

MARKET SUPPLEMENT PROGRAM

**Report of the Market Supplement Review
Committee**

Assessor Coordinator

**Final Report
December 19, 2002**

OBJECTIVE

The objective of the Market Supplement Program is to ensure that Saskatchewan health care employers can attract and retain the employees required to provide appropriate health care services to the people of Saskatchewan.

This program is designed to address specific skill shortages by use of a temporary market supplement to attract and/or retain qualified employees. The program is designed to ensure that temporary market supplements respond to valid labour market criteria to address recruitment/retention pressures.

A market supplement will be an acceptable option only if:

- a) workplace initiatives have not addressed the skill shortage;
- b) labour market data supports a supplement; and,
- c) recruitment/retention is a problem, is affecting service delivery and is well documented.

This report deals with the Market Supplement Review Committee's analysis of the recruitment/retention pressures facing employers with respect to Assessor Coordinators.

OVERVIEW

The Market Supplement Review Committee reviewed documentation included in the request for consideration of a market supplement for the position of Assessor Coordinator. The request for a market supplement resulted from the collective bargaining process between SAHO and HSAS which concluded on October 16, 2002, with the agreement being ratified November 21, 2002.

Responses were received from 10 Regional Health Authorities who employ Assessor Coordinators. A written submission and a discussion with the Health Sciences Association of Saskatchewan, was also considered.

Role of an Assessor Coordinator:

Assessor Coordinators are responsible for the case management services in a variety of disciplines including home care, long term care and related community programs. Assessor Coordinators provide holistic, responsive and effective human services that contribute to the well being of people with complex needs.

Assessor Coordinators provide in-depth assessments that include the client's perceptions of health functioning, identifies and evaluates individual and supporter needs, capabilities, risks, and potentials in the following areas: physical, mental, emotional/psychological, social, spiritual, and behavioral. The Coordinator develops a care plan that recognizes and responds to the client's needs. The Coordinator is required to plan with the client and anticipate needs in order to avoid gaps and duplication to address the multi needs of the client in a timely fashion.

Information regarding budgeted positions and vacancies is provided in the following table:

Assessor Coordinator – Table 1

Regional Health Authorities	Number of Budgeted Positions (As of Nov 1, 2002)		Number of Vacant Budgeted Positions (As of Nov 1, 2002)		% Vacancy	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Regina Qu'Appelle #4	32	9	1		3%	
Saskatoon #6	47	10	2	1	4.3%	10%
Sun Country #1	6	3				
*Cypress #3		4		1		25%
Sunrise #5	6	12				
Kelsey Trail #8		2				
Prairie North #10	4	1				
Prince Albert #9	8	1				
Five Hills #2	4	7				
Heartland #7	2	5				
TOTAL	109	54	3	2	2.7%	3.7%

*Response from Cypress represents South West Division.

ANALYSIS

The MSRC discussed the Labour Market Criteria as guided by the Provincial Market Supplement Program framework.

SERVICE DELIVERY IMPACTS: *(Employers were asked to provide information that addresses current service delivery impacts resulting from staff shortages, potential staff short term service delivery impacts, potential long term service delivery impacts and options for alternative service delivery models).*

Impacts to service delivery as reported by the Regional Health Authorities have been limited. Of the 10 employers that participated in this analysis, 1 employer reported service delivery issues. The other 9 employers reported no service delivery issues.

Issues identified by the 1 employer are due to the inability to provide relief coverage and the length of time to fill permanent vacancies. Issues experienced by the employer include delayed assessment and service and increased wait times.

VACANCY RATE ANALYSIS: *(Employers were requested to provide information about the frequency and timing of vacancy occurrences (i.e., seasonal vacancies; do the vacancies always follow an event; etc.) and to identify trends that may affect recruitment/retention efforts).*

Of the 10 employers, 7 report no current vacancies. 3 employers report a total of 3 full time vacancies and 2 part time vacancies. Provincially, the vacancy rate is 2.7% for full time positions, and, 3.7% for part time positions. Historically, employers have indicated that there has been minimal difficulty in filling these positions. 2 employers indicate that relief coverage can be difficult to fill due to the limited and irregular hours available.

The employer experiencing most of the service delivery and vacancy problems, report that staffing replacements can take up to 10 months.

TURNOVER RATES: *(Employers were asked to provide local analysis of reasons for leaving and trends that may be emerging. They were also asked to provide annual turnover {loss of employees to other competitor employers} ratio to the existing staff complement {budgeted positions} in the given occupation.)*

Turnover of Assessor Coordinators is not a concern for 9 of the 10 employers. The employer expressing concern, states that there has been approximately 30% turnover of staff in the past 2 to 5 years. This employer also reports that 12 Assessor Coordinators have resigned in the past year, with most of those returning to nursing positions within the Regional Health Authority.

One employer reported that they have experienced 3 resignations of Assessor Coordinators. The reasons included; family reasons, to move closer to home, and a desire to relocate (not wage related).

RECRUITMENT ISSUE ANALYSIS: *(Employers were asked to provide information such as length of recruitment times, training investments, licensing issues, supply and demand issues, etc., as well as information that would identify trends that may affect recruitment and/or retention efforts).*

With minimal recruitment and retention issues, 9 of the 10 employers report no special efforts with respect to recruitment initiatives. Typical recruitment practices include advertising in newspapers and attending career fairs.

Employers report that this classification often attracts nurses because traditional shift work is not a requirement. Historically, recruitment for Assessor Coordinators has not been difficult even with the wage disparity with Registered Nurses. The recent settlement with HSAS provides for even less of a disparity with Registered Nurses.

Employers have attempted to hire a variety of backgrounds into this classification. The use of students from nursing, social work, medicine, and occupational therapy/physical therapy has been practiced by at least 1 employer as means to attract candidates to the profession. Although a mix of various disciplines is desired in this classification, the majority of incumbents are Registered Nurses. Information provided by the Health Sciences Association of Saskatchewan estimates that at least 70% of incumbents are nurses.

Three employers report offering job sharing arrangements/reduced hours of work to employees as a means of retention. 1 employer used a higher pay step i.e. step 5 to step 6. 1 employer pays for professional fees associated with this occupation.

SALARY MARKET CONDITIONS: *(Employers were asked to identify situations where their salary levels are lower than other employers that they would expect to recruit employees from or other employers that recruit their employees. This may be local, provincial, regional, national or international depending on the occupation group and traditional recruitment relationships. Cost of living considerations may or may not be appropriate to factor into market salary comparisons).*

The Assessor Coordinator classification has historically been compared to the Registered Nurse classification for wages. Recent HSAS/SAHO negotiations have resulted in this classification being paid \$26.75/hour at top rate as of November 3, 2002. The SUN Nurse A rate of pay is \$27.62/hour at top rate as of November 1, 2002.

CONCLUSIONS & RECOMMENDATIONS:

Considering all the labour market criteria under the provincial framework, the Market Supplement Review Committee makes the following conclusions:

1. Assessor Coordinators work in many disciplines and are hired from a variety of backgrounds and qualifications. Most Assessor Coordinators are Registered Nurses.
2. Employers have not experienced significant difficulties recruiting or retaining Assessor Coordinators nor, have had to make significant effort in doing so.
3. Assessor Coordinators have historically been compared to Registered Nurses in the SUN/SAHO Collective Agreement for pay purposes.
4. Employers report low vacancy and turnover rates for Assessor Coordinators.
5. Assessor Coordinators received a cumulative increase of 17.12 percent wage increase (Diploma level) and 12.4 percent wage increase (Degree level), for the term of the agreement during the recent HSAS Collective Bargaining.

Having reviewed the employer information and considering all the labour market criteria defined by the market supplement framework, the Market Supplement Review Committee recommends:

A temporary market supplement for the Assessor Coordinator classification not be implemented at this time.

APPENDIX A

Market Supplement Consideration Request – Assessor Coordinator

Employer Respondents

1. Regina Qu'Appelle Regional Health Authority #4
2. Saskatoon Regional Health Authority #6
3. Sun Country RHA #1
4. Cypress RHA #3
5. Sunrise RHA #5
6. Kelsey Trail RHA #8
7. Prairie North RHA #10
8. Prince Albert Parkland #9
9. Five Hills RHA #2
10. Heartland RHA #7