

HEALTHCARE WORKFORCE SUPPLY AND DEMAND REPORT FOR BREVARD COUNTY'S HEALTHCARE SECTOR STRATEGY INITIATIVE

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BACKGROUND

The Healthcare Industry is one of the largest industry sectors in Brevard County. As of January 2016, 19,910 individuals were employed in Healthcare occupations. Local healthcare employers continually post open positions and in some fields have difficulty attracting talent with the required skills to fill them. With the continued aging of the population and expected growth of the County, the Healthcare Industry is anticipated to continue local expansion. In order to support sustainable growth associated with the Healthcare Industry, CareerSource Brevard is initiating an industry-led, community-supported strategic planning process to understand and meet both current and projected Healthcare Industry workforce needs.

CURRENT NEED FOR HEALTHCARE WORKERS IN BREVARD COUNTY

According to the June 2016 Help Wanted Online Report, Registered Nurse is the most in demand occupation in the county with 305 advertised, open positions. In Brevard County healthcare-related companies currently comprise four of the top ten direct employers by ads, posting 428 advertised openings.¹

As of August 2, 2016 there were 76 job orders posted in Brevard County through Employ Florida which correspond directly to Healthcare Practitioners and Technical Occupations or Healthcare Support Occupations. Some of these job orders contain more than one occupational title and have more than one open position corresponding to the job title. Please see table below for the number of job orders corresponding to position titles.

¹ No Author Cited, June 2016, The Conference Board, Help Wanted Online, prepared by the Department of Economic Opportunity, Bureau of Labor Statistics, Retrieved from website: http://lmsresources.labormarketinfo.com/library/hwol/region_13.pdf.

TABLE 1²**OPEN HEALTHCARE JOB ORDERS IN EMPLOY FLORIDA FOR BREVARD COUNTY AS OF AUGUST 2, 2016**

Job Title	Number of Open Job Orders	Job Title	Number of Open Job Orders
Advance Registered Nurse Practitioner	2	Nutritional Services Technician	1
Certified Dental Assistant	1	Occupational Therapist	2
Certified Medical Assistant	10	Optical Sales Associate	1
Certified Nursing Assistant	16	Optometric Technician	1
Chrio Technician	1	Paramedic	1
Dental Hygienist	1	Pharmacy Technician	1
Donor Services Specialist	1	Physical Therapist	6
Home Health Aide	5	Physical Therapy Aide	1
Health Informatics Specialist	1	Physical Therapy Assistant	1
Hospice Aide	2	PSR Specialist	1
Inpatient Coder	1	Registered Nurse	10
Lab Services Manager	1	Registered Nurse – Critical Care	2
Laboratory Section Chief- Microbiology	1	Registered Nurse – ED	1
License Practical Nurse	7	Registered Nurse – Psych/Behavior Health	1
Mental Health Technician	1	Respiratory Therapist	3
Medical Technician	1		

Although this information is not exhaustive of all of the open healthcare positions in the county it provides at-a-glance information regarding some of the current local healthcare occupations in demand.

² Author Not Cited, August 2, 2016, Employ Florida-Staff Services-Job Orders Listing, data pulled by Carol Brooks Macrander from website: www.employflorida.com, redacted hard copy information available upon request.

HEALTHCARE OCCUPATION PROJECTIONS FOR BREVARD COUNTY

In November of 2015 the Department of Economic Opportunity created projections from 2015 – 2023 for the Fastest-Growing Occupations. In Brevard County, 20 of the 50 fastest-growing occupations are from the Healthcare Industry with another 5 that could tie back to healthcare providers and institutions. In addition, 8 out of the 50 occupations projected to gain the most new jobs from 2015 – 2023 are healthcare occupations with another 9 that have application in the Healthcare Industry. See Charts 1 and 2 for details (Yellow=Direct Healthcare Occupations, Purple=Occupations that could have application in the Healthcare Industry).

In addition to rapid job growth, many healthcare occupations are experiencing high annual attrition rates due to factors such as retirement or permanent job change. In some cases the annual replacement need projections are higher than the projected average job growth numbers. In Brevard County it is projected that between 2015 and 2023 more than half of the job openings available in the following critical occupations will be due to replacement needs: Dentists; Pharmacists, Family and General Practitioners; Physicians and Surgeons , all other; Registered Nurses; Medical and Clinical Laboratory Technologists; Emergency Medical Technicians and Paramedics; and, Dental Laboratory Technicians among others.³ Many leaving occupations in healthcare careers such as nursing may hold positions in specialized fields which require extensive post-degree training as well as play a critical role in mentoring new graduates. It is imperative that such factors be taken into account when developing talent pipeline strategies.

³ No Author Cited, No Date Cited, All Areas Projection Table, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website: <http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

Chart 1⁴

Brevard County

FASTEST-GROWING OCCUPATIONS

Workforce Development Area 13 - Brevard County

Rank	Occupation		Employment		2015 - 2023			2015 Median Hourly Wage (\$)**	Education Level
	Code	Title	2015	2023	Growth	Percent Growth	Total Job Openings*		
2	311011	Home Health Aides	929	1,285	356	38.3	495	10.18	Postsecondary Vocational
3	312021	Physical Therapist Assistants	157	213	56	35.7	83	31.55	Associate Degree
4	251072	Nursing Instructors and Teachers, Postsecondary	125	166	41	32.8	56	39.48	Master's or Higher Degree
5	291071	Physician Assistants	138	183	45	32.6	64	48.16	Bachelor's Degree
7	399021	Personal Care Aides	514	680	166	32.3	194	9.82	Postsecondary Vocational
8	131051	Cost Estimators	436	571	135	31.0	245	23.09	Associate Degree
9	251071	Health Specialties Teachers, Postsecondary	168	220	52	31.0	72	34.23	Master's or Higher Degree
13	291123	Physical Therapists	395	504	109	27.6	186	42.92	Master's or Higher Degree
14	291171	Nurse Practitioners	414	528	114	27.5	176	45.03	Master's or Higher Degree
16	131161	Market Research Analysts and Marketing Specialists	509	646	137	26.9	191	21.78	Bachelor's Degree
19	353041	Food Servers, Nonrestaurant	405	506	101	24.9	196	9.16	Less than High School
20	292021	Dental Hygienists	449	560	111	24.7	200	30.79	Associate Degree
22	292061	Licensed Practical and Licensed Vocational Nurses	1,180	1,470	290	24.6	518	21.03	Postsecondary Vocational
23	291122	Occupational Therapists	228	283	55	24.1	77	40.11	Master's or Higher Degree
24	319011	Massage Therapists	200	248	48	24.0	64	18.60	Postsecondary Vocational
26	292056	Veterinary Technologists and Technicians	168	208	40	23.8	53	14.71	Associate Degree
30	436013	Medical Secretaries	772	947	175	22.7	249	14.00	Postsecondary Vocational
35	119111	Medical and Health Services Managers	416	505	89	21.4	167	44.63	Bachelor's Degree
38	439041	Insurance Claims and Policy Processing Clerks	172	207	35	20.4	71	14.68	High School Diploma
42	211011	Substance Abuse and Behavioral Disorder Counselors	131	157	26	19.9	48	18.76	Bachelor's Degree
43	292012	Medical and Clinical Laboratory Technicians	222	266	44	19.8	90	16.06	Associate Degree
46	319092	Medical Assistants	1,842	2,200	358	19.4	632	13.45	Postsecondary Vocational
48	319091	Dental Assistants	613	726	113	18.4	213	15.91	Postsecondary Vocational
49	152031	Operations Research Analysts	125	148	23	18.4	45	38.31	Master's or Higher Degree
50	291067	Surgeons	174	206	32	18.4	66	94.56	Master's or Higher Degree

This table includes occupations with a minimum of 125 jobs in 2015.

* Includes openings due to growth and replacement needs

** Hourly wages for teaching occupations were calculated using a 40-hour work week for 9½ months per year.

⁴ No Author Cited, November 2015, Fastest-Growing Occupations, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website: <http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

Chart 2⁵ Brevard County OCCUPATIONS GAINING THE MOST NEW JOBS

Workforce Development Area 13 - Brevard County

Rank	Occupation		Employment		2015 - 2023			2015	Education Level
	Code	Title	2015	2023	Growth	Percent Growth	Total Job Openings*	Median Hourly Wage (\$)**	
5	291141	Registered Nurses	4,141	4,710	569	13.7	1,191	30.01	Associate Degree
8	372011	Janitors and Cleaners, Except Maids and Housekeeping	2,758	3,176	418	15.2	823	10.92	Less than High School
9	311014	Nursing Assistants	2,412	2,798	386	16.0	746	11.50	Postsecondary Vocational
11	319092	Medical Assistants	1,842	2,200	358	19.4	632	13.45	Postsecondary Vocational
13	433031	Bookkeeping, Accounting, and Auditing Clerks	2,852	3,208	356	12.5	565	15.81	Associate Degree
14	311011	Home Health Aides	929	1,285	356	38.3	495	10.18	Postsecondary Vocational
15	434171	Receptionists and Information Clerks	2,332	2,687	355	15.2	863	13.14	High School Diploma
18	292061	Licensed Practical and Licensed Vocational Nurses	1,180	1,470	290	24.6	518	21.03	Postsecondary Vocational
24	351012	First-Line Superv. of Food Preparation & Serving Workers	1,632	1,852	220	13.5	594	14.46	Postsecondary Vocational
25	131111	Management Analysts	1,428	1,647	219	15.3	390	40.25	Bachelor's Degree
27	132011	Accountants and Auditors	1,506	1,696	190	12.6	545	28.66	Bachelor's Degree
30	436013	Medical Secretaries	772	947	175	22.7	249	14.00	Postsecondary Vocational
34	399021	Personal Care Aides	514	680	166	32.3	194	9.82	Postsecondary Vocational
43	131161	Market Research Analysts and Marketing Specialists	509	646	137	26.9	191	21.78	Bachelor's Degree
44	131051	Cost Estimators	436	571	135	31.0	245	23.09	Associate Degree
46	433021	Billing and Posting Clerks	731	860	129	17.7	233	15.03	High School Diploma
48	292052	Pharmacy Technicians	756	882	126	16.7	183	14.48	Postsecondary Vocational

* Includes openings due to growth and replacement needs

** Hourly wages for teaching occupations were calculated using a 40-hour work week for 9½ months per year.

⁵ No Author Cited, November 2015, Occupations Gaining the Most Jobs, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website: <http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

HEALTHCARE OCCUPATION PROJECTIONS FOR SURROUNDING WORKFORCE REGIONS

Due to the size and shape of Brevard County, citizens can easily commute to other metropolitan areas for work. From North County locations, workers may commute to Daytona or Orlando. South County citizens can easily travel to Vero Beach and the Kissimmee/Orlando area. This mobility widens the opportunities available for employment in the Healthcare Industry for Brevard County citizens. Charts 3, 4 and 5 show the occupations projected to gain the most new jobs for the surrounding Workforce Regions from 2015 - 2023 (Yellow=Direct Healthcare Occupations, Purple=Occupations that could have application in the Healthcare Industry).

It is interesting to note that all 8 of the direct healthcare occupations projected to gain the most jobs in Brevard County are also listed for Region 11 (Flagler and Volusia Counties) and Region 12 (Lake, Orange, Osceola, Seminole and Sumter Counties). For Region 20 (Indian River, Martin and Saint Lucie Counties), 6 of the 8 direct healthcare occupations align. For all regions there is similarity in other occupations that could tie back to occupations not classified as healthcare but relate to functions that are used by healthcare institutions/providers. The implication is that there will be significant regional demand and competition for workers with these skills.

Since there is such overlap of need for projected openings in healthcare occupations in the surrounding regions it would be informative to have detailed information on the capacity of regional educational providers to produce the required quantity of talent to meet regional projected growth in each occupation. If this information is not readily available through State resources, gathering of this data may be recommended through the Florida Healthcare Workforce Leadership Council, the Florida Healthcare Workforce East Central Regional Council or the local Healthcare Sector Strategy Initiative.

Chart 3⁶
Region 11 (Flagler and Volusia Counties)
OCCUPATIONS GAINING THE MOST NEW JOBS

Workforce Development Area 11 - Flagler and Volusia Counties

Rank	Occupation		Employment		2015 - 2023			2015	Education Level
	Code	Title	2015	2023	Growth	Percent Growth	Total Job Openings*	Median Hourly Wage (\$)**	
4	291141	Registered Nurses	4,577	5,323	746	16.3	1,434	27.84	Associate Degree
6	311014	Nursing Assistants	2,996	3,599	603	20.1	1,050	11.59	Postsecondary Vocational
9	372011	Janitors and Cleaners, Except Maids and Housekeeping	3,324	3,847	523	15.7	1,011	9.99	Less than High School
10	311011	Home Health Aides	1,294	1,797	503	38.9	696	10.92	Postsecondary Vocational
15	292061	Licensed Practical and Licensed Vocational Nurses	1,642	2,038	396	24.1	713	19.45	Postsecondary Vocational
16	434171	Receptionists and Information Clerks	2,066	2,385	319	15.4	769	12.02	High School Diploma
18	433031	Bookkeeping, Accounting, and Auditing Clerks	2,292	2,600	308	13.4	476	14.68	Associate Degree
25	319092	Medical Assistants	1,001	1,213	212	21.2	361	13.14	Postsecondary Vocational
28	399021	Personal Care Aides	601	804	203	33.8	235	9.46	Postsecondary Vocational
32	132011	Accountants and Auditors	1,173	1,362	189	16.1	465	28.06	Bachelor's Degree
39	433021	Billing and Posting Clerks	846	999	153	18.1	274	14.72	High School Diploma
42	131111	Management Analysts	711	857	146	20.5	231	28.66	Bachelor's Degree
48	131051	Cost Estimators	393	525	132	33.6	231	23.74	Associate Degree
49	292052	Pharmacy Technicians	694	823	129	18.6	181	12.97	Postsecondary Vocational
50	436013	Medical Secretaries	494	620	126	25.5	173	13.74	Postsecondary Vocational

* Includes openings due to growth and replacement needs

** Hourly wages for teaching occupations were calculated using a 40-hour work week for 9½ months per year.

⁶ No Author Cited, November 2015, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website: <http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

Chart 4⁷
Region 12 (Lake, Orange, Osceola, Seminole and Sumter Counties)
OCCUPATIONS GAINING THE MOST NEW JOBS

Workforce Development Area 12 - Lake, Orange, Osceola, Seminole and Sumter Counties

Rank	Occupation		Employment		2015 - 2023			2015	Education Level
	Code	Title	2015	2023	Growth	Percent Growth	Total Job Openings*	Median Hourly Wage (\$)**	
4	291141	Registered Nurses	20,119	25,492	5,373	26.7	8,396	30.20	Associate Degree
7	372011	Janitors and Cleaners, Except Maids and Housekeeping	23,837	27,751	3,914	16.4	7,411	9.58	Less than High School
19	311014	Nursing Assistants	7,426	9,540	2,114	28.5	3,221	11.61	Postsecondary Vocational
21	434171	Receptionists and Information Clerks	11,312	13,422	2,110	18.7	4,576	12.90	High School Diploma
22	433031	Bookkeeping, Accounting, and Auditing Clerks	14,155	16,259	2,104	14.9	3,143	16.61	Associate Degree
23	319092	Medical Assistants	6,428	8,447	2,019	31.4	2,977	13.71	Postsecondary Vocational
25	132011	Accountants and Auditors	10,832	12,743	1,911	17.6	4,462	29.60	Bachelor's Degree
33	292061	Licensed Practical and Licensed Vocational Nurses	5,477	7,056	1,579	28.8	2,636	18.75	Postsecondary Vocational
34	131111	Management Analysts	6,268	7,757	1,489	23.8	2,239	36.72	Bachelor's Degree
43	433021	Billing and Posting Clerks	4,275	5,314	1,039	24.3	1,649	15.20	High School Diploma
45	151121	Computer Systems Analysts	4,833	5,774	941	19.5	1,530	41.45	Associate Degree
46	359011	Dining Room & Cafeteria Attendants & Bartender Helpers	6,943	7,863	920	13.3	3,529	9.05	Less than High School
49	292052	Pharmacy Technicians	3,590	4,459	869	24.2	1,139	13.32	Postsecondary Vocational
50	311011	Home Health Aides	2,663	3,528	865	32.5	1,262	10.57	Postsecondary Vocational
52	399021	Personal Care Aides	2,767	3,618	851	30.8	1,000	10.38	Postsecondary Vocational
57	436013	Medical Secretaries	2,256	3,042	786	34.8	1,003	14.72	Postsecondary Vocational
59	352021	Food Preparation Workers	6,643	7,427	784	11.8	2,356	10.15	Less than High School
74	131071	Human Resources Specialists	4,865	5,429	564	11.6	1,253	23.73	Bachelor's Degree
75	131051	Cost Estimators	1,944	2,507	563	29.0	1,055	27.44	Associate Degree
77	291051	Pharmacists	2,608	3,163	555	21.3	1,049	58.34	Master's or Higher Degree
79	319011	Massage Therapists	1,892	2,404	512	27.1	662	18.46	Postsecondary Vocational
87	319091	Dental Assistants	2,108	2,571	463	22.0	806	17.20	Postsecondary Vocational
90	119111	Medical and Health Services Managers	1,588	2,036	448	28.2	747	47.70	Bachelor's Degree
92	291123	Physical Therapists	1,242	1,681	439	35.4	682	39.41	Master's or Higher Degree
96	292034	Radiologic Technologists	1,380	1,783	403	29.2	551	23.92	Postsecondary Vocational
98	292021	Dental Hygienists	1,376	1,769	393	28.6	665	33.30	Associate Degree
100	371011	First-Line Superv. of Housekeeping & Janitorial Workers	2,556	2,945	389	15.2	861	14.53	Postsecondary Vocational

* Includes openings due to growth and replacement needs

** Hourly wages for teaching occupations were calculated using a 40-hour work week for 9½ months per year.

⁷ No Author Cited, November 2015, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website:
<http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

Chart 5⁸
Region 20 (Indian River, Martin, and Saint Lucie Counties)
OCCUPATIONS GAINING THE MOST NEW JOBS

Workforce Development Area 20 - Indian River, Martin, and Saint Lucie Counties

Rank	Occupation		Employment		2015 - 2023		2015 Median Hourly Wage (\$)**	Education Level	
	Code	Title	2015	2023	Growth	Percent Growth			Total Job Openings*
8	291141	Registered Nurses	3,723	4,314	591	15.9	1,150	29.00	Associate Degree
12	311014	Nursing Assistants	2,537	3,036	499	19.7	877	11.85	Postsecondary Vocational
15	434171	Receptionists and Information Clerks	2,036	2,371	335	16.5	779	13.16	High School Diploma
16	433031	Bookkeeping, Accounting, and Auditing Clerks	2,426	2,761	335	13.8	513	16.56	Associate Degree
19	372011	Janitors and Cleaners, Except Maids and Housekeeping	2,005	2,301	296	14.8	590	10.53	Less than High School
21	319092	Medical Assistants	1,035	1,316	281	27.2	435	14.39	Postsecondary Vocational
22	292061	Licensed Practical and Licensed Vocational Nurses	1,269	1,546	277	21.8	522	21.09	Postsecondary Vocational
26	132011	Accountants and Auditors	1,505	1,762	257	17.1	611	28.50	Bachelor's Degree
27	311011	Home Health Aides	949	1,205	256	27.0	398	10.96	Postsecondary Vocational
34	399021	Personal Care Aides	751	968	217	28.9	258	11.01	Postsecondary Vocational
41	131111	Management Analysts	739	922	183	24.8	271	36.68	Bachelor's Degree
42	433021	Billing and Posting Clerks	818	996	178	21.8	295	16.47	High School Diploma

* Includes openings due to growth and replacement needs

** Hourly wages for teaching occupations were calculated using a 40-hour work week for 9½ months per year.

⁸ No Author Cited, November 2015, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website:
<http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>

STATE UNIVERSITY SYSTEM WORKFORCE GAP ANALYSIS

In May of 2015 the Board of Governors of the State University System of Florida produced a Supply/Demand Workforce Gap Analysis on Health-Related Programs. This study reviewed the higher educational talent pipeline of 21 healthcare occupational groups primarily requiring a bachelor's degree or higher to identify if there is enough current capacity in the educational system to fill employment demands.

The occupational groups studied were:

- Nurses
- Physicians
- Pharmacists
- Physical Therapists
- Dentists
- Occupational Therapists
- Speech and Language Pathologists
- Medical and Clinical Laboratory Technologists
- Medical and Public Health Social Workers
- Physician Assistants
- Mental health Counselors
- Clinical, Counseling , and School Psychologists
- Mental Health and Substance Abuse Social Workers
- Health Educators
- Dietitians and Nutritionists
- Veterinarians
- Marriage and Family Therapists
- Rehabilitation Counselors
- Art and Music Therapists
- Audiologists
- Epidemiologists

Of all of these groups only Physicians and Nurses were identified as being undersupplied.⁹ A follow up 2016 Strategic Plan for Health Initiatives was created by the Board. One of the two goals of this plan is to try to secure a grant to hire more Nursing Faculty which will allow for the training of additional nursing students.¹⁰

A similar gap analysis from the Board of Governors Health Initiatives Committee regarding the capacity of Florida's higher education system to produce the required talent in occupations requiring vocational certifications through associate degrees would be informative for strategic planning purposes especially given that many of the positions projected to grow the fastest and/or gain the most jobs in the region in healthcare require an Associate Degree or Postsecondary Vocational Certificate. If a report of this type is not in process, it may be prudent to conduct a survey as part of a state, regional or local Healthcare Sector Strategy.

EMERGING AND EVOLVING HEALTHCARE OCCUPATIONS

Changes in technology, scientific development, legislative mandates and patient expectations are directly effecting healthcare occupations. Some jobs are being redefined in "real time" to meet the opportunities and challenges posed by these factors. Other positions are being newly defined and created to meet changing industry needs. In a May 2016 report by the Florida Center for Nursing for the Florida Healthcare Workforce Initiative, six priority emerging or evolving occupations were identified for Florida. These priority occupations are:

- Community Health Worker
- Career Coordinator RN
- Health Data Analyst/Health Informaticist
- Medical Records and Health Information Technicians
- Medical Scribe
- Health and Wellness Coordinator

For more detail on these occupations and other emerging and evolving roles, please see the full report.¹¹

⁹ No Author Cited, May 18, 2016, Supply/Demand Workforce Gap Analysis on Health-Related Programs as Part of the Environmental Scan of the Board of Governors Health Initiatives Committee, State University System of Florida Board of Governors, Retrieved from website: http://www.flbog.edu/about/committees/_doc/Gap-Analysis-Report.pdf

¹⁰ No Author Cited, March 01, 2016, 2016 Strategic Plan for Health Initiatives, State University System of Florida Board of Governors, Retrieved from website: http://www.flbog.edu/about/committees/_doc/HIC_Strategic_Plan_FullBoardVersion_030116.pdf

¹¹ No Author Cited, May 2016, Emerging & Evolving Roles and Occupations within the Healthcare Industry: Florida's Perspective, A report prepared by the Florida Center for Nursing for the Florida Healthcare Workforce Initiative, Retrieved from website: https://www.flhealthcareworkforce.org/DesktopModules/Bring2mind/DMX/Download.aspx?Command=Core_Download&EntryId=1248&PortalId=2&TabId=444

The Supply/Demand Workforce Gap Analysis on Health-Related Programs also mentioned some evolving and emerging occupations within healthcare. These occupations include the following:

- Genetic Counselors
- Bioinformatics
- Pharmacogenetics
- Health Educators
- Community Health Workers
- Epidemiologists
- Occupational Health and Safety Specialists
- Environmental Health Scientists

The Report stated that more study was required to determine increased demand over time.¹²

Since these roles are still being defined several of these occupations are not listed on the Department of Labor's O*Net. The occupations above that are listed have limited information and data available due to their emergent nature. These occupations are worth noting for further discussion with industry partners in regards to current and future demand for these roles.

CRITICAL SKILLS FOR ALL HEALTHCARE INDUSTRY WORKERS

Several recent law changes as well as technological advances are driving changes in the healthcare work environment at all levels. A common theme in articles related to this transformation is the need for all personnel who work in the healthcare system to embody core competencies. Staff must not only be proficient in their occupations but also must be skilled in the following areas:

- Computer Literacy
- Internal and External Customer Service
- Communication
- Teamwork
- Cultural Competence¹³

If staff at all levels do not share these common critical skills which directly contribute to maximized patient outcomes and satisfaction, the healthcare organization will be adversely impacted due to the requirements of the Affordable Care Act and the HITECH Act.

¹² No Author Cited, May 18, 2016, Supply/Demand Workforce Gap Analysis on Health-Related Programs as Part of the Environmental Scan of the Board of Governors Health Initiatives Committee, State University System of Florida Board of Governors, Retrieved from website: http://www.flbog.edu/about/committees/_doc/Gap-Analysis-Report.pdf

¹³ Randall Wilson, April 2014, Health Care Pathways for Opportunity Youth: A Framework for Practitioners and Policymakers, A Report from Jobs For the Future, Retrieved from the website: <http://www.iff.org/publications/health-care-pathways-opportunity-youth-framework-practitioners-and-policymakers>

SUMMARY

Information gathered for this report demonstrates that there is current unmet need for Registered Nurses in Brevard County as well as other healthcare occupations such as Licensed Practical Nurses, Certified Nursing Assistants, Certified Medical Assistants and Physical Therapists. According to Department of Labor data the demand for Registered Nurses as well as other occupations providing direct patient services and support roles within the Healthcare Industry will continue to grow locally and regionally through 2023.¹⁴

In order to ensure that Brevard County talent is developed to meet the unique demands of our Healthcare Industry providers, a local Healthcare Sector Strategy must be initiated to fully understand Brevard County's Healthcare Industry's talent acquisition challenges and priorities. Once the workforce challenges and priorities are agreed upon and clearly articulated, local educational providers must be folded into the strategic planning process. Review of educational capacity and curriculum alignment with local industry need should be accomplished to identify any current challenges with the existing talent pipelines. Opportunities to establish new programs to fill future talent demands within the Healthcare Industry should be explored, planned and developed as appropriate. Any existing initiatives should be carefully examined to ensure that all efforts are coordinated at the local, regional and State level.

With industry representatives at the helm, supported by the local workforce board, educational partners and other stakeholders, an industry-driven, practicable plan to meet local industry need will be developed and executed. This effort will strengthen the Healthcare Industry in Brevard County, reinforce the Space Coast economic development ecosystem, and provide employment opportunities for local residents, all of which enhances Brevard County's economy as a whole.

¹⁴ No Author Cited, November 2015, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Retrieved from website: <http://www.floridajobs.org/labor-market-information/data-center/statistical-programs/employment-projections>