcare workers. They examine, diagnose, and treat patients.	Master's degree
<a href="#">Physicians and Surgeons</a>	Physicians and surgeons diagnose and treat injuries or illnesses. Physicians examine patients; take medical histories; prescribe medications; and order, perform, and interpret diagnostic tests. They counsel patients on diet, hygiene, and preventive healthcare. Surgeons operate on patients to treat injuries, such as broken bones; diseases, such as cancerous tumors; and deformities, such as cleft palates.	Doctoral or professional degree
<a href="#">Podiatrists</a>	Podiatrists provide medical and surgical care for people with foot, ankle, and lower leg problems. They diagnose illnesses, treat injuries, and perform surgery involving the lower extremities.	Doctoral or professional degree

	JOB SUMMARY	ENTRY-LEVEL EDUCATION
<a href="#">Psychiatric Technicians and Aides</a>	Psychiatric technicians and aides care for people who have mental illness and developmental disabilities. Technicians typically provide therapeutic care and monitor their patients' conditions. Aides help patients in their daily activities and ensure a safe, clean environment.	
<a href="#">Radiation Therapists</a>	Radiation therapists treat cancer and other diseases in patients by administering radiation treatments.	Associate degree
<a href="#">Radiologic and MRI Technologists</a>	Radiologic technologists, also known as radiographers, perform diagnostic imaging examinations, such as x rays, on patients. MRI technologists operate magnetic resonance imaging (MRI) scanners to create diagnostic images.	Associate degree
<a href="#">Recreational Therapists</a>	Recreational therapists plan, direct, and coordinate recreation-based treatment programs for people with disabilities, injuries, or illnesses. These therapists use a variety of modalities, including arts and crafts; drama, music, and dance; sports and games; aquatics; and community outings to help maintain or improve a patient's physical, social, and emotional well-being.	Bachelor's degree
<a href="#">Registered Nurses</a>	Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, provide patient advice.	Bachelor's degree
<a href="#">Respiratory Therapists</a>	Respiratory therapists care for patients who have trouble breathing—for example, from a chronic respiratory disease, such as asthma or emphysema. Their patients range from premature infants with undeveloped lungs to elderly patients who have diseased lungs. They also provide emergency care to patients suffering from heart attacks, drowning, or shock.	Associate degree
<a href="#">Speech-Language Pathologists</a>	Speech-language pathologists (sometimes called speech therapists) assess, diagnose, treat, and help to prevent communication and swallowing disorders in children and adults. Speech, language, and swallowing disorders result from a variety of causes, such as a stroke, brain injury, hearing loss, developmental delay, Parkinson's disease, a cleft palate, or autism.	Master's degree
<a href="#">Surgical Technologists</a>	Surgical technologists, also called operating room technicians, assist in surgical operations. They prepare operating rooms, arrange equipment, and help doctors during surgeries.	Postsecondary non-degree award
<a href="#">Veterinarians</a>	Veterinarians care for the health of animals and work to improve public health. They diagnose, treat, and research medical conditions and diseases of pets, livestock, and other animals.	Doctoral or professional degree
<a href="#">Veterinary Assistants and Laboratory Animal Caretakers</a>	Veterinary assistants and laboratory animal caretakers care for animals by performing routine tasks under the supervision of scientists, <a href="#">veterinarians</a> , and <a href="#">veterinary technologists and technicians</a> .	High school diploma or equivalent
<a href="#">Veterinary Technologists and Technicians</a>	Veterinary technologists and technicians perform medical tests under the supervision of a licensed <a href="#">veterinarian</a> to assist in diagnosing the injuries and illnesses of animals.	Associate degree

