

Healthcare Industry in Maricopa County, Arizona

“This is how most stories end in the hospital. Not with crash carts and sirens and electric shocks to the chest, but with an empty room, a crisp white bed, silence.”

— Jacob M. Appel

“You may not appreciate the presence of good health, but you will definitely regret the absence of good health, because health is happiness.”

— Amit Kalantri

“As a nurse, we have the opportunity to heal the heart, mind, soul, and body of our patients, their families, and ourselves. They may not remember your name but they will never forget the way you made them feel.”

– Maya Angelou

He who has health, has hope; and he who has hope, has everything.

– Thomas Carlyle

Tolleson Union High School District career and technical education: *focusing on the future, today*

Healthcare Overview

In 2014, the healthcare industry in the U.S. generated \$3.09 trillion, projected to reach \$3.17 trillion in just the next three years. The industry will continue to be one of the highest growth industries in the country, as the population ages – and lives longer – and the demand for healthcare increases.ⁱ Even during the Great Recession while other industry sectors lost jobs, healthcare continued to grow rapidly.ⁱⁱ

Opportunities in healthcare professions range over such a broad array of occupations and environments that no mere list could possibly capture the opportunities. Are you interested in direct patient care, administration, research, biotechnology, or health informatics? Do you want to work in a hospital, clinic, nursing home, laboratory, government, education, or the military? Whether you want to make a difference at the beginning of life or the end of life or any stage in between, you’ll find a niche in healthcare in a wide variety of occupations and environments.

Healthcare in the U.S.:

- Growthⁱⁱⁱ
 - Steady growth for each of the last 9 years
 - \$1.3 trillion industry in 2006
 - \$1.9 trillion industry in 2013
- Income^{iv}
 - \$554 billion industry in 2003
 - \$903 billion industry in 2013

Healthcare in Arizona:

- Growth^v

- Steady growth for each of the last 10 years
- \$10.8 billion industry in 2003
- \$20.5 billion industry in 2012
- Full-time and part-time employment^{vi}
 - 253,502 jobs in 2003
 - 367,493 jobs in 2013
- Income^{vii}
 - \$9.03 million in 2003
 - \$17.7 million in 2013

Healthcare in Maricopa County:

- GDP in the Phoenix area^{viii}
 - \$4.8 billion in 2003
 - \$14.6 billion in 2013
- Full-time and part-time employment^{ix}
 - 159,485 jobs in 2003
 - 243,481 jobs in 2013
- Income^x
 - \$6.1 million in 2010
 - \$12.3 million in 2013

Top 5 healthcare occupations^{xi} with annual salary by experience (PayScale.com)		
Occupation	Experience	
	Less than 5 years	5 – 10 years
Medical and health service managers	\$54,502	\$58,913
Physicians, general practice	\$140,013	\$148,920
Medical secretaries	\$29,097	\$31,463
Maids and housekeeping cleaners (hospital)	\$20,218	\$21,258
Food servers (hospital)	\$20,603	\$25,013

Top 5 non-physician patient care occupations^{xii} with annual salary by experience (PayScale.com)		
Occupation	Experience	
	Less than 5 years	5 – 10 years
Registered nurses	\$54,100	\$59,539
Licensed practical or licensed vocational nurses	\$41,334	\$44,586
Medical assistants	\$27,962	30,369
Nurse practitioners	\$87,239	\$92,331
Certified respiratory therapists	\$45,344	\$50,893

Major Healthcare Employers in Maricopa County

Major Healthcare Employers in Maricopa County Arizona ^{xiii,} _{xiv}	
PMH Health Services Network	Neurological Physicians of Arizona
Brookdale-Plaza Del Rio Care Center	Good Samaritan Society - Good Shepherd
Banner Health Systems	St. Luke’s Medical Center
Phoenix Baptist Hospital	Pediatrix
Honor Health	Phoenix Children’s Hospital
CORE Institute	Sonora Quest Laboratories
Dignity Health	Mayo Clinic and Mayo Hospital

Top Five Healthcare Employers

Banner Health Systems is one of the largest nonprofit hospital systems in the U.S. It resulted from the 1999 merger of Samaritan Health System and Lutheran Health System. Headquartered in Phoenix, it has locations in seven states as well as a partnership with the University of Arizona Medical Center. Banner Health employs more than 39,000 staff members, and includes 28 hospitals. It provides general and specialty services; inpatient, outpatient, and urgent care; medical education and professional development; and research.^{xv}

The **Mayo Clinic** in Scottsdale provides general and specialty care through outpatient surgery, laboratory services, diagnostic testing, imaging, and pharmacy services. It also offers cancer education and engages in a wide array of medical research. The **Mayo Hospital** in Phoenix is the first hospital the Mayo Clinic designed and built. It has 268 beds, 21 operating rooms, an emergency room, a transplant center, a clinical laboratory, and diagnostic facilities. The Mayo Hospital campus also houses the Mayo Clinic Specialty Building, which provides a variety of outpatient specialty services.^{xvi}

Sonora Quest Laboratories are sub-contracted facilities of Laboratory Sciences of Arizona, and integrated with Banner Health, Quest Diagnostics, and Palo Verde Laboratory to provide service to more than 7000 clients, performing more than 75,000 diagnostic tests per day, including routine and specialty testing, along with esoteric testing (Quest Diagnostics) and cytogenetic studies (Palo Verde Laboratories). They employ more than 2800 staff members throughout Arizona.^{xvii}

Phoenix Children’s Hospital includes 385 beds and employs a medical staff of almost 1000 pediatric specialists and more than 4000 staff members, with satellite locations in six area cities. The hospital provides inpatient, outpatient, trauma and emergency care across more than 70 pediatric subspecialties including neurology, cardiology, orthopedics, and oncology, as well as a trauma and neonatal intensive care facility.^{xviii}

The **CORE Institute** (Center for Orthopedic Research and Education) operates in Arizona and Michigan, with more than 20 locations in Arizona. It employs more than 125 providers and more than 500 staff members across both states. Focusing on orthopedics, it provides clinical and surgical musculoskeletal care, research, and education. CORE includes a state-of-the-art motion analysis gait laboratory and

biomechanics facility, and provides specialized care in the areas of surgical, non-surgical, and rehabilitative musculoskeletal medicine.^{xix}

Key Occupations in the Industry

Medical and Health Service Managers¹

What Medical and Health Services Managers Do

Medical and health services managers, also called healthcare executives or healthcare administrators, plan, direct, and coordinate medical and health services. They might manage an entire facility or specialize in managing a specific clinical area or department, or manage a medical practice for a group of physicians. Medical and health services managers must be able to adapt to changes in healthcare laws, regulations, and technology.

Work Environment

Medical and health services managers held about 315,500 jobs in 2012. Most medical and health services managers work in offices in healthcare facilities, including hospitals and nursing homes, and group medical practices.

How to Become a Medical or Health Services Manager

Most medical and health services managers have at least a bachelor's degree before entering the field; however, master's degrees also are common. Requirements vary by facility.

Physicians and Surgeons²

What Physicians and Surgeons Do

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.

Work Environment

Physicians and surgeons held about 691,400 jobs in 2012. Many physicians work in private offices or clinics, often with administrative and healthcare personnel.

How to Become a Physician or Surgeon

Physicians and surgeons have demanding education and training requirements. Almost all physicians complete at least 4 years of undergraduate school, 4 years of medical school, and, depending on their specialty, 3 to 8 years in internship and residency programs.

Medical Secretaries³

What Secretaries and Administrative Assistants Do

Secretaries and administrative assistants perform routine clerical and administrative duties. They organize files, draft messages, schedule appointments, and support other staff.

Work Environment

Although secretaries and administrative assistants work in nearly every industry, many are employed in schools, hospitals, governments, and legal and medical offices. Most work full time in office settings. Virtual assistants typically work from a home office.

How to Become a Secretary or Administrative Assistant

¹ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Medical and Health Service Managers (<http://www.bls.gov/ooh/management/mobile/medical-and-health-services-managers.htm>)

² U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Physicians and Surgeons (<http://www.bls.gov/ooh/healthcare/physicians-and-surgeons.htm>)

³ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Secretaries and Administrative Assistants (<http://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm>)

High school graduates with basic office and computer skills usually qualify for entry-level positions. Although most secretaries learn their job in several weeks, many legal and medical secretaries require several months of training to learn industry-specific terminology. Executive secretaries usually need several years of related work experience.

Maids and Housekeeping Cleaners⁴

What Maids and Housekeeping Cleaners Do

Maids and housekeeping cleaners perform general cleaning tasks, including making beds and vacuuming halls, in private homes and commercial establishments.

Work Environment

Most maids and housekeeping cleaners work full time. Part-time maids and cleaners—particularly those who work at hotels and hospitals—often work evenings and weekends. The work can be physically demanding.

How to Become a Maid or Housekeeping Cleaner

No formal training or education is required. Most workers learn on the job.

Food Servers⁵

What Food and Beverage Serving and Related Workers Do

Food and beverage serving and related workers perform a variety of customer service, food preparation, and cleaning duties in restaurants, cafeterias, and other eating and drinking establishments.

Work Environment

Food and beverage serving and related workers are employed in restaurants, schools, hospitals, cafeterias, and other dining places. Work shifts often include early mornings, late evenings, weekends, and holidays.

About half worked part time in 2012.

How to Become a Food and Beverage Serving or Related Worker

Most food and beverage serving and related workers learn their skills through short-term on-the-job training. No formal education or previous work experience is required.

Registered Nurses⁶

What Registered Nurses Do

Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.

Work Environment

Registered nurses work in hospitals, physicians' offices, home healthcare services, and nursing care facilities. Others work in correctional facilities, schools, or serve in the military.

How to Become a Registered Nurse

Registered nurses usually take one of three education paths: a bachelor's degree in nursing, an associate's degree in nursing, or a diploma from an approved nursing program. Registered nurses must also be licensed.

Licensed Practical and Licensed Vocational Nurses⁷

What Licensed Practical and Licensed Vocational Nurses Do

Licensed practical nurses (LPNs) and licensed vocational nurses (LVNs) provide basic nursing care. They work under the direction of registered nurses and doctors.

Work Environment

⁴ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Maids and Housekeeping Cleaners (<http://www.bls.gov/ooh/building-and-grounds-cleaning/maids-and-housekeeping-cleaners.htm>)

⁵ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Food and Beverage Serving and Related Workers (<http://www.bls.gov/ooh/food-preparation-and-serving/food-and-beverage-serving-and-related-workers.htm>)

⁶ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Registered Nurses (<http://www.bls.gov/ooh/healthcare/registered-nurses.htm>)

⁷ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Licensed Practical and Licensed Vocational Nurses (<http://www.bls.gov/ooh/healthcare/licensed-practical-and-licensed-vocational-nurses.htm>)

Licensed practical and licensed vocational nurses work in many settings, including nursing homes and extended care facilities, hospitals, physicians' offices, and private homes. Most work full time.

How to Become a Licensed Practical or Licensed Vocational Nurse

Licensed practical and licensed vocational nurses must complete a state-approved educational program, which typically takes about 1 year to complete. They must also be licensed.

Medical Assistants⁸

What Medical Assistants Do

Medical assistants complete administrative and clinical tasks in the offices of physicians, podiatrists, chiropractors, and other health practitioners. Their duties vary with the location, specialty, and size of the practice.

Work Environment

Medical assistants held about 560,800 jobs in 2012. Most of these assistants work in physicians' offices and other healthcare facilities.

How to Become a Medical Assistant

Most medical assistants have postsecondary education such as a certificate. Others enter the occupation with a high school diploma and learn through on-the-job training.

Nurse Practitioners⁹

What Nurse Anesthetists, Nurse Midwives, and Nurse Practitioners Do

Nurse anesthetists, nurse midwives, and nurse practitioners, also referred to as advanced practice registered nurses (APRNs), provide and coordinate patient care and they may provide primary and specialty health care. The scope of practice varies from state to state.

Work Environment

Nurse anesthetists, nurse midwives, and nurse practitioners work in a wide variety of healthcare settings, including hospitals, physicians' offices, nursing care facilities, schools, and clinics.

How to Become a Nurse Anesthetist, Nurse Midwife, or Nurse Practitioner

Nurse anesthetists, nurse midwives, and nurse practitioners must earn at least a master's degree in one of the APRN roles. They must also be licensed in their state and pass a national certification exam.

Respiratory Therapists¹⁰

What Respiratory Therapists Do

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.

Work Environment

Respiratory therapists held about 119,300 jobs in 2012. Most respiratory therapists work in hospitals. Others may work in nursing care facilities or travel to patients' homes.

How to Become a Respiratory Therapist

Respiratory therapists typically need an associate's degree, but some have bachelor's degrees. Respiratory therapists are licensed in all states except Alaska; requirements vary by state.

⁸ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Medical Assistants (<http://www.bls.gov/ooh/healthcare/medical-assistants.htm>)

⁹ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Nurse Anesthetists, Nurse Midwives, and Nurse Practitioners (<http://www.bls.gov/ooh/healthcare/nurse-anesthetists-nurse-midwives-and-nurse-practitioners.htm>)

¹⁰ U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: Respiratory Therapists (<http://www.bls.gov/ooh/healthcare/respiratory-therapists.htm>)

Resources for More Information

Banner Health: www.bannerhealth.com

Mayo Clinic, Arizona: www.mayoclinic.org and www.mayo.edu

Sonora Quest Laboratories: www.sonoraquest.com

Phoenix Children's Hospital: www.phoenixchildrens.org

CORE Institute: www.thecoreinstitute.com

U.S. Bureau of Labor Statistics *Occupational Outlook Handbook*: www.bls.gov/ooh

O*NET Online: www.onetonline.org

Career One Stop: www.careeronestop.org

ⁱ "Health Care Industry Global Trends," Plunkett Research, November 11, 2014

(<http://www.plunkettresearch.com/trends-analysis/health-care-medical-business-market/>)

ⁱⁱ "Health Care Jobs Continue To Grow Faster Than The U.S. Economy," *Huffington Post*, December 2012

(http://www.huffingtonpost.com/2012/12/07/health-care-jobs_n_2257872.html)

ⁱⁱⁱ U. S. Gross Domestic Product Value Added by Industry, U. S. Department of Commerce Bureau of Economic Analysis (<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=51&step=51&isuri=1&5114=a&5102=1>)

^{iv} U.S. Compensation of Employees, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=30&isuri=1&7022=50&7023=0&7033=-1&7024=naics&7025=0&7026=00000&7027=2014,2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7001=450&7028=-1&7031=0&7040=-1&7083=levels&7029=51&7090=70>)

^v Arizona Gross Domestic Product, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=10&isuri=1&7003=200&7035=-1&7004=naics&7005=-1&7006=04000&7036=-1&7001=1200&7002=1&7090=70&7007=2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7093=levels>)

^{vi} Arizona Full-Time and Part-Time Employment by NAICS Industry, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=30&isuri=1&7022=11&7023=7&7033=-1&7024=naics&7025=10&7026=04998,04999&7027=2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7001=711&7028=-1&7031=10&7040=-1&7083=levels&7029=33&7090=70>)

^{vii} Arizona Compensation of Employees, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=30&isuri=1&7022=50&7023=0&7033=-1&7024=naics&7025=0&7026=04000&7027=2014,2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7001=450&7028=-1&7031=0&7040=-1&7083=levels&7029=51&7090=70>)

^{viii} Phoenix-Mesa-Scottsdale Gross Domestic Product, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=10&isuri=1&7003=900&7035=-1&7004=naics&7005=36&7006=38060&7036=-1&7001=2900&7002=2&7090=70&7007=2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7093=levels>)

^{ix} Maricopa County Full-Time and Part-Time Employment by NAICS Industry, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=30&isuri=1&7022=11&7023=7&7033=-1&7024=naics&7025=4&7026=04013&7027=2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7001=711&7028=-1&7031=04000&7040=-1&7083=levels&7029=33&7090=70>)

^x Maricopa County Compensation of Employees, U. S. Department of Commerce Bureau of Economic Analysis

(<http://www.bea.gov/iTable/iTableHtml.cfm?reqid=70&step=30&isuri=1&7022=54&7023=7&7024=naics&7033=-1&7025=4&7026=04013&7027=2013,2012,2011,2010,2009,2008,2007,2006,2005,2004,2003&7001=754&7028=-1&7031=04000&7040=-1&7083=levels&7029=55&7090=70>)

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- ^{xi} Highest Ranking Occupations: Top 20 Occupations (5-Digit in Maricopa County, 2013-2014), Economic Modeling Specialists International (EMSI)
- ^{xii} Highest Ranking Occupations: Top 20 Occupations (5-Digit in Maricopa County, 2013-2014), Economic Modeling Specialists International (EMSI)
- ^{xiii} "Industry, Occupation, Employer, Maricopa County," Tolleson Union High School District, 2/25/2015
- ^{xiv} "Arizona's 100 Largest Employers, 2014," *The Arizona Republic*, (<http://archive.azcentral.com/business/rep100/>)
- ^{xv} Banner Health website pages: <https://www.bannerhealth.com/>
- ^{xvi} Mayo Clinic Arizona website pages: <http://www.mayoclinic.org/patient-visitor-guide/arizona> and <http://www.mayo.edu/research/arizona>
- ^{xvii} Sonora Quest Laboratories website pages: <http://www.sonoraquest.com/>
- ^{xviii} Phoenix Children's Hospital website pages: <http://www.phoenixchildrens.org/>
- ^{xix} The CORE Institute website pages: <http://www.thecoreinstitute.com/>