

# NEW HAMPSHIRE HEALTH CARE SECTOR PARTNERSHIP State of the Sector

July 2020



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## STATE OF THE SECTOR

Health care and social assistance is an important industry in New Hampshire, not only for jobs and contributions to the economy, but also for the well-being of its citizens. The *Healthcare and social assistance* sector is the state’s second-largest industry, following *Retail trade*, with an average of 3,700 private establishments employing over 94,000 workers in 2019. In addition, there were another 5,000 workers employed at nearly 50 government-owned *Healthcare and social assistance* worksites in New Hampshire.<sup>1</sup>

**Table 1: Location Quotient in the *Healthcare and Social Assistance* Sector by County**

“*Location quotient*” is the concentration of an industry or occupation in a region compared with the national average. A value above 1 indicates an above average concentration. Industries highly concentrated in an area are usually critical to the health of its economy and serve as a guide to what makes an area’s labor market unique.

2019 Annual Averages	Annual Average Employment	Average Weekly Wage	Annual Average Employment Location Quotient
New Hampshire	94,042	\$1,124	1.04
Belknap County	3,345	\$1,047	0.94
Carroll County	2,489	\$890	0.90
Cheshire County	3,749	\$1,024	0.87
Coös County	2,169	\$952	1.32
Grafton County	12,598	\$1,495	1.70
Hillsborough County	30,956	\$1,087	1.10
Merrimack County	12,053	\$1,061	1.14
Rockingham County	17,138	\$1,063	0.83
Strafford County	7,554	\$1,146	1.14
Sullivan County	1,328	\$789	0.71

Source: Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics

The largest number of private health care workers are Hillsborough, Rockingham, Merrimack, and Grafton counties. Together they account for 77 percent of the state’s health care workforce. In Hillsborough County alone, there are just under 31,000 workers in the industry. Overall, the concentration of this sector in New Hampshire is about the same as in the rest of the nation, with a location quotient of 1.04. Half of New Hampshire’s counties have a higher concentration of *Health care and social assistance* employment than the nation. Grafton County has the highest location quotient, 1.7, indicating the region is producing more services than needed to meet local demand.

<sup>1</sup> Economic and Labor Market Information Bureau, New Hampshire Employment Security. Quarterly Census of Employment and Wages, Preliminary 2019 Annual Average. Government establishments include federal, state, or local government ownership. The number of businesses cited excludes non-employer establishments.

Most of New Hampshire's health care establishments are small- to medium-sized businesses.<sup>2</sup> As of first quarter 2019, 35 percent of New Hampshire *Healthcare and social assistance* establishments employed between one and four workers, and 57 percent employed between five and 99 workers. There were 21 private establishments employing 500 or more workers. These establishments represented less than one percent of *Healthcare and social assistance* establishments, yet employed 35 percent of the sector's workers. Altogether, New Hampshire's private *Healthcare and social assistance* establishments paid workers nearly \$5.5 billion in wages, salaries, and bonuses in 2019, with an average weekly wage of \$1,123.<sup>3</sup>

New Hampshire health care establishments provided services with a market value of \$8.36 billion in 2019,<sup>4</sup> accounting for 9.4 percent of the state's gross domestic product. Health care establishments in the U.S. accounted for 7.6 percent of the nation's gross domestic product.

## Health Care and Social Assistance by Subsector

Based on the North American Industry Classification System (NAICS), the *Health care and social assistance* sector includes four subsectors, each of which include distinct types of facilities:

- *Ambulatory health care services* establishments provide outpatient services directly or indirectly to patients (e.g., offices of dentists or physicians, outpatient care services, medical and diagnostic laboratories, home health care services).
- *Hospitals* provide medical, diagnostic, and treatment services to inpatients, and, in some cases, outpatients, providing health services, many of which can only be provided using the specialized facilities and equipment that form a significant and integral part of the production process. (e.g., general medical and surgical hospitals, psychiatric and substance abuse hospitals).
- *Nursing and residential care facilities* offer residential care in conjunction with nursing, supervision, or other types of care, which typically includes both health and social services (e.g., community care facilities for the elderly, nursing care facilities).
- *Social assistance* establishments provide a wide variety of services directly to their clients. These services do not include residential or accommodation services, except on a short stay basis.

For this analysis, the *Social assistance* subsector was excluded, unless otherwise indicated.

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<sup>2</sup> Economic and Labor Market Information Bureau, New Hampshire Employment Security, Firms by Size, 2019 Q1. Available at <https://www.nhes.nh.gov/elmi/statistics/fbs.htm>

<sup>3</sup> Economic and Labor Market Information Bureau, New Hampshire Employment Security. Quarterly Census of Employment and Wages, 2018 Annual Average. Available at <https://www.nhes.nh.gov/elmi/statistics/qcew-data.htm>

<sup>4</sup> U.S. Department of Commerce, Bureau of Economic Analysis. Gross Domestic Product (GDP) by State. GDP expressed in current dollars. Available at <https://www.bea.gov/data/gdp/gdp-state>. Shares calculated by ELMi.

**Table 2: 2019 Employment in Health Care and Social Assistance Subsectors and Industry Groups**

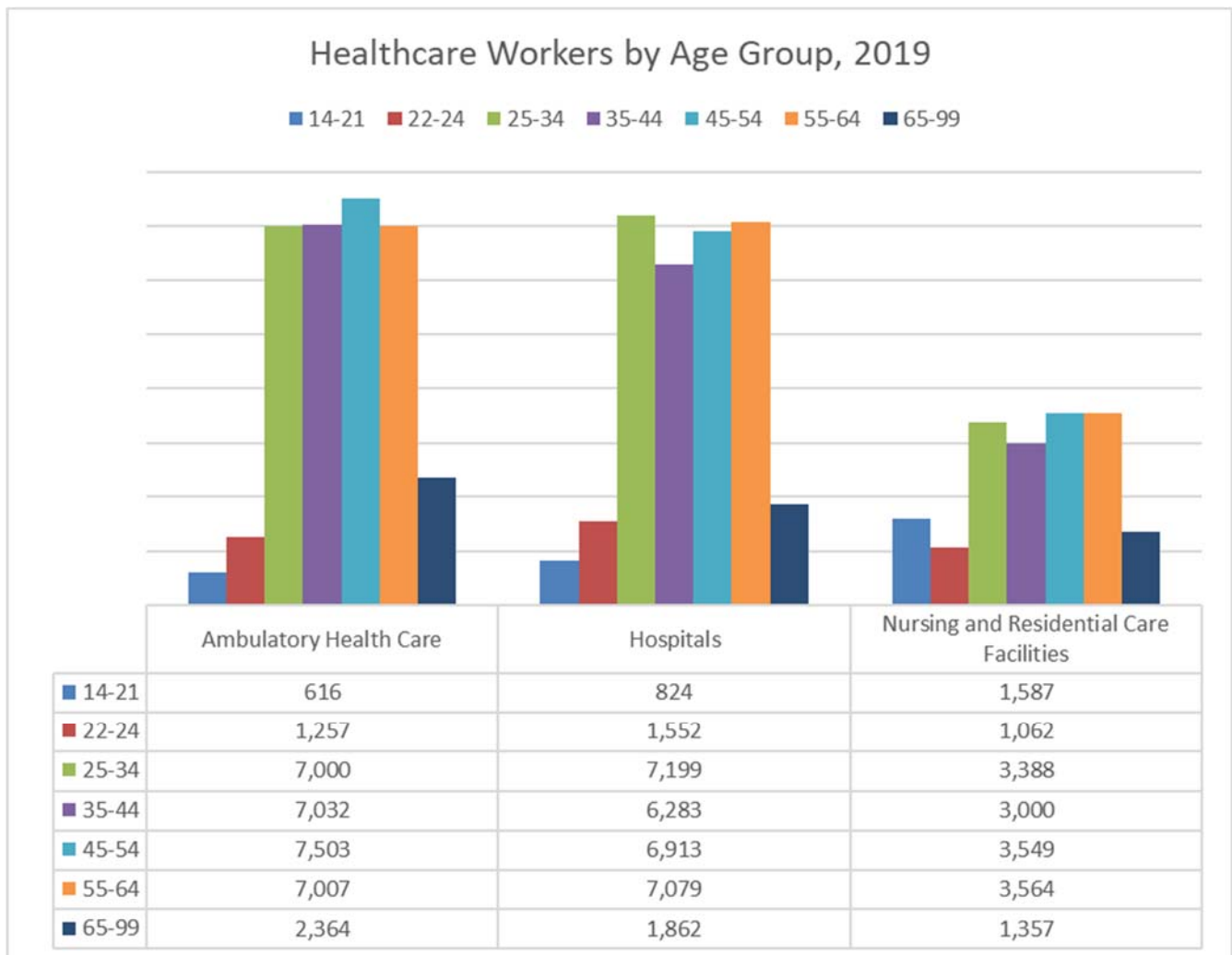
NAICS	Industry Title	Units	Average Annual Employment	Average Weekly Wage
<b>62</b>	<b>Health Care and Social Assistance</b>	<b>3,709</b>	<b>94,045</b>	<b>\$1,123</b>
621	Ambulatory Health Care Services	2,351	34,163	\$1,528
6211	Offices of Physicians	708	14,799	\$2,162
6212	Offices of Dentists	587	4,880	\$1,302
6213	Offices of Other Health Practitioners	610	3,962	\$914
6214	Outpatient Care Centers	194	4,843	\$1,009
6215	Medical and Diagnostic Laboratories	71	499	\$1,537
6216	Home Health Care Services	101	4,051	\$868
6219	Other Ambulatory Health Care Services	81	1,128	\$949
622	Hospitals	44	29,823	\$1,187
6221	General Medical and Surgical Hospitals	33	28,120	\$1,202
6222	Psychiatric and Substance Abuse Hospitals	3	276	\$943
6223	Other Hospitals	8	1,427	\$930
623	Nursing and Residential Care Facilities	341	14,292	\$718
6231	Nursing Care Facilities (Skilled Nursing Facilities)	103	6,457	\$817
6232	Residential Intellectual and Developmental Disability, Mental Health, and Substance Abuse Facilities	94	2,207	\$663
6233	Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly	111	4,756	\$605
6239	Other Residential Care Facilities	34	872	\$746
624	Social Assistance	973	15,766	\$494
6241	Individual and Family Services	353	8,295	\$492
6242	Emergency and Other Relief Services	93	864	\$538
6243	Vocational Rehabilitation Services	54	1,089	\$645
6244	Child Day Care Services	474	5,519	\$460
<b>Government-Owned Establishments</b>				
<b>62</b>	<b>Health Care and Social Assistance</b>	<b>46</b>	<b>4,957</b>	<b>\$1,019</b>
621	Ambulatory Health Care Services	4	50	\$1,256
6211	Offices of Physicians	2	126	\$1,912
6219	Other Ambulatory Health Care Services	2	73	\$127
622	Hospitals	25	1,531	\$1,437
6221	General Medical and Surgical Hospitals	2	951	\$1,672
6222	Psychiatric and Substance Abuse Hospitals	23	580	\$1,052
623	Nursing and Residential Care Facilities	16	3,369	\$826
6231	Nursing Care Facilities (Skilled Nursing Facilities)	13	2,985	\$810
6233	Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly	3	384	\$951
624	Social Assistance	2	8	\$815

Source: Quarterly Census of Employment and Wages (QCEW), Economic and Labor Market Information Bureau, New Hampshire Employment Security. Data are preliminary 2019 annual averages.

## The Face of Health Care

The majority of workers in the *Healthcare and social assistance* sector are female, with women outnumbering men by four to one. Among workers in the four working age groups, from 25 years to 64 years of age, the distribution is similar; no single age group has a substantially larger share in any one of these age groups than another does.

The smaller number of workers in the 14 to 21 years age group is likely due to educational requirements workers have not had the opportunity to attain. Most young workers were employed at *Nursing and residential care facilities*, with 47 percent at *Nursing care facilities* and 49 percent at *Continuing care retirement communities and assisted living facilities*. Similarly, the number of workers age 65 and over in each subsector is relatively small. About 40 percent of *Ambulatory health care services* workers age 65 and over were employed in *Offices of physicians*; the number of workers age 65 and over in this industry more than doubled over the last ten years, rising from 428 in 2009 to 940 in 2019.



Source: Quarterly Workforce Indicators, Local Employment Dynamics Program, U.S. Census Bureau

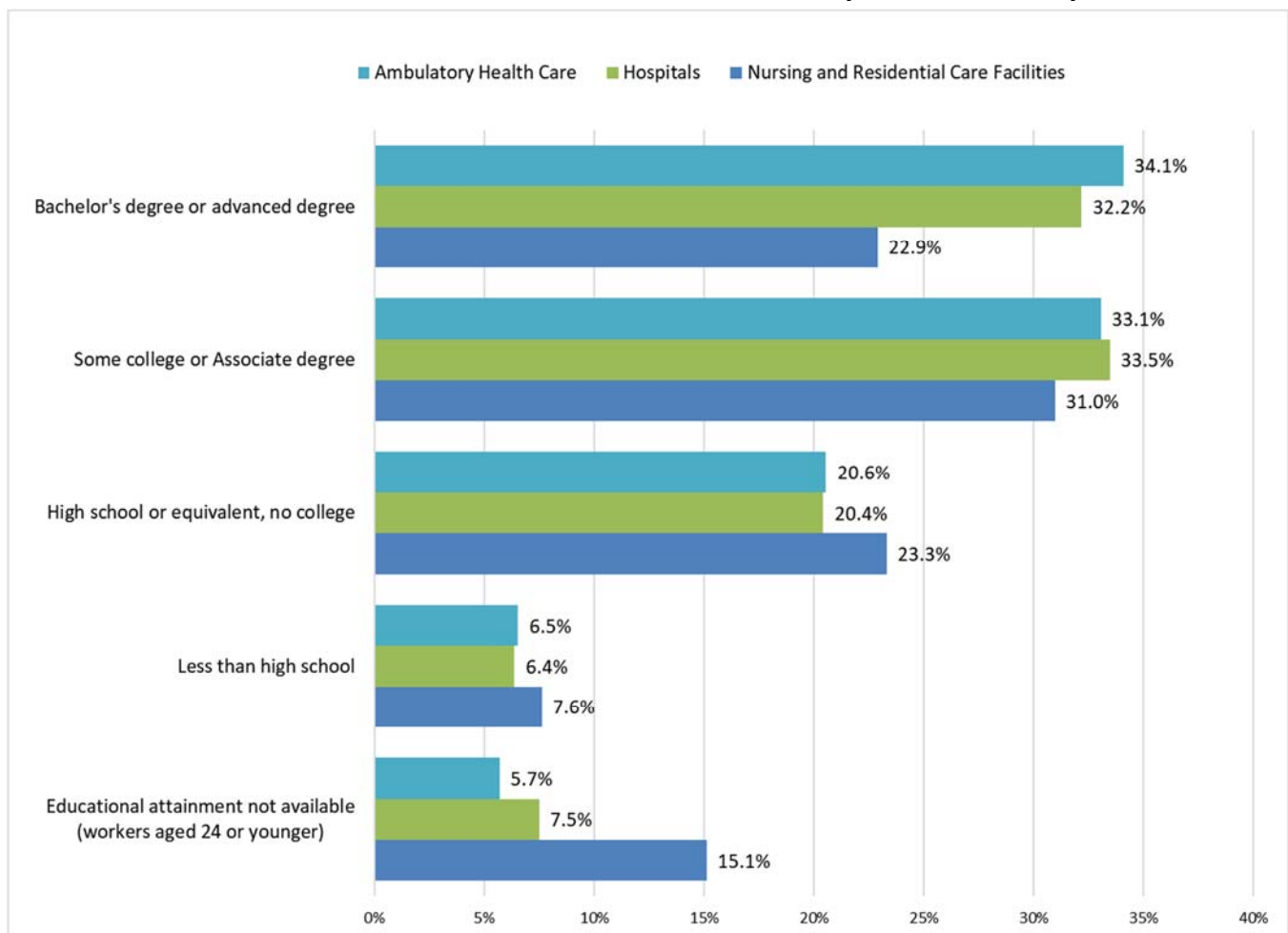
## Educational Attainment, 2019

All Healthcare practitioner and technical occupations and Healthcare support occupations usually require at least a high school diploma or equivalent for entry-level employment. Among the occupations in these two groups, rough a half require a Bachelor's degree or more education, and one-third require some postsecondary education, including an Associate's degree, some college education, or a postsecondary non-degree certificate, for entry-level employment.

In addition to usual entry-level educational requirements, 60 occupations in these two groups require licensure, certification, or registration by the State of New Hampshire. Applicants may need other qualifications for licensure, extending time the needed to prepare for employment.

As entry-level educational requirements rise, so does the average amount of time needed by new labor force entrants to prepare for employment. The ability to obtain necessary education is dependent upon educational institutions offering the related courses of study, as well as educational facility capacity and availability of instructors.

**Educational Attainment of Healthcare Sector Workers by Share of Industry, 2019**



Source: Quarterly Workforce Indicators, Local Employment Dynamics Program, U.S. Census Bureau

## Staffing Patterns, 2018

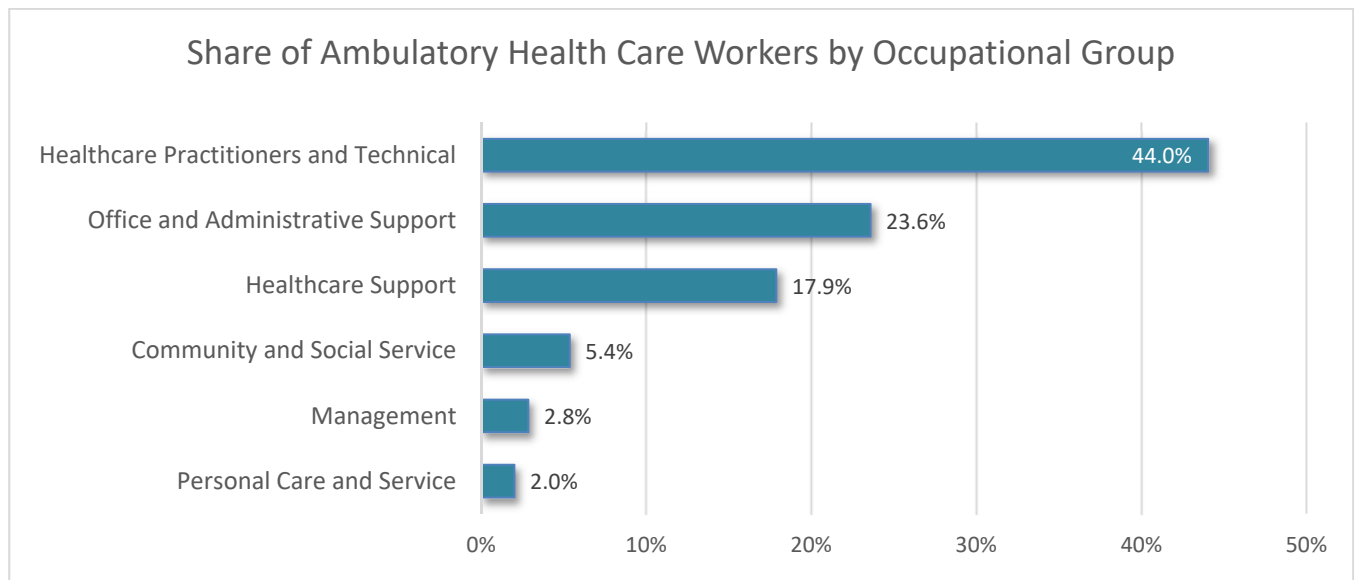
Staffing patterns show the distribution of occupational employment by industry for wage and salary workers as well as self-employed workers. The data indicate the types of workers who usually are employed in an industry. The distribution of occupations in each industry are based on Occupational Employment Statistics (OES) survey data.

### Ambulatory Health Care

In Ambulatory Health Care, the largest share of workers are in the Healthcare practitioners and technical occupations group. *Registered nurses, Dental hygienists, and Physicians and surgeons, all other* have the highest employment among these occupations. A majority of occupations in this group require licensure to practice in New Hampshire.

Nearly a quarter of Ambulatory Health Care workers are in Office and administrative support occupations. *Receptionists and information clerks, Medical secretaries, and General office clerks* have the highest number of workers in this group.

The third largest group is Healthcare support occupations. Occupations with the largest number of workers include *Medical assistants, Dental assistants, and Nursing assistants*. Many occupations in this group also require licensure or certification in New Hampshire.



Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security. Data represent 95 percent of workers in the industry.

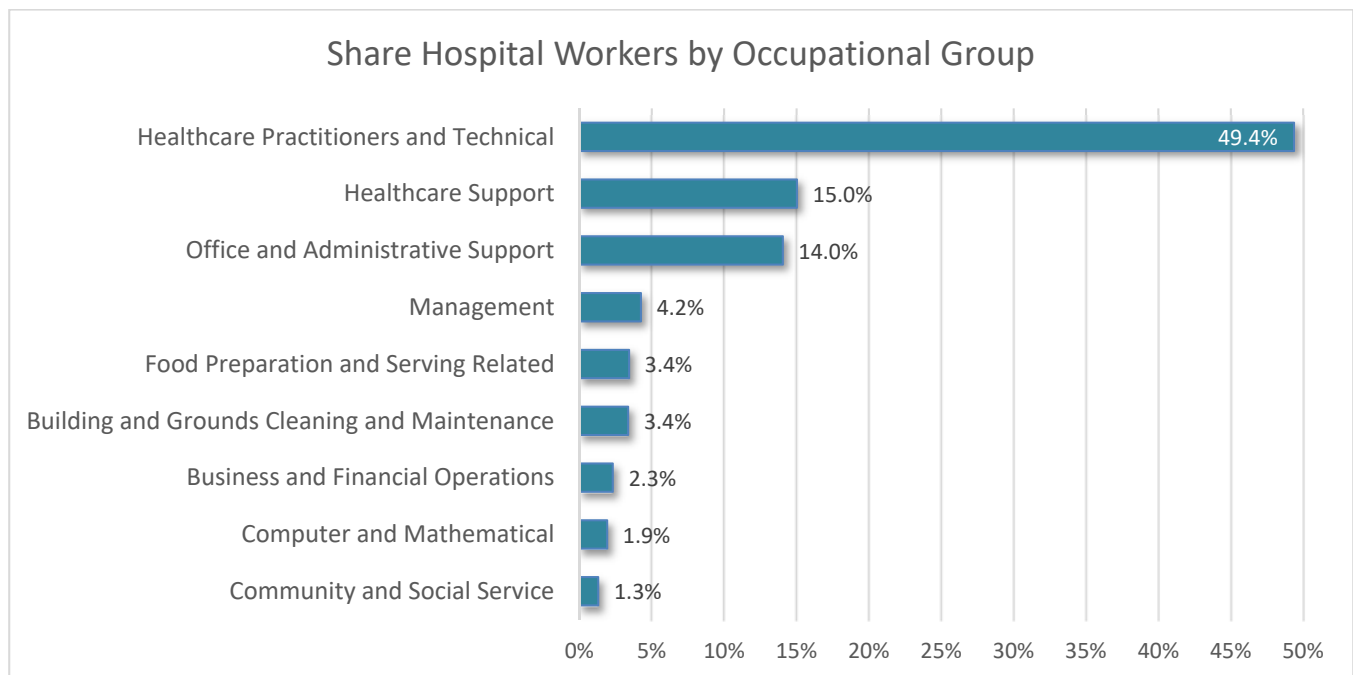


## Hospitals

In Hospitals, nearly half of all workers are in Healthcare practitioners and technical occupations. *Registered nurses* are by far the largest occupations, with over half employed in Hospitals. *Physical therapists, Medical and clinical laboratory technicians and technologists, and Radiologic technologists* are among the largest occupations for this industry.

Workers in Healthcare support occupations provide support services primarily to healthcare practitioners and technicians. Large numbers of Hospital workers in these occupations include *Nursing assistants, Medical assistants, Phlebotomists, and Psychiatric aides*.

The share of Office and administrative support workers is slightly smaller than Healthcare support workers. Similar to Ambulatory Health Care, *Receptionists and information clerks, Medical secretaries, and General office clerks* have the highest number of workers.



Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security. Data represent 95 percent of workers in the industry.

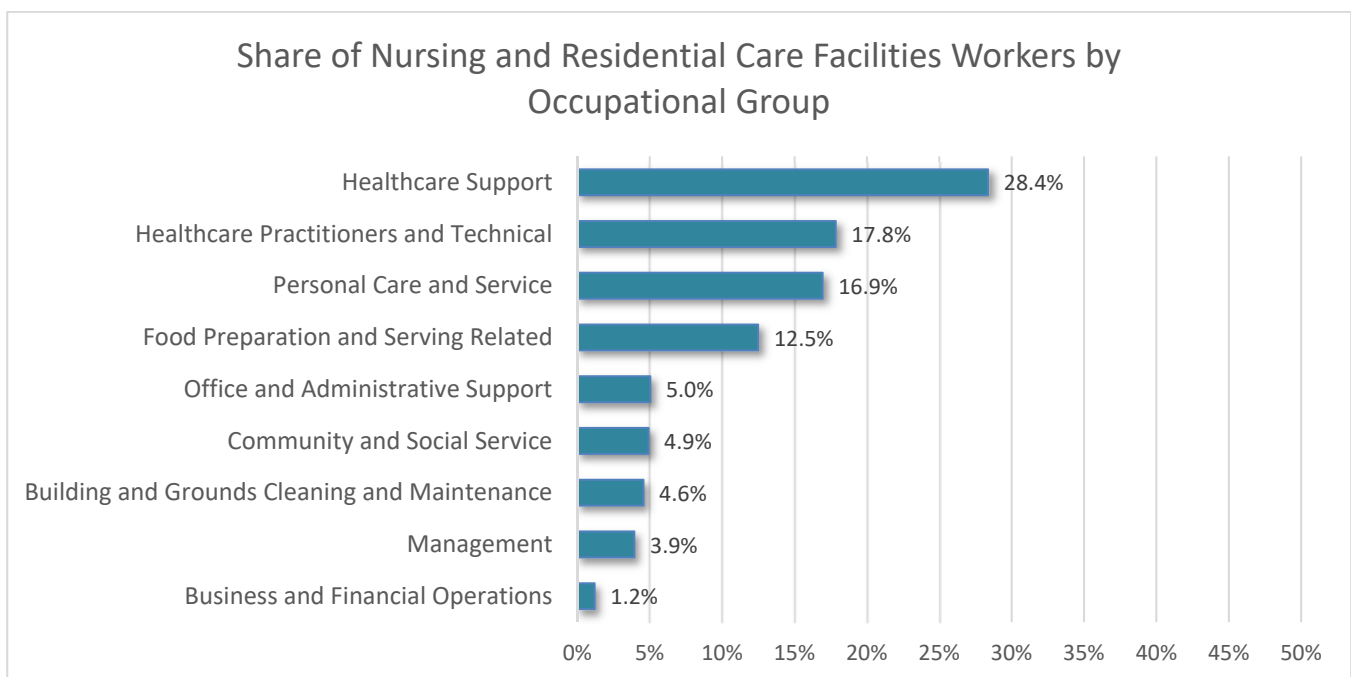
## Nursing and Residential Care Facilities

Unlike Ambulatory Health Care and Hospitals, workers in Healthcare support occupations hold the largest share of employment for this industry. The largest occupation by far is *Nursing assistants*, representing about 85 percent of employment in this occupational group. Other occupations include *Physical therapist assistants* and *Home health aides*.

Workers in Healthcare practitioners and technical occupations have the second-largest share of workers in this industry. *Registered nurses*, *Licensed practical and licensed vocational nurses*, and *Occupational therapists* have the largest number of workers in this group.

Workers in Personal care and service occupations hold a slightly smaller share of workers in this industry. *Personal care aides* have the largest number of workers, followed by *Recreation workers*, *Childcare workers*, and *Residential advisors*.

In this industry, Food preparation and serving related occupations have a larger share of employment than is seen in the other two healthcare subsectors. Occupations with the largest number of workers in this group include *Food servers, nonrestaurant*; *Cooks, institution and cafeteria*; *Waiters and waitresses*; and *Combined food preparation and serving workers, including fast food*.



Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security. Data represent 95 percent of workers in the industry

## Healthcare Worker Demand: Online Job Postings, Year-to-Date 2020

Labor demand is dependent on employers who are willing to hire workers. To estimate employer demand for workers by occupation, online job ads are a useful proxy. Online job ads provide information about the type of workers and the skills, knowledge, and abilities desired by employers.

Workers Highest in Demand by Job Title, Healthcare Industry Online Job Postings, January 1-June 30, 2020		
Job Title	Jan-March 2020	April-June 2020
<b>TOTAL JOB POSTINGS</b>	<b>5,705</b>	<b>4,549</b>
Registered Nurse	439	290
Nurse Assistant	221	157
Licensed Practical Nurse (LPN)	174	180
Clinical Nurse	92	162
Physical Therapist	155	77
Caregiver	63	53
Per Diem Nurse	62	52
Med/Surg Registered Nurse	60	51
Physician	58	51
Patient Service Representative	60	34
Speech Language Pathologist	38	51
Nurse Practitioner	50	38
Certified Nurse Assistant	54	31
Social Worker	34	47
Housekeeper	37	43
Radiologic Technologist	53	24
Phlebotomist	41	33
Neurologist	35	36
Activities Assistant	45	25
Receptionist	38	32
Occupational Therapist	48	21
Dental Assistant	36	30
Intensive Care Unit (ICU) Registered Nurse	41	24
Medical Assistant	36	27
Dentist	41	17
Certified Pharmacy Technician	28	28
Obstetrician/Gynecologist	21	32
Nurse Aide	18	33
Administrative Assistant	39	12
Physical Therapist Assistant	29	19

Source: Labor Insight Jobs (Burning Glass Technologies). Job data for Health Care industry subsectors, excluding Social Assistance, for January 1 to March 31 and April 1 to June 30, 2020. Data extracted July 15, 2020.

## Certifications in Demand

Employers may prefer – or require – applicants who have achieved professional certifications prior to hiring. Some workers may attain a certification for completing an educational program or while meeting requirements for an occupational license.

Certifications Highest in Demand, Healthcare Industry Online Job Postings, January 1-June 30, 2020		
Job Title	Jan-March 2020	April-June 2020
<b>TOTAL JOB POSTINGS</b>	<b>5,705</b>	<b>4,549</b>
Registered Nurse	994	890
Basic Life Saving (BLS)	706	666
First Aid CPR AED	488	446
Advanced Cardiac Life Support (ACLS) Certification	419	295
Certified Nursing Assistant	383	269
Driver's License	258	296
Licensed Nursing Assistant	258	216
Licensed Practical Nurse (LPN)	209	213
Board Certified/Board Eligible	209	204
Basic Cardiac Life Support Certification	200	173
American Registry of Radiologic Technologists (ARRT) Certification	127	66
Nursing Specialty Certification	114	73
Advanced Practice Nurse	88	61
Licensed Vocational Nurse (LVN)	76	63
DEA Certificate	56	71
Nurse Practitioner	64	57
Licensed Independent Clinical Social Worker (LICSW)	67	50
American Heart Association Certification	59	47
Certified Medical Assistant	59	39
AAMA Certified Medical Assistant	44	48
Social Work License	55	35
Clinical Medical Assistant (CCMA)	47	42
Geriatric Nursing Assistant	48	30
Certified Pharmacy Technician	42	36
Licensed Clinical Mental Health Counselor (LCMHC)	52	21
American Society For Clinical Pathology (ASCP) Certification	42	26
Critical Care Registered Nurse (CCRN)	16	51
American Registry For Diagnostic Medical Sonography (ARDMS)	46	20
American Occupational Therapy Association (AOTA)	45	17
Certified Medical Laboratory Technician	35	27

Source: Labor Insight Jobs (Burning Glass Technologies). Job data for the Healthcare industry, excluding Social Assistance, January 1 to March 31 and April 1 to June 30, 2020. Data extracted July 15, 2020. Note: For January through March, 41 percent of job postings did not specify a certification; for April through June, 38 percent of job postings did not specify a certification.

## Skills in Demand

Most employers are looking for workers with some basic skills and abilities, those learned regardless of a person’s occupation. Skills range from specific experience, such as software programming, to general professional behavior, such as teamwork skills. **Baseline skills** include crosscutting or foundational skills found across industries and occupations. These include things like organizational skills, communication skills, and project management.

Baseline Skills Highest in Demand, Healthcare Industry Online Job Postings, January 1-June 30, 2020		
Job Title	Jan-March 2020	April-June 2020
<b>TOTAL JOB POSTINGS</b>	<b>5,705</b>	<b>4,549</b>
Communication Skills	1,458	1,087
Teamwork / Collaboration	843	667
Computer Literacy	811	482
Planning	563	458
Organizational Skills	522	372
Research	374	426
Problem Solving	450	284
English	389	323
Physical Abilities	353	333
Critical Thinking	271	297
Written Communication	313	220
Writing	280	227
Building Effective Relationships	305	175
Detail-Oriented	260	197
Multi-Tasking	264	181
Time Management	259	184
Telephone Skills	219	163
Typing	210	168
Creativity	212	127
Decision Making	201	133
Leadership	117	95
Verbal / Oral Communication	124	84
Troubleshooting	110	80
Mentoring	98	85
Listening	90	92
Work Area Maintenance	115	64
Preventive Maintenance	68	64
Positive Disposition	79	45
Meeting Deadlines	75	40
Prioritizing Tasks	59	45

Source: Labor Insight Jobs (Burning Glass Technologies). Job data for the Healthcare industry, excluding Social Assistance, for January-June 2020. Data extracted July 15, 2020. Note: 13 percent of January to March job postings and 15 percent of April to June job postings did not specify a skill.

**Specialized skills** include professional and occupation-specific skills requested in job postings, which can run the gamut from things like accounting and sales to database administration and welding.

Specialized Skills Highest in Demand, Healthcare Industry Online Job Postings, January 1-June 30, 2020		
Job Title	Jan-March 2020	April-June 2020
<b>TOTAL JOB POSTINGS</b>	<b>5,705</b>	<b>4,549</b>
Patient Care	1,569	1,189
Biotechnology	928	655
Scheduling	905	658
Quality Assurance and Control	716	682
Cardiopulmonary Resuscitation (CPR)	618	623
Treatment Planning	580	579
Life Support	488	575
Advanced Cardiac Life Support (ACLS)	412	328
Patient/Family Education and Instruction	415	298
Patient Assistance	317	369
Customer Service	372	290
Budgeting	355	259
Rehabilitation	379	195
Customer Billing	327	235
Teaching	300	252
Care Planning	308	220
Staff Management	281	244
Appointment Setting	278	213
Caregiving	272	215
Home Health	264	222
Administrative Support	265	185
Surgery	241	204
Infection Control	272	168
Activities of Daily Living (ADLS)	256	183
Cleaning	209	220
Mental Health	242	181
Case Management	253	152
Medical Coding	241	161
Clinical Experience	241	156
Acute Care	193	196

Source: Labor Insight Jobs (Burning Glass Technologies). Job data for the Healthcare industry, excluding Social Assistance, for January-June 2020. Data extracted July 15, 2020. Note: 13 percent of January to March job postings and 15 percent of April to June job postings did not specify a skill.

**Software and Programming:** include specific computer programs requested in job postings as well as programming skills (including languages such as Java and Perl).

Software Skills Highest in Demand, Healthcare Industry Online Job Postings, January 1-June 30, 2020		
Job Title	Jan-March 2020	April-June 2020
<b>TOTAL JOB POSTINGS</b>	<b>5,705</b>	<b>4,549</b>
Microsoft Office	257	126
Microsoft Excel	219	148
Microsoft Word	133	99
Microsoft Powerpoint	75	53
Word Processing	75	44
Pointclickcare	63	22
Microsoft Outlook	40	28
ICD-9-CM Coding	43	19
Microsoft Access	37	19
Microsoft Windows	31	22
Meditech	30	9
ICD-10	26	13
Systems Analysis	24	15
HCPCS Coding	23	6
Centricity	9	7
Peoplesoft	11	4
Microsoft Project	9	6
EPIC software	8	5
Microsoft Visio	7	6
Practice Management Software	4	9
Enterprise Resource Planning (ERP)	9	3
da Vinci Surgical System	8	3
Quickbooks	6	5
Prognosis	4	7
Microsoft Sharepoint	7	2
SQL	5	4
Groupwise	2	7
Medical Encoder	7	1
Hyland OnBase	6	2
Citrix	4	4

Source: Labor Insight Jobs (Burning Glass Technologies). Job data for the Healthcare industry, excluding Social Assistance, for January-June 2020. Data extracted July 15, 2020. Note: 13 percent of January to March job postings and 15 percent of April to June job postings did not specify a skill.

## Healthcare Subsector Data – Top Occupations and Skills

The following detailed data for the *Ambulatory health care services*, *Hospitals*, and *Nursing and residential care facilities* subsectors lists the top 25 occupations based on estimated 2018 employment, 2019 median hourly wage, and the number of online job postings in all of 2019 and January through June, 2020.<sup>5</sup>

While the subsectors usually employ workers in the same occupations, there are some differences in the distribution of occupations within each subsector. For example, within the *Ambulatory health care services* and *Hospitals* subsectors, there is a greater number of staff in non-patient care roles, such as Receptionists, Medical secretaries, and General office clerks. Medical technician occupations are most prominent within the *Hospital* subsector, and personal care services are most prominent within the *Nursing and residential care services* subsector.

Despite these differences in occupational employment across the subsectors, a set of common skills emerged across the sector. Based on skills specified in online job ads, communication skills or *English* were the top requested baseline skill in each subsector. *Teamwork/collaboration* and *organizational skills* ranked in the top ten skills in demand for all three subsectors. These data also highlighted employer preferences for skills with Microsoft Office in each subsector.

Note that wage rates represent the median hourly wage for the occupation regardless of the employing industry. “NP” indicates that the data were not publishable.

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<sup>5</sup> Online job ad data source: Labor Insight Jobs (Burning Glass Technologies). Year-to-date 2020 data extracted July 15, 2020.



## Ambulatory Health Care (Subsector 621)

SOC	Occupation Title	Employed in Industry (2018)	2019 Median Hourly Wage	Job Ads 2019 Total	Job Ads YTD 2020
29-1141	Registered Nurses	3,034	\$35.25	536	370
43-6013	Medical Secretaries	2,150	\$19.33	73	35
31-9092	Medical Assistants	1,865	\$18.24	33	33
43-4171	Receptionists and Information Clerks	1,474	\$15.08	3	8
29-2021	Dental Hygienists	1,352	\$38.55	45	53
31-9091	Massage Therapists	1,314	\$20.82	1	4
43-9061	Office Clerks, General	1,118	\$18.99	8	11
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	982	\$20.34	88	7
29-1069	Physicians and Surgeons, All Other	969	NP	10	42
29-1171	Nurse Practitioners	907	\$53.51	30	37
39-9021	Personal Care Aides	835	\$13.26	160	135
29-2041	Emergency Medical Technicians and Paramedics	796	\$18.14	6	9
29-1062	Family and General Practitioners	783	NP	39	36
31-1014	Nursing Assistants	740	\$15.68	153	99
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	725	\$18.24	32	27
29-1123	Physical Therapists	704	\$40.72	485	128
43-3021	Billing and Posting Clerks	637	\$19.57	8	2
43-1011	First-Line Supervisors of Office and Administrative Support Workers	634	\$27.50	32	13
29-1071	Physician Assistants	605	\$55.37	16	10
29-2061	Licensed Practical and Licensed Vocational Nurses	563	\$25.55	99	90
11-9111	Medical and Health Services Managers	557	\$48.55	158	68
29-1021	Dentists, General	488	NP	86	58
31-1011	Home Health Aides	441	\$14.30	49	37
21-1093	Social and Human Service Assistants	428	\$15.99	11	18
29-2081	Opticians, Dispensing	415	\$20.19	2	5

Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security, and Labor Insight Jobs (Burning Glass Technologies). Job data for the 12 months of 2019 and January through June 2020. Data extracted July 15, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Communication Skills	Cardiopulmonary Resuscitation (CPR)	Microsoft Excel
Teamwork / Collaboration	Scheduling	Microsoft Office
Computer Literacy	Home Health	Microsoft Word
Physical Abilities	Treatment Planning	Microsoft Powerpoint
Organizational Skills	Patient Care	ICD-10
Planning	Caregiving	Dentrix
Creativity	Mental Health	Quickbooks
Telephone Skills	Home Care	Customer Relationship Management (CRM)
Written Communication	Biotechnology	HCPCS Coding
Detail-Oriented	Dentistry	Microsoft Access

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for year-to-date 2020, extracted July 15, 2020.

## Hospitals (Subsector 622)

SOC	Occupation	Employed in Industry (2018)	2019 Median Hourly Wage	Job Ads 2019 Total	Job Ads 2020 YTD
29-1141	Registered Nurses	7,897	\$34.95	2,659	1,438
31-1014	Nursing Assistants	2,251	\$15.79	535	280
43-9061	Office Clerks, General	804	\$18.42	14	7
29-2010	Clinical Laboratory Technologists and Technicians	739	\$30.90	96	123
29-2034	Radiologic Technologists	643	\$30.03	181	85
11-9111	Medical and Health Services Managers	636	\$49.30	606	297
31-9092	Medical Assistants	606	\$17.90	518	246
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	596	\$13.71	44	27
43-6013	Medical Secretaries	561	\$18.61	140	101
29-1123	Physical Therapists	509	\$40.80	109	77
43-4171	Receptionists and Information Clerks	484	\$14.79	31	12
31-9097	Phlebotomists	390	\$17.84	78	49
29-2071	Medical Records and Health Information Technicians	382	\$19.15	240	91
43-4111	Interviewers, Except Eligibility and Loan	361	\$18.24	5	1
29-2055	Surgical Technologists	347	\$24.78	131	58
31-1013	Psychiatric Aides	332	\$18.43	2	1
29-1126	Respiratory Therapists	329	\$32.82	82	43
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	324	\$18.31	264	91
43-3021	Billing and Posting Clerks	315	\$19.21	34	16
29-1069	Physicians and Surgeons, All Other	314	NP	174	219
29-1051	Pharmacists	313	\$63.35	88	64
37-2012	Maids and Housekeeping Cleaners	305	\$12.57	95	56
29-2052	Pharmacy Technicians	293	\$15.52	196	89
31-9093	Medical Equipment Preparers	257	\$17.82	67	45
43-1011	First-Line Supervisors of Office and Administrative Support Workers	254	\$27.76	41	18

Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security, and Labor Insight Jobs (Burning Glass Technologies). Job data for the 12 months of 2019 and January through June 2020. Data extracted July 15, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Communication Skills	Patient Care	Microsoft Office
Teamwork / Collaboration	Scheduling	Microsoft Powerpoint
Computer Literacy	Life Support	ICD-9-CM Coding
Planning	Quality Assurance and Control	Microsoft Access
Research	Biotechnology	Meditech
Organizational Skills	Treatment Planning	Systems Analysis
Critical Thinking	Advanced Cardiac Life Support (ACLS)	ICD-10
Physical Abilities	Patient Assistance	HPCS Coding
Problem Solving	Patient/Family Education and Instruction	Centricity
Writing	Cardiopulmonary Resuscitation (CPR)	Peoplesoft

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for year-to-date 2020, extracted July 15, 2020.

## Nursing and Residential Care Facilities (Subsector 623)

SOC	Occupation	Employed in Industry (2018)	2019 Median Hourly Wage	Job Ads 2019 Total	Job Ads YTD 2020
31-1014	Nursing Assistants	3528	\$15.79	503	358
39-9021	Personal Care Aides	1447	\$12.87	28	27
29-1141	Registered Nurses	1079	\$34.95	365	190
29-2061	Licensed Practical and Licensed Vocational Nurses	856	\$26.11	391	166
37-2012	Maids and Housekeeping Cleaners	557	\$12.57	54	42
35-3041	Food Servers, Nonrestaurant	524	\$11.78	29	17
39-9032	Recreation Workers	411	\$13.71	71	74
35-2012	Cooks, Institution and Cafeteria	400	\$16.14	15	13
35-3031	Waiters and Waitresses	343	\$9.61	7	3
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	315	\$20.02	1	2
21-1093	Social and Human Service Assistants	293	\$15.67	8	9
43-4171	Receptionists and Information Clerks	240	\$14.79	32	34
49-9071	Maintenance and Repair Workers, General	228	\$20.53	10	9
11-9111	Medical and Health Services Managers	206	\$19.30	288	133
39-9011	Childcare Workers	192	\$11.69	1	1
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	173	\$18.31	5	16
11-9151	Social and Community Service Managers	126	\$31.00	10	2
29-1122	Occupational Therapists	118	\$39.20	41	23
21-1022	Healthcare Social Workers	114	\$31.04	1	2
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	113	\$11.60	1	1
29-1123	Physical Therapists	102	\$40.80	68	31
39-9041	Residential Advisors	95	\$15.02	1	3
35-9021	Dishwashers	90	\$11.01	9	3
51-6011	Laundry and Dry-Cleaning Workers	83	\$11.62	9	5
35-9011	Dining Room/Cafeteria Attendants and Bar Helpers	75	\$9.54	12	5

Source: 2018 NH Occupational Employment Statistics (OES) Survey, Economic and Labor Market Information Bureau, New Hampshire Employment Security, and Labor Insight Jobs (Burning Glass Technologies). Job data for the 12 months of 2019 and January through June 2020. Data extracted July 15, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
English	Patient Care	Pointclickcare
Computer Literacy	Biotechnology	Microsoft Excel
Problem Solving	Cardiopulmonary Resuscitation (CPR)	Word Processing
Planning	Care Planning	Microsoft Office
Communication Skills	Skin Test	Microsoft Word
Teamwork / Collaboration	Tuberculin	Facebook
Organizational Skills	Quality Assurance and Control	Microsoft Outlook
Written Communication	Medication Administration	Microsoft Powerpoint
Creativity	Rehabilitation	Microsoft Access
Time Management	Long-Term Care	Quickbooks

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for year-to-date 2020, extracted July 15, 2020.