



GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDĀT ESPETĀT MIMURIĀT GUĀHĀN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913

Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



MEDIA RELEASE

August 17, 2026

Pursuant to 4 GCA § 6303.1 – Transparency and Disclosure

PETITION FOR CREATION OF POSITION

The Guam Memorial Hospital Authority is proposing to create the following position:

LONG-TERM CARE ASSISTANT ADMINISTRATOR (SNF)

Pay Grade: R (General Pay Plan)

This position will be established in the unclassified service within the Guam Memorial Hospital Authority. To view the petition, visit www.gmha.org, under the Employee Portal - GMHA Human Resource Department.

Comments should be emailed to human.resources@gmha.org no later than August 28, 2026. Should you have any questions, contact the Human Resources Department at (671) 647-2409.

Jesse John Quenga, CM, LPEC
Acting, Associate Hospital Administrator of Operations



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August 17, 2026

MEMORANDUM

TO: Chairperson and Members of the Board of Trustees

FROM: Interim Hospital Administrator/CEO

SUBJECT: Petition for Creation of Position
Re: Long-Term Care Assistant Administrator (SNF)

Hafa Adai! This is to respectfully request approval to establish a classification specification for the Long-Term Care Assistant Administrator position in the unclassified service within the Guam Memorial Hospital Authority (GMHA), pursuant to 4 GCA § 6303(d).

- A) **The justification for the new position:** The establishment of the Long-Term Care Assistant Administrator position will enhance operational leadership and ensure the sustained delivery of high-quality services in the Skilled Nursing Facility (SNF). This role will oversee daily operations, advance strategic initiatives, and ensure compliance with all relevant regulations.
- This position will strengthen succession planning, expand management capacity, and ensure continuity of leadership as the demands of long-term care continue to grow. It is essential for upholding our commitment to quality, compliance, and excellence in resident care.
- B) **Essential Details concerning the creation of the position:** The Human Resources Department reviewed the proposed Position Description Questionnaire (Exhibit B), the submitted organizational chart, and comparable job standards.
- C) **Analysis of the similarities and differences between the position to be created and positions listed pursuant to 4 GCA, Chapter 4, § 4101.1(d):** The proposed Long-Term Care Assistant Administrator position aligns with the existing Long-Term Care Administrator (SNF) classification, as both support effective SNF operations and regulatory compliance. However, the new role is designed to provide focused administrative and operational leadership under the direction of the Long-Term Care Administrator. Unlike the Long-Term Care Administrator, who holds overall responsibility, the Long-Term Care Assistant Administrator will coordinate operations, monitor performance, support quality improvement, and assist with compliance activities.

A review of the nurse leadership series and Executive Management Council positions found that neither addresses the specific support functions needed. The Long-Term Care Assistant Administrator classification will complement, not duplicate, existing roles by delivering targeted administrative leadership and operational support, while preserving clear authority and accountability.



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- D) Position Description:** The completed position description (Exhibit A) is attached. It confirms the position's nature of work, illustrative examples of duties, and the minimum experience, knowledge, abilities, and skills required to satisfactorily perform the essential functions of the role.
- E) Proposed pay range and demonstration of compliance with § 6301 of this Title:** The Hay Guide Chart-Profile Method was used to assign the "R" pay range for the proposed position. To demonstrate compliance with 4 GCA § 6301, the U.S. National Annual Mean Wage Estimate (from the U.S. Bureau of Labor Statistics) is attached for reference (Exhibit C). The recommended Hay Evaluation is stated on the last page of the proposed job standard.
- F) A fiscal note as that term is described in 2 GCA § 9101 et seq.; and any other pertinent information:** The budget for the proposed position will be appropriated from the reallocation of a current vacant GMHA position.

Based on the information provided and supporting documents, I respectfully request your approval to create the Long-Term Care Assistant Administrator (SNF) position at Pay Grade R under the General Pay Plan. If you have any questions, please do not hesitate to contact me. *Si Yu'os Ma'ase!*

Respectfully,

JOLEEN M. AGUON, MD

Attachments

Long-Term Care Assistant Administrator (SNF)
(UNCLASSIFIED)
Proposed Creation

NATURE OF WORK IN THIS CLASS:

The Long-Term Care Assistant Administrator is responsible for ensuring effective operations within the Skilled Nursing Facility (SNF) by providing leadership and strategic direction in accordance with federal and local laws and other regulatory requirements. This position is accountable for integrating, coordinating, and delivering programs and services to ensure compliance with quality assurance and performance standards.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Supports the Long-Term Care Administrator by overseeing, coordinating, and monitoring all operational functions of the SNF. Provides leadership in optimizing processes, resource utilization, and service delivery to uphold regulatory standards and organizational objectives.

Maintains compliance with federal, local, and applicable regulatory requirements. Monitors and enforces adherence, ensuring operations alignment with regulations and policies. Supports audit processes, survey preparation, development of corrective action plans, and policy maintenance.

Leads and coordinates designated personnel to achieve strategic goals and departmental objectives. Provides training and guidance to ensure compliance with the highest standards of care.

Fosters collaboration within the SNF and Guam Memorial Hospital to improve communication, address operational challenges, and maintain a resident-centered care environment.

Prepares data-driven reports, maintains comprehensive facility records, coordinates Quality Assurance and Performance Improvement (QAPI), and assists the Long-Term Care Administrator in implementing quality improvement and strategic operational initiatives.

Performs related work as assigned.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge in Long-Term Care operational standards and compliance expectations governing resident care, facility processes, documentation practices, and safety protocols.

Knowledge of Centers for Medicare and Medicaid Services, Health Insurance Portability and Accountability Act, and other applicable governing requirements and regulations.

Knowledge of trends and current developments that will contribute to and support the success of operational excellence in a healthcare setting.

Knowledge of quality improvement methodologies and techniques to identify opportunities, implement solutions, and enhance operational efficiency.

Ability to interpret and apply pertinent laws, rules, regulations, and program guidelines to make sound management decisions.

Ability to direct and perform administrative, consultative, and managerial functions towards a medium to large team within a hospital setting.

Ability to compile, analyze, and interpret complex data to support informed decision-making to achieve targeted objectives.

Ability to establish and maintain effective working relationships with internal and external personnel.

Ability to communicate, both orally and in writing.

MINIMUM EXPERIENCE AND TRAINING:

- A. Bachelor's degree in Public Health Administration, Health Care Administration, Health Science, Public Administration, Business Administration, or a related field; and three (3) years of experience in hospital or nursing home administration, including two (2) years in a supervisory or administrative role within a healthcare setting; or
- B. Master's degree in Long-Term Care Administration, Public Health Administration, Health Care Administration, Health Science, Public Administration, Business Administration, or a related field; and two (2) years of experience in hospital or nursing home administration, including one (1) year in a supervisory or administrative role within a healthcare setting.

NECESSARY SPECIAL QUALIFICATIONS:

Must obtain a license to practice as a Nursing Home Administrator from the Guam Board of Allied Health Examiners.

ESTABLISHED: August 2026

PAY GRADE/PLAN: R/General Pay Plan

HAY EVALUATION

KNOW HOW	E+ II 3	350
PROBLEM SOLVING	E 4 (43%)	152
ACCOUNTABILITY	D+ 4 S	200
TOTAL POINTS:		702

Sharon J. Davis, Chairperson
GMHA Board of Trustees

Exhibit B

GUAM MEMORIAL HOSPITAL AUTHORITY POSITION DESCRIPTION QUESTIONNAIRE INSTRUCTIONS

WHO SHOULD COMPLETE THE QUESTIONNAIRE?

- (1) The employee occupying the position (jobholder) completes the first six (I-VI) sections of the questionnaire.
- (2) The employee completes Section VII if he/she chooses to do so. If the employee decides not to complete Section VII, mark the box provided. The direct supervisor will then complete Section VII for the employee.
- (3) The direct supervisor completes Section VIII. It is to add or clarify any of the information provided by the employee/jobholder or to provide different information.
- (4) The direct supervisor completes the questionnaire for vacant positions.
- (5) Section IX is completed by the Human Resources Office.
- (6) The completed questionnaire is subject to post-audit.

I. JOB IDENTIFICATION:

- Position Title: Show the official (payroll) title only.
- Official Position No.: Show the official number provided in the staffing pattern for the job. Although the employee/jobholder may change from time to time, the position number does not change. It is a position management tool.
- Job Location: Show the exact location of the position within the organization.
- Direct Supervisor: Show the official position title and name of supervisor or manager to whom the jobholder must report.

II. JOB DESCRIPTION:

ESSENTIAL FUNCTIONS: These are the required job duties of the position that a qualified person must perform. Under the Americans with Disability Act, the duties are performed either with or without a "reasonable accommodation." Without one of the essential functions, the need for the job is changed.

The description of functions performed must be short, clear and correct. It should tell what is done and its purpose or why. It should not tell how it is done. The duties are specific. Do not use unclear, general statements. Do not use additional papers.

Organize and list the job functions in one of the formats selected below. Mark the format selected. The format selected is only for the purpose of organizing the description of the job. It will not determine the job's classification and pay.

- (1) Daily work assignments – proper for job functions that are repetitive and have specific work operations and procedures. List the functions beginning with the first daily work assignment and ending with the last work assignment.
- (2) Percentage of time – proper for jobs that have varied functions and responsibilities. List the functions by percentage of time spent, beginning with the highest percentage. The total % should equal 100%.
- (3) Order of importance – proper for job functions that provide levels of importance. List the functions beginning with the most important function and ending with the least important. All functions are performed, however.

NONESSENTIAL FUNCTIONS: Nonessential functions are tasks that are minor, or not required to the completion of the essential functions. In addition, nonessential functions are those that could be performed by other workers. The phrase, "performs related duties as assigned" is normally listed here.

III. MINIMUM QUALIFICATION REQUIREMENTS:

These are the minimum requirements needed to qualify for the job. They are necessary for satisfactory performance of the job's essential functions. It is not to show the employee's (jobholder's) qualifications. They are used further in the job analysis necessary for the creation of position classification standards.

Experience – Show the type and length (months or years) of experience needed by a qualified applicant to perform the essential functions of the job.

Education – Show the formal schooling or training required for a qualified applicant to perform the essential functions of the job.

GUAM MEMORIAL HOSPITAL AUTHORITY POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: <u>Long-Term Care Assistant Administrator (Unclassified)</u>		Official Position No: _____
Job Location: <u>Guam Memorial Hospital Authority</u>	<u>Administration</u>	<u>Skilled Nursing Facility (SNF)</u>
(Department/Agency)	(Division)	(Section/Unit)
Name: _____		
Last	First	Middle Initial
Pay Grade: <u>R</u>	☐ Classified	☒ Unclassified
Supervisor: _____	<u>Long-Term Care Administrator</u>	
Name of Direct Supervisor	Title of Supervisor	

II. DESCRIPTION OF DUTIES

Duty NO. or % of Time	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that MUST be performed. List duties in one of the formats below. (1) The daily work assignments, beginning with the first duty and ending with the last duty for the day. (2) Percentage of time and show % for each (total % equals 100%). (3) Order of importance, beginning with the most important. Mark (✓ or X) one format only: ☐ (1), ☐ (2), ☒ (3)
	Collaborates with the Long-Term Care Administrator to plan, implement, and evaluate long-term goals and operational priorities, supporting initiatives that expand facility performance, financial sustainability, and resident outcomes.
	Ensures ongoing compliance with federal, local, and applicable regulatory requirements by monitoring adherence to policies, supporting audit and survey processes, and contributing to the development of corrective action plans and updates to facility policies.
	Develops, implements, and continuously improves operational policies, procedures, and workflows to optimize administrative efficiency, ensure resource readiness, and enhance resident care, while proactively supporting daily operations and maintaining facility preparedness for inspections, audits, and emergencies.
	Directs quality assurance and performance improvement efforts through coordination of QAPI meetings, oversight of documentation and metrics, analysis of care quality and resident outcome trends, and facilitation of corrective actions and quality initiatives.
	Cultivates staff excellence by managing workforce planning, competency assessments, and ongoing education; provides coaching on regulatory compliance, safety, care protocols, and communication standards; and actively contributes to performance evaluations and staff development initiatives.
	Fosters strong interdepartmental and community relationships by representing the SNF in hospital committees and collaborative initiatives, enhancing communication between SNF leadership, GMH departments, and external agencies, and coordinating relevant programs that support the facility's strategic and regulatory objectives.
	Oversees data management, reporting, and documentation by maintaining accurate facility records, preparing analytical reports on staffing, census, utilization, incidents, quality indicators, and performance metrics for leadership review, and ensuring the confidentiality and secure handling of resident and administrative information.
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that may be performed, as assigned.
	Responds when called upon regarding hospital-wide disaster and emergency events.

	conditions within the hospital's Safety Learning System (i.e., online reporting system); Just Culture; Behaviors that Undermine a Culture of Safety; Infection Control; Quality Assessment and Performance Improvement; and Equal Employment Opportunity, to include Sexual Harassment, Discrimination, English-Only Workplace, Anti-bullying; and Drug-free/Smoke-free Workplace.
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III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

A. Within your department / agency. Mark (X or √) one box:			
☐ None	☐ Up to 15% of total working hours	☐ 15 – 50% of total working hours	☒ Over 50%
B. Outside your department / agency. Mark (X or √)			
☐ None	☐ Up to 15% of total working hours	☒ 15 – 50% of total working hours	☐ Over 50%

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor? Mark (X or √) one correct response.

☐	Detailed and specific instructions / procedures received or followed for each assignment.
☐	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.
☐	Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determines methods, work sequence, scheduling and how to achieve objectives of assignments; operates within policy guidelines. (Generally applicable to skilled professionals, supervisors and managers.)
☒	General Direction – Receives very general guidance about overall objectives; work is usually quite independent of others; operates within division or department policy guidelines, using independent judgment in achieving assigned objectives. (Generally applicable to managers / administrators in large and complex organizations and to department / agency heads and their first assistants.)

V. SUPERVISION EXERCISED: The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities
		Manages personnel engaged in the day-to-day operational activities of the Skilled Nursing Facility.

VI. EQUIPMENT: List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH
Desktop Computer (Xerox, Scanner, Fax Machine)	60%
Telephone	40%

VII. JOB REQUIREMENTS

- ☐ Mark (√ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.

A. MINIMUM QUALIFICATION REQUIREMENTS: List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management work experience needed and how much (in months and/or years). If none, mark (√ or X) "No work experience required."	
☐ No work experience is required.	
General:	
Specialized:	
Bachelor's degree in Public Health Administration, Health Care Administration, Health Science, Public Administration, Business Administration, or a related field; and three (3) years of experience in	

hospital or nursing home administration, including two (2) years in a supervisory or administrative role within a healthcare setting; or Master's degree in Long-Term Care Administration, Public Health Administration, Health Care Administration, Health Science, Public Administration, Business Administration, or a related field; and two (2) years of experience in hospital or nursing home administration, including one (1) year in a supervisory or administrative role within a healthcare setting.	
Supervisor / Management:	
If no work experience is required, list the knowledge, abilities and skills a qualified applicant needs before employment to perform the essential job functions.	
2. FORMAL EDUCATION OR TRAINING: Mark (✓ or X) the most applicable education level required.	
a. ☐ Below High School – Show Number of Years	
b. ☒ High School Graduation / GED	
c. ☐ Vocational / Technical School Show specific training that is required by this position. 	
d. ☐ Some College Show number of ☐ Semester Hours _____ or ☐ Quarter Hours _____. Show specific courses required by the essential functions of this job. 	
e. College Degree (Show major area of study required.) ☐ Associate's : ☒ Bachelor's: Public Health Administration, Health Care Administration, Health Science, Public Administration, Business Administration, or a related field ☐ Master's: ☐ Beyond Masters:	
3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.	

- Knowledge in Long-Term Care operational standards and compliance expectations governing resident care, facility processes, documentation practices, and safety protocols.
- Knowledge of Centers for Medicare and Medicaid Services, Health Insurance Portability and Accountability Act, and other applicable governing requirements and regulations.
- Knowledge of trends and current developments that will contribute to and support the success of operational excellence in a healthcare setting.
- Knowledge of quality improvement methodologies and techniques to identify opportunities, implement solutions, and enhance operational efficiency.
- Ability to interpret and apply pertinent laws, rules, regulations, and program guidelines to make sound management decisions.
- Ability to direct and perform administrative, consultative, and managerial functions towards a medium to large team within a hospital setting.
- Ability to compile, analyze, and interpret complex data to support informed decision-making to achieve targeted objectives.
- Ability to establish and maintain effective working relationships with internal and external personnel.
- Ability to communicate, both orally and in writing.

4. LICENSE, REGISTRATION OR CERTIFICATION:

List possession of required license, professional registration/certification needed to perform essential functions.

Must obtain a license to practice as a Nursing Home Administrator from the Guam Board of Allied Health Examiners.

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. Mark (✓ or X) the most appropriate physical requirement(s) for the job.

- | | | |
|---|--------------------------|--|
| ☒ [X] | Sitting | The job requires the employee to sit in a comfortable position most of the time. The employee can move about. |
| ☐ [] | Sitting | Employee is required to sit for extended periods or time without being able to leave the work area. |
| ☒ [X] | Sitting/Standing/Walking | The employee is required to sit, stand, walk most of the time. |
| ☐ [] | Climbing | Employee is required to climb ladders or scaffolding or to climb and work in overhead areas. |
| ☐ [] | Lifting | Employee is required to raise or lower objects from one level to another regularly. |
| ☐ [] | Pulling and/or Pushing | The job requires exerting force up to ___ pounds on a regular basis to move the object to or away from the employee. |
| ☐ [] | Carrying | The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s). |
| ☐ [] | Reaching | The employee is regularly required to use the hands and arms to reach for objects. |
| ☐ [] | Stooping and Crouching | The employee is regularly required to bend forward by bending at the waist or by bending legs and spine. |
| ☐ [] | Crawling | Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees. |
| ☒ [X] | Speaking | The job requires expressing ideas by the spoken word. |
| ☒ [X] | Listening | The job requires the perception of speech or the nature of sounds in the air. |
| ☐ [] | Other | Describe the requirement. |

2. Mark (✓ or X) the most appropriate mental / visual requirement for the job.

- ☒ General Intelligence (typical requirement for machine operators, office staff, etc.)
- ☐ Motor Coordination Skills (typical for automotive mechanic, painter, etc.)
- ☐ Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.)
- ☐ Verbal Intelligence (typical for counselors, customer service representatives, etc.)
- ☐ Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.)
- ☐ Other: _____

3. The job's most appropriate work environment and the weather exposure.

Show what percent of a typical workday is spent.
(Select one response only)

- 90% Indoors in a comfortable temperature-controlled environment (for instance, in an office).
- % Indoors in a non-temperature-controlled environment (such as an open garage, storerooms and warehouses, etc.)
- 10% Outdoors exposed to changing weather conditions (for instance, rain, sun, wind, etc.)
- % Outdoors but in an enclosed vehicle protected from extreme weather conditions.

4. Other physical working conditions

☐ Mark (X or ✓) if none of the following is applicable.

Show what percent of a typical workday this position is exposed to:

- % Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagreeable odors).
- % Vibration (i.e., operating jackhammer, impact wrench).
- % Noise (Exposure at a level enough to cause bearing loss or fatigue).
- % An improperly illuminated or awkward and confining work space.
- % Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket trucks, scaffolding).
- % Lifting or carrying items or objects. Describe item/object and weight:

- % Heat. (Hot or Cold) Describe source and degree of high or low temperature.

- % Medication accessibility: This position may be expose to areas where medication is accessible.

_____ % Other hazards. Describe:

5. **Describe the working conditions that are irregular or unusual for the job and show frequency of exposure.**

[] Mark (X or √) if not applicable.

CONDITION

FREQUENCY OF EXPOSURE

C. **Work Schedule/Hours** – Mark (√ or X) the most appropriate work schedule/hours for the job.

[X] Regular – Standard Eight (8) hours daily, Monday – Friday

[] Irregular – Shift work – A 24-hour work operation.

[] Regular / Irregular – Overtime hours with overtime pay entitlement

State Purpose and Total Hours required per pay period:

[] Regular / Irregular – Overtime hours without overtime pay entitlement

State Purpose and Total Hours required per pay period:

The information given on this position is complete and correct.

Signature of Employee

Date

VIII. **SUPERVISOR'S REVIEW**

IMPORTANT: This Block To Be Filled Out Only By The Direct Supervisor

a.	(1) Has the employee correctly stated his or her official payroll position title? [] Yes [] No								
	(2) If not, what is the correct title? _____								
b.	(1) Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate? [] Yes [] No								
	(2) If not, what additions, deletions or corrections should be made? (Refer to block and page) _____ _____								
c.	What positions under your supervision perform the same essential functions Give name and title: <table border="0"><thead><tr><th>Name</th><th>Title</th></tr></thead><tbody><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr></tbody></table>	Name	Title	_____	_____	_____	_____	_____	_____
Name	Title								
_____	_____								
_____	_____								
_____	_____								
d.	Does this position require (mark one) [] Immediate supervision on a regular basis, [] Immediate supervision only for new/complex tasks, or [] Little immediate supervision.								
e.	Does the employee participate in (mark those appropriate) the [] Formulation, [] Interpretation, and/or [] Application of Agency/Department policy. Give examples: _____ _____ _____								
f.	The employee (mark one) [] Performs routine, well-defined tasks, [] Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or [] Performs complex tasks requiring extensive knowledge of Agency's/Department's work.								

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

Signature of Immediate Supervisor Date

Signature of Department Manager Date

Signature of Division Manager Date

Human Resources Department Review:

Date: _____

Reviewed by: _____
Position Title Name

Classification Correct: [] Yes [] No

If not, corrective action taken: (Attach copy of review made)

Approved by: _____
Personnel Services Administrator Date

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

Signature of Hospital Administrator/CEO Date

OCCUPATIONAL OUTLOOK HANDBOOK

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Go

Medical and Health Services Managers

PRINTER-FRIENDLY 

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Summary



The median annual wage for medical and health services managers was \$117,500 in May 2022.

Job Outlook

Employment of medical and health services managers is projected to grow 23 percent from 2024 to 2034, much faster than the average for all occupations.

About 62,100 openings for medical and health services managers are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

State & Area Data

Explore resources for employment and wages by state and area for medical and health services managers.

Similar Occupations

Compare the job duties, education, job growth, and pay of medical and health services managers with similar occupations.

More Information, Including Links to O*NET

Learn more about medical and health services managers by visiting additional resources, including O*NET, a source on key characteristics of workers and occupations.

What Medical and Health Services Managers Do



In group medical practices, medical and health services managers work closely with physicians.

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

Duties

Medical and health services managers typically do the following:

- Develop goals and objectives related to efficiency and quality of healthcare services
- Ensure that the facility in which they work complies with laws and regulations
- Prepare and monitor budgets and manage finances, including patient fees and billing
- Recruit, train, and supervise staff members
- Create work schedules
- Represent the facility or department at investor meetings or on governing boards
- Keep and organize records of facility services, such as the number of inpatient beds used

Medical and health services managers set and carry out policies, goals, and procedures for their departments or facilities. Their duties include hiring, scheduling, and evaluating staff; monitoring compliance with state and federal guidelines; and developing reports and budgets. Responsibilities may vary by employer. For example, managers of large facilities may focus on broad oversight, while tasks for those in small departments might include ordering medical supplies and materials.

Medical and health services managers work with [physicians and surgeons](#), [registered nurses](#), [medical records specialists](#), and other healthcare personnel. They also may interact with patients or [insurance agents](#).

Medical and health services managers’ titles depend on their facility or area of expertise.

The following are examples of types of medical and health services managers:

Nursing home administrators manage all aspects of a facility, including admissions and building maintenance, as well as care of its residents.

Clinical managers oversee a department, such as intensive care or physical therapy, and have responsibilities based on that specialty.

Health information managers ensure that databases of patient records are complete, accurate, and accessible only to authorized personnel.

[<- Summary](#)

[Work Environment ->](#)

Work Environment



Some medical and health services managers oversee facilities.

Medical and health services managers held about 616,200 jobs in 2024. The largest employers of medical and health services managers were as follows:

Hospitals; state, local, and private	29%
Offices of physicians	14

Nursing and residential care facilities	9
Government, excluding state and local education and hospitals	7
Outpatient care centers	7

Medical and health services managers may work on a team with other healthcare providers, such as [licensed practical nurses](#) and [medical assistants](#).

Injuries and Illnesses

Medical and health services managers have one of the highest rates of injuries and illnesses of all occupations. Injuries may occur due to incidents such as slips, falls, and overexertion. Workers reduce the risk of injury by following safety procedures and practices, such as wearing shoes with slip-resistant soles and using proper lifting technique.

Work Schedules

Most medical and health services managers work full time, and some work more than 40 hours per week. Evening or weekend work may be required in healthcare settings that operate around the clock, such as hospitals and nursing homes. Medical and health services managers may need to be on call in case of emergencies.

[<- What They Do](#)

[How to Become One ->](#)

How to Become a Medical or Health Services Manager



Medical and health services managers must effectively communicate policies and procedures with other health professionals.

Medical and health services managers typically need a bachelor’s degree to enter the occupation; however, educational requirements vary by facility and specific function. Prospective managers also typically need work experience in an administrative or clinical role in a hospital or other healthcare facility.

Education

Medical and health services managers typically need a bachelor's [degree](#) to enter the occupation, although requirements may vary. For example, some employers hire candidates with an associate’s degree; others prefer to hire those with a master’s degree. Work experience sometimes may substitute for education.

Common majors for medical and health services managers include [healthcare and related](#) fields, such as health administration or nursing, or other relevant fields, such as [business](#). Degrees that focus on both management and healthcare combine business-related topics with those such as medical terminology, hospital organization, and health information systems. For example, a degree in health administration or health information management may include courses in health services management, accounting and budgeting, and health informatics.

Work Experience in a Related Occupation

Employers may require prospective medical and health services managers to have work experience in either an administrative or a clinical role in a hospital or other healthcare facility. For example, nursing home administrators may have years of experience working as a [registered nurse](#).

Other managers may begin their careers as [medical records specialists](#), [administrative assistants](#), or [financial clerks](#) in a healthcare office.

Licenses, Certifications, and Registrations

Some medical and health services managers need a state-issued license. For example, all states require licensure for nursing home administrators; requirements vary by state. For more information, contact your local or state licensing board.

Some positions may require candidates to be licensed as a [registered nurse](#) or [social worker](#).

Although certification is not required, some managers choose to earn a professional credential. Information on certifications is available from [CareerOneStop](#).

Advancement

Some health information managers advance by taking on additional responsibilities, such as for an entire hospital’s information systems. Other managers may advance to [top executive](#) positions within an organization. Advancement to top level executive positions may require a master’s degree.

Important Qualities

The following are examples of qualities that are important for these workers to perform their duties. For more information, visit the Employment Projections (EP) [skills data page](#).

Analytical skills. Medical and health services managers review and evaluate healthcare metrics for ways to improve efficiency and meet goals.

Communication skills. Medical and health services managers must convey information to their staff, other healthcare workers, and, sometimes, patients and [insurance agents](#).

Detail oriented. Medical and health services managers must pay attention to detail. They might be required to organize and maintain scheduling and billing information for very large facilities, such as hospitals.

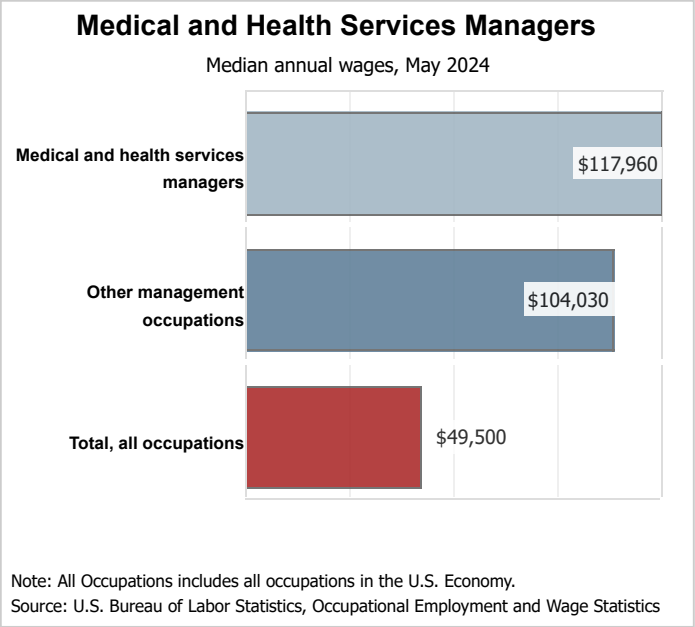
Leadership skills. Medical and health services managers hire, train, and direct staff. They must be able to motivate others and create an environment in which workers can succeed.

Technical skills. Medical and health services managers must stay up to date with advances in healthcare technology, such as the coding and electronic health record (EHR) systems their facility adopts.

[<- Work Environment](#)

[Pay ->](#)

Pay



The median annual wage for medical and health services managers was \$117,960 in May 2024. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$69,680, and the highest 10 percent earned more than \$219,080.

In May 2024, the median annual wages for medical and health services managers in the top industries in which they worked were as follows:

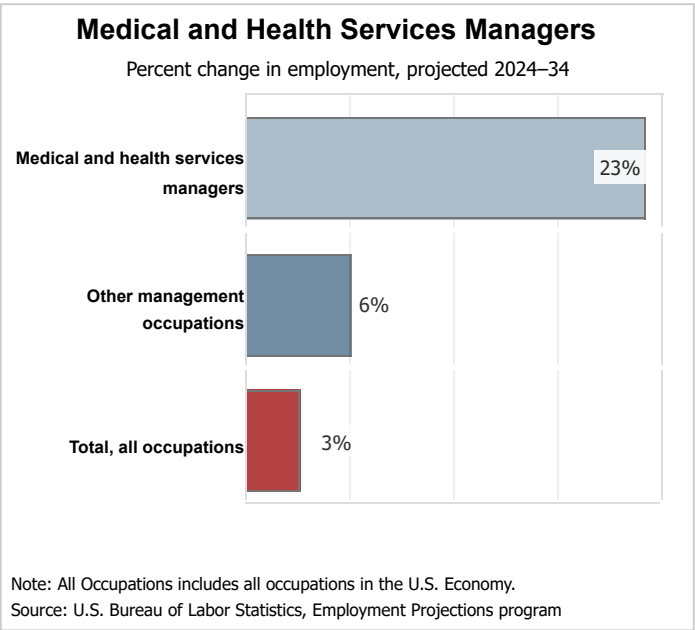
Government, excluding state and local education and hospitals	\$132,620
Hospitals; state, local, and private	130,690
Outpatient care centers	106,990
Offices of physicians	100,780
Nursing and residential care facilities	99,250

Most medical and health services managers work full time, and some work more than 40 hours per week. Evening or weekend work may be required in healthcare settings that operate around the clock, such as hospitals and nursing homes. Medical and health services managers may need to be on call in case of emergencies.

[<- How to Become One](#)

[Job Outlook ->](#)

Job Outlook



Employment of medical and health services managers is projected to grow 23 percent from 2024 to 2034, much faster than the average for all occupations.

About 62,100 openings for medical and health services managers are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Employment

Because many health issues arise with age, an aging population will increase the demand for healthcare services. This will result in a greater need for [physicians](#) and other healthcare workers, medical procedures, and healthcare facilities, and therefore an increased need for managers to organize and oversee workflows and healthcare staff.

In addition, advancements in technology, shifting policies and regulations, and evolving models of care are contributing to increased complexity of healthcare delivery. More medical and health services managers will be needed to help organizations navigate the evolving and increasingly complex healthcare landscape.

Employment projections data for medical and health services managers, 2024–34

Medical and health services managers
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program

SOC Code:

11-9111

Employment, 2024:

616,200

Projected Employment, 2034:

759,100

Change, 2024–34 (Percent):

23

Change, 2024–34 (Numeric):

142,900

Employment By Industry:

[Get data](#)

SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program

<- Pay

State & Area Data ->

State & Area Data

Occupational Employment and Wage Statistics (OEWS)

The [Occupational Employment and Wage Statistics](#) (OEWS) program produces employment and wage estimates annually for over 800 occupations. These estimates are available for the nation as a whole, for individual states, and for metropolitan and nonmetropolitan areas. The link below goes to OEWS data maps for employment and wages by state and area. Use the dropdown boxes to select an occupation.

[Occupational Employment and Wage Statistics \(OEWS\) Profiles](#)

Projections Central

Occupational employment projections are developed for all states by Labor Market Information (LMI) or individual state Employment Projections offices. All state projections data are available at www.projectionscentral.org. Information on this site allows projected employment growth for an occupation to be compared among states or to be compared within one state. In addition, states may produce projections for areas; there are links to each state’s websites where these data may be retrieved.

CareerOneStop

CareerOneStop includes hundreds of [occupational profiles](#) with data available by state and metro area. There are links in the left-hand side menu to compare occupational employment by state and occupational wages by local area or metro area. There is also a [salary info tool](#) to search for wages by zip code.

<- Job Outlook

Similar Occupations ->

Similar Occupations

This table shows a list of occupations with job duties that are similar to those of medical and health services managers.

[Administrative Services and Facilities Managers](#)

Job Duties:

Administrative services and facilities managers plan, direct, and coordinate activities that help an organization run efficiently.

Entry-Level Education:

Bachelor's degree

2024 Median Pay:

\$106,880

[Computer and Information Systems Managers](#)

Job Duties:

Computer and information systems managers plan, coordinate, and direct computer-related activities in an organization.

Entry-Level Education:

Bachelor's degree

2024 Median Pay:

\$171,200

[Financial Managers](#)

Job Duties:

Financial managers create financial reports, direct investment activities, and develop plans for the long-term financial goals of their organization.

Entry-Level Education:

Bachelor's degree

2024 Median Pay:

\$161,700

[Health Information Technologists and Medical Registrars](#)

Job Duties:

Health information technologists and medical registrars advise organizations on computerized healthcare systems and analyze clinical data.

Entry-Level Education:

Associate's degree

2024 Median Pay:

\$67,310

Human Resources Managers

Job Duties:
Human resources managers plan, coordinate, and direct the administrative functions of an organization.

Entry-Level Education:
Bachelor's degree

2024 Median Pay:
\$140,030

Medical Records Specialists

Job Duties:
Medical records specialists compile, process, and maintain patient files.

Entry-Level Education:
Postsecondary nondegree award

2024 Median Pay:
\$50,250

Purchasing Managers, Buyers, and Purchasing Agents

Job Duties:
Buyers and purchasing agents buy products and services for organizations. Purchasing managers oversee the work of buyers and purchasing agents.

Entry-Level Education:
Bachelor's degree

2024 Median Pay:
\$79,830

Registered Nurses

Job Duties:
Registered nurses (RNs) provide and coordinate patient care and educate patients and the public about various health conditions.

Entry-Level Education:
Bachelor's degree

2024 Median Pay:
\$93,600

Social and Community Service Managers

Job Duties:
Social and community service managers coordinate and supervise programs and organizations that support public well-being.

Entry-Level Education:
Bachelor's degree

2024 Median Pay:
\$78,240

Top Executives

Job Duties:
Top executives plan strategies and policies to ensure that an organization meets its goals.

Entry-Level Education:
Bachelor's degree

2024 Median Pay:
\$105,350

< State & Area Data

More Info ->

Contacts for More Information

For information about certifications, visit [CareerOneStop](#).

O*NET

[Medical and Health Services Managers](#)

< Similar Occupations

SUGGESTED CITATION:
Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Medical and Health Services Managers, at <https://www.bls.gov/ooh/management/medical-and-health-services-managers.htm> (visited July 20, 2026).

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