Cancer Registrar Work Force Study

RECRUITMENT AND RETENTION TASK FORCE

Linda Mulvihiill, RHIT, CTR
History of Recruitment and Retention Task Force

• NCRA Strategic Management Plan
• Minimal data available
• Task Force established
• Rationale for a Workforce Study
  – Journal of Registry Management
  Winter 2004
Stakeholders Advisory Committee

- Involve stakeholders
- Provide opinion and resources
- Bring forward specific issues
Stakeholders Advisory Committee Members

ACoS/CoC – Asa Carter

AJCC – Val Vesich

NAACCR – Vivien Chen, Betsy Kohler

NPCR – Ryan Intlekofer

SEER – Brenda Edwards
Established at the University of California, San Francisco in 1992, grew out of the Pew Health Professions Commission (1989-1999)

Conducted studies focused on allied health professions since 1995

Audience includes health care professionals, educators, care delivery organizations, policy makers, and consumers
Cancer Registry Project Team
UCSF

Susan Chapman, PhD, RN
Vanessa Lindler, MA
Christine Nielsen, BA
Dennis Keane, MPH
Vasey McClory, Intern
Purpose and Goals

To develop an understanding of the current Cancer Registry workforce

- Demographic profile
- Factors impacting supply and demand
- Workforce size, projections, vacancy rates
- Education and pathways to enter field
- Career satisfaction and retention
Methods: Key Informant Interviews

- 30 interviews were conducted during a 4-month time period
- Structured in-person and telephone interviews lasting an average of one hour
- Drawn from leadership of professional organizations, employers, educators, and relevant credentialing and accreditation bodies
Methods: Survey

- The online survey was developed as a web-based survey
- A 143 item survey was developed
- A sample of 990 respondents was selected from three sources
- Final response rate: 55%
Methods: Focus Groups

• 6 focus groups
  – 2 in-person groups
  – 4 telephone groups

• 7–10 participants recruited for each group

• Groups lasted 1.5 hours each (with professional facilitator)

• 53 individuals participated
  – 23 from in-person groups
  – 30 from telephone groups
Methods: Literature Review

- An extensive literature review conducted over 9 months
- Key sources:
  - Peer-reviewed journals
  - NCRA publications
  - Federal reports
  - Information from organizations such as NAACCR, AHIMA, and the ACoS
Findings
Cancer Registrars Compared to Other Allied Health Professionals

- Wages
- Demographics
- Program graduates

Caution!

- Different data sources
- Small numbers
Average Age of Selected Health Professionals

Employment Per 1,000 People in U.S. Population, 2002


Speech-Language Pathologists: 0.30
Respiratory Therapists: 0.30
Registered Nurses: 0.50
Physical Therapists: 0.45
Occupational Therapists: 0.27
Nursing Aides, Orderlies, and Attendants: 4.62
Medical Records and Health Information Technicians: 0.50
Medical and Clinical Laboratory Technologists: 0.51
Medical and Clinical Laboratory Technicians: 0.50
Licensed Practical and Licensed Vocational Nurses: 2.40
Emergency Medical Technicians and Paramedics: 0.62
Dietitians and nutritionists: 0.16
Dental Hygienists: 0.52
Cancer Registrars: 0.03
Percent with Multiple Jobs, by Occupation

Number of Graduates from Selected Allied Health Education Programs

Sources: American Medical Association, Area Resources Training File, and Cancer Registrar Programs

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Occupational Therapists</th>
<th>Physical Therapists</th>
<th>Respiratory Therapists</th>
<th>Medical and Clinical Laboratory Technologists</th>
<th>Medical and Clinical Laboratory Technicians</th>
<th>Dental Hygienists</th>
<th>Radiographers</th>
<th>Emergency Medical Technicians and Paramedics</th>
<th>Surgical Technologists</th>
<th>Cancer Registrars</th>
<th>Medical Records &amp; Health Information Technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>1997-1998</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1998-1999</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1999-2000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2000-2001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001-2002</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2002-2003</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Mean Hourly Wage, by Occupation

Focus Group Summary

• Generally satisfied with jobs yet frustrated by lack of support and recognition

• Longevity in positions, few new jobs open but some are unfilled for a long time

• Many “fell into the career” by chance

• Inadequate compensation for the work

• Difficult to keep up, changing standards
Key Informants Summary

• Lack of degree requirement is a problem
• Need more anatomy, physiology, and medical terminology
• Certification important, few practical advantages, some employers don’t value
• Need visibility, awareness, recognition, promotion
• Most agree there is a shortage of CTRs
Survey Results
Race or Ethnicity

- Caucasian: 86%
- Hispanic/Latino: 3%
- Native American: 1%
- Mixed/Other: 1%
- African-American: 5%
- Asian: 4%
- Caucasian: 86%
Highest Degree Received

- Associate's: 35%
- Baccalaureate: 33%
- High School: 23%
- Doctoral: 1%
- Master's: 8%
- Associate's: 35%
Employment Status

- Full-Time: 89%
- Unemployed, Looking: 1%
- Unemployed, Not Looking: 1%
- Part-Time: 9%
- Full-Time: 89%
Place of Employment

- Hospital: 50%
- Central Registry: 36%
- Cancer Center: 3%
- Federal Registry: 2%
- Outsourcing: 2%
- Contractor: 2%
- Vendor: 1%
- Research: 1%
- State Agency: 1%
- Professional: 1%
- Other: 1%
Employer Permits Working at Home and Provides These Materials

- Software
- Other
- Computer
- Insurance
- Phone/Fax/Cable
- Web Meetings
"I believe that currently there are many job openings..."
“Which college degree would best prepare students to work as a Cancer Registrar?”

- AS/AA: 55%
- BS/BA: 32%
- None: 13%
Earnings Vary by Method of Reporting

• Mean annual salary for respondents reporting their earnings annually:
  $47,979 ($21.97/hour)

• Mean hourly wage for respondents reporting an hourly wage:
  $19.12 ($39,805/year)
<table>
<thead>
<tr>
<th></th>
<th>Salaried</th>
<th>Hourly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals and</td>
<td>$46,123</td>
<td>$18.78</td>
</tr>
<tr>
<td>Cancer Centers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State/Federal</td>
<td>$47,983</td>
<td>$19.80</td>
</tr>
<tr>
<td>Registries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (agencies,</td>
<td>$53,017</td>
<td>$21.27</td>
</tr>
<tr>
<td>self, vendors)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Salary Varies by Geography

Calculated for DHHS regions:

• Annual salary ranged from:
  – $38,417 in Region 7 (IA, KS, MO, NE)
  – to $57,206 in Region 2 (NY, NJ, PR)

• Hourly wage ranged from:
  – $16.47 in Region 6 (AR, LA, NM, OK, TX)
  – to $23.48 in Region 9 (AZ, CA, HI, NV)
Salary Varies by Education

- High School
- AA
- BA/BS
- MA/MS

Salaried
Hourly
Other Important Data
NCRA Certification Exam Pass Rates: 1995-2005
NCRA Certification Test Pass Rates by Route: 1995 - 2004
Pass Rate by Route

Year

Percent

2002 2003 2004

Route 1 Route 2 Route 3 Route 4
Major Findings and Recommendations for Workforce Strategy
Factors Influencing Need for Cancer Registrars

- Incidence of cancer
- Changes in procedures
- Increased reporting requirements
- Automation
- Turnover
- Retirement – workforce is aging
Factors Influencing Number of Cancer Registrars Available

- Requirements - education, certification
- Number of education programs
- Number of graduates
- Certification testing and pass rates
- Worker turnover, retirement
- Wages
- Other factors
Major Findings

- Lack of awareness and recognition for profession
- Salaries and wages
- Job satisfaction and career commitment high
- Certain characteristics and attributes lead to success
- Formal educational programs have space; other access issues are important
Major Findings

• Mixed perceptions on certification
• Demand intermittent, difficult to balance supply and demand
• Work is never caught up, increasing standards and requirements
• Independent contracting a career option but currently small % of workforce
Recommendations to Consider

• Implement minimal degree requirement
• Focus on recognition and awareness; tool kits, other strategies
• Consider standards for workload
• Consider further requirements for certification (CTR)
  – Legal, accreditation-based, employer based
Next Steps

- Further analysis
- Dissemination
- Publications
- Strategic planning
- Meeting with key interest groups
What will NCRA do with the information?

• Comprehensive Recruitment & Retention Program
  – Market cancer registry college programs
  – Promote CTR credential
  – Plan to determine future growth
  – Educate personnel departments
  – Workload Management Study

• Qualified professionals for future needs
Recruitment and Retention

- US Department of Labor
- Allied Health Reinvestment Act
- American Health Information Management
- Job Task Analysis