



## INDUSTRY CLUSTER SUMMARY

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CENTER FOR WORKFORCE DEVELOPMENT [www.maricopa.edu/workforce](http://www.maricopa.edu/workforce)

# Health Services

### Industry Definition

The health care sector provides medical and social assistance to individuals. The sector includes both health care and social assistance as it is sometimes difficult to distinguish between the boundaries of these two activities. Firms in the health care sector develop, market, and/or distribute health-related products or provide health care services, such as hospitals, nursing homes, HMOs, medical laboratories, and community services.

### Industry Profile

Health Services is a major industry group within the Services industry division. The Health Services industry group further contains 18 separate (minor) industry groups. Nationwide, 8.4% of firms fall into health services, while the sector accounts for 13.0% of employment and 12.1% of wages. Offices of physicians make up the largest percentage of employment (14.6%), followed by offices of dentists (5.3%), offices of other health practitioners such as chiropractors, optometrists, mental health practitioners and physical therapists (3.9%), outpatient care centers (3.4%), and medical and diagnostic labs (1.4%).

### Industry Trends

Health care services is one of the largest industry sectors in the U.S. employing approximately 14.7 million people in over 700,000 establishments with \$577 billion in wages. Employment in the sector has grown 13.4% between 2001 and 2006, while employment in the nation as a whole has increased only 3.1% during the same period. Indeed, half of the 30 occupations identified by the Bureau of Labor Statistics as being the fastest growing between 2006 and 2016 are in the health services sector and include home health aids, medical assistants, pharmacy technicians, and physical therapists. Advances in technology and greater emphasis on cost-effectiveness have led to changes in the structure, organization, and delivery of health care services. Traditionally, hospitals were the primary providers of acute care, but advances in technology, along with cost controls, have shifted much care from inpatient settings to ambulatory or community-based settings, nursing facilities, and home health care settings. As evidence of this trend, health services businesses that provide home health care and residential care facilities show the largest projected growth rate as compared to other minor industry sectors.

### Local Occupational Trends

Employment demand in the health services sector is expected to increase due to favorable demographic trends observed both nationally and in the Greater Phoenix region. These include an aging population driven by a large cohort of Baby Boomers approaching retirement age. In addition, technological advances and innovative practices within government and industry to cut costs and improve the delivery of health care services will continue to require significant demand for highly skilled health care workers into the near future. In the Greater Phoenix region, occupations in health services anticipating the greatest employment growth between 2004 and 2014 include psychiatric technicians and aides (73.2% and 67.8%, respectively), pharmacy technicians and pharmacists (65.4% and 60.9%), medical and physician assistants (58.8% and 57.0%), physical therapists assistants (56.9%), and diagnostic medical sonographers (55.7%). Employment for registered nurses, which is the single largest health services occupation in the Greater Phoenix region, is expected to grow 48.5% between 2004 and 2014. Turnover rates in health services is higher for less skilled support occupations, such as nursing aides, orderlies, and attendants, although many of these occupations are considered gateway jobs leading participants to higher-skilled positions once the appropriate education and training is obtained. In Greater Phoenix, turnover in the health services sector is highest among veterinary assistants, massage therapists, dental assistants, medical transcriptionists, medical equipment preparers, and pharmacy aides. High turnover is typical for these occupations, resulting in a correspondingly high demand rate. This demand rate is expected to increase in the coming years and account for a significant portion of employment demand as workers cycle through existing jobs and upgrade skills to higher paying positions.

## About the Maricopa County Community

### College District (MCCCD)

The Maricopa Community Colleges comprise 10 colleges, 2 skill centers and numerous education centers dedicated to educational excellence, meeting the needs of businesses and the citizens of Maricopa County. Each college is individually accredited, yet part of a larger system — the Maricopa County Community College District. There are approximately 1,000 occupational programs (Associate of Applied Science degrees – AAS and certificates - CERT), 50 academic programs, and 10,593 courses available for offering. For specific information on your program of interest, please visit <http://www.maricopa.edu/academic/curric/>.

The following programs are those currently available for offering within the 10 community colleges and two skill centers of the Maricopa Community Colleges district. Programs are grouped into broad occupational areas as requested by the colleges, then analyzed by the Center for Workforce Development for inclusion in the Health Services industry cluster. For specific program information, contact the college(s) listed as participating institutions.

College/ Skill Center	Program
Chandler-Gilbert	Developmental Disabilities Specialist, Dietetic Technology, Nurse Assisting, Nursing, Practical Nursing, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training, Therapeutic Massage
Estrella Mountain	Nurse Assisting, Nursing, Practical Nursing, Speech Language Pathology Assistant, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training
GateWay	Clinical Research Coordinating, Computed Tomography, Diagnostic Medical Ultrasound, Electroneurodiagnostics, Fast Track Practical Nursing, Health Services Management, Health Unit Coordinating, Hospital Central Service Technology, Magnetic Resonance Imaging, Medical Radiography, Medical Transcription, Medical Transcription Level 1, Nuclear Medicine Technology, Nurse Assisting, Nursing, Perioperative Nursing, Physical Therapist Assisting, Practical Nursing, Radiation Therapy, Respiratory Care, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training, Surgical Technologist First Assisting, Surgical Technology
Glendale	Adolescent Development, Adult Development and Aging, Advanced Behavioral Health Sciences, Advanced Emergency Medical Technology (Paramedic), Basic Behavioral Health, Basic Emergency Medical Technology, Child and Family Organizations Management and Administration, Developmental Disabilities Specialist, Family Life Education, Group Fitness Instructor, Human Services, Nurse Assisting, Nursing, Nutrition for Fitness and Wellness, Personal Trainer, Practical Nursing, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training
Maricopa Skill Center	Medical Administrative Assistant, Medical Assistant Front & Back Office, Medical Biller/Coder, Practical Nursing

College/ Skill Center	Program
Mesa	Adolescent Development, Adult Development and Aging, Basic Emergency Medical Technology, Child and Family Organizations Management and Administration, Community Health Advocate- Diabetes, Dental Hygiene, Direct Care Practice, Family Life Education, Group Fitness Instructor, Intermediate Emergency Medical Technology, Mortuary Science, Nurse Assisting, Nursing, Nutrition for Fitness and Wellness, Paramedicine, Personal Trainer, Practical Nursing, Recreation Management, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training
Paradise Valley	Advanced Emergency Medical Technology (Paramedic), Basic Emergency Medical Technology, Dietetic Technology, Nurse Assisting, Nursing, Practical Nursing, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training, Teaching, Healing, Meditation & Stress Management
Phoenix	Adolescent Studies, Advanced Emergency Medical Technology (Paramedic), Basic Emergency Medical Technology, Community Emergency Response Team (CERT): Level I, Deaf Studies, Dental Assisting, Dental Hygiene, Dental Office Management, Donor Phlebotomy, Emergency Communications and Deployment, Family Development, Family Support, Gerontology, Gerontology: Aging Services Management, Gerontology: Eldercare, Gerontology: Foundations, Gerontology: Generalist, Gerontology: Program Development, Health Information, Health Information Technology, Intermediate Emergency Medical Technology, Interpreter Preparation, Laboratory Assisting, Medical Assisting, Medical Billing and Coding: Physician-Based, Medical Coding: Hospital-Based, Medical Front Office, Nurse Assisting, Nursing, Patient Care Technician, Phlebotomy, Practical Nursing, Recreation Management, Secondary Basic Emergency Medical Technology, Therapeutic Massage
Rio Salado	Adolescent Development, Adult Development and Aging, Chemical Dependency, Chemical Dependency Level I, Chemical Dependency Level II, Child and Family Organizations Management and Administration, Clinical Dental Assisting, Dental Hygiene, Family Life Education, Nurse Assisting, Nursing, Practical Nursing, Professional Addictions Counseling, Workforce Development and Community Re-Entry
Scottsdale	Advanced Emergency Medical Technology (Paramedic), Basic Emergency Medical Technology, Community Health Advocate- Diabetes, Family Life Education, Nurse Assisting, Nursing, Practical Nursing, Recreation Management, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training, Yoga Instruction
South Mountain	Advanced Behavioral Health Sciences, Advanced Nursing, Basic Behavioral Health, Recovery, Strength and Conditioning Personal Trainer, Strength, Nutrition and Personal Training
SouthWest Skill Center	Medical Assistant Back Office, Medical Assistant Front Office, Medical Assistant Front/Back Office, Medical Billing & Coding, Nurse Assistant Program, Phlebotomy, Practical Nurse Program

For more information about the Maricopa Community Colleges, please visit: <http://www.maricopa.edu>

2008-2009 Sources: U.S. Bureau of Labor Statistics, Arizona Department of Commerce, Minnesota IMPLAN Group, States' Career Clusters Initiative (SCCI), and the Maricopa Community Colleges Center for Curriculum Transfer and Articulation.

