2017 Staff Salary Survey

[National Data]
Where is your practice located?
What is the primary reimbursement method at your practice?

- Traditional fee-for-service (accepts insurance) (92%)
- Direct pay / cash only (patients pay out-of-pocket for service) (3.6%)
- Value-based reimbursement (1.6%)
- Concierge / membership (patients pay an additional fee for concierge services) (0.6%)
- Other (2.2%)

How many physicians — including yourself — work in your practice?

- 1 (37.4%)
- 2-5 (40.2%)
- 6-10 (11.4%)
- 11-20 (5.4%)
- More than 20 (5.6%)

2017 STAFF SALARY SURVEY
How many advanced practitioners (for example, PAs or NPs) work in your practice?
- 1 (44.9%)
- 2-5 (40.9%)
- 6-10 (8.5%)
- 11-20 (2.6%)
- More than 20 (3.1%)

How many non-clinical staff?
- 1 (6.7%)
- 2-5 (40.1%)
- 6-10 (20.1%)
- 11-20 (15.2%)
- More than 20 (17.9%)

2017 STAFF SALARY SURVEY
# National Salary Averages by Years of Experience

Total respondents: 1,082

<table>
<thead>
<tr>
<th>ROLE</th>
<th>On Staff?</th>
<th>0-2 YEARS</th>
<th>3-5 YEARS</th>
<th>6-10 YEARS</th>
<th>11-20 YEARS</th>
<th>20+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse</td>
<td>35.5%</td>
<td>$50,234</td>
<td>$53,684</td>
<td>$59,820</td>
<td>$60,934</td>
<td>$65,798</td>
</tr>
<tr>
<td>Nurse Manager</td>
<td>17.2%</td>
<td>$58,703</td>
<td>$60,923</td>
<td>$63,551</td>
<td>$71,615</td>
<td>$74,210</td>
</tr>
<tr>
<td>Physician Assistant</td>
<td>26.6%</td>
<td>$87,409</td>
<td>$91,356</td>
<td>$98,391</td>
<td>$106,870</td>
<td>$109,933</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>36.9%</td>
<td>$87,566</td>
<td>$93,753</td>
<td>$102,497</td>
<td>$100,937</td>
<td>$105,204</td>
</tr>
<tr>
<td>Medical Assistant</td>
<td>76.9%</td>
<td>$27,444</td>
<td>$30,911</td>
<td>$34,388</td>
<td>$38,095</td>
<td>$39,434</td>
</tr>
<tr>
<td>Care Coordinator</td>
<td>16.3%</td>
<td>$36,868</td>
<td>$36,751</td>
<td>$39,538</td>
<td>$44,357</td>
<td>$52,417</td>
</tr>
<tr>
<td>Front-Desk Staff</td>
<td>91.1%</td>
<td>$26,417</td>
<td>$29,463</td>
<td>$31,649</td>
<td>$34,701</td>
<td>$37,233</td>
</tr>
<tr>
<td>Medical Biller</td>
<td>59.2%</td>
<td>$30,700</td>
<td>$34,906</td>
<td>$37,819</td>
<td>$41,401</td>
<td>$45,203</td>
</tr>
<tr>
<td>Billing Manager</td>
<td>27.8%</td>
<td>$44,379</td>
<td>$48,855</td>
<td>$46,260</td>
<td>$51,614</td>
<td>$55,385</td>
</tr>
<tr>
<td>Medical Records Clerk</td>
<td>19.9%</td>
<td>$24,407</td>
<td>$27,358</td>
<td>$30,408</td>
<td>$29,626</td>
<td>$32,783</td>
</tr>
</tbody>
</table>
How has your staffing level changed in the past two years?

**LET GO**
- Front-desk staff: 56.7%
- Medical Assistant: 45.7%
- Biller: 19.7%
- NP: 11.0%
- RN: 10.2%
- Medical Records Clerk: 10.2%
- *Other (please specify): 29.9%

*Billing Manager was top answer

**ADDED**
- Medical Assistant: 59.4%
- Front-desk staff: 51.0%
- NP: 23.3%
- Biller: 20.1%
- PA: 14.9%
- RN: 12.0%
- *Other: 37.3%

*Care Coordinator was top answer

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Do you anticipate hiring staff members to assist with the transition to value-based care due to MACRA?

87.2% No 12.8% Yes

What will be the primary focus of those staff members?

- Clinical (55.2%)
- Operational (26.4%)
- IT (9.2%)
- Finance (8.0%)
- Other (1.2%)
For those not adding staff for MACRA, why aren’t you hiring additional staff members to help you transition to value-based care?

- We’ll train current staff for those roles (38.1%)
- We can’t afford it (19.2%)
- We’re already prepared and don’t need additional training/staff (14.4%)
- We don’t accept Medicare (12.6%)
- We don’t plan on transitioning – either by opting out of Medicare or taking a penalty on not adhering to MACRA (10.1%)
- Other (5.6%)
What is your biggest staffing challenge?

- Increased workload / employees performing dual roles (44.9%)
- Staff training and skills are not up to par (12.5%)
- Lack of professionalism among staff (such as gossip, lateness, and/or lack of respect for managers/physicians) (11.9%)
- Low motivation among staff (8.5%)
- Conflict and tension between staff (7.6%)
- Poor customer service (3.1%)
- Other (please specify) (11.5%)

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