

2008 MEDICAL OFFICE PRACTICE COMPENSATION SURVEY

Return Date:
August 15, 2008

Name of Practice Organization: _____

Person Completing Survey: _____ Title: _____ Phone: _____

Mailing Address: _____ Email: _____

Type of organization: Hospital or health system owned or sponsored Physician owned (group or individual) Management practice company
 Not-for-profit For Profit Other (please explain) _____

Number of physicians in all practice locations: FT _____ PT _____ or MD FTEs _____

Nature of practice: Primary Care Single Specialty Multi Specialty

No. of office locations in total practice organization: _____ sites Annual gross revenues in total practice organization: \$_____ (approx)

Paid hours in regular work week for a full-time position: 40 hrs 37½ hrs 35 hrs Other _____

| | | | |
|---|--|---|--|
| ✦ ✦ TO ORDER SURVEY REPORT ✦ ✦ | | | |
| <u>PREPAY</u> | | <u>BILL LATER</u> | |
| <input type="checkbox"/> \$175 MGMA/CHA members | <input type="checkbox"/> \$275 Non-Participant | <input type="checkbox"/> \$195 MGMA/CHA members | <input type="checkbox"/> \$275 Non-Participant |
| <input type="checkbox"/> \$200 Non-members | | <input type="checkbox"/> \$220 Non-members | |
| <input type="checkbox"/> Do Not Send Report | | | |



Save Time and Postage by completing the survey on the web! Go to the website www.OlneyAssociates.com and follow the links to the Medical Office Practice survey to get started.

Instructions

1. If you are an organization with locations in multiple regions (see map on last page), please copy and complete pages 2 through 6 of the survey form for each region. Please fill in region in the space provided at the top of each page. This will allow accurate reporting by these regions.
2. Please report hourly pay data in effect as of July 1, 2008.
3. Please read position definitions and report data for positions in your organization that match at least 75% of the duties of the survey definitions.
4. If differentials are paid, note hourly amount by shift (eve., night, weekend) for applicable titles.
5. If bonuses are provided, check (✓) if position is eligible and note approximate average dollar award.
6. Please note other components of compensation paid by your organization (exclude benefits).
7. Questions? Please call Thomas Cummins or John Butzel at (617) 227-1642 or TCummins@Olneyassociates.com.
8. Please fax completed forms to Olney Associates at (617) 227-6626 by **August 15, 2008**

OLNEY ASSOCIATES INC.
15 Broad Street, Suite 612, Boston, MA 02109
fax (617)227-6626 * phone (617)227-1642
Surveys@olneyassociates.com

Region: _____
(See enclosed map)

Organization Name _____

We want to report data by separate regions, so please complete pages 2-6 separately for each region where your sites are located. However, some of the requested data may be the same for all of your regions. For example, salary ranges or differentials *may* be the same for a given title across all regions. *EASY OPTION*: If this is the case, make a note to that effect in the appropriate column or space. Please call Olney at (617) 227-1642 to clarify or simplify your reporting.

No. of Office Locations in Region: _____ Total No. of MDs in region: FT _____ PT _____ or MD FTEs _____

Hours of Operation (exclude after hours answering service) – please check all that apply: Daytime Evening Night Weekend

| Position Definition | EMPLOYEES | | HOURLY ACTUAL PAY | | | HOURLY FORMAL RANGE | | DIFFERENTIALS | | | BONUS | | Other Compensation or Comments |
|---------------------|-----------|-----------|-------------------|---------|---------|---------------------|---------|---------------|-------|-----|----------|--------------|--------------------------------|
| | # | Union (✓) | Lowest | Highest | Average | Minimum | Maximum | Eve. | Night | W/E | Elig (✓) | Avg \$ Award | |

| | | | | | | | | | | | | | | |
|--|----------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <p>Physician Assistant - Performs patient assessment and treatment tasks within scope of license, including treating common ailments, suturing, physical exams, etc. Requires degree and license. Report separately for Medical or Surgical PAs, or report for General PA when duties are combined.</p> | | | | | | | | | | | | | | |
| 1 | General | | | | | | | | | | | | | |
| 2 | Medical | | | | | | | | | | | | | |
| 3 | Surgical | | | | | | | | | | | | | |
| <p>Nurse Practitioner - Assesses and treats patients within the office setting; prescribes within parameters. Requires RN license plus masters degree, advanced training and state license.</p> | | | | | | | | | | | | | | |
| 4 | x | | | | | | | | | | | | | |
| <p>Nurse Midwife - Provides gynecologic and low risk obstetric care to women. Requires nursing degree, completion of nurse-midwifery program and state license.</p> | | | | | | | | | | | | | | |
| 5 | x | | | | | | | | | | | | | |
| <p>Certified Nurse Anesthetist (CRNA) – Administers anesthetics in various settings, including OR, ambulatory surgery, and dental offices. Works with supervising MD. Requires BSN, CRNA certification and an APRN license.</p> | | | | | | | | | | | | | | |
| 33 | x | | | | | | | | | | | | | |

Region: _____
 (See enclosed map)

Organization Name _____

| Position Definition | EMPLOYEES | | HOURLY ACTUAL PAY | | | HOURLY FORMAL RANGE | | DIFFERENTIALS | | | BONUS | | Other Compensation or Comments |
|---|-----------|-----------|-------------------|---------|---------|---------------------|---------|---------------|-------|-----|----------|--------------|--------------------------------|
| | # | Union (✓) | Lowest | Highest | Average | Minimum | Maximum | Eve. | Night | W/E | Elig (✓) | Avg \$ Award | |
| Office Nurse - same range for RN and LPN – Provides appropriate nursing care. Requires nursing license. <u>For offices with LPNs and RNs in the same pay range.</u> | | | | | | | | | | | | | |
| 6 | x | | | | | | | | | | | | |
| RN - Assesses, plans, implements and evaluates patient care. May provide direction to ancillary patient care staff. Requires RN license. <u>For offices where RNs and LPNs are paid in different ranges.</u> | | | | | | | | | | | | | |
| 7 | x | | | | | | | | | | | | |
| LPN - Provides general nursing care to patients. Assists physician during examination and treatment. Requires LPN license. <u>For offices where RNs and LPNs are paid in different ranges.</u> | | | | | | | | | | | | | |
| 8 | x | | | | | | | | | | | | |
| Medical Assistant - Assists in the examination and treatment of patients by taking vital signs, assisting in diagnostic procedures and preparing treatment rooms and patient records. Report separately for certified versus non-certified Medical Assistants. | | | | | | | | | | | | | |
| 9 | Certified | | | | | | | | | | | | |
| 10 | Other | | | | | | | | | | | | |
| Radiology Tech - Operates general radiologic equipment to perform routine diagnostic procedures. Prepares all contrast media and provides for patient safety. Requires degree in radiologic technology. | | | | | | | | | | | | | |
| 11 | x | | | | | | | | | | | | |
| Ultrasound Tech – Performs diagnostic sonographic examinations utilizing ultrasonic equipment to locate, evaluate and record pertinent anatomical, pathological and functional data. | | | | | | | | | | | | | |
| 31 | x | | | | | | | | | | | | |

Region: _____
 (See enclosed map)

Organization Name _____

| Position Definition | EMPLOYEES | | HOURLY ACTUAL PAY | | | HOURLY FORMAL RANGE | | DIFFERENTIALS | | | BONUS | | Other Compensation or Comments |
|---|-----------|-----------|-------------------|---------|---------|---------------------|---------|---------------|-------|-----|----------|--------------|--------------------------------|
| | # | Union (✓) | Lowest | Highest | Average | Minimum | Maximum | Eve. | Night | W/E | Elig (✓) | Avg \$ Award | |
| Phlebotomist - Obtains blood samples from patients and may assist in preparing samples for testing and clerical support for technologist. | | | | | | | | | | | | | |
| 12 | x | | | | | | | | | | | | |
| Lab Tech - same range for MT or MLT - Performs routine and special chemical, microscopic and bacteriological testing involving blood, body fluids or tissue. Requires either a bachelors or associates degree. | | | | | | | | | | | | | |
| 13 | x | | | | | | | | | | | | |
| MT - Performs routine and special chemical, microscopic and bacteriological tests involving blood, body fluids or tissues. Requires bachelors degree. <u>For offices where MTs and MLTs are paid in different ranges.</u> | | | | | | | | | | | | | |
| 14 | x | | | | | | | | | | | | |
| MLT - Performs routine and special chemical, microscopic and bacteriological tests involving blood, body fluids or tissues. Requires associates degree. <u>For offices where MTs and MLTs are paid in different ranges.</u> | | | | | | | | | | | | | |
| 15 | x | | | | | | | | | | | | |
| Audiologist – Evaluates assigned patients and determines causal factors for speech, language and hearing impairments. Gathers data related to patient’s communication disorder, selects appropriate evaluation tools, and administers diagnostic testing procedures to determine the extent of the patient’s impairment and the prognosis for improvement. Requires license. | | | | | | | | | | | | | |
| 30 | x | | | | | | | | | | | | |
| Biller - Prepares bills to third-party insurers and patients, with special knowledge or experience in billing for physician services. | | | | | | | | | | | | | |
| 16 | x | | | | | | | | | | | | |

Region: _____
 (See enclosed map)

Organization Name _____

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|---|-----------|-----------|-------------------|---------|---------|---------------------|---------|---------------|-------|-----|----------|--------------|--------------------------------|
| | # | Union (✓) | Lowest | Highest | Average | Minimum | Maximum | Eve. | Night | W/E | Elig (✓) | Avg \$ Award | |
| Accounting Clerk - Performs accounting clerical duties in support of general business operations of the practice. Requires high school, skills in mathematics, computers and financial processing, and 2-3 years experience. | | | | | | | | | | | | | |
| 17 | x | | | | | | | | | | | | |
| Bookkeeper - Performs general bookkeeping functions, generates financial reports and some financial analyses. Specialized training and/or experience beyond high school plus computer accounting skills and 3+ years experience. | | | | | | | | | | | | | |
| 18 | x | | | | | | | | | | | | |
| Referral Coordinator - Provides administrative assistance in facilitating referral requests from patients and primary care physicians to specialists. | | | | | | | | | | | | | |
| 19 | x | | | | | | | | | | | | |
| Registration Receptionist - Provides routine clerical support including greeting and registering patients, answering phones, filing, copying, making appointments and routine typing. | | | | | | | | | | | | | |
| 20 | x | | | | | | | | | | | | |
| General Office Assistant - Performs a mix of basic level office functions, such as reception, registration, medical records, referral assistance and/or other basic clerical duties. Generally is not significantly involved in more complex duties such as accounting, coding or transcription. | | | | | | | | | | | | | |
| 32 | x | | | | | | | | | | | | |
| Medical Secretary - Serves as professional secretary to one or more physicians. Regularly communicates with their patients to provide information and assist in scheduling. Prepares correspondence and reports. Secretarial training, knowledge of medical terminology. | | | | | | | | | | | | | |
| 21 | x | | | | | | | | | | | | |
| Medical Coder - Abstracts and codes medical records for disease and procedure classification and billing purposes. Requires specialized training and experience. | | | | | | | | | | | | | |
| 22 | x | | | | | | | | | | | | |

Region: _____
(See enclosed map)

Organization Name _____

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|---|-----------|-----------|-------------------|---------|---------|---------------------|---------|---------------|-------|-----|----------|--------------|--------------------------------|
| | # | Union (✓) | Lowest | Highest | Average | Minimum | Maximum | Eve. | Night | W/E | Elig (✓) | Avg \$ Award | |
| <p>Medical Transcriptionist - Transcribes reports related to patient charts. Requires high speed typing skills and knowledge of medical terminology.</p> | | | | | | | | | | | | | |
| 23 | x | | | | | | | | | | | | |
| <p>Medical Records Clerk - Processes and assembles the medical records of patients.</p> | | | | | | | | | | | | | |
| 24 | x | | | | | | | | | | | | |
| <p>Billing Supervisor - Oversees staff and participates in billing and follow-up tasks for third party accounts receivable, or credit and collection.</p> | | | | | | | | | | | | | |
| 25 | x | | | | | | | | | | | | |
| <p>Office Manager - Supervisor responsible for direction of office personnel at a smaller independent medical practice or for one medical office within a larger group practice facility. Coordinates registration, scheduling, patient flow and initial billing procedures. Skills in office management and supervision. Comparable to Office Manager in the MGMA national survey.</p> | | | | | | | | | | | | | |
| 26 | RN | | - | | | | | - | - | - | | | |
| 27 | Other | | - | | | | | - | - | - | | | |
| <p>Satellite Branch Manager - Within a multi-site practice organization, responsible for operational management of one satellite clinic facility, including direction of subordinate supervisors, staff of 20-30 personnel or more, and participation in operational planning. Requires knowledge equivalent to bachelors degree or RN license and extensive administrative experience. Typically reports to an executive of a large practice organization. Comparable to Branch/Satellite Clinic Manager in the MGMA national survey.</p> | | | | | | | | | | | | | |
| 28 | x | | - | | | | | - | - | - | | | |
| <p>Practice Manager - Professional administrator responsible for <u>operational and financial</u> management, including marketing and revenue generation, participation in physician employment arrangements and/or strategic planning. Directs non-physician staff of large medical group or multiple smaller practices. Requires knowledge equivalent to <u>masters degree</u> and progressive experience. Typically reports to top executive of a large practice organization or to physician members of a smaller independent group. Comparable to Practice Administrator in MGMA national survey.</p> | | | | | | | | | | | | | |
| 29 | x | | - | | | | | - | - | - | | | |

Region: _____
(See enclosed map)

Organization Name _____

COMPENSATION PRACTICES (Complete only once for total practice organization)

| | CLINICAL | | | ADMIN | | |
|--|----------|-----------|-----------|---------|-----------|-----------|
| | Genl | Merit | Total | Genl | Merit | Total |
| Average employee pay increase this year | _____ % | + _____ % | = _____ % | _____ % | + _____ % | = _____ % |
| If incentive awards were paid last year, what was the average award provided (as % of base pay)? | | _____ % | | | _____ % | |

For organizations affiliated with a hospital or healthcare system:

- How does pay for medical office staff compare to pay for hospital/system staff? Medical office pay is Higher Same Lower
- How do *increases* for medical office staff compare to increases for hospital/system staff? Medical office increases are Higher Same Lower
- How do *benefits* for medical office staff compare to benefits for hospital/system staff? Medical office benefits are Higher Same Lower

Please **fax** completed questionnaire by **August 15, 2008** to:
Olney Associates Inc. ※ (617)227-6626
or mail to: 15 Broad Street, Suite 612, Boston, MA 02109
or email to: Surveys@olneyassociates.com