

Workforce Survey Glossary

| Term | Definition | Source (If applicable) |
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| 2011 PCMH Level of Recognition | The National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Recognition is the most widely-used way to transform primary care practices into medical homes. NCQA recognition levels: Level 1 - compliance with at least 5 elements Level 2 - assessment of overall scoring and compliance with all 10 must-pass elements Level 3 - assessment of overall scoring and compliance with all 10 must-pass elements. | http://www.ncqa.org/Programs/Recognition/Practices/PatientCenteredMedicalHomePCMH.aspx https://www.health.ny.gov/health_care/medical/aid/redesign/docs/dsrip_glossary.pdf |
| 2014 PCMH Level of Recognition | NCQA PCMH 2014 recognition program intends to align with Meaningful Use criteria and includes Stage 2 criteria. NCQA created a PCMH 2011–PCMH2014 Crosswalk to help organizations understand the changes made to the program. The Crosswalk can be accessed at this link. | https://www.health.ny.gov/health_care/medical/aid/redesign/docs/dsrip_glossary.pdf http://www.ncqa.org/Programs/Recognition/Practices/PatientCenteredMedicalHomePCMH/PCMH2011PCMH2014Crosswalk.aspx |
| Administrative Staff - All Titles | Administrative Staff positions include executives, healthcare administrators, managers and/or coordinators who 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. | http://www.bls.gov/ooh/management/medical-and-health-services-managers.htm |
| Administrative Support - All Titles | Administrative Support positions perform a variety of administrative tasks, including answering telephones, typing or word processing, making copies of documents, maintaining records, financial services, transportation, coding & billing, food service and patient care services. | http://www.bls.gov/ooh/office-and-administrative-support/general-office-clerks.htm |
| Advanced Primary Care Status | New York State will promote a tiered Advanced Primary Care (APC) conceptual model. This model includes behavioral and population health integration, coupled with an appropriately trained workforce and engaged consumers, with supportive payment and common metrics. The State of New York will announce the APC Model components in the Fall of 2015. | https://www.health.ny.gov/technology/innovation_plan_initiative/docs/2015-01-16_integrated_care_presentation.pdf |
| Alcohol Use Disorders Identification Test (AUDIT) <i>Behavioral Health screening tool</i> | The Alcohol Use Disorders Identification Test (AUDIT) is a 10-item questionnaire that screens for hazardous or harmful alcohol consumption. Developed by the World Health Organization (WHO), the test correctly classifies 95% of people into either alcoholics or non-alcoholics. The AUDIT is particularly suitable for use in primary care settings and has been used with a variety of populations and cultural groups. It should be administered by a health professional or paraprofessional. | http://www.integration.samhsa.gov/clinical-practice/screening-tools |

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| <p>Ambulatory Care Center (ACC) / Ambulatory Surgery Center (ASC)</p> | <p>A freestanding independent facility operated by a hospital (e.g., under the common ownership, licensure or control of a hospital) in accordance with CMS and NYS DOHMH guidelines which provides preventative, diagnostic, and treatment services (surgical and non-surgical) to persons who come to the facility to receive services and depart from the facility on the same day.</p> | <p>https://www.cms.gov/apps/glossary/search.asp?Term=ambulatory+care+&Language=English&SubmitTermSrch=Search</p> |
| <p>Article 16 Clinics</p> | <p>Office for People With Developmental Disabilities (OPWDD) are certified treatment facilities that provide clinical services to individuals with developmental disabilities as well as to those caregivers and other support staff whose participation in the service is deemed necessary to maintain the effectiveness of the treatment, enable the individual to remain in his/her current residential setting and enhance the individual’s quality of life.</p> | <p>http://www.opwdd.ny.gov/opwdd_services_supports/supports_for_independent_and_family_living/article_16_clinics</p> |
| <p>Article 28 Hospital</p> | <p>A legal designation for a health care facility, particularly a facility or institution engaged principally in providing services by or under the supervision of a physician or, in the case of a dental clinic or dental dispensary, of a dentist, for the prevention, diagnosis or treatment of human disease, pain, injury, deformity or physical condition, including, but not limited to, a general hospital, public health center, diagnostic center, treatment center, dental clinic, dental dispensary, rehabilitation center other than a facility used solely for vocational rehabilitation, nursing home, tuberculosis hospital, chronic disease hospital, maternity hospital, lying-in-asylum, out-patient department, out-patient lodge, dispensary and a laboratory or central service facility serving one or more such institutions. The term hospital shall not include an institution, sanitarium or other facility engaged principally in providing services for the prevention, diagnosis or treatment of mental disability and which is subject to the powers of visitation, examination, inspection and investigation of the department of mental hygiene except for those distinct parts of such a facility which provide hospital service.</p> | <p>http://codes.lp.findlaw.com/nycode/PBH/28/2801#sthash.d10Ph2Sn.dpuf</p> |

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| <p>Article 28A Nursing Home</p> | <p>A facility providing therein nursing care to sick, invalid, infirm, disabled or convalescent persons in addition to lodging and board or health-related service, or any combination of the foregoing, and in addition thereto, providing nursing care and health-related service, or either of them, to persons who are not occupants of the facility.</p> | <p>http://codes.lp.findlaw.com/nycode/PBH/28/2801#sthash.d10Ph2Sn.dpuf</p> |
| <p>Article 31 Outpatient Behavioral Health</p> | <p>A New York State Dept. of Mental Health (DMH) legal designation for a facility/clinic that provides behavioral health services. An Article 31 Outpatient Behavioral Health facility must accept Medicaid, and provide 10 required service types, as defined by the New York State Public Health law.</p> | <p>https://www.omh.ny.gov/omhweb/clinic_restructuring/part599/part-599.pdf</p> |
| <p>Article 32 Chemical Dependency Services</p> | <p>A New York State legal designation for a medically supervised clinic providing chemical dependency treatment and intervention.</p> | <p>https://www.oasas.ny.gov/admin/hcf/cdoc.cfm</p> |
| <p>Article 36 Certified Home Health Agency</p> | <p>A New York State legal designation for a residential health care facility or hospital authorized to provide long-term home health care program. Services must include services that are preventive, therapeutic, rehabilitative, health guidance and/or supportive nature to persons at home: nursing services; home health aide services, medical supplies, equipment and appliances suitable for use in the home; and has at least one additional service which may be physical therapy, occupational therapy, speech pathology, nutritional services and medical social services.</p> | <p>https://www1.nyc.gov/nycbusiness/description/certified-home-health-agency-chha-operating-certificate#sthash.m337P67A.dpuf</p> |
| <p>Article 40 Hospice</p> | <p>A New York State legal designation for a facility that has a coordinated program of home and in-patient care which treats the terminally ill patient and family as a unit, employing an interdisciplinary team acting under the direction of an autonomous hospice administration. The program provides palliative and supportive care to meet the special needs arising out of physical, psychological, spiritual, social and economic stresses which are experienced during the final stages of illness, and during dying and bereavement.</p> | <p>http://codes.lp.findlaw.com/nycode/PBH/40/4002#sthash.OHQu1E3L.dpuf</p> |
| <p>Behavioral Health (Except Social Workers providing Case/Care Management, etc.)</p> | <p>Clinical Services related to the study and treatment of the emotions, behaviors and biology relating to a person's mental well-being, their ability to function in every day life and their concept of self. "Behavioral health" is the preferred term to "mental health."</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |

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| <p>Behavioral Health Services</p> | <p>The continuum of services for individuals at risk of, or suffering from, mental, behavioral, or addictive disorders. Behavioral health, as a discipline, refers to mental health, psychiatric, marriage and family counseling, and addictions treatment, and includes services provided by social workers, counselors, psychiatrist, psychologists, neurologists, and physicians.</p> | <p>http://www.medicaid.gov/medicaid-chip-program-information/by-topics/benefits/mental-health-services.html</p> |
| <p>Car, Relax, Alone, Forget, Friends, Trouble (CRAFTT)</p> <p><i>Behavioral Health screening tool</i></p> | <p>A behavioral health screening tool for use with children under the age of 21 and is recommended by the American Academy of Pediatrics' Committee on Substance Abuse for use with adolescents. It consists of a series of 6 questions developed to screen adolescents for high risk alcohol and other drug use disorders simultaneously.</p> | <p>http://www.ceasar-boston.org/clinicians/crafft.php</p> |
| <p>Care / Case Managers</p> | <p>Care / Case Managers utilize a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's medical care and other clinical service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.</p> | <p>http://ccmcertification.org/about-us/about-case-management/definition-and-philosophy-case-management</p> |
| <p>Care Coordinators</p> | <p>Care coordinators deliberately organize patient care, social support, and other human service activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care. This means that the patient's needs and preferences are known ahead of time and communicated at the right time to the right people, and that this information is used to provide safe, appropriate, and effective care to the patient.</p> | <p>http://www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/index.html</p> |
| <p>Care Transition Coordinator</p> | <p>Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services. Organizing care involves the marshalling of personnel and other resources needed to carry out all required patient care activities and is often managed by the exchange of information among participants responsible for different aspects of care.</p> | <p>http://www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/atlas2014/chapter2.html</p> |

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| <p>Certified and Non-Certified Patient Care Technicians</p> <p><i>Professional Board Certification Available</i></p> | <p>Patient care technicians or associates (PCTs or PCAs) provide various aspects of patient care under the direct supervision of a registered nurse (RN) or doctor. They provide communication, comfort, and safety for the patient and typically have more clinical responsibility and technical skills than nursing aides. They assist patients with walking, bathing, eating, dressing, and getting in and out of bed, wheelchairs, and stretchers. Other duties may include taking and recording temperature, pulse, weight, and respiration rate, and obtaining specimens as directed by the medical staff. They may also prepare rooms and sterilize equipment, and escort patients to examining rooms and to surgery. Some facilities create job ladders for PCTs/PCAs.</p> | <p>http://www.healthcareersinfo.net/nurse-technicians-patient-care-associates/</p> |
| <p>Certified Asthma Educators</p> <p><i>Professional Board Certification Available</i></p> | <p>A certified asthma educator is an expert in teaching, educating, and counseling individuals with asthma and their families in the knowledge and skills necessary to minimize the impact of asthma on their quality of life. A certified asthma educator has demonstrated in depth knowledge of the assessment, evaluation, diagnosis, treatment, intervention, and self-management of asthma. Currently physicians, physician assistants, nurses, respiratory therapists, pulmonary function technologists, pharmacists, social workers, physical therapists, occupational therapists and other health educators may qualify for this certification.</p> | <p>https://www.naecb.com/</p> |
| <p>Certified Diabetes Educators</p> <p><i>Professional Board Certification Available</i></p> | <p>A Certified Diabetes Educator (CDE) is a health professional who possesses comprehensive knowledge of and experience in diabetes management, prediabetes, and diabetes prevention. A CDE educates and supports people affected by diabetes to understand and manage the condition. A CDE promotes self-management to achieve individualized behavioral and treatment goals that optimize health outcomes.</p> | <p>http://www.ncbde.org/</p> |

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| <p>Certified Home Health Aides</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Certified home health aides deliver personal care (such as bathing or dressing), check vital signs under specific circumstances, and help keep track of your symptoms. They can also shop for and prepare healthy meals that may be prescribed by a dietitian, as well as assist with laundry and household chores. - See more at: http://www.vnsny.org/why-vnsny/vnsny-difference/teams-of-professionals/certified-home-health-aides/#sthash.s5XQ3v39.dpuf</p> | <p>http://www.vnsny.org/why-vnsny/vnsny-difference/teams-of-professionals/certified-home-health-aides/</p> |
| <p>Certified Medical Assistants</p> <p><i>Professional Board Certification Available</i></p> | <p>Medical assistants work alongside physicians, mainly in outpatient or ambulatory care facilities, such as medical offices and clinics. Medical assistants are cross-trained to perform administrative and clinical duties. Certified medical assistants have achieved certification through the Certifying Board of the American Association of Medical Assistants (AAMA). Administrative Duties (may include, but not limited to):</p> <ul style="list-style-type: none"> • Using computer applications • Answering telephones • Greeting patients • Updating and filing patient medical records • Coding and filling out insurance forms • Scheduling appointments • Arranging for hospital admissions and laboratory services • Handling correspondence, billing, and bookkeeping <p>Clinical Duties (may include, but not limited to):</p> <ul style="list-style-type: none"> • Taking medical histories • Explaining treatment procedures to patients • Preparing patients for examination • Assisting the physician during exams • Collecting and preparing laboratory specimens • Performing basic laboratory tests • Instructing patients about medication and special diets • Preparing and administering medications as directed by a physician • Authorizing prescription refills as directed • Drawing blood • Taking electrocardiograms • Removing sutures and changing dressings | <p>http://www.aama-ntl.org/medical-assisting/what-is-a-medical-assistant#.VeRLak374iR</p> |

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| <p>Certified Medical Coders / Billers</p> <p><i>Professional Board Certification Available</i></p> | <p>Certified medical coders and billers are certified through the AAPC. Certified medical coders help maintain compliance and profitability within medical practices through accurate medical coding and documentation. Through rigorous examination and experience, certified CPC's have proven mastery of all code sets (CPT, ICD-9, HCPCS Level II), evaluation and management principles, and documentation guidelines. Certified medical billers, also known as certified professional billers, have proven knowledge of how to submit claims in accordance with government regulations and private payer policies, follow-up on claim statuses, resolution of claim denials, appeals submission, posting of payments and adjustments, and collections management.</p> | <p>https://www.aapc.com/</p> |
| <p>Certified Medical Interpreters</p> <p><i>Professional Board Certification Available</i></p> | <p>Certified medical interpreters have successfully completed a medical interpreter educational program and have been certified by the National Board of Certification for Medical Interpreters. Staff in these positions will be able to fluently and articulately speak about medical issues and translate for medical staff and patients.</p> | <p>http://www.certifiedmedicalinterpreters.org/aboutus</p> |
| <p>Certified Nurse Aides / Assistants</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A certified nurse aide helps care for ill, injured, disabled and/or infirm individuals in nursing homes. Under the supervision of nursing and medical staff, nurse aides answer patient 'call bells,' deliver messages, serve meals, make beds, and help patients eat, dress and bathe. Aides may provide skin care to patients, take temperatures, pulse and respiration, and help patients walk and get in and out of bed. Nurse aides observe patients' mental, physical and emotional conditions and report changes to the nursing and medical staff.</p> | <p>https://www.labor.ny.gov/stats/olcnyc/certified-nurse-aide.shtm</p> |
| <p>Certified Nurse Midwives</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A New York State licensed midwife is a health care provider who may care for the health needs of pre-adolescent, adolescent, and adult women throughout their life span. Licensed midwives provide primary well woman health care including: gynecologic care, and care during pregnancy and childbirth, as well as care of the newborn following birth.</p> | <p>http://www.op.nysed.gov/prof/midwife/</p> |

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| <p>Certified Social Worker (exclude Licensed Clinical Social Workers, and Licensed Master Social Workers)</p> <p><i>Professional Board Certification Available</i></p> | <p>Certified social workers are typically have completed bachelors or masters level course work and have obtained certification from the National Association of Social Workers. Staff in these positions may not have attained licensure with the State of New York (e.g. licensed clinical social worker, licensed masters social worker)</p> | <p>http://www.naswdc.org/credentials/list.asp</p> |
| <p>Clerical staff</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Clerical staff perform a variety of administrative tasks, including answering telephones, typing or word processing, making copies of documents, and maintaining records. Additionally, some clerical staff may provide executive assistance, calendar management and organizational support services.</p> | <p>http://www.bls.gov/ooh/office-and-administrative-support/general-office-clerks.htm</p> |
| <p>Clinical Lab Technicians / Technologists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Clinical Laboratory Technology Practitioners are clinical laboratory technologists, cytotechnologists, certified clinical laboratory technicians and certified histological technicians who work in licensed clinical laboratories and practice clinical laboratory technology. Clinical Laboratory Technology Practitioners are an essential part of the team of health care professionals. They perform tests and procedures on all bodily fluids and tissue that are critical to the diagnostic process in determining health and disease. They also have a critical role in determining the nature of substances that are used by bioterrorists.</p> | <p>http://www.op.nysed.gov/prof/ct/</p> |
| <p>Clinical Support</p> | <p>Clinical Support jobs comprise a set of patient care services organized around several clinical and support functions. Clinical Support jobs support and/or produce the functional products of care, collectively, with the medical staff.</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>Community Health Worker</p> | <p>A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.</p> | <p>https://www.apha.org/apha-communities/member-sections/community-health-workers</p> |

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| Correctional Health Facility | <p>A healthcare facility that specifically treats inmates and their conditions at correctional facilities.</p> | <p>http://www.ncchc.org/glossary-of-terms</p> |
| Credentialed Prevention Professional / Specialists <i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i> | <p>The Credentialed Prevention Professional (CPP)/Credentialed Prevention Specialist (CPS) are intended for individuals who provide alcoholism and substance abuse prevention services in approved work settings. CPP/CPS work experience is based upon a comprehensive, multi-dimensional prevention services approach which includes five performance domains, i.e., planning and evaluation, education and skill development, community organization, public and organizational policy, and professional growth and responsibility.</p> | <p>https://labor.ny.gov/stats/olcny/credentialed-prevention-professional-specialist.shtm</p> |
| Cultural competency training | <p>Training designed to expand the ability of staff to develop a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.</p> | <p>Cross T., Bazron, B., Dennis, K., & Isaacs, M. (1989). Towards a culturally competent system of care, volume I. Washington, D.C.: Georgetown University Child Development Center, CASSP Technical Assistance Center Isaacs, M. and Benjamin, M. (1991). Towards a culturally competent system of care, volume II, programs which utilize culturally competent principles. Washington, D.C.: Georgetown University Child Development Center, CASSP Technical Assistance Center.</p> |
| Data Analysts / Informaticists <i>No NYS Credential and/or License or Professional Board Certification Required</i> | <p>Data analysts (including statisticians) provide in depth analysis and aggregate statistics of datasets for the purpose of decision making, reporting, program evaluation, performance analysis, and other analytic functions. Analysts can work within finance, health information, and other areas. The focus of this job family is around the analysis of health information.</p> | <p>http://www.bls.gov/ooh/math/statisticians.htm http://www.bls.gov/ooh/business-and-financial/financial-analysts.htm https://www.amia.org/programs/working-groups/nursing-informatics</p> |
| Dietary / Food Service <i>No NYS Credential and/or License or Professional Board Certification Required</i> | <p>These staff perform a variety of customer service, food preparation, and cleaning duties in restaurants, cafeterias, and other eating and drinking establishments.</p> | <p>http://www.bls.gov/ooh/food-preparation-and-serving/food-and-beverage-serving-and-related-workers.htm</p> |

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| <p>Doctor of Dental Medicine / Doctor of Dental Surgery</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Dentists restore and maintain dental health by diagnosing and treating, operating on, or prescribing for any disease, pain, injury, deformity or physical condition of the oral and maxillofacial area. In general, this means the teeth, gums, jaws, and other areas of the head and neck as long as the mouth is involved. Doctor of Dental Medicine and Doctor of Dental Surgery complete the same educational requirements and must pass the same certification exam in order to be licensed.</p> | <p>http://www.op.nysed.gov/prof/dent/ http://www.op.nysed.gov/prof/dent/dentlic.htm</p> |
| <p>Drug Abuse Screen Test (DAST)</p> <p><i>Behavioral Health screening tool</i></p> | <p>The Drug Abuse Screening Test (DAST) was developed in 1982 and is still considered an excellent screening tool. It is a 28-item self-report scale that consists of items that parallel those of the Michigan Alcoholism Screening Test (MAST). The DAST has “exhibited valid psychometric properties” and has been found to be “a sensitive screening instrument for the abuse of drugs other than alcohol.</p> | <p>http://integrationacademy.ahrq.gov/sites/default/files/DAST_0.pdf</p> |
| <p>Emergency Medical Technicians</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Emergency medical technician is a type of New York State Certified First Responder. Certification as an emergency medical technician requires the individual demonstrate competency is assessment of a patient, handling emergencies using Basic Life Support equipment and techniques. Emergency medical technicians (EMTs) care for the sick or injured in emergency medical settings. People’s lives often depend on their quick reaction and competent care. EMTs and paramedics respond to emergency calls, performing medical services and transporting patients to medical facilities.</p> | <p>https://www.health.ny.gov/professionals/ems/certification.htm http://www.bls.gov/ooh/healthcare/emts-and-paramedics.htm</p> |

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| <p>Employee/Staff</p> | <p>Persons 16 years and over in the civilian non institutional population who, during the reference week, (a) did any work at all (at least 1 hour) as paid employees; worked in their own business, profession, or on their own farm, or worked 15 hours or more as unpaid workers in an enterprise operated by a member of the family; and (b) all those who were not working but who had jobs or businesses from which they were temporarily absent because of vacation, illness, bad weather, childcare problems, maternity or paternity leave, labor-management dispute, job training, or other family or personal reasons, whether or not they were paid for the time off or were seeking other jobs. Each employed person is counted only once, even if he or she holds more than one job. Excluded are persons whose only activity consisted of work around their own house (painting, repairing, or own home housework) or volunteer work for religious, charitable, and other organizations.</p> | <p>http://www.bls.gov/bls/glossary.htm#E</p> |
| <p>Engineering staff (Construction, Maintenance, Mech. Services, etc.)</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>These staff provide general maintenance and repair services to physical spaces and equipment within the organization, other than information technology. They work on plumbing, electrical, and air-conditioning and heating systems.</p> | <p>http://www.bls.gov/ooh/installation-maintenance-and-repair/general-maintenance-and-repair-workers.htm</p> |
| <p>Environmental Services staff</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>These staff include grounds keepers, Janitors, housekeeping, and other building cleaners.</p> | <p>http://www.bls.gov/ooh/building-and-grounds-cleaning/janitors-and-building-cleaners.htm</p> |

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| <p>Executive Leadership</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Chief Officers (C-Suite) of the organization who devise strategies and policies to ensure that an organization meets its goals. They plan, direct, and coordinate operational activities of companies and organizations.</p> | <p>http://www.bls.gov/ooh/management/top-executives.htm</p> |
| <p>Extended Service Hours</p> | <p>Access to routine and non-routine care outside of regular business hours for the patients/families to help avoid requiring them to take time from work and school to address their health care needs. This may include early morning, evenings or weekends to accommodate patients and families. Being open one evening a week qualifies as outside regular business hours.</p> | <p>http://www.ncqa.org/Portals/0/Programs/Recognition/PCMH/PCMH_2011_FAQs_9_24_13.pdf</p> |
| <p>External training</p> | <p>Training that is promoted by entities that organize initiatives or sell training with interest for the improvement of professional qualification of human resources Complementary It assumes a complementary dimension to that which is developed with a view to a suitable scientific and technical updating of workers in specific areas, meeting of needs and concrete ambitions of personal and professional valuing of those workers being necessarily reflected on motivation and organizational performance levels Financing The external training may be financed by the organization budget, agreed or in partnerships with external entities that ensure enrolments with organizations' workers Initiative Proposals for external training result normally from the worker's individual initiative, but may be also made by services when increased needs of specific qualification are identified for the duties carried out.</p> | <p>http://www.dgaep.gov.pt/stap/en/infoPage.cfm?objid=7a84453e-d56c-4a23-b404-7dcd4a1e8eed&KeepThis=true&TB_iframe=true&height=580&width=520</p> |

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| <p>Federally Qualified Health Center (FQHC)</p> | <p>This includes all organizations receiving grants under Section 330 of the Public Health Service Act (PHS). Federally Qualified Health Centers (FQHC) qualify for enhanced reimbursement from Medicare and Medicaid, as well as other benefits. FQHCs must serve an underserved area or population, offer a sliding fee scale, provide comprehensive services, have an ongoing quality assurance program, and have a governing board of directors. Certain tribal organizations and FQHC Look-Alikes (an organization that meets PHS Section 330 eligibility requirements, but does not receive grant funding) also may receive special Medicare and Medicaid reimbursement.</p> | <p>http://www.hrsa.gov/healthit/toolbox/RuralHealthITtoolbox/Introduction/qualified.html</p> |
| <p>Financial staff <i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Financial management involves handling routine financial operations, such as negotiating contracts, making cash available for expenses such as payroll, providing other members of the leadership team with information to make strategic plans to prepare for the future.</p> | <p>http://smallbusiness.chron.com/role-financial-management-health-care-76263.html</p> |
| <p>Full-Time</p> | <p>26 U.S. Code Section 4980H(c) (4) provides that a full-time employee for any month is an employee who is employed on average at least 30 hours of service per week. 26 U.S. Code § 4980H - Shared responsibility for employers regarding health coverage.</p> | <p>Added and amended Pub. L. 111–148, title I, § 1513(a), title X, §§ 10106(e)–(f) (2), 10108(i)(1)(A), Mar. 23, 2010, 124 Stat. 253, 910, 914; Pub. L. 111–152, title I, § 1003, Mar. 30, 2010, 124 Stat. 1033; Pub. L. 112–10, div. B, title VIII, § 1858(b) (4), Apr. 15, 2011, 125 Stat. 169.) http://www.irs.gov/pub/irs-drop/n-14-49.pdf</p> |
| <p>Health Coaches (excluding Registered Professional Nurses, Licensed Practical / Vocational Nurses, Nurse Practitioners, Physician Assistants, Medical Assistants, Social workers) <i>Professional Board Certification Available</i></p> | <p>Certification is available for health coaches through the National Society of Health Coaches, though is not necessarily required for employment in this Job Family. Health coaches are dedicated to advancing the knowledge and use of evidence-based health coaching with motivational interviewing to actively and safely engage patients/clients in health behavior change to better self-manage wellness and chronic health conditions resulting in optimal health outcomes, reduced health risk, and lowered overall costs.</p> | <p>http://www.nshcoa.com/</p> |

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| <p>Health Home</p> | <p>A Health Home is a care management service model whereby all of an individual's caregivers communicate with one another so that all of a patient's needs are addressed in a comprehensive manner. This is done primarily through a "care manager" who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to stay healthy, out of the emergency room and out of the hospital. Health records are shared among providers so that services are not duplicated or neglected. Health Home services are provided through a network of organizations – providers, health plans and community-based organizations. When all the services are considered collectively they become a virtual "Health Home."</p> | <p>https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/</p> |
| <p>Health Home / Care Coordination Site Supervisors / Managers / Directors</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>These personnel are responsible for coordinating, managing, planning, implementing and evaluating comprehensive health/dental and environmental safety programs within community settings.</p> | <p>https://www.dhs.state.il.us/page.aspx?item=51332</p> |
| <p>Health Information Technology staff</p> <p><i>Professional Board Certification Available</i></p> | <p>While not necessarily a job requirement, certifications are available for staff working in health information technology. There are multiple certifications available for health information technology staff, including health information technology (HIT), electronic health records (EHR), health information exchange (HIE), and operating rules administration (ORA). Health information technology staff are responsible for planning, selecting, implementing, and managing electronic health records and other health information technology. Professional training and certification for those responsible for planning, managing the technology, and managing the infrastructure access, for personal health records of Health Information Exchanges, including RHIOs.</p> | <p>http://www.healthitcertification.com/overview.html</p> |

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| Health literacy training | Health literacy training is defined as the degree to which individuals have the capacity to obtain, process and understand basic health information needed to make appropriate health decisions and services needed to prevent or treat illness. | http://www.hrsa.gov/publichealth/healthliteracy/healthlitabout.html |
| Home Health (Care) | Home health care is a wide range of health care services that can be given in your home for an illness or injury. Examples of skilled home health services include: Wound care for pressure sores or a surgical wound, Patient and caregiver education Intravenous or nutrition therapy, Injections, Monitoring serious illness and unstable health status. The goal of home health care is to treat an illness or injury. | www.medicare.gov |
| Hourly | An hourly employee is paid on an hour-by-hour basis. Pay for an hourly employee is calculated as hours worked times rate. Employers may pay employees on a piece-rate basis, as long as they receive at least the equivalent of the required minimum hourly wage rate and overtime for hours worked in excess of 40 hours in a workweek. The Fair Labor Standards Act does not limit either the number of hours in a day or the number of days in a week that an employer may require an employee to work, as long as the employee is at least 16 years old. Similarly, the Act does not limit the number of hours of overtime that may be scheduled. However, the Act requires employers to pay covered employees not less than one and one-half times their regular rate of pay for all hours worked in excess of 40 in a workweek, unless the employees are otherwise exempt. | http://www.dol.gov/compliance/guide/minwage.htm |
| Human Resources staff <i>No NYS Credential and/or License or Professional Board Certification Required</i> | Employees charged with finding, screening, recruiting, and training new employees, and organizational management of employee benefit programs. | http://www.bls.gov/ooh/management/human-resources-managers.htm |
| Incarcerated | Inmates confined in a prison or a jail. This may also include halfway-houses, bootcamps, weekend programs, and other facilities in which individuals are locked up overnight. | http://www.bjs.gov/index.cfm?ty=tda |

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| <p>Information Technology staff supporting Hardware, Network Engineering, and Maintenance</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Staff who work on technical aspects of information technology, including hardware (e.g. computers, servers, etc.), network engineering (e.g. internet, internal networks, etc.), and maintenance of this equipment.</p> | <p>http://www.bls.gov/ooh/computer-and-information-technology/home.htm</p> |
| <p>Information Technology Technical Support staff</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Information technology technical support staff typically provide troubleshooting assistance to staff throughout the organization. They provide help and advice to people and organizations using computer software or equipment. Some, called computer network support specialists, support information technology (IT) employees within their organization. Others, called computer user support specialists, assist non-IT users who are having computer problems.</p> | <p>http://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm</p> |
| <p>Internal training</p> | <p>Training organized and developed internally or in cooperation with external entities, by way of protocols/agreements with specific rules.</p> | <p>http://www.dgaep.gov.pt/stap/en/infoPage.cfm?objid=7a84453e-d56c-4a23-b404-7dcd4a1e8eed&KeepThis=true&TB_iframe=true&height=580&width=520</p> |
| <p>Job Family</p> | <p>A job family is a group of jobs involving similar types of work and requiring similar training, skills, knowledge, expertise, and credentials.</p> | <p>http://www.onetonline.org/find/family/</p> |

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| <p>Licensed and/or Certified Behavioral Analyst Assistants</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A Licensed Behavior Analysts designs, implements and evaluates environmental modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior, pursuant to a diagnosis and prescription or order from a person who is licensed or otherwise authorized to provide such diagnosis and prescription or ordering services pursuant to a profession enumerated in Article 167, for the purpose of providing behavioral health treatment for persons with autism and autism spectrum disorders and related disorders. Certified Behavior Analyst Assistants provide services and activities under the supervision of a licensed behavior analyst to perform such patient related applied behavior analysis tasks as are assigned by the supervising licensed behavior analyst.</p> | <p>http://www.op.nysed.gov/prof/aba/</p> |
| <p>Licensed Clinical Social Workers</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Licensed clinical social workers have met the requirements for licensed Master's social workers, with an additional 3 years of supervised experience in diagnosis, psychotherapy and assessment-based treatment planning.</p> | <p>http://www.op.nysed.gov/prof/sw/</p> |
| <p>Licensed Credentialed Alcoholism and Substance Abuse Counselors (CASAC)</p> <p><i>NYS Certified and/or Licensed</i></p> | <p>The CASAC is intended for individuals who provide alcoholism and substance abuse COUNSELING services in approved work settings. CASAC typically have experience with diagnostic assessment, evaluation, intervention, referral, and alcoholism and/or substance abuse counseling in both individual and group settings</p> | <p>https://www.oasas.ny.gov/sqa/credentialing/CASACCover.cfm</p> |

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| <p>Licensed Masters Social Workers</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Social work is a profession that helps individuals, families, and groups change behaviors, emotions, attitudes, relationships, and social conditions to restore and enhance their capacity to meet their personal and social needs. Social workers are trained to provide a variety of services, ranging from psychotherapy to the administration of health and welfare programs. They work with human development and behavior, including the social, economic, and cultural systems in which people function. A licensed Master's social worker has met the New York State requirements for this title.</p> | <p>http://www.op.nysed.gov/prof/sw/</p> |
| <p>Licensed Mental Health Counselors</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Licensed mental health counselors are trained in counseling and psychotherapy to treat individuals with mental and emotional disorders and other behavioral challenges. Mental health counselors address mental health, human relationship, education and career concerns within ethical, developmental, preventive and treatment contexts. Mental health counselors demonstrate a concern for the short-term and long-term well-being of individuals, couples, families, groups and organizations.</p> | <p>http://www.op.nysed.gov/prof/mhp/</p> |
| <p>Licensed Occupational Therapists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Occupational therapists are licensed rehabilitation care professionals who work to restore or improve physical abilities, promote behavioral changes, adapt surroundings, and teach new skills; the goal is to have the individual achieve her or his best physical and/or mental functioning in daily life tasks. Occupational therapists provide these services on the referral or prescription of a physician, physician assistant, or nurse practitioner.</p> | <p>http://www.op.nysed.gov/prof/ot/</p> |
| <p>Licensed Occupational Therapy Assistants / Aides</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Occupational therapy assistants provide treatment according to a plan developed by or in collaboration with a licensed occupational therapist. They must work under the supervision of a licensed occupational therapist or a licensed physician.</p> | <p>http://www.op.nysed.gov/prof/ot/</p> |

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| <p>Licensed Pharmacists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Pharmacists dispense prescription medications to patients and offer expertise in the safe use of prescriptions. They also may provide advice on how to lead a healthy lifestyle, conduct health and wellness screenings, provide immunizations, and oversee the medications given to patients. A licensed pharmacist has met the requirements specified by New York State.</p> | <p>http://www.bls.gov/ooh/healthcare/pharmacists.htm http://www.op.nysed.gov/prof/pharm/</p> |
| <p>Licensed Pharmacy Technicians</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Pharmacy technicians help licensed pharmacists dispense prescription medication to customers or health professionals, and have met the requirements specified by New York State.</p> | <p>http://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm http://www.op.nysed.gov/prof/pharm/</p> |
| <p>Licensed Physical Therapists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A physical therapist is a licensed health care professional who examines and evaluates a patient's condition and then plans and administers treatments to promote optimal health. Physical therapists seek to relieve pain, improve the body's movement and function, maintain cardiopulmonary function, restore, maintain and promote optimal physical function; and limit disabilities resulting from injury or disease.</p> | <p>http://www.op.nysed.gov/prof/pt/</p> |
| <p>Licensed Physical Therapy Assistants / Aides</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A physical therapist assistant is a licensed health care professional who provides treatment according to a plan developed by and under the supervision of a licensed physical therapist.</p> | <p>http://www.op.nysed.gov/prof/pt/</p> |
| <p>Licensed Practical / Vocational Nurses</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A Licensed Practical Nurse (LPN) provides skilled nursing care tasks and procedures under the direction of an RN, nurse practitioner, clinical nurse specialist, physician, or other authorized health care provider.</p> | <p>http://www.op.nysed.gov/prof/nurse/</p> |

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| <p>Licensed Psychologists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A psychologist is a health care professional who diagnoses and treats mental, nervous, emotional, and behavioral disorders and ailments. Psychologists' practices also include industrial/organizational psychology, research, and teaching. In providing services to individuals, organizations, and the public, psychologists apply principles, methods or procedures of understanding, predicting or influencing behavior.</p> | <p>http://www.op.nysed.gov/prof/psych/</p> |
| <p>Licensed Respiratory Therapist Technicians</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A respiratory therapist technician performs the following services under the supervision of a licensed respiratory therapist: evaluate cardiopulmonary (lungs and heart) health, teaches patients and their families about treatment and maintenance of pulmonary health problems, including the use of respiratory therapy equipment and medications.</p> | <p>http://www.op.nysed.gov/prof/rt/</p> |
| <p>Licensed Respiratory Therapists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>At the direction of a licensed physician, a respiratory therapist evaluates and treats cardiopulmonary (lungs and heart) health. This includes teaching patients and their families about treatment and maintenance of pulmonary health problems, including the use of respiratory therapy equipment and medications.</p> | <p>http://www.op.nysed.gov/prof/rt/</p> |
| <p>Meaningful Use</p> | <p>Eligible professionals (EPs) and hospitals need to successfully attest to demonstrating meaningful use of certified electronic health records (EHRs) to qualify for an incentive payment through the Medicare EHR Incentive Program administered by the Centers for Medicare & Medicaid Services (CMS).</p> | <p>https://www.healthit.gov/providers-professionals/how-attain-meaningful-use</p> |
| <p>Medicaid</p> | <p>A joint federal and state program that helps with medical costs for people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid.</p> | <p>https://www.cms.gov/apps/glossary/</p> |
| <p>Midwives</p> | <p>Nurse Midwives provide and coordinate patient care related to maternity & OB medical services</p> | <p>http://www.bls.gov/ooh/healthcare/nurse-anesthetists-nurse-midwives-and-nurse-practitioners.htm</p> |

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| <p>Million Hearts Campaign</p> | <p>Heart disease and stroke are two of the leading causes of death in the United States. Million Hearts® brings together communities, health systems, nonprofit organizations, federal agencies, and private-sector partners from across the country to fight heart disease and stroke. The NY State Department of Health strongly supports the goals of the Million Hearts™ Initiative and is committed to achieving reductions in cardiovascular events.</p> | <p>http://millionhearts.hhs.gov/aboutmh/partners/nysdoh.html</p> |
| <p>National Provider Identification (NPI)</p> | <p>The National Provider Identifier (NPI) is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. Covered health care providers and all health plans and health care clearinghouses must use the NPIs in the administrative and financial transactions adopted under HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). This means that the numbers do not carry other information about healthcare providers, such as the state in which they live or their medical specialty. The NPI must be used in lieu of legacy provider identifiers in the HIPAA standards transactions.</p> | <p>https://www.cms.gov/apps/glossary/ https://nppes.cms.hhs.gov/NPPES/Welcome.do</p> |
| <p>New York Safety Net Designation</p> | <p>A New York State designation for healthcare facilities in which 30% of patients are enrolled in Medicaid programs or are uninsured, or if the facility addresses a critical need of patients who underutilize healthcare services.</p> | <p>https://www.health.ny.gov/health_care/medicaid/redesign/docs/safety_net_definitions.pdf</p> |
| <p>Non-Certified Medical Assistants <i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Medical assistants work in physicians’ offices, clinics, or other healthcare facilities. They are responsible for performing physician support services that help ensure medical facilities run smoothly. Medical assistants may work in a clerical, administrative, or clinical capacity, and may even be asked to perform more specialized tasks. These staff have completed educational requirements, but have not yet attained certification from a professional board.</p> | <p>http://www.onlinemedicalassistantprograms.net/types/certified-medical-assistant/</p> |

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| <p>Non-Certified Medical Coders / Billers</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>These staff have not yet been certified by a professional board, specifically the AAPC. Medical coding professionals provide a key step in the medical billing process. Every time a patient receives professional health care in a physician’s office, hospital outpatient facility or ambulatory surgical center (ASC), the provider must document the services provided. The medical coder will abstract the information from the documentation, assign the appropriate codes, and create a claim to be paid, whether by a commercial payer, the patient, or CMS.</p> | <p>https://www.aapc.com/medical-coding/medical-coding.aspx</p> |
| <p>Non-Certified Nurse Aides / Assistants</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Nursing assistants and orderlies help provide basic care for patients in hospitals and residents of long-term care facilities, such as nursing homes. These staff have not been certified by New York State or a national board.</p> | <p>http://www.bls.gov/ooh/healthcare/nursing-assistants.htm# http://cnacertification-training.com/top-15-healthcare-careers-for-high-school-graduates/</p> |
| <p>Nurse Practitioners</p> | <p>Nurse practitioners, nurse anesthetists, and nurse midwives, also referred to as advanced practice registered nurses (APRNs), provide and coordinate patient care and they may provide primary and specialty health care.</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>Nursing</p> | <p>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. Licensed practical nurses (LPNs) and licensed vocational nurses (LVNs) provide basic nursing care. They work under the direction of registered nurses and doctors.</p> | <p>http://www.bls.gov/ooh/healthcare/nurse-anesthetists-nurse-midwives-and-nurse-practitioners.htm</p> |
| <p>Nursing Care Managers/ Coordinators / Navigators / Coaches</p> | <p>Registered nurses (RNs), Licensed practical nurses (LPNs) and licensed vocational nurses (LVNs) serving in the roles of Care Managers, Care Coordinators, Health or Patient Navigators and Health Coaches</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>Occupational training</p> | <p>An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should be outcome oriented and focused on a long-term goal.</p> | <p>http://wdr.doleta.gov/directives/attach/TEGL15-03_AttachC.html</p> |

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| <p>Other Allied Health staff</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Include acupuncturists, athletic trainers, audiologists, podiatrists, optometrists, chiropractors, massage therapists, medical physics professionals, perfusionists, and ophthalmic dispensers.</p> | <p>http://www.op.nysed.gov/prof/</p> |
| <p>Other Behavioral Health Staff (Psychiatric Aides / Techs, Social and Human Services Assistants)</p> <p><i>Professional Board Certification Available</i></p> | <p>Psychiatric aides and psychiatric technicians include a variety of employees with Bachelor's degrees or less who are providing direct care to individuals with mental illnesses and/or developmental disabilities. Though not always a job requirement, certification is available through the American Association of Psychiatric Technicians. Social and human services assistants help people get through difficult times or get additional support. They assist other workers, such as social workers, and they help clients find benefits or community services.</p> | <p>http://www.psychtechs.org/ http://www.bls.gov/ooh/community-and-social-service/social-and-human-service-assistants.htm</p> |
| <p>Other Information Technology and Analytics staff</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Computer and information systems managers, often called information technology (IT) managers or IT project managers, plan, coordinate, and direct computer-related activities in an organization. They help determine the information technology goals of an organization and are responsible for implementing computer systems to meet those goals. Operations research analysts use advanced mathematical and analytical methods to help organizations investigate complex issues, identify and solve problems, and make better decisions.</p> | <p>http://www.bls.gov/ooh/management/computer-and-information-systems-managers.htm http://www.bls.gov/ooh/math/operations-research-analysts.htm</p> |

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| <p>Other Licensed Behavioral Health Therapists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>Other licensed behavioral health therapists include Creative Arts Therapists, Marriage and Family Therapists, and Psychoanalysts. Creative arts therapists are trained in psychotherapy and in specific arts disciplines, which may include dance/movement therapy, drama therapy, music therapy, poetry therapy and art therapy. They have training in areas that include clinical practice and human development as well as the use of the creative arts to provide appropriate services, and multicultural and artistic traditions. Marriage and family therapists are trained in individual psychotherapy and family systems to assess and treat mental, emotional, and behavioral disorders, and address an array of relationship issues within the context of marital/couple, family and various relational systems. Psychoanalysts use verbal and non-verbal communications to uncover the unconscious blocks that may be affecting the individual’s behavior and personality. Psychoanalysts treat a range of conditions including anxiety, depression and phobias.</p> | <p>http://www.op.nysed.gov/prof/mhp/</p> |
| <p>Other Patient Educators</p> <p><i>Professional Board Certification Available</i></p> | <p>While not always a requirement of this job family, a variety of certifications are available for patient health education. Patient educators are those that provide and manage health education programs that help individuals, families, and their communities maximize and maintain healthy lifestyles. Health Educators collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating programs designed to encourage healthy lifestyles, policies, and environments. They may serve as resource to assist individuals, other health professionals, or the community, and may administer fiscal resources for health education programs. This category excludes certified asthma educators and certified diabetes educators for the purpose of this survey.</p> | <p>http://www.nchec.org/profession http://www.bls.gov/ooh/community-and-social-service/health-educators.htm</p> |

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| <p>Paramedics</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A paramedic is a type of New York State certified first responder that has advanced training. A paramedic is capable of utilizing all EMT-B and AEMT-intermediate skills and equipment, able to perform under Advanced cardiac Life Support (ACLS) and Basic Trauma Life Support (BTLS) standards and is knowledgeable and competent in the use of a cardiac monitor/defibrillator and intravenous drugs and fluids. The EMT-Paramedic has reached the highest level of pre-hospital care certification.</p> | <p>https://www.health.ny.gov/professionals/ems/policy/00-10.htm</p> |
| <p>Part-Time</p> | <p>Persons who work less than 35 hours per week.</p> | <p>http://www.bls.gov/bls/glossary.htm</p> |
| <p>Patient Activation Measure (PAM)</p> | <p>Assesses patient self-reported knowledge, skill, and confidence for self-management of one's health or chronic condition.</p> | <p>http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1361231/</p> |
| <p>Patient Advocate</p> | <p>A person who helps a patient work with others who have an effect on the patient's health, including doctors, insurance companies, employers, case managers, and lawyers. A patient advocate helps resolve issues about health care, medical bills, and job discrimination related to a patient's medical condition.</p> | <p>http://www.cancer.gov/publications/dictionaries/cancer-terms?cdrid=44534</p> |
| <p>Patient Advocates / Representatives</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>An advocate is one who pleads the cause of another; and a patient advocate is an advocate for clients' rights.</p> | <p>http://www.rncentral.com/blog/2012/what-exactly-is-patient-advocacy/</p> |
| <p>Patient Education</p> | <p>Health Professionals who impart knowledge and information to patients and their caregivers that will alter their health behaviors or improve their health status.</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>Patient Navigators (excluding Peers)</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Help guide individual patients through the continuum of healthcare as it pertains to their specific disease, ensuring that any and all barriers to that care are resolved and that each stage of care is as quick and seamless as possible.</p> | <p>http://www.hpfreemanpni.org/faq/#sthash.xHknuN3T.dpuf</p> |

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| Patient/Client encounter | <p>An interaction between a patient and healthcare provider(s) for the purpose of providing healthcare service(s) or assessing the health status of a patient.</p> | <p>https://www.hl7.org/fhir/encounter-definitions.html</p> |
| Peer Support | <p>Peer support is getting help from someone who has been there. People with similar experiences may be able to listen, give hope and guidance toward recovery in a way that is different, and may be just as valuable, as professional services. Peer services include mutual support groups, peer-run programs and services in traditional mental health agencies provided by peer support specialists. While peer support groups may be composed entirely of people who have simply learned through their own experience, some types of peer providers undergo training and certification to qualify. In addition to direct services, many peer-run organizations advocate to improve opportunities for people recovering from mental illnesses.</p> | <p>http://www2.nami.org/Content/NavigationMenu/Inform_Yourself/About_Mental_Illness/About_Treatments_and_Supports/Peer_Services_and_Supports.htm</p> |
| Peers / Peer Support / Peer Educators <i>No NYS Credential and/or License or Professional Board Certification Required</i> | <p>Peer education is an umbrella term used to describe a range of interventions where the educators and the educated are seen to share something that creates an affinity between them (such as a characteristic like age or an experience).</p> | <p>http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3607369/</p> |
| Personal Care Assistants, Aides, and/or Attendants (non-certified) <i>No NYS Credential and/or License or Professional Board Certification Required</i> | <p>Personal Care Aides work in either private or group homes. They have many titles, including personal care attendant, home care worker, homemaker, and direct support professional (the latter work with people with intellectual and developmental disabilities). In addition to providing assistance with ADLs, these aides often help with housekeeping chores, meal preparation, and medication management. They also help individuals go to work and remain engaged in their communities.</p> | <p>http://www.phinational.org/sites/phinational.org/files/clearinghouse/NCDCW%20Fact%20Sheet-1.pdf</p> |

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| <p>PHQ-2 and PHQ-9 <i>Behavioral Health screening tool</i></p> | <p>Are components of the longer Patient Health Questionnaire, offer psychologists concise, self-administered tools for assessing depression. They incorporate DSM-IV depression criteria with other leading major depressive symptoms into a brief self-report instruments that are commonly used for screening and diagnosis, as well as selecting and monitoring treatment. The PHQ-2, comprising the first 2 items of the PHQ-9, inquires about the degree to which an individual has experienced depressed mood and anhedonia over the past two weeks. Its purpose is not to establish final diagnosis or to monitor depression severity, but rather to screen for depression. Patients who screen positive should be further evaluated with the PHQ-9 to determine whether they meet criteria for a depressive disorder.</p> | <p>http://www.apa.org/pi/about/publications/caregivers/practice-settings/assessment/tools/patient-health.aspx</p> |
| <p>Physician Assistants</p> | <p>Physician assistants, also known as PAs, practice medicine on a team under the supervision of physicians and surgeons. They are formally educated to examine patients, diagnose injuries and illnesses, and provide treatment.</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>Physicians</p> | <p>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.</p> | <p>http://www.bls.gov/ooh/healthcare/home.htm</p> |
| <p>PPS Partner</p> | <p>An organization that has agreed to participate in the Performing Provider System, organized under the NYS Delivery System Reform Incentive Payment (DSRIP).</p> | <p>https://www.health.ny.gov/health_care/medicaid/redesign/docs/dsrp_glossary.pdf</p> |

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| <p>Primary Care</p> | <p>Primary care practices serve as the patient’s first point of entry into the health care system and as the continuing focal point for all needed health care services including health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses. Primary care is performed and managed by a personal physician who has been trained and is skilled in comprehensive first contact and continuing care of patients, typically (1) a physician who has a primary specialty designation of family medicine, internal medicine, geriatric medicine, or pediatric medicine; or (2) a nurse practitioner, clinical nurse specialist, or physician assistant, working in collaborating with other health professionals, and utilizing consultation or referral as appropriate.</p> | <p>"Primary Care." AAFP Policies- Primary Care. American Academy of Family Physicians, n.d. Web. 27 Aug. 2015.</p> |
| <p>Primary Care in an Ambulatory Care setting</p> | <p>The provision of primary care in a facility or office that provides preventative, diagnostic, interventional, and treatment services, particularly of specific diseases and chronic conditions.</p> | <p>http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2690145/</p> |
| <p>Professional Board Certification</p> | <p>Certification by an independent professional board to indicate a level of expertise in the subject matter that the professional board covers. Examples are medical board specialty certifications (e.g. Internal Medicine).</p> | <p>http://www.abms.org/member-boards/</p> |
| <p>Psychiatrists <i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A psychiatrist is a medical doctor, physician, who has attained board certification for a psychiatric specialty. They have specialized skills and knowledge to diagnose and treat problems ranging from emergencies to the long-term medical management of psychiatric disorders.</p> | <p>http://www.abpn.com/about/definition-of-a-board-certified-psychiatrist-and-neurologist/</p> |
| <p>Quality / Patient Safety Staff <i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Staff that oversee quality and safety. Quality in health care is the degree to which its processes and results meet or exceed the needs and desires of the people it serves. Those needs and desires include safety.</p> | <p>http://www.jointcommission.org/assets/1/6/PS_C_for_Web.pdf</p> |

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| <p>Regional Health Information Organization (RHIO)</p> | <p>A type of health information exchange organization (HIO) that brings together health care stakeholders within a defined geographic area and governs health information exchange among them for the purpose of improving health and care in that community. In present form, most current efforts for health information exchange are regional health information organizations.</p> | <p>http://www.hrsa.gov/healthit/toolbox/RuralHealthITtoolbox/Collaboration/whatisrhio.html</p> |
| <p>Registered Dietitians / Nutritionists</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A certified dietitian or certified nutritionist integrates and applies principles derived from nutrition, biochemistry, physiology, food management, and behavioral and social sciences to achieve and maintain people's health. Certified dietitians/nutritionists assess nutrition needs based on age, activity level, and special circumstances resulting from medical conditions such as diabetes, high blood pressure, food allergies, and obesity. Certified dietitians/nutritionists: • assess nutrition needs and food patterns • plan for and direct the provision of food appropriate for physical and dietary needs • provide nutrition counseling, such as advice on dietary changes • plan menus and direct the preparation of food to meet dietary needs</p> | <p>http://www.op.nysed.gov/prof/diet/</p> |
| <p>Regulatory Affairs / Accreditation Staff</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Staff responsible with the accreditation and regulatory requirements of the health care organization. Accreditation is usually a voluntary program, sponsored by a non-governmental organization (NGO), in which trained external peer reviewers evaluate a healthcare organization's compliance and compare it with pre-established performance standards.</p> | <p>http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3156520/</p> |
| <p>Skilled Nursing Facility (SNF)</p> | <p>A type of nursing home recognized by the Medicare and Medicaid systems as meeting long term health care needs for individuals who have the potential to function independently after a limited period of care. A multidisciplinary team guides health care and rehabilitative services, including skilled nursing care.</p> | <p>http://medical-dictionary.thefreedictionary.com/skilled+nursing+facility</p> |

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| <p>Social Worker Case Management / Care Management</p> | <p>Social Workers serving as Case Managers and/or Care Managers in mental health clinics, schools, child welfare and human service agencies, hospitals, and private practices. Social workers in this category have responsibilities to help people solve and cope with problems in their everyday lives and/or provide clinical services including diagnosing and treating mental, behavioral, and emotional issues.</p> | <p>http://www.bls.gov/ooh/community-and-social-service/social-workers.htm</p> |
| <p>Software Programmers</p> <p><i>No NYS Credential and/or License or Professional Board Certification Required</i></p> | <p>Software developers are the creative minds behind computer programs. Some develop the applications that allow people to do specific tasks on a computer or other device. Others develop the underlying systems that run the devices or control networks.</p> | <p>http://www.bls.gov/ooh/computer-and-information-technology/software-developers.htm</p> |
| <p>Speech - Language Pathologist</p> <p><i>NYS Credentialed and/or Licensed & Professional Board Certification Available</i></p> | <p>A speech-language pathologist is a licensed health care professional who diagnoses, evaluates, and treats disorders of speech, voice, swallowing, and/or language. Speech-language pathologists treat communication problems in infants, children, adolescents and adults.</p> | <p>http://www.op.nysed.gov/prof/slpa/</p> |
| <p>Staff : Supervisor Ratio</p> | <p>The average number of employees that each supervisor is responsible for supervising. This is also referred to a span of control.</p> | <p>Cole, Kris. (2004). Management: theory and practice. Frenchs Forest, N.S.W : Pearson Australia</p> |
| <p>Substance Use Disorder</p> | <p>Clinical services to diagnose and treat of the recurrent use of alcohol and/or drugs causing clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home.</p> | <p>http://www.samhsa.gov/disorders/substance-use</p> |
| <p>Telemedicine</p> | <p>Telemedicine is the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status. Telemedicine includes a growing variety of applications and services using two-way video, email, smart phones, wireless tools and other forms of telecommunications technology.</p> | <p>http://www.americantelemed.org/about-telemedicine/what-is-telemedicine</p> |

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| <p>Turnover Rate</p> | <p>The turnover rate is the percent of employees who voluntarily leave the organization in a given year (including those who retire). To calculate turnover rate, determine the total number of employees in a given year. This number will be the denominator. Next, determine the number of employees who ended their employment with the organization for any reason in a position that will be filled again. This number will be the numerator. Next, divide the number who left by the total number of employees in the given year. Multiply the result by 100 to get the rate as a percentage.</p> | <p>http://toolkit.ahpnet.com/Building-a-Recruitment-and-Retention-Plan/Step-1-Gather-Organizational-Baseline-Information/Gather-Organizational-Baseline-Info-Quick-Tool/How-to-Determine-Retention-Turnover-Vacancy-Rates.aspx</p> |
| <p>Unique Patients: Ambulatory Care</p> | <p>A unique patient/client is a single individual, if a patient is seen multiple times during the year they are only counted once.</p> | <p>Federal Register / Vol. 77, No. 171 / Tuesday, September 4, 2012 / Rules and Regulations pg. 53982</p> |
| <p>Workforce Growth Rate</p> | <p>The percent change in the number of jobs added or lost in a U.S. occupation or industry over a given projection period; growth rate adjectives used in federal employment projections include: • much faster than the average: 22 percent or more • faster than the average: 15 percent to 21 percent • as fast as the average: 8 percent to 14 percent • more slowly than the average: 3 percent to 7 percent • little or no change: –2 percent to 2 percent • decline: –3 percent or more</p> | <p>http://www.bls.gov/ooh/about/glossary.htm#</p> |