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Healthcare Association
of Hawaii

HAWAI'I HEALTHCARE
WORKFORCE INITIATIVE

2022 REPORT

SPONSORED BY



**THE QUEEN'S
HEALTH SYSTEM**

HAWAI'I PACIFIC HEALTH | KAPI'OLANI PALI MOMI STRAUB WILCOX



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Introduction

ALOHA,

We are very pleased to share the findings of the 2022 Healthcare Workforce Initiative (HWI) survey with you. This report was originally planned to come out in 2021, but the COVID-19 pandemic created two primary obstacles delaying the report. First, HAH and its members were focused on addressing the many challenges of the pandemic. Second, the pandemic materially disrupted the delivery of care in a number of ways, creating an atypical workforce environment. These factors caused this report to be delayed more than once as we wanted a report that accurately portrayed the healthcare workforce needs after the worst of the pandemic had abated.

In 2019, Hawai'i was experiencing a period of very low unemployment, resulting in a competitive job market for employees in healthcare and other fields. The COVID-19 pandemic that began not long after our report was issued created more demand for healthcare employees. At the same time, it also caused career burnout, early retirements,

and re-evaluation of healthcare as a career choice among healthcare workers. The pandemic is still in progress as we write this, and no sector of our state, or of healthcare, has been spared.

The Healthcare Association of Hawai'i's member organizations include the acute care hospitals in Hawai'i, public and private skilled nursing facilities, type II adult residential care homes, Medicare-certified home health agencies, hospices, and assisted living facilities.

This report includes workforce needs from the Healthcare Association of Hawai'i members, and additional healthcare organizations such as payors, physician organizations, federally qualified health centers, dialysis facilities, diagnostic imaging centers, and physical therapy practices.

Despite the many challenges of the pandemic, a wide variety of workforce projects have been initiated to address the many ongoing challenges in generating a sufficient healthcare workforce in Hawai'i.

The stakeholders share a common goal of achieving the workforce initiative's purpose through collaboration, open mindsets and innovation. Each stakeholder has generously given time, expertise and support throughout the pandemic to pioneer new types of programs, secure funding, expand existing programs, and remove barriers.

More healthcare providers responded to the survey this time compared to 2019. The report also expanded its geographic scope to show island-specific data. New education and business partners came forward. Novel programs to address critical needs were introduced. Initiatives originating from the 2019 study are growing. Numerous efforts are positioned to continue over the coming two years.

The work is yielding success. Entry-level to post-graduate interest is significant, and more partners are joining the work of the HWI collaborative. We say a grateful farewell to Dr. Timothy Roe, who has retired as CEO of the Rehabilitation Hospital of the Pacific, and co-chair of the workforce group. His energy and drive helped launch this initiative, and we thank him for his years of hard work to address the healthcare workforce needs of Hawai'i.

We bid welcome to our new co-chair, Jason Chang of The Queen's Medical Center. Jason is the president of the largest hospital in Hawai'i, which is one of the largest non-government employers in the islands. We are glad to have his perspective and experience as we work on these important initiatives.

The primary goal of the Hawai'i Healthcare Workforce Initiative is to better match the supply and demand of Hawai'i's healthcare workforce,

through alignment, coordination, communication, and collaboration, with all individuals and organizations involved or interested in Hawai'i's healthcare workforce needs.

We are deeply grateful to all who have participated in this initiative, and who continue to participate in ensuring that Hawai'i's healthcare workforce needs are met, and that we provide as many opportunities as possible in Hawai'i to develop education and employment opportunities for the people of Hawai'i. The following report highlights this work and illustrates areas where there is still more work to be done.

Mahalo,



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Photo Courtesy: Kapi'olani Medical Center for Women & Children

Executive Summary

What kind of difference can three years and a once-in-a-century pandemic make to Hawai'i's healthcare workforce?

A lot, it turns out.

The inaugural 2019 Healthcare Workforce Report conducted by the Healthcare Association of Hawai'i identified over 2,200 open positions across 76 patient-facing professions. This 2022 report identifies nearly 3,900 open positions across 89 patient-facing professions. This is a clear demonstration that the COVID-19 pandemic exacerbated healthcare workforce needs in Hawai'i.

This section highlights those changes, both by profession and by setting. It also has a snapshot of the first data collected on neighbor island job openings. Highlights of training program needs are included too, with fuller explanations contained later in the report.

In regard to methodology, while the findings represent the majority of healthcare needs in Hawai'i, they do not represent 100% of Hawai'i's healthcare industry. The study measures non-physician, patient-facing healthcare jobs for 89 patient care professions between February 2022 and June 2022. An additional 13 professions

are included in this report; the original 2019 report measured 76 non-physician, patient-facing positions. In 2022 there was a 41% increase in survey responses, giving a more robust confidence in the results.

Respondents include hospitals, health system clinics, skilled nursing facilities (nursing homes), assisted living facilities, hospices, and home health organizations. Other providers include physician offices, federally qualified health centers, physical therapy providers, and payors (health insurers). This report does not cover dental professions, healthcare administrative and back office functions, research and education, nor all community physician practices. More about the methodology can be found on page 11.

KEY FINDINGS

Overall Job Openings

1. There are **3,873** open non-physician healthcare positions across the 89 professions; a 76% increase over the 2,200 unfilled positions reported in 2019. The report was conducted during the latter stages of the COVID-19 pandemic period, which adversely impacted the healthcare industry workforce in a number of different ways.
2. Overall, 17% of positions remain unfilled for the healthcare organizations surveyed, a significant increase from the 10% unfilled rate in the 2019 report.
3. On average, open positions take between six and 12 months to fill, similar to what the 2019 report identified.
4. No professions are in “oversupply,” and only three are rated as having a normal fill time (six months). The overall annual turnover rate



Photo Courtesy: One Kalakaua Senior Living

for these professions has increased from 16% in 2019 to 20% in 2022.

5. O‘ahu has the largest total number of openings (2,592), representing 15% of all positions on the island.
6. The islands with the largest percentage of openings are Lāna‘i (48%) and Maui (36%).

By Profession

7. Openings increased during the pandemic:
 - a. **Registered specialty nurses — 999 openings.** This increased by 536 positions, or 116% over 2019.
 - b. **Certified nurse aides (CNAs) and nursing assistants — 744 openings.** The number of openings increased 78% (327 openings) from 2019 across all care settings.
 - c. **Medical assistants — 278 openings.** The number of openings increased by 162% (172 positions) from 2019.

- d. Licensed practical nurses (LPNs) — 211 openings.** This represents 30% of the LPN total positions. The number of openings increased by 47% (67 positions) from 2019.
- e. Social workers — 126 openings.** Social worker openings total 126, representing an increase of 110% (66 positions) from 2019.
- f. Additional entry-level positions with high needs: Personal care assistants (181 openings), phlebotomists (128 openings), and patient service representatives (111 openings).**

By Care Setting

- 8. Hospitals:** Statewide, the largest number of openings (1,848) is in the hospital setting. These openings account for 48%, or nearly half, of all healthcare openings at the time of the survey. Among hospitals, the greatest need is for nursing assistants and certified nurse aides (348 positions). This represents a 125% increase from the open positions reported in 2019. The next highest need is the other clinical specialty registered nurses (RNs) category¹ (115 openings), which represents an increase of 55% (41 openings).
- 9. Skilled Nursing Facilities (nursing homes):** These facilities rank second in need behind hospitals for total openings on four of the six islands. The greatest demand by far in skilled nursing facilities is for entry-level certified nurse aides (273 open). This represents a 31% increase from the open positions reported in 2019 and accounts for 43% of all openings reported across skilled nursing facilities. The need for gerontology registered nurses (RNs) is second (with 105 openings), an increase of 453% since 2019. Next is licensed practical nurses with 81 openings (35% of total LPN positions).
- 10. Assisted Living:** Entry-level certified nurse aide positions (53 open) remain the highest need by number for assisted living facilities, as they did in 2019. Licensed practical nurses are the second highest need with 25 open positions.
- 11. Home Health:** This category had the highest percentage (39%) of openings across professions in 2019, and it does again in 2022. The smaller number of employees in home health compared to most hospitals and nursing homes, plus the difficulty in competing in wages and benefits with larger employers, leads to the larger vacancy rates. The professions with the highest percentage of open positions are licensed practical nurses (59%), personal care assistants (50%), and home health aides (45%). Personal care assistant openings increased by 157 positions from 2019. Total personal care assistant positions have increased by 322 positions since 2019.
- 12. Hospice:** Among hospice providers, the greatest need is for palliative/hospice/pain management registered nurses (30 open). This represents a 76% increase from the open positions reported in 2019. The next highest need is for certified nurse aides (22 open). However, the most difficult to fill jobs are nursing assistant (100% of the six positions vacant), and personal care assistant (100% of the 11 positions vacant).

¹ Includes all specialty nurse professions not listed as a specific category.

By Island

- 13. O'ahu** had 2,592 openings, or 67% of all openings statewide. Nursing assistants and certified nurse aides have the largest number of openings, at 414, or 16% of the open jobs. For positions with 20 or more openings, the largest percentage of open jobs include personal care assistant (42%), and home health nurse (36%). Of all healthcare positions open statewide, nearly a third (29%) are in O'ahu hospitals.
- 14. On Maui**, the 599 openings mean 36% of all the healthcare jobs on that island were vacant at the time of survey. The jobs with the largest number of openings were nursing assistant and certified nurse aide (211). For positions with 10 or more openings, the jobs with the largest percentage of openings are coder (83%), ultrasound technologist (77%), emergency department technician (75%), and radiologic technologist (71%).
- 15. On Hawai'i Island**, the 487 openings mean a vacancy rate of 17% for all healthcare jobs there. Nursing assistant and certified nurse aide jobs accounted for 73 openings. The highest percentage of openings are for nurse care managers (30%) and social workers (29%).
- 16. Kaua'i** has 160 openings, for a 13% vacancy rate. There were 38 nursing assistant and certified nurse aide job openings. The highest opening by percentage is the home health RN profession, at 50%, or four open positions.
- 17. Moloka'i** had 19 positions open, for a 22% vacancy rate. The pharmacy technician category had the largest number of openings, at six. This means 86% of the pharmacy technician positions on the island were vacant. Five of the 10 professions on the island had no one in those roles at the time of survey (100% of their positions unfilled). Moloka'i has a critical healthcare workforce need with these areas completely vacant.
- 18. Lāna'i** had 16 positions open, representing 48% of all healthcare positions on the island. Nursing assistants and certified nurse aides (CNAs) represent 44% (7) of all openings. Eight of the ten professions with openings on the island have no one in them (100% of their positions unfilled). This means that certain types of services were not available anywhere on the island, showing an especially critical healthcare workforce need.



Photo Courtesy: Maui Health

Training Needs

19. There is a need for more training programs for radiologic technologists, surgical technologists, acute pharmacy technicians, medical laboratory technologists/scientists, medical assistants, nursing assistants and certified nurse aides, specialty nurses, and social workers.
20. Local programs to train ultrasound/sonography technologists are needed to support increased hospital demand for these professionals.
21. The expansion of technician, technologist, specialty nurse, licensed practical nurse, medical assistant, nurse assistant, and certified nurse aide training programs is needed on the neighbor islands to help bolster the number of available employees in various fields.



Photo Courtesy: Straub Medical Center

Remove Barriers

22. The increased entry and mid-level profession demand calls for the expansion of traditional post-secondary pathway programs, and new “glidepath” (earn and learn) programs that balance the curriculum for individuals who are working. Existing healthcare education programs are designed for full-time students. Programs that enable students to study while working allow employers to retain trained workers and give employees the opportunity to advance their careers and earn more. A new CNA+ to LPN Bridge glidepath program will pilot in 2023 and has already proven to be a highly effective CNA attraction tool for employers. Increased collaborative efforts between employer and education partners are critical, and there is a need to create glidepaths for all high demand entry-level roles.
23. It is imperative that the healthcare industry, academic, community and government partners continue to collaborate on innovative ways to address workforce gaps. A robust pipeline of workers is critical for maintaining access to quality care and serving the healthcare needs of the people of Hawai‘i.



Photo Courtesy: Queen's North Hawai'i Community Hospital



Photo Courtesy: Wilcox Medical Center

Pūlama Unit



Photo Courtesy: Adventist Health Castle

Background and Key Questions

The Healthcare Workforce Initiative (HWI) is guided and driven by a cross-sector volunteer committee of professionals seeking solutions to bolster Hawaii's healthcare workforce in high-demand positions. The HWI was launched in 2018 by the Healthcare Association of Hawai'i (HAH) on behalf of its membership to address healthcare organizations' needs across the state for a stronger workforce pipeline. The initiative's longitudinal goal: to better match programs, certifications, and degrees offered by Hawai'i's secondary and post-secondary educational institutions with the workforce needs of the state's healthcare industry.

The first Hawai'i HWI report was released in 2019 with a focus on 76 professions related to direct patient care and select support positions. The healthcare professions included were not exhaustive and did not represent one hundred percent of Hawai'i's healthcare industry. HAH's effort was intentionally focused on non-physician patient care professions that had not been previously well studied or highlighted.

The initial findings at the time of the survey, between the last quarter of 2018 and the first quarter of 2019, identified 2,200 open non-physician patient-facing healthcare positions in Hawai'i.



Photo Courtesy: Kapi'olani Medical Center for Women & Children



Photo Courtesy: Maui Health



Photo Courtesy: Bayada Home Health

Since this first report, despite significant efforts achieved to increase education programs and workforce supply, the pandemic has exacerbated healthcare workforce needs in most professions due to increased patient care demands, resignations, retirements, outmigration, and burnout. The pandemic has impacted the entire workforce across all sectors in Hawai'i, including that of healthcare, creating even new challenges.

The 2022 HWI report brings current healthcare workforce data and answers the following questions:

- Have workforce needs changed since 2019?
- Which healthcare professions have the most job openings?
- Which healthcare professions have the highest turnover and are the most difficult to fill?
- What are the needs by island?
- What efforts have been successful in improving the healthcare workforce pipeline and what areas require more focus?

The following pages share the answers.

Approach

METHODOLOGY

The objective of the second biennial report is to build on baseline findings of the 2019 Hawai'i Healthcare Workforce Initiative report, identify the most critical healthcare workforce needs today, and use the updated data to drive decision-making and prioritization over the next two-year period.

The survey was conducted from February 2022 through June 2022. A total of 89 professions were surveyed, including the initial 76 professions from the 2019 report and an additional 13 high-priority professions. Five of these are: Nurse Practitioner specialties including Family/Across the Lifespan, Neonatal, Pediatric, Women's Health, and Adult/Gerontology. The remaining eight are: Certified Medication Aide, Activities Aide, Community Health Worker, Staff Nurse Educator, Minimum Data Set (MDS) Coordinator/Nurse Assessment Coordinator, Clinical Microbiologist, Epidemiologist, and Public Health Nurse.

As in the first report, information was collected by profession, including:

- Number of filled and open full-time and part-time positions
- Turnover rate
- Rating of difficulty to fill

The survey results show statewide workforce needs in the following care settings: acute hospitals, health system clinics, skilled nursing facilities, assisted living facilities, home health, and hospice. Data were extrapolated for the following sectors by island based on the percent



Photo Courtesy: Queen's North Hawai'i Community Hospital

of responses received to allow for results generally representative of the whole sector:

- Skilled Nursing Facilities (licensed beds)
- Assisted Living Facilities (licensed capacity)
- Hospice (patients served)

Hospitals, health system clinics, and home health sectors had robust response rates, therefore data extrapolation was not required.

The results also include a care setting entitled "other," which includes participation from physician organizations, federally qualified health centers, surgery centers, dialysis facilities, diagnostic imaging centers, physical therapy practices, payors, and other providers. The response rates were generally lower in these areas and the data was not extrapolated for a statewide picture.



ABOUT THE DATA

The results are a snapshot of the point in time February 2022 through June 2022.

The results are organized by island and care setting (i.e., hospital, health system clinic, skilled nursing facility, assisted living facility, home health, hospice, and other).

Refer to Appendix E for a listing of the organizations that responded to the survey. Several organizations submitted a combined response that included multiple care settings (e.g., hospitals and skilled nursing facilities). When this occurred, the results were included under the primary sector for the organization.

The results were reviewed in total, then by care setting and island to identify the most needed professions for each segment. Professions were

grouped by categories including nursing, patient care, technologist, therapy, athletic training, pharmacy, laboratory, dietary, social work, child life, facilities, public health, and other support. Refer to Appendix D for the listing of professions by category.

The results are not a representation of the entire healthcare industry in the state. The “other” care setting was not extrapolated due to limited responses, and the following professions were not included in the survey process: physicians, dental professions, administration and management, research, education, housekeeping, and many other support areas (e.g., food service, finance, information technology, etc.).



Photo Courtesy: Maui Health

Professions with 30+ Open Positions

The following table shows professions with 30 or more open positions at the time of the survey. Professions with 30+ open positions represent a total increase of 1,508 positions or a net increase of 80% from 2019.

The professions with 30+ open positions represent 87% of all open positions surveyed for the 2022 HWI report.

- Blue Shading = Professions with 30+ openings in 2022
- Green Shading = Professions with 30+ openings in 2019

Professions with 30+ Open Positions

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Filled Positions	Open Positions	Total Positions	Percent Open	Open Positions	Total Positions	Percent Open
Nursing									
NP by Specialty	2.1	20%	302	54	356	15%	47	310	15%
RN by Specialty	2.0	18%	6,283	999	7,282	14%	463	7,351	6%
Licensed Practical Nurse	1.8	22%	483	211	694	30%	144	713	20%
Nurse Care Manager	2.0	30%	241	44	285	15%	16	148	11%
Nurse Case Manager	2.4	17%	217	31	248	13%	44	553	8%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

Continued: Professions with 30+ Open Positions

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Filled Positions	Open Positions	Total Positions	Percent Open	Open Positions	Total Positions	Percent Open
Patient Care									
Medical Assistant	1.9	19%	1,266	278	1,544	18%	106	1,064	10%
Nursing Assistant	2.4	46%	1,315	286	1,601	18%	118	1,424	8%
Certified Nurse Aide	2.1	26%	2,132	458	2,590	18%	299	2,581	12%
Personal Care Assistant	2.3	43%	251	181	432	42%	35	406	9%
Technologist									
Radiologic Technologist (also includes CT Tech, Mammography Tech)	1.9	20%	396	85	481	18%	64	488	13%
Surgical Instrument Processing Aide/ Technician	2.3	21%	113	34	147	23%	12	171	7%
Surgical Technologist	1.6	39%	103	44	147	30%	22	136	16%
Ultrasound Technologist (also includes Echo Tech)	1.4	26%	110	30	140	21%	22	166	13%
Therapy									
Physical Therapist	2.0	14%	371	61	432	14%	53	402	13%
Respiratory Therapist	2.2	16%	356	46	402	11%	26	333	8%
Pharmacy									
Pharmacy Technician	2.4	11%	217	47	264	18%	46	439	10%
Laboratory									
Phlebotomist	2.3	26%	752	128	880	15%	124	576	22%
Medical Laboratory Scientist/ Medical Technologist	2.0	22%	264	49	313	16%	44	257	17%
Social Work									
Social Worker	2.1	29%	505	126	631	20%	60	559	11%
Other Support									
Medical Secretary/Ward Clerk/ Unit Clerk	2.7	16%	402	80	482	17%	26	478	5%
Patient Service Representative	2.3	26%	608	111	719	15%	110	627	18%
TOTAL 30+ OPENINGS	2.1	22%	16,687	3,383	20,070	17%	1,875**	18,399**	10%**
Total All	2.1	20%	19,503	3,873	23,376	17%	2,200	22,135	10%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 30+ openings for 2022 were included. If a profession had 30+ openings in 2019 only, it was not listed. Totals include professions not listed in table.

2022 SURVEY RESULTS: WHERE THE JOBS ARE

- Overall, the Hawai'i healthcare organizations surveyed have **17% of total positions unfilled vs. 10% in 2019**.
- There is a 76% Increase in the number of unfilled positions from 2,200 as reported in 2019 to 3,873 in 2022.

The need for workers in the following professions increased materially and accounts for 76% of the total openings in 2022:

Nurse aides. There are 744 certified nurse aide (CNA) and nurse assistant openings, representing 18% of total nurse aide positions, across all providers surveyed. This profession had the largest increase of 327 openings, which is a 78% increase from the 2019 needs. The total positions increased slightly by 5% (186 positions) from 2019 and the average turnover rate for nurse aides increased significantly from 15% to 46%. Nurse aides assist with basic care or support under the direction of a licensed nurse. Skilled nursing facilities require CNA certification. The annual salary range for nurse aides is \$28,496 – \$51,064.*

Medical assistants. There are 278 medical assistant openings, representing 18% of total medical assistant positions. The number of openings increased by 162% (172 positions) from 2019. The total positions for this profession also increased 45% from 1,064 to 1,544. In addition, it has become more difficult for employers to fill the position. These professionals take medical histories and record vital signs of patients. Medical assistants complete administrative and clinical tasks in the offices of physicians, hospitals, and other healthcare facilities. Their duties vary with the location, specialty, and size of the practice. The annual salary range for medical assistants is \$31,075 – \$51,958.*

Licensed practical nurses. There are 211 licensed practical nurse (LPN) openings, representing 30% of the LPN total positions. Although the total LPN positions shrank slightly by 3% (19 positions), the number of openings increased by 47% (67 positions) from 2019. It has become more difficult for employers to fill the position. Licensed practical nurses largely work in post-acute care and outpatient settings to provide routine nursing care and assist registered nurses and physicians. The annual salary range for LPNs is \$43,098 – \$64,605.*

Registered nurses. There are 999 registered nurse (RN) specialty openings, representing 14% of total RN positions. The number of openings increased 116% (536 positions) from 2019. RNs have annual salaries ranging from \$70,096 – \$134,659.*

Personal care assistants. There are 181 personal care assistant openings, representing 42% of all personal care assistant positions. The number of openings increased 417% (146 positions) from 2019. Personal care assistants provide services such as assistance with daily tasks and are often found in home health care settings. The annual salary range for personal care assistants is \$23,130 – \$38,230.*



Photo Courtesy: Queen's North Hawai'i Community Hospital

Phlebotomists. There are 128 phlebotomist openings, representing 15% of all phlebotomist positions. The number of openings remained consistent with 2019 needs; however, the number of total positions increased by 53% (304 positions). Phlebotomists conduct blood draws. The annual salary range for phlebotomists is \$34,067 – \$51,722.*

Social workers. There are 126 social worker openings, representing 20% of all social worker positions. The number of openings increased by 110% (66 positions) from 2019 and the total number of positions increased by 13% (72 positions). Healthcare social workers provide the psychosocial support needed to cope with chronic, acute, or terminal illnesses. The annual salary range for healthcare social workers is \$48,526 – \$96,616.*

Patient service representatives. There are 111 patient service representative (PSR) openings, representing 15% of all patient service representative positions. The number of open positions remained consistent with 2019 needs; however, the number

of total positions increased by 15% (92 positions) from 2019. Patient service representatives are also called patient access representatives/clerks, patient representatives, or patient account representatives. This group of professionals is similar to medical secretary/ward clerk/unit clerk where there are 80 openings, a 208% (54 openings) increase from 2019. Patient service representatives perform duties related to scheduling and processing patient medical services. The annual salary range for medical secretaries and administrative assistants is \$33,405 – \$52,811.*

Radiologic technologists. There are 85 radiologic technologist openings, representing 18% of all radiologic technologist positions. The number of openings increased by 33% (21 positions) from 2019. Radiologic technologists take x-rays and CT scans and administer nonradioactive materials into a patient's bloodstream for diagnostic or research purposes. The annual salary range for radiologic technologists is \$61,006 – \$105,976.*

*Source: Hawai'i Career Explorer careereexplorer.Hawaii.edu





Photo Courtesy: Queen's North Hawai'i Community Hospital

Nursing Specialty

NURSING — TOP OPENINGS BY PROFESSION

Registered nurses (RNs) — all RN specialties combined — account for the greatest number of openings in 2022. Of the 7,282 total RN positions reported, 14% (999) are open. This is more than double the 463 RN specialty nursing positions that were reported as open in 2019, representing a 116% (536 positions) increase.

Licensed practical nurses (LPNs) account for the greatest need within all nursing professions. Survey data shows 30% (211) of positions open, representing a 47% (67 position) increase in openings from the 144 open positions reported in 2019.

Nurse practitioners (NPs) — all NP specialties combined — are the next highest need with 54 openings. This represents a 15% (7 position) increase in open positions.

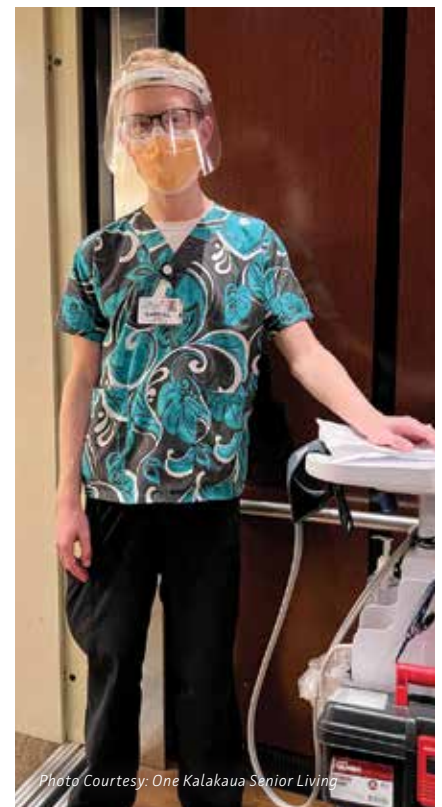


Photo Courtesy: One Kalakaua Senior Living

REGISTERED NURSES — BY SPECIALTY

As reported above, there are 999 total RN openings, which represents 26% of all 3,873 open positions. Following is the breakdown of open positions by RN specialty from greatest to lowest number count.

Other Clinical RNs. There are 210 other clinical RN positions open, representing a 63% (81 position) increase in openings. Total other clinical RN positions decreased by 30% (655 positions). The other category includes those RN positions not specifically identified by specialty in the survey.

Critical Care RNs. There are 113 critical care RN positions open, representing a 242% (80 position) increase in openings. Total critical care RN positions increased by 30% (121 positions). The average turnover rate for critical care RNs decreased by almost half, from 28% in 2019 to 15% in 2022. Critical care RNs were rated as the most difficult specialty RN position to fill.

Gerontology RNs. There are 109 gerontology RN positions open, representing a 241% (77 position) increase in openings. Total gerontology RN positions have decreased by 9% (46 positions).

Medical-Surgical RNs. There are 81 medical-surgical RN positions open, which is consistent with the number of openings reported in 2019. Total medical-surgical RN positions have decreased by 23% (291 positions).

Home Health RNs. There are 73 home health RN positions open, representing a 232% (51 position) increase in openings. Total home health RN positions increased by 44% (63 positions). The average turnover rate for home health RNs has more than doubled, increasing from 15% in 2019, to 35% in 2022. This position was rated as one of the most difficult RN specialty positions to fill.

Emergency/Trauma RNs. There are 65 emergency/trauma RN positions open, representing a 48% (21 position) increase in openings. Total emergency/trauma RN positions saw a minor decrease of 2% (11 positions).

Perioperative RNs. There are 65 perioperative RN positions open, representing a 306% (49 position) increase in openings. Total perioperative RN positions increased by 57% (151 positions).

Telemetry RNs. There are 64 telemetry RN positions open, representing a 300% (48 position) increase in openings. Total positions increased by 48% (154 positions).

Mental Health RNs. There are 52 mental health RN positions open, representing a 300% (39 position) increase in openings. Total mental health RN positions increased by 174% (210 positions).

OTHER NOTABLE FINDINGS:

Average turnover for **Rehabilitation RNs** increased to almost 50%.

Women's Health RN positions have become more difficult to fill.



Photo Courtesy: Bayada Home Health

Registered Nurses — by Specialty

Category	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Filled Positions	Open Positions	Total Positions	Percent Open	Open Positions	Total Positions	Percent Open
RN, Other Clinical	2.3	20%	1,350	210	1,560	13%	129	2,215	6%
RN, Critical Care	1.6	15%	412	113	525	22%	33	404	8%
RN, Gerontology	2.1	33%	350	109	459	24%	32	505	6%
RN, Home Health	1.7	35%	133	73	206	35%	22	143	15%
RN, Medical-Surgical	2.5	11%	916	81	997	8%	76	1,288	6%
RN, Emergency/Trauma	1.8	13%	571	65	636	10%	44	647	7%
RN, Perioperative	1.9	10%	349	65	414	16%	16	263	6%
RN, Telemetry	2.1	15%	409	64	473	14%	16	319	5%
RN, Mental Health	2.1	18%	279	52	331	16%	13	121	11%
RN, Maternal-Child Health	2.0	11%	313	33	346	10%	17	394	4%
RN, Palliative/Hospice/Pain Management	2.1	21%	256	30	286	10%	17	123	14%
RN, Neonatal	2.2	12%	261	27	288	9%	8	264	3%
RN, Oncology	1.8	22%	76	14	90	16%	5	31	16%
RN, Cardiology	2.2	2%	160	13	173	8%	—	143	0%
RN, Pediatrics	2.0	3%	154	13	167	8%	13	168	8%
RN, Anesthesia/Recovery	2.2	11%	179	11	190	6%	4	167	2%
RN, Women's Health	1.7	17%	30	9	39	23%	9	66	14%
RN, Rehabilitation	2.0	47%	22	5	27	19%	—	19	0%
RN, Wound Care	2.3	4%	9	5	14	36%	1	14	7%
RN, Infection Prevention	1.8	24%	28	3	31	10%	7	30	23%
RN, Diabetes	3.0	8%	3	2	5	40%	1	17	6%
RN, Nephrology	2.0	5%	22	2	24	8%	—	8	0%
RN, Occupational Health	3.0	0%	1	—	1	0%	—	2	0%
TOTAL BY SPECIALTY	2.0	18%	6,283	999	7,282	14%	463	7,351	6%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

NURSE PRACTITIONERS — BY SPECIALTY

There are 54 total nurse practitioner (NP) openings — all specialties combined — representing a 15% (7 position) increase from 2019. New nurse practitioner specialty areas, such as adult/gerontology, family/across the lifespan, neonatal, pediatric, and women’s health, are included in this year’s survey.

Other Specialty NPs. There are 24 other specialty nurse practitioner positions open, accounting for the highest specialty need. The other specialty area includes those NP positions not specifically identified by specialty in the survey.

Psychiatric/Mental Health NPs. There are 11 psychiatric/mental health nurse practitioner positions open, representing 41% of total positions (there were no openings in 2019). Total psychiatric/mental health NP positions increased by 108% (14 positions). In addition, it has become more difficult for employers to fill these positions.



Photo Courtesy: One Kalakaua Senior Living

Nurse Practitioners — by Specialty

Category	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Filled Positions	Open Positions	Total Positions	Percent Open	Open Positions	Total Positions	Percent Open
NP – Other Specialty	2.1	27%	129	24	153	16%	47	297	16%
NP – Psychiatric/Mental Health	1.9	29%	16	11	27	41%	—	13	0%
NP – Family/Across the Lifespan	2.1	8%	78	9	87	10%	new	new	new
NP – Adult/Gerontology	2.3	18%	41	8	49	16%	new	new	new
NP – Women’s Health	2.0	18%	8	2	10	20%	new	new	new
NP – Neonatal	1.0	15%	11	—	11	0%	new	new	new
NP – Pediatric	2.6	4%	19	—	19	0%	new	new	new
TOTAL BY SPECIALTY	2.1	20%	302	54	356	15%	47	310	15%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply



Photo Courtesy: Pali Momi Medical Center

Top Openings by Profession and Care Setting

This table shows the professions with 30+ openings, including the number of open positions in each profession and how many of these openings are by care setting. There are a total of 3,383 top openings.

The table reveals that registered nurses (RNs) by specialty are needed across all care settings. RNs have both the highest number and percent of positions needed. Another profession needed

across all care setting categories is the licensed practical nurse (LPN). In six of the seven care settings, certified nurse aides (CNA), nursing assistants, patient service representatives, and social worker openings are identified as high need.

Professions are grouped in eight categories and by largest number of openings per category in the following table.

Professions with 30+ Open Positions — by Care Setting

Profession	2022							
	Total	Hospitals	Health System Clinics	Skilled Nursing Facilities	Assisted Living Facilities	Home Health	Hospice	Other
Nursing								
RN by Specialty	999	666	38	168	10	51	31	35
Licensed Practical Nurse	211	34	22	81	25	24	8	17
NP by Specialty	54	21	17	—	—	—	3	13
Nurse Care Manager	44	5	—	10	1	1	17	10
Nurse Case Manager	31	16	5	5	—	—	1	4
Patient Care								
Certified Nurse Aide	458	99	—	273	53	1	22	10
Nursing Assistant	286	249	2	12	9	—	6	8
Medical Assistant	278	56	150	1	—	—	—	71
Personal Care Assistant	181	—	—	—	2	168	11	—
Technologist								
Radiologic Technologist (also includes CT Tech, Mammography Tech)	85	74	9	—	—	—	—	2
Surgical Technologist	44	44	—	—	—	—	—	—
Surgical Instrument Processing Aide/Technician	34	31	3	—	—	—	—	—
Ultrasound Technologist (also includes Echo Tech)	30	24	6	—	—	—	—	—
Therapy								
Physical Therapist	61	20	5	2	—	26	—	8
Respiratory Therapist	46	45	1	—	—	—	—	—
Pharmacy								
Pharmacy Technician	47	32	12	—	—	—	—	3
Laboratory								
Phlebotomist	128	18	2	—	—	—	—	108
Medical Laboratory Scientist/Medical Technologist	49	15	2	—	—	—	—	32
Social Work								
Social Worker	126	46	3	10	—	3	11	53
Other Support								
Patient Service Representative	111	51	42	5	—	2	1	10
Medical Secretary/Ward Clerk/Unit Clerk	80	70	—	6	—	—	3	1
TOTAL TOP OPENINGS	3,383	1,616	319	573	100	276	114	385
Total All	3,873	1,848	332	634	114	332	116	497



Photo Courtesy: Queen's North Hawai'i Community Hospital



Photo Courtesy: Onē Kalakaua Senior Living



Photo Courtesy: Adventist Health Castle

REGISTERED NURSES — BY SPECIALTY AND CARE SETTING

Nursing specialty needs vary significantly by care setting. Hospitals have a demand for 20 of the 23 professions surveyed while home health settings report need in a single category, home health RNs. Compared to 2019, 18 RN specialties show an increased number of openings in 2022.

Among the 999 open registered nurse (RN) positions, the largest need is found in hospitals, where overall openings grew by 99% (331 positions) from 2019. Skilled nursing facilities have 168 total RN openings, representing a 151% (101 openings) increase from 2019. Nurse specialty openings in home health organizations have the largest percent increase in total RN openings, 168% (32 openings) from 2019.

The other clinical specialties RN category is needed across five of the seven care settings with the highest number of openings (210), representing a 63% (81 open position) increase from 2019. The next highest need is critical care RNs (113 openings) with the largest need in hospitals (107 openings). Gerontology RNs are needed the most by skilled nursing providers with 105 openings, representing a 453% (86 open position) increase from 2019.

The table below shows openings for RNs by specialty and care setting for 2022.

RN Openings — by Specialty and Care Setting

Profession	2022							
	Total	Hospitals	Health System Clinics	Skilled Nursing Facilities	Assisted Living Facilities	Home Health	Hospice	Other
RN, Other Clinical	210	115	27	43	2	—	—	23
RN, Critical Care	113	107	—	—	—	—	—	6
RN, Gerontology	109	2	—	105	1	—	—	1
RN, Medical-Surgical	81	81	—	—	—	—	—	—
RN, Home Health	73	3	2	15	2	51	—	—
RN, Emergency/Trauma	65	63	—	—	—	—	—	2
RN, Perioperative	65	63	2	—	—	—	—	—
RN, Telemetry	64	64	—	—	—	—	—	—
RN, Mental Health	52	49	—	—	—	—	—	3
RN, Maternal-Child Health	33	33	—	—	—	—	—	—
RN, Palliative/Hospice/Pain Management	30	—	—	—	—	—	30	—
RN, Neonatal	27	27	—	—	—	—	—	—
RN, Oncology	14	9	5	—	—	—	—	—
RN, Cardiology	13	13	—	—	—	—	—	—
RN, Pediatrics	13	7	1	4	—	—	1	—
RN, Anesthesia/Recovery	11	11	—	—	—	—	—	—
RN, Women's Health	9	9	—	—	—	—	—	—
RN, Rehabilitation	5	—	—	—	5	—	—	—
RN, Wound Care	5	5	—	—	—	—	—	—
RN, Infection Prevention	3	2	—	1	—	—	—	—
RN, Diabetes	2	2	—	—	—	—	—	—
RN, Nephrology	2	1	1	—	—	—	—	—
RN, Occupational Health	—	—	—	—	—	—	—	—
TOTAL	999	666	38	168	10	51	31	35

Job Openings by Care Setting

The non-physician healthcare professions surveyed for the HWI study show there are 23,376 total positions in healthcare statewide compared to 22,135 positions in 2019. Overall, there are 3,873 positions open which represents a 76% (1,673 position) increase in total openings from the 2019 report. Hospitals have the largest number of positions (12,165) and total openings (1,848). The hospital setting represents 52% of all positions in the survey. Home health providers continue to be challenged and report the greatest percentage of openings with 39% of positions unfilled. Overall, Hawai'i healthcare organizations have 17% of their positions unfilled, which, on average, are taking between six and 12 months to fill.



Job Openings — by Care Setting

Care Setting	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Filled Positions	Open Positions	Total Positions	Percent Open	Open Positions	Total Positions	Percent Open
Hospitals	2.2	16%	10,317	1,848	12,165	15%	961	11,957	8%
Health System Clinics	2.1	22%	1,877	332	2,209	15%	283	3,105	9%
Skilled Nursing Facilities	2.1	26%	2,961	634	3,595	18%	401	3,496	11%
Assisted Living Facilities	2.3	29%	703	114	817	14%	80	709	11%
Home Health	1.8	33%	515	332	847	39%	153	500	31%
Hospice	2.1	17%	552	116	668	17%	68	562	12%
Other	2.1	18%	2,578	497	3,075	16%	254	1,806	14%
TOTAL	2.1	20%	19,503	3,873	23,376	17%	2,200	22,135	10%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

The following tables provide more detail about the specific professions with the highest need in each care setting. Unless otherwise noted, the professions listed are those with 10+ openings. Professions are grouped by category, as listed in Appendix D.

HOSPITALS — TOP OPENINGS BY PROFESSION

Among hospitals, the greatest need is for nursing assistants and certified nurse aides (348 positions). This represents a 125% increase from the open positions reported in 2019. The next highest need is the other clinical specialty registered nurses (RNs) category¹ (115 openings), which represents an increase of 55% (41 openings). Closely following is critical care RNs (107 openings), which represents an increase of 224% (74 openings) from 2019. Medical-Surgical RNs follow with 81 openings which represents an increase of 7% (5 openings). The following professions also show a high percentage of total positions open: psychologists (35%), cardiac technicians (32%), surgical technologists (31%), and licensed practical nurses (23%). Positions highlighted in blue, in the table below, represent 92% of all openings for the hospital setting.



Top Openings by Profession — Hospitals

Profession	2022						2019		
	Average Difficult to Fill Rating**	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	1.9	12%	116	34	150	23%	24	123	20%
Nurse Case Manager	2.5	8%	144	16	160	10%	9	161	6%
Staff Nurse Educator	2.4	13%	70	15	85	18%	new	new	new
RN, Medical-Surgical	2.5	11%	916	81	997	8%	76	1,288	6%
RN, Critical Care	1.7	15%	405	107	512	21%	33	404	8%
RN, Emergency/Trauma	1.7	14%	539	63	602	10%	44	647	7%
RN, Maternal-Child Health	2.0	11%	313	33	346	10%	16	390	4%
RN, Neonatal	2.2	12%	261	27	288	9%	8	264	3%
RN, Anesthesia/Recovery	2.2	11%	179	11	190	6%	4	167	2%
RN, Cardiology	2.2	2%	159	13	172	8%	—	136	0%
RN, Mental Health	2.1	12%	263	49	312	16%	13	109	12%
RN, Perioperative	1.9	10%	344	63	407	15%	15	233	6%
RN, Telemetry	2.1	15%	409	64	473	14%	16	317	5%
RN, Other Clinical	2.4	21%	876	115	991	12%	74	1,458	5%

**Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

¹ Includes all specialty nurse professions not listed as a specific category.

Continued: Top Openings by Profession — Hospitals

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Behavioral Health									
Psychologist	1.8	12%	22	12	34	35%	1	5	20%
Patient Care									
Medical Assistant	2.2	23%	196	56	252	22%	12	63	19%
Nursing Assistant	2.3	28%	1,037	249	1,286	19%	112	1,381	8%
Certified Nurse Aide	2.3	21%	273	99	372	27%	43	420	10%
Technologist									
Cardiac Technician/Cardiac Monitor Clerk	2.4	20%	26	12	38	32%	3	68	4%
Emergency Department Technician	2.3	24%	89	25	114	22%	5	157	3%
Radiologic Technologist (also includes CT Tech, Mammography Tech)	1.9	22%	319	74	393	19%	53	401	13%
Surgical Assistant	2.1	30%	33	13	46	28%	7	40	18%
Surgical Instrument Processing Aide/Technician	2.4	17%	110	31	141	22%	11	165	7%
Surgical Technologist	1.7	35%	100	44	144	31%	21	133	16%
Ultrasound Technologist (also includes Echo Tech)	1.5	19%	75	24	99	24%	19	120	16%
Therapy									
Occupational Therapist	1.8	11%	107	14	121	12%	16	103	16%
Physical Therapist	1.8	9%	155	20	175	11%	24	180	13%
Respiratory Therapist	2.0	22%	307	45	352	13%	26	331	8%
Speech Language Pathologist	1.7	16%	43	14	57	25%	6	57	11%
Pharmacy									
Pharmacist	2.5	20%	224	20	244	8%	11	251	4%
Pharmacy Technician	2.4	12%	183	32	215	15%	25	225	11%
Laboratory									
Phlebotomist	3.0	32%	85	18	103	17%	9	40	23%
Medical Laboratory Scientist/Medical Technologist	2.1	28%	49	15	64	23%	3	39	8%
Social Worker									
Social Worker	2.1	49%	150	46	196	23%	16	165	10%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

Continued: Top Openings by Profession — Hospitals

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Facilities									
Facilities Technician	2.9	13%	136	16	152	11%	3	100	3%
Coding									
Coding Specialist/Coder	2.4	28%	61	18	79	23%	14	112	13%
Other Support									
Medical Secretary/Ward Clerk/Unit Clerk	2.5	14%	306	70	376	19%	19	388	5%
Patient Service Representative	2.4	24%	208	51	259	20%	36	162	22%
TOTAL TOP OPENINGS	2.2	18%	9,288	1,709	10,997	16%	826**	9,893**	8%**
Total All	2.2	16%	10,317	1,848	12,165	15%	961	11,957	8%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

**Only professions with 10+ openings for 2022 were included. If a profession had 10+ openings in 2019 only, it was not listed. Totals include professions not listed in table.



Photo Courtesy: Queen's North Hawai'i Community Hospital

HEALTH SYSTEM CLINICS — TOP OPENINGS BY PROFESSION

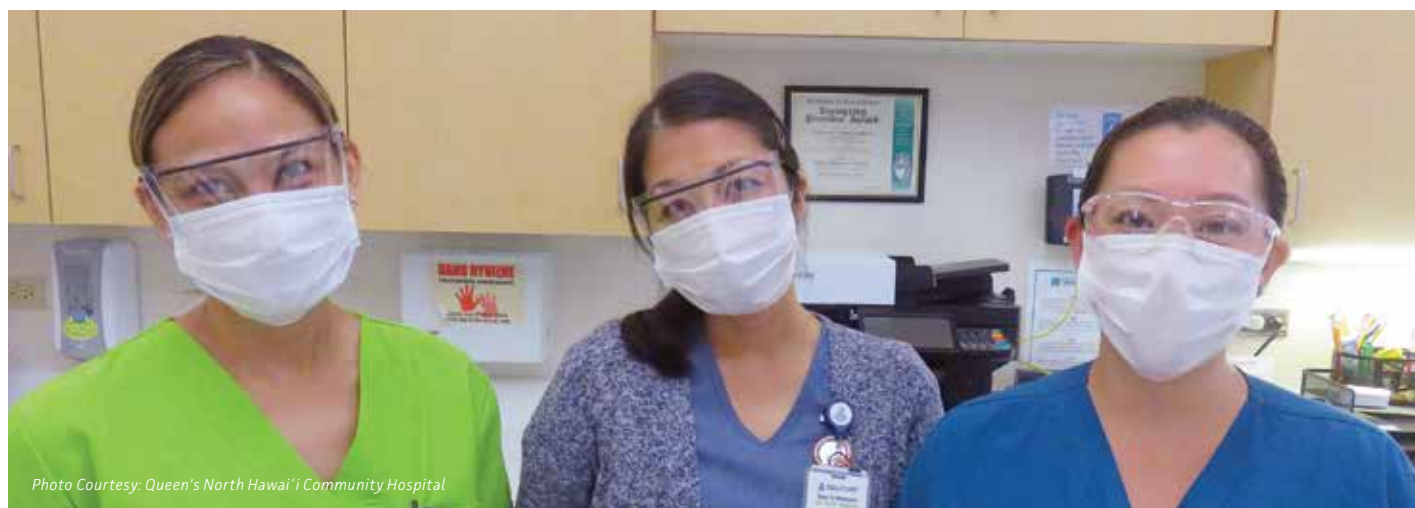
Among health system clinics, the largest need remains for medical assistants (150 openings), an 85% increase from 2019. Pharmacy technicians (55% open) and licensed practical nurses (23% open) also indicate higher percentages of total positions open since the initial HWI report. This trend is consistent across all patient-facing health system clinic professions. Positions highlighted in blue, in the table below, represent 76% of all openings and 71% of total positions for this care setting.

Top Openings by Profession — Health System Clinics

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	2.2	16%	72	22	94	23%	33	231	14%
RN, Other Clinical	2.8	15%	138	27	165	16%	8	299	3%
Patient Care									
Medical Assistant	1.5	18%	789	150	939	16%	81	733	11%
Pharmacy									
Pharmacy Technician	2.3	11%	10	12	22	55%	17	151	11%
Other Support									
Patient Service Representative	1.7	27%	310	42	352	12%	69	321	21%
TOTAL TOP OPENINGS	2.0	16%	1,319	253	1,572	16%	221**	1,652**	13%**
Total All	2.1	22%	1,877	332	2,209	15%	283	3,105	9%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

**Only professions with 10+ openings for 2022 were included. If a profession had 10+ openings in 2019 only, it was not listed. Totals include professions not listed in table.



SKILLED NURSING FACILITIES — TOP OPENINGS BY PROFESSION

The greatest demand by far in skilled nursing facilities is for entry-level certified nurse aides (273 open). This represents a 31% increase from the open positions reported in 2019 and accounts for 43% of all openings reported across skilled nursing facilities. The need for gerontology registered nurses (RNs) is second (with 105 openings), an increase of 453% since 2019. Total gerontology RN positions reported also increased by 44% (126 positions) since 2019. By percentage of positions open, home health RNs (48%) and licensed practical nurses (35%) rank as the top two. Positions highlighted in blue, in the table below, represent 93% of all openings and 88% of total positions for skilled nursing facilities.



Top Openings by Profession — Skilled Nursing Facilities

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	1.8	31%	150	81	231	35%	63	269	23%
Nurse Care Manager	1.8	32%	124	10	134	7%	2	13	15%
MDS Coordinator/ Nurse Assessment Coordinator	1.8	18%	59	14	73	19%	new	new	new
RN, Gerontology	1.8	41%	310	105	415	25%	19	289	7%
RN, Home Health	1.8	0%	16	15	31	48%	—	—	—
RN, Other Clinical	2.1	28%	214	43	257	17%	45	422	11%
Patient Care									
Nursing Assistant	2.3	59%	52	12	64	19%	6	38	16%
Certified Nurse Aide	2.0	31%	1,383	273	1,656	16%	209	1,873	11%
Activities Aide	2.4	26%	122	19	141	13%	new	new	new
Dietary									
Dietitian Aide/Dietetic Technician	2.6	25%	78	10	88	11%	4	14	29%
Social Work									
Social Worker	2.3	31%	52	10	62	16%	5	111	5%
TOTAL TOP OPENINGS	2.0	30%	2,560	592	3,152	19%	336**	2,853**	12%**
Total All	2.1	26%	2,961	634	3,595	18%	401	3,496	11%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 10+ openings for 2022 were included. If a profession had 10+ openings in 2019 only, it was not listed. Totals include professions not listed in table.

ASSISTED LIVING FACILITIES — TOP OPENINGS BY PROFESSION

Entry-level certified nurse aide positions (53 open) remain the highest need by number for assisted living facilities, and total positions show a significant increase of 248 positions (264%). Licensed practical nurse positions (25 open) follow with a reported 79 total positions, a 508% increase over 2019. Certified medication aides and activities aides are new positions included in this year’s survey. Positions highlighted in blue, in the table below, represent 92% of all openings and 77% of total positions for assisted living facilities.

Because of the smaller numbers reported, the table shows professions with four or more openings.



Top Openings by Profession — Assisted Living Facilities

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (4+)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	1.7	27%	54	25	79	32%	4	13	31%
RN, Rehabilitation	1.0	93%	10	5	15	33%	—	—	—
Patient Care									
Nursing Assistant	2.4	155%	100	9	109	8%	—	—	—
Certified Nurse Aide	2.3	37%	289	53	342	15%	24	94	26%
Certified Medication Aide	2.0	17%	26	5	31	16%	new	new	new
Activities Aide	2.4	16%	29	4	33	12%	new	new	new
Facilities									
Facilities Technician	2.0	13%	18	4	22	18%	—	17	0%
TOTAL TOP OPENINGS	2.1	49%	526	105	631	17%	74**	633**	12%**
Total All	2.3	29%	703	114	817	14%	80	709	11%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 4+ openings for 2022 were included. If a profession had 4+ openings in 2019 only, it was not listed. Totals include professions not listed in table.

HOME HEALTH — TOP OPENINGS BY PROFESSION

The home health setting shows a significantly higher percentage of open positions (39%) than all other care settings. The professions with the highest percentage of open positions are licensed practical nurses (59%), personal care assistants (50%), and home health aides (45%). Personal care assistant openings increased by 157 positions from 2019. Total personal care assistant positions have increased by 322 positions since 2019. Positions highlighted in blue, in the table below, represent 92% of all openings and 86% of total positions in home health.



Photo Courtesy: Adventist Health Castle Home Care

Top Openings by Profession — Home Health

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10 +)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	1.4	65%	17	24	41	59%	12	21	57%
RN, Home Health	1.6	46%	82	51	133	38%	17	96	18%
Patient Care									
Home Health Aide	2.0	42%	29	24	53	45%	17	33	52%
Personal Care Assistant	3.0	75%	168	168	336	50%	11	14	79%
Therapy									
Physical Therapist	2.0	20%	95	26	121	21%	16	88	18%
Physical Therapy Assistant	1.6	16%	30	12	42	29%	12	40	30%
TOTAL TOP OPENINGS	1.7	40%	421	305	726	42%	135**	424**	32%**
Total All	1.8	33%	515	332	847	39%	153	500	31%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 10+ openings for 2022 were included. If a profession had 10+ openings in 2019 only, it was not listed. Totals include professions not listed in table.

HOSPICE — TOP OPENINGS BY PROFESSION

Among hospice providers, the greatest need is for palliative/hospice/pain management registered nurses (30 open). This represents a 76% increase from the open positions reported in 2019. The next highest need is for certified nurse aides (22 open). There are 11 personal care assistant positions and 11 social worker positions that are unfilled. Positions highlighted in blue, in the table below, represent 91% of all openings and 89% of total positions in the hospice care setting.

Because of the smaller numbers reported, the table shows professions with four or more openings.



Photo Courtesy: Adventist Health Castle

Top Openings by Profession — Hospice

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (4 +)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	2.8	2%	24	8	32	25%	4	23	17%
Nurse Care Manager	2.0	18%	17	17	34	50%	—	—	—
RN, Palliative/Hospice/Pain Management	2.1	21%	255	30	285	11%	17	119	14%
Patient Care									
Nursing Assistant	1.0	—	—	6	6	100%	—	—	—
Certified Nurse Aide	2.0	8%	147	22	169	13%	23	112	21%
Personal Care Assistant	1.0	—	—	11	11	100%	—	—	—
Social Work									
Social Worker	2.1	29%	49	11	60	18%	4	65	6%
TOTAL TOP OPENINGS	2.1	17%	492	105	597	18%	62**	527**	12%**
Total All	2.1	17%	552	116	668	17%	68	562	12%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 4+ openings for 2022 were included. If a profession had 4+ openings in 2019 only, it was not listed. Totals include professions not listed in table.

OTHER — TOP OPENINGS BY PROFESSION

Employers in the other category in this table include laboratories, independent physician organizations, physical therapy offices, type II adult residential care homes, dialysis centers, federally qualified health centers, payors, and the Hawai'i State Department of Health. Employers in this category have the highest need for phlebotomists (108 open positions) and medical assistants (71 open positions). Other top openings identified include social workers, medical laboratory scientists/medical technologists, and public health nurses. Positions highlighted in blue, in the table below, represent 79% of all openings and 73% of total positions in the other care setting category.

Top Openings by Profession — Other

Profession	2022						2019		
	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10 +)	Total Positions	Percent Open	Total Open	Total Positions	Percent Open
Nursing									
Licensed Practical Nurse	1.8	11%	50	17	67	25%	4	33	12%
Nurse Care Manager	2.2	44%	79	10	89	11%	9	60	15%
RN, Other Clinical	1.8	11%	68	23	91	25%	1	17	6%
Behavioral Health									
Psychologist	1.7	42%	56	10	66	15%	1	18	6%
Patient Care									
Medical Assistant	1.9	12%	273	71	344	21%	13	198	7%
Certified Nurse Aide	1.5	28%	32	10	42	24%	—	82	0%
Laboratory									
Phlebotomist	2.0	25%	658	108	766	14%	105	405	26%
Medical Laboratory Scientist/ Medical Technologist	1.8	17%	213	32	245	13%	36	102	35%
Social Work									
Social Worker	2.0	22%	222	53	275	19%	15	143	10%
Other Support									
Patient Service Representative	2.3	25%	61	10	71	14%	3	114	3%
Public Health									
Epidemiologist	1.9	50%	27	22	49	45%	new	new	new
Public Health Nurse	2.6	14%	118	26	144	18%	new	new	new
TOTAL TOP OPENINGS	2.0	23%	1,857	392	2,249	17%	211**	1,098**	19%**
Total All	2.1	18%	2,578	497	3,075	16%	254	1,806	14%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

** Only professions with 10+ openings for 2022 were included. If a profession had 10+ openings in 2019 only, it was not listed. Totals include professions not listed in table.



Photo Courtesy: Adventist Health Castle

Top Openings by Island

The 2022 HWI survey gathered data to understand the unique healthcare workforce needs of each island. This report shares information for O’ahu, Maui, Hawai’i, Kaua’i, Moloka’i and Lāna’i. The baseline information reported in the following tables is intended to measure workforce needs longitudinally and guide the HWI collaborative in developing and executing programs specifically designed to support each island’s efforts to strengthen its healthcare workforce pipeline and provide glidepath opportunities.

Open positions on O’ahu account for the largest number (67%) of all openings statewide, and 15% of positions on the island. While the island of Lāna’i has the smallest number of total positions reported (33), it has the highest percentage of openings (48%). The island of Maui has the second highest percent for both open positions (36%) and turnover rate (28%). Data from five of the six islands show nursing assistant and certified nurse aide positions have the highest number of positions open.

By Island

Island	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open	Total Positions	Percent Open
O’ahu	2.3	18%	14,848	2,592	17,440	15%
Maui	1.9	28%	1,067	599	1,666	36%
Hawai’i Island	2.0	23%	2,413	487	2,900	17%
Kaua’i	2.1	18%	1,089	160	1,249	13%
Moloka’i	2.1	18%	69	19	88	22%
Lāna’i	1.9	31%	17	16	33	48%
TOTAL	2.1	20%	19,503	3,873	23,376	17%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS — BY ISLAND AND CARE SETTING

Of the 3,873 open positions statewide, 29% (1,111) are in O'ahu hospitals, and the highest need care setting on five of the six islands is also the hospital setting. Skilled nursing facilities rank second in need for total openings for four of the six islands.



By Island and Care Setting — Openings

Island	Total	Hospitals	Health System Clinics	Skilled Nursing Facilities	Assisted Living Facilities	Home Health	Hospice	Other
O'ahu	2,592	1,111	227	426	110	294	73	351
Maui	599	410	53	71	—	19	3	43
Hawai'i Island	487	250	42	77	—	19	33	66
Kaua'i	160	68	3	60	4	—	2	23
Moloka'i	19	2	7	—	—	—	3	7
Lāna'i	16	7	—	—	—	—	2	7
GRAND TOTAL	3,873	1,848	332	634	114	332	116	497



TOP OPENINGS BY ISLAND

Unless otherwise noted, the profession by island tables below show roles with 10 or more openings, and professions are grouped by category.

TOP OPENINGS BY ISLAND — O’AHU

Of the 2,592 openings on O’ahu, nursing assistants and certified nurse aides take the top spot with 414 openings, representing 16% of all open positions. Other top openings include medical assistants (246), personal care assistants (181), other clinical specialty¹ RNs (146), and licensed practical nurses (139). One-third (29 of 89) of all professions report 20+ openings on O’ahu. Professions in the table below represent 83% of all open positions statewide and 78% of total positions on O’ahu.



Photo Courtesy: Adventist Health Castle

Top Openings by Island — O’ahu

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (20+)	Total Positions	Percent Open
Nursing						
Licensed Practical Nurse	1.8	23%	294	139	433	32%
Nurse Case Manager	2.6	13%	183	22	205	11%
RN, Medical-Surgical	2.3	9%	686	50	736	7%
RN, Critical Care	1.6	15%	304	76	380	20%
RN, Emergency/Trauma	2.0	15%	427	47	474	10%
RN, Maternal-Child Health	2.0	9%	270	25	295	8%
RN, Gerontology	2.2	27%	268	88	356	25%
RN, Home Health	1.8	31%	86	49	135	36%
RN, Mental Health	2.3	15%	233	45	278	16%
RN, Perioperative	1.8	9%	279	43	322	13%
RN, Telemetry	2.2	16%	369	41	410	10%
RN, Other Clinical	2.3	20%	871	146	1,017	14%

¹ The other category includes those nurse specialty professions not specifically identified by title in the survey.

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

Continued: Top Openings by Island — O'ahu

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (20+)	Total Positions	Percent Open
Behavioral Health						
Psychologist	2.0	25%	76	20	96	21%
Patient Care						
Medical Assistant	2.0	16%	1,092	246	1,338	18%
Nursing Assistant	2.4	63%	1,040	147	1,187	12%
Certified Nurse Aide	2.0	26%	1,387	267	1,654	16%
Activities Aide	2.4	29%	131	22	153	14%
Home Health Aide	2.3	29%	89	23	112	21%
Personal Care Assistant	2.3	43%	251	181	432	42%
Technologist						
Radiologic Technologist (also includes CT Tech, Mammography Tech)	2.3	11%	301	47	348	14%
Surgical Technologist	1.7	17%	85	29	114	25%
Therapy						
Physical Therapist	2.4	10%	278	34	312	11%
Respiratory Therapist	2.5	13%	264	28	292	10%
Pharmacy						
Pharmacy Technician	2.3	14%	170	30	200	15%
Laboratory						
Phlebotomist	2.7	28%	556	88	644	14%
Medical Laboratory Scientist/Medical Technologist	2.2	21%	205	29	234	12%
Social Work						
Social Worker	2.2	16%	385	88	473	19%
Other Support						
Medical Secretary/Ward Clerk/Unit Clerk	2.8	16%	305	36	341	11%
Patient Service Representative	2.3	19%	527	78	605	13%
TOTAL TOP OPENINGS (PROFESSIONS WITH 20+)	2.2	21%	11,412	2,164	13,576	16%
Total All	2.3	18%	14,848	2,592	17,440	15%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS BY ISLAND — MAUI

There are 599 openings on Maui representing 36% of all positions on the island. The 211 nursing assistant and certified nurse aide openings equate to 35% of all openings. Other top openings include medical secretaries/ward clerks/unit clerks (35), licensed practical nurses (31), telemetry registered nurses (23), and other clinical specialty registered nurses (23). Professions in the table below represent 80% of all open positions and 74% of total positions for the island.

Top Openings by Island — Maui

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open
Nursing						
Licensed Practical Nurse	1.7	21%	48	31	79	39%
RN, Medical-Surgical	2.0	6%	55	18	73	25%
RN, Critical Care	1.0	4%	25	18	43	42%
RN, Home Health	2.0	38%	19	14	33	42%
RN, Perioperative	1.0	9%	35	16	51	31%
RN, Telemetry	2.0	9%	40	23	63	37%
RN, Other Clinical	1.3	36%	111	23	134	17%
Patient Care						
Medical Assistant	1.3	5%	17	12	29	41%
Nursing Assistant	3.0	25%	82	108	190	57%
Certified Nurse Aide	2.2	17%	171	103	274	38%
Technologist						
Emergency Department Technician	2.0	31%	4	12	16	75%
Radiologic Technologist (also includes CT Tech, Mammography Tech)	1.0	32%	6	15	21	71%
Ultrasound Technologist (also includes Echo Tech)	1.0	34%	3	10	13	77%
Laboratory						
Phlebotomist	2.0	27%	65	12	77	16%
Coding						
Coding Specialist/Coder	1.0	200%	2	10	12	83%
Other Support						
Medical Secretary/Ward Clerk/Unit Clerk	2.5	21%	35	35	70	50%
Patient Service Representative	2.3	85%	32	17	49	35%
TOTAL TOP OPENINGS (PROFESSIONS WITH 10+)	1.8	31%	750	477	1,227	39%
Total All	1.9	28%	1,067	599	1,666	36%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS BY ISLAND — HAWAI'I ISLAND

There are 487 positions open on the island of Hawai'i representing 17% of all positions on the island. Top openings include 73 nursing assistant and certified nurse aide 38 other clinical specialty registered nurse, and 34 licensed practical nurse openings. Professions in the table below represent 61% of all open positions and 62% of total positions on Hawai'i Island.



Top Openings by Island — Hawai'i Island

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (10+)	Total Positions	Percent Open
Nursing						
Licensed Practical Nurse	2.1	19%	94	34	128	27%
Nurse Care Manager	1.8	30%	44	19	63	30%
RN, Critical Care	2.0	25%	55	16	71	23%
RN, Emergency/Trauma	1.8	16%	88	10	98	10%
RN, Other Clinical	2.6	17%	310	38	348	11%
Patient Care						
Medical Assistant	2.0	20%	92	16	108	15%
Nursing Assistant	2.2	26%	128	25	153	16%
Certified Nurse Aide	2.2	26%	399	48	447	11%
Technologist						
Radiologic Technologist (also includes CT Tech, Mammography Tech)	1.6	30%	57	19	76	25%
Therapy						
Physical Therapist	1.5	20%	43	15	58	26%
Laboratory						
Phlebotomist	1.5	28%	94	20	114	18%
Social Work						
Social Worker	2.0	39%	53	22	75	29%
Other Support						
Patient Service Representative	2.0	38%	41	16	57	28%
TOTAL TOP OPENINGS (PROFESSIONS WITH 10+)	2.0	25%	1,498	298	1,796	17%
Total All	2.0	23%	2,413	487	2,900	17%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS BY ISLAND — KAUA'I

There are 160 open positions on the island of Kaua'i representing 13% of all positions on the island. There are 38 nursing assistant and certified nurse aide openings representing 24% of all open positions reported. Gerontology registered nurses (RN) rank second in number with 15 open positions (22%). The highest opening by percent is the home health RN profession at 50% or four open positions. Professions in the table below represent 78% of all open positions and 68% of total positions on Kaua'i.

Because of the smaller numbers reported, the table shows professions with four or more openings.

Top Openings by Island — Kaua'i

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (4+)	Total Positions	Percent Open
Nursing						
Licensed Practical Nurse	1.5	25%	45	6	51	12%
Nurse Care Manager	2.0	30%	7	4	11	36%
RN, Medical-Surgical	3.0	12%	82	5	87	6%
RN, Emergency/Trauma	1.5	12%	39	8	47	17%
RN, Neonatal	2.0	—	14	4	18	22%
RN, Anesthesia/Recovery	2.0	—	11	4	15	27%
RN, Gerontology	1.0	60%	52	15	67	22%
RN, Home Health	1.0	—	4	4	8	50%
Patient Care						
Medical Assistant	2.0	8%	54	4	58	7%
Nursing Assistant	2.3	21%	61	5	66	8%
Certified Nurse Aide	2.0	30%	167	33	200	17%
Certified Medication Aide	2.0	—	20	4	24	17%
Technologist						
Radiologic Technologist (also includes CT Tech, Mammography Tech)	1.5	15%	28	4	32	13%
Therapy						
Respiratory Therapist	1.5	15%	69	4	73	5%
Laboratory						
Phlebotomist	2.0	28%	36	8	44	18%
Medical Laboratory Scientist/Medical Technologist	1.5	61%	12	7	19	37%
Social Work						
Social Worker	1.9	6%	29	6	35	17%
TOTAL TOP OPENINGS (PROFESSIONS WITH 4+)	1.9	24%	730	125	855	15%
Total All	2.1	18%	1,089	160	1,249	13%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS BY ISLAND — MOLOKA'I

There are 19 positions open on Moloka'i, representing 22% of all positions on the island. The profession with the largest number of open positions is pharmacy technician with six openings (86% open). Five of the professions on the island have 100% of their positions unfilled, totaling six openings. Moloka'i has a critical healthcare workforce need with these areas completely vacant.

Because of the smaller numbers, the table below shows all openings on Moloka'i.



Top Openings by Island — Moloka'i

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (All)	Total Positions	Percent Open
Nursing						
RN, Palliative/Hospice/Pain Management	2.0	—	—	2	2	100%
RN, Other Clinical	2.0	22%	12	1	13	8%
Patient Care						
Certified Nurse Aide	2.0	50%	6	1	7	14%
Technologist						
Surgical Instrument Processing Aide/Technician	—	—	—	1	1	100%
Therapy						
Occupational Therapist	1.0	0%	—	1	1	100%
Physical Therapist	1.5	0%	3	2	5	40%
Speech Language Pathologist	1.0	0%	—	1	1	100%
Pharmacy						
Pharmacy Technician	3.0	0%	1	6	7	86%
Laboratory						
Medical Laboratory Technician	1.0	0%	—	1	1	100%
Social Work						
Social Worker	2.3	67%	3	3	6	50%
TOTAL TOP OPENINGS (ALL)	1.9	21%	25	19	44	43%
Total All	2.1	18%	69	19	88	22%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

TOP OPENINGS BY ISLAND — LĀNA‘I

There are 16 positions open on Lāna‘i, representing 48% of total positions on the island. Nursing assistants and certified nurse aides (CNAs) represent 44% (7) of all openings. Eight professions on the island have 100% of their positions unfilled, totaling eight openings. This means that there are no services of certain types available on the island, highlighting an especially critical healthcare workforce need.

Because of the smaller numbers, the table below shows all openings on Lāna‘i.



Top Openings by Island — Lāna‘i

	Average Difficult to Fill Rating*	Average Turnover Rate	Total Filled	Total Open (All)	Total Positions	Percent Open
Nursing						
Licensed Practical Nurse	2.0	100%	—	1	1	100%
RN, Palliative/Hospice/Pain Management	3.0	—	—	1	1	100%
Patient Care						
Nursing Assistant	3.0	0%	—	1	1	100%
Certified Nurse Aide	3.0	44%	2	6	8	75%
Activities Aide	—	0%	—	1	1	100%
Therapy						
Occupational Therapist	1.0	0%	—	1	1	100%
Physical Therapist	1.0	0%	1	1	2	50%
Speech Language Pathologist	1.0	0%	—	1	1	100%
Social Work						
Social Worker	1.0	100%	—	1	1	100%
Public Health						
Public Health Nurse	3.0	51%	—	2	2	100%
TOTAL TOP OPENINGS (ALL)	2.2	35%	3	16	19	84%
Total All	1.9	31%	17	16	33	48%

*Difficult to Fill Rating scale: 1 – Very difficult 2 – Moderately difficult (can be filled within 6–12 months) 3 – Normal (can be filled within 6 months) 4 – Oversupply

Physician Demand Summary

According to the University of Hawai'i John A. Burns School of Medicine 2022 Hawai'i Physician Workforce Assessment Project Report, there were 10,592 physicians licensed to practice patient care in Hawai'i in 2021. Of that number, 3,290 or 31% were currently providing patient care (not including active-duty military personnel) for a total of 2,857 full-time equivalents (FTEs). There is a difference in the number of physicians providing patient care, and the number of FTEs because a number of physicians work part-time. There are also retired physicians with active state licenses, and physicians with Hawai'i state licenses who practice in other states or localities. This helps explain the difference between the number of physicians licensed in the state versus the number providing patient care.

A total of 732 additional FTEs were calculated to be needed statewide to have the same physician access in Hawai'i as communities on the U.S. continent. Physician demand was determined using the IHS Markit Microsimulation Model that applies the number of physician FTEs utilized per population group to Hawai'i counties. Data were adjusted for island geography, so all residents were located within 60 minutes of care for urgent surgical and intensive care specialties, and tourist visits were factored in for emergency department demand calculations. Furthermore, the model for psychiatry assumed 8,400 patients to one provider as the number needed to support a practice.

The average physician age in Hawai'i was 54.6 years, compared to the average age of physicians in the U.S. of 51 years. Almost half (48%) of the Hawai'i physician workforce was aged 55 or over, and 22% of those physicians were already 65 or older. The greatest area of statewide shortage was primary care, with 163 FTEs needed total across all islands. Statewide, the greatest specialty shortages by percentage were: pediatric gastroenterology (70%), colorectal surgery (66%), adult pulmonology (65%), pediatric pulmonology (64%), pediatric endocrinology (61%), infectious disease (58%), thoracic surgery (53%), allergy and immunology (50%), rheumatology (50%), and adult endocrinology (49%).

More information can be found in the report.*

* <https://www.ahec.hawaii.edu/workforce-page>



Photo Courtesy: Adventist Health Castle



Photo Courtesy: Adventist Health Castle

Pandemic Impacts on Hawai'i's Healthcare Workforce

The 2019 report had documented 2,200 openings across 76 patient-facing professions. The COVID-19 pandemic exacerbated this shortage of healthcare workers.

At the peak of the Delta surge in September 2021, 446 COVID-19 positive patients were hospitalized in Hawai'i. This census (patient level) exceeded Hawai'i's workforce capacity. Collectively, over three surges, more than 1,900 out-of-state clinicians were flown to Hawai'i from the mainland to address Hawai'i's staffing needs. The nurses covered areas such as critical care, telemetry, medical-surgical, emergency, mental health, labor and delivery, and pediatric nursing. In addition, respiratory therapists, radiologic technologists, and staff in other healthcare specialties were also flown to Hawai'i.

The U.S. Department of Housing and Human Services reported in May 2022, "At different times over the past two years, many areas of the United States have faced healthcare workforce shortages tied to COVID-19 surges. Along with rising case rates there

has been concern about the impact the pandemic has had on healthcare worker burnout, exhaustion, and trauma as well as the effect on the physical and mental health of healthcare providers."¹

Many industries, including healthcare, faced workforce shortages that led to a more competitive talent market. According to a U.S. Chamber of Commerce July 2022 report, there was a national shortage of 10.7M job openings and only 5.7M unemployed.²

Before the pandemic, entry level healthcare positions provided wages and benefits that were competitive against those provided by the retail and hospitality industries. However, the current workforce shortage has meant healthcare employers are having to compete against the higher wages now provided by these industries.

¹ <https://aspe.hhs.gov/sites/default/files/documents/9cc72124abd9ea25d58a22c7692dccb6/aspe-covid-workforce-report.pdf>

² <https://www.uschamber.com/workforce/understanding-americas-labor-shortage#:~:text=But%20there%27s%20not%20just%20one,them%20from%20returning%20to%20work>

FURTHER HEALTHCARE INDUSTRY HIRING CHALLENGES

The revenue stream for healthcare facilities is primarily dictated by contracted insurance reimbursement rates, as well as by rates for Medicare patients that are set by the federal government, and by Medicaid, which generally pays less than Medicare. Under this business model, rates are set in advance for varying periods of time, often years, which prevents the healthcare industry from covering unplanned operational costs, and increased staffing needs. It also does not allow healthcare providers to adjust salaries to compensate for rising competition and labor market changes. Labor costs are the single largest cost for healthcare facilities, comprising approximately 45% of total costs for acute hospitals and 70% for skilled nursing facilities.

Healthcare facilities experienced increased expenses from the COVID-19 pandemic including increased personal protective equipment (PPE) needs, and increased costs for PPE because of world-wide shortages. Further, labor needs grew due to COVID-related restrictions, screening, vaccinations, and temporary staffing requirements.

Hospitals generally have the ability to pay more than skilled nursing facilities and other healthcare provider settings across a wide variety of job classes because they receive higher reimbursement rates for patient care. The pay differential and staffing openings in hospitals has resulted in many clinicians moving from post-acute care settings to hospitals, leaving skilled nursing facilities, for example, severely short of staff.

Because skilled nursing facilities are short-staffed, they are unable to accept hospital transfers although there may be open beds available. As a result, for months on end, 200 to 300 patients must remain in hospital beds waiting to be discharged to their next in-patient care level of need. Hospitals are unable to admit new patients until existing patients are discharged/transferred and no longer using the bed.

The inability of hospitals to discharge patients in a timely manner, coupled with consistently high numbers of patients requiring intensive levels of care and lengthy stays, resulted in record census levels for Hawai'i hospitals. The new record census of over 2,500 patients further exacerbated workforce needs. This issue has negatively impacted the financial performance of skilled nursing facilities, because although they have open beds, they have fewer patients due to staffing shortages, and are operating below break-even points.

The effects of the pandemic also disrupted education programs, especially during the early stages and before vaccines were available. Many clinical facilities paused education for students who could not enter the care facilities. Lack of faculty also reduced program capacity, impacting workforce supply. Increased demand and turnover of non-clinical positions, such as human resources professionals, clinical educators and preceptors, adversely impacted many employers' ability to hire and onboard staff. Ensuring a robust, consistent pipeline of trained professionals is imperative for maintaining access to quality care.

Healthcare Workforce Initiative

HEALTHCARE EMPLOYMENT VALUE PROPOSITION

The healthcare industry provides a wide range of careers in a well-paying, resilient business sector. There are education and training career entry points offered at the high school, community college, baccalaureate, graduate, and post-graduate levels. Healthcare offers multiple career ladder advancement opportunities in an industry that serves the entire community. This job sector is comprised of caring individuals who improve the health and wellbeing of their neighbors, family, friends, and the community as a whole.

The Healthcare Association of Hawai'i's Healthcare Workforce Initiative (HWI) has brought together Hawai'i healthcare employers, educators, state and federal legislators, and regulatory organizations. This team is working collaboratively to create interconnected solutions that meet current and future healthcare workforce needs across the continuum of care in Hawai'i.

2019 HWI REPORT KEY FINDINGS

The initial 2019 Healthcare Workforce Initiative report presented a view of the critical need for an increased pipeline of workers and identified the positions with the greatest need:

1. 2,200 job openings across the state in 76 non-physician, patient-facing healthcare professions.
2. Professions with over 100 openings were identified as the highest need:
 - a. Entry-level — nursing assistants, certified nurse aides, medical assistants, patient service representatives, phlebotomists, and
 - b. Non-entry level — licensed practical nurses and RN specialists

STRATEGIES TO ADDRESS 2019 KEY FINDINGS

Following the 2019 report findings, HAH and the HWI Steering Committee identified three strategies to address entry-level and non-entry level needs. These include:

HWI Strategy One: Increase Entry-level Health Certification Pipeline

HWI Strategy Two: Attract and Retain Healthcare Workforce Through Glidepaths

HWI Strategy Three: Expand Nurse Residency and Transition-to-Specialty RN Programs

The following sections share key findings and initiatives by strategy.

HWI STRATEGY ONE: INCREASE ENTRY-LEVEL HEALTH CERTIFICATION PIPELINE

Given the high need for entry-level workers, Strategy One focuses on expanding the number of healthcare certification programs at the community college and high school levels and increasing the visibility and attractiveness of healthcare as a career field.

Key Findings

Demand is growing for a number of entry-level positions including nursing assistants, medical assistants, phlebotomists, and patient service representatives (see Professions with 30+ Open Positions on pages 13 and 14). The need for these professions has increased by 67% in total from 2019. The even greater demand underlines the critical need for Strategy One.



Photo Courtesy: Hawai'i Pacific Health

Initiatives to Increase Entry-Level Certification Pipeline

• Unique Collaborative Transition-to-Employment Program for Entry-Level Health Certification

The UH Community College system (UHCC) and HAH are partnering to provide demand-driven healthcare certificate courses for employers. The team meets twice monthly to schedule new classes based on regional workforce needs. The collaboration is enabling the dynamic matching of supply and demand without oversaturating the employment market.

The progressive UHCC and HAH partnership is seeing success in their new program where students are simultaneously learning about job opportunities while completing healthcare certificate training courses. During these courses, students can apply for an open position, interview, and potentially secure a job. The UHCC system also provides tuition assistance, career counseling, resume writing, and interview skills services to support these students as they embark on their career journeys.

Employers integrate their hiring process into the course schedule and give priority job application reviews to students in the program. Additionally, students who are hired from the program receive special on-the-job clinical training to ensure a successful school-to-job transition. At the time of this report publication, over 250 students had completed training programs with employment transition support for certified nurse aide/nursing assistant, phlebotomy, and patient service representative certificates.

Throughout the 28 cohorts, the team took an agile approach to learn about transition-to-employment success. In the beginning, many

participants enrolled to position themselves for an advanced healthcare training program such as nursing. Therefore, while they presumably would end up in healthcare, they did not seek employment for the position they had trained for in the program. From this learning, the team shifted its approach and experimented with design elements that successfully led to 80% of CNA students being employed.

As a result, the team concluded that entry-level health certificate programs — which include transition-to-employment support and glidepath/advancement opportunities — materially increase employment success (refer to page 51 for a CNA+ to LPN glidepath/bridge program example). Further enhancements and refinements will continue to be made based on learnings from additional cohorts, and student, faculty, and employer feedback.

- **Expansion of High School Entry-level Healthcare Certification Programs**

Hawai'i Pacific Health, in partnership with local high schools, continues to offer these ground-breaking programs that train high school students for careers in the healthcare field. The first high school training program, the HPH Medical Assistant Training Program, was offered in 2018 and included five high schools. With immediate success, the program has grown to complete four cohorts, expand to 12 participating high schools, graduate a total of 87 students, and achieve a 100% success rate in students obtaining their national certification for the fourth consecutive year.

Hawai'i Pacific Health has since expanded their high school training programs to add four additional programs to their catalog offerings.

The **Acute Care Nurse Aide** program completed 10 programs, and has graduated 178 students across five high schools on the islands of O'ahu and Kaua'i. The **Patient Service Representative** program completed one program and graduated 16 students. The **Phlebotomy** program completed three programs, graduating 59 students from two high schools on O'ahu and Maui. The **Surgical Instrument Processing Technician** program completed three programs, and graduated 10 students from two high schools, with all 10 students achieving national certification.

HAH secured more than \$500,000 in private and public funding to pilot high school healthcare certificate programs, with transition-to-employment support for 100 students at public schools on O'ahu, Maui, Kaua'i, and Hawai'i Island. In collaboration with high school education partners, the program is planning to include the transition-to-employment model with the addition of career exploration and student advisement. HAH's high school healthcare certificate programs will be implemented in geographic areas that serve underrepresented healthcare student populations (i.e., Native Hawaiian and Pacific Islander students) and will create education-to-employer hubs where students can learn and earn in their home communities, serving as role models for future students.



Photo Courtesy: Hawai'i Pacific Health

What is a Glidepath?

A glidepath is an earn-and-learn pathway allowing working individuals to maintain their jobs while advancing health education credentials. It is a tool that employers utilize to retain their current workforce and attract new entry-level workers. In addition to traditional post-secondary education pathway programs, glidepaths offer a career progression pathway option.

Glidepaths are critically important because:

- Career development has become increasingly important to job seekers.
- Individuals require opportunities for advancement to higher paying, family sustaining jobs due to Hawai'i's cost of living.
- Formal education and one or more credentials are required for individuals to attain a healthcare position offering a family-sustaining wage.
- Many healthcare education curriculum programs historically have been designed for full-time students, presenting material challenges for those who must work while pursuing further education.

HWI STRATEGY TWO: ATTRACT AND RETAIN HEALTHCARE WORKFORCE THROUGH GLIDEPATHS

Key Findings

The 2019 HWI report identified 144 open LPN positions. The 2022 report shows the demand has grown to 211. While four UHCC schools currently offer LPN training programs, only two are stand-alone LPN programs, making filling the demand for this profession a challenge. (The remaining two serve as Associate Degree in Nursing (ADN) career ladder programs where most students bypass LPN positions and enter the workforce in RN roles.)

The Hawai'i State Center for Nursing (HSCN) Hawai'i Nurse Education Capacity statewide report¹ shows a year-over-year 35% reduction in available new student LPN program seats in academic year 2020–2021. HSCN reported 30 students enrolled in LPN stand-alone programs. The 2022 HWI report highlights a growing supply and demand gap with 181 additional students needed to fill the 211 open positions.

LPN positions are important roles for employers to fill and, also, for employees seeking a career steppingstone between certified nurse aide (CNA) and registered nurse. It is very challenging to attract both employed CNAs and non-traditional students to LPN programs for numerous reasons. According to the HSCN, there is currently only a 28% acceptance rate (based on the highest test scores and grades) to LPN programs. Additionally, the certificate program can take over two years to complete when prerequisites are factored into the timeframe. Finally, current programs are designed for full-time students, creating challenges for those needing to continue to work, and for employers to retain their workers.

¹ <https://www.hawaiicenterfornursing.org/educationcapacity/>

Initiatives to Create Glidepaths for Attraction and Retention

Collaborative LPN Innovation Team.

In May 2021, HAH convened a team including Ohana Pacific Health/Hale Makua (as an employer), UH Maui College, the Hawai'i State Center for Nursing, UH Community College system, and Kapi'olani Community College. The group was tasked with designing an LPN pilot program to:

1. Attract more employed CNAs to LPN roles,
2. Optimize the glidepath experience for individuals who work, and
3. Increase the supply of LPNs.

Hawai'i's First CNA+ to LPN Glidepath Program.

UH Maui College Associate Professor Mary Farmer, MSN, RN, together with the LPN Innovation Team, succeeded in developing the CNA+ to LPN Program pilot. It prioritizes admissions for working CNAs, and enables earning and learning by delivering an online didactic curriculum and hands-on clinical education at the place of work. It further creates time and cost efficiencies by right-sizing the number of prerequisites and courses/credits in adherence with practical nursing quality standards. The pilot program will be offered through UH Maui College serving Maui, O'ahu and Kaua'i.

Employee Interest. The program will launch in January 2023 and include 40 program seats (double the current supply of LPNs) for employees from Ohana Pacific Health and Kaiser Permanente. The team had initially planned to launch on Maui, but expanded to include O'ahu and Kaua'i due to the LPN demand and interest from over 150 employees. Some applicants are long-term CNAs



Photo Courtesy: Ohana Pacific Health

Kehulali (above, right with daughter), a unit aide at Hale Makua, stayed after her shift to speak with a CNA+ to LPN bridge educator, Kim, about her interest in the new program. Kim began working with Kehulali on her career development goals and then helped her register in a CNA class as the start of her pathway into nursing. Kim shared that Kehulali was in tears during the conversation as she thought that as a working mother she had lost her opportunity to become a nurse. She expressed overwhelming appreciation and excitement for the opportunity to start her first step as a CNA.

who now have a workable path to earn, learn, and advance their careers. Others who were not accepted into nursing programs in the past, due to limited student capacity, now have a new opportunity to pursue entry-level nursing careers. Admissions for the pilot were open September 1, 2022 through mid-October 2022.

Outside Interest. Employers and adult students have requested information and are interested in engaging with the program. High school teachers, career advisors, and career and technical education (CTE) coordinators have expressed interest in the program as an alternative pathway for their students.

Exemplary Model for Collaboratives. The LPN Innovation Team has proven to be a highly effective, multi-stakeholder partnership that HAH believes can be replicated to achieve successful

outcomes toward closing the gap between workforce needs and educational programs. All team members have decision-making authority and they share a common goal, deep passion, and innovative mindset.

Kapi'olani Community College Glidepath.

A glidepath program with similar features to the CNA+ to LPN Program is being developed for the phlebotomy to medical laboratory technician role in partnership with Kapi'olani Community College.

Employment Rate Improvements. Earn-and-learn glidepath programs that provide opportunities to climb the career ladder are showing positive results, and are an effective tool in attracting entry-level employment. HAH believes expanding glidepath program opportunities will increase the supply of entry-level workers.



Photo Courtesy: Ohana Pacific Health

HWI STRATEGY THREE: EXPAND NURSE RESIDENCY AND TRANSITION-TO-SPECIALTY RN PROGRAMS

Key Findings

The 2019 HWI report underscored a need for 463 registered nurses (RNs). In 2022, the overall RN specialty needs grew by 116% to a total of 999 RN specialty openings. As shared in the 2019 report, some organizations employ new graduates directly, and others require additional training and education to support a nurse's transition-to-practice, and transition-to-specialty practice.

Initiatives To Expand Nurse Residency & Transition-to-Specialty RN Programs

Findings of the 2019 report showed increased demand for nurses in every level of experience and many specialties. This led to innovation and expansion of the Hawai'i Nurse Residency Program, including offering transition-to-nurse specialty education. Further, the Hawai'i State Center for Nursing (HSCN) secured funding for the Hawai'i Nurse Residency Program (HNRP) Collaborative to purchase and implement a new nurse residency tool, HealthStream, LLC Nurse Residency Pathway, 2020. To create efficiencies and improve nurse educator workload, the tool includes 32 specialty development offerings — identified in the 2019 HWI report — using evidence-based curriculum, preceptor training, individualized competency assessments, advanced analytics and reporting, and other features.

As a result of the initiative, the HNRP Collaborative saw 85% growth in the number of hospitals with residency programs for new-graduate nurses including critical access hospitals, a rural hospital,



and a skilled nursing facility. In addition, HNRP Collaborative facility participation increased on the neighbor islands by 150%. Since the program's inception, 1,569 new graduate nurses have been trained. Of those, 544 initiated training since early 2021 representing a 53% increase from before the new curriculum was implemented. Overall, the program achieves a 97%, 12-month retention rate, and 98%, 12-month retention rate for nurse residents.

Many hospitals today are expanding and accelerating nurse specialty training programs. They are implementing education programs that train new graduates in targeted specialty areas or accelerate entry to specialty tracks. In addition, programs are being developed for experienced nurses moving into new specialties. For example, new graduate or experienced nurses are hired into specialty tracks which include targeted training modules, and precepted and mentored practice in the specialty unit. In the past, the approach was to transition new graduates into a general acute care setting, followed by a specialty area (e.g., telemetry).

HEALTHCARE WORKFORCE INITIATIVE: NEXT STEPS 2022 – 2024

The third HWI demand survey is scheduled for 2024. The continuation of the survey allows for a longitudinal comparison of successes and needs.

Following are initiatives in progress and additional needs listed by strategy for the next two years.

HWI Strategy One: Increase Entry-level Health Certification Pipeline

In progress is the expansion of entry-level certificate programs with transition-to-employment support at the high school and adult education levels for high-demand professions (see Professions with 30+ Open Positions on pages 13 and 14).

Beginning in 2023, the HAH high school healthcare certification pilot program will begin offering transition-to-employment programs for students on Kaua'i, O'ahu, Maui and Hawai'i Island. While the program will increase access to healthcare certificate pilot programs for Native Hawaiian and Pacific Islander students, additional research is planned to better understand efforts needed to further attract these students into professions in healthcare.

HAH will continue to partner with UH Community Colleges and other training providers to utilize secured funding to expand healthcare certificate programs with transition-to-employment support. This expansion is critical to meet the increased demand for certified nurse aides/nurse assistants and medical assistants.

The following is needed to further strengthen the student ecosystem of support for increased employment outcomes at the high school and adult education levels:

- Instructors and clinical educators to expand certificate programs
- Clinical placement tools, and coordination support between employers and educators
- Wrap services — tuition support, transportation, child care, equipment, mental health services — to address student education barriers
- Counselors to coach, advise, and guide students through career options and employment
- High school teacher training/externships by industry so teachers can support students through career exploration and certificate programs
- Employer HR and clinical education staff to support the student's onboarding and transition-to-practice training

A large collaborative effort and additional funding are needed to expand outreach to youth, parents, and counselors to build awareness and excitement about healthcare careers. These efforts encompass:

- Targeted healthcare career campaigns
- Work-based learning experiences including industry speakers, field trips, shadowing, and volunteer opportunities for students to explore and experience healthcare careers
- Development and distribution of career, profession and pathway education materials

The increase in demand for the technologist, technician and social worker professions calls for the expansion of students in training programs such as radiologic technologist, surgical technologist, acute pharmacy technician, medical laboratory technologist/scientist and social work programs. A new local ultrasound/sonography program with specialty focus training is needed to support the increased acute care needs.

HWI Strategy Two: Attract and Retain Healthcare Workforce Through Glidepaths

Hawaii's first CNA+ to LPN Bridge (Glidepath) Program is planned to commence with employer-reserved pilot cohorts in January 2023. While the pilot program is underway, the team will work to create a program bridge to RN, and expand the program availability to meet individual interest and employer demand.

The increased entry and mid-level profession demand calls for the expansion of traditional post-secondary pathway programs, and new glidepath programs that balance the curriculum for individuals who are working and desire to continue their education goals.

Glidepath programs have proven to be a highly effective entry-level attraction and retention tool for employers. Increased collaborative efforts between employer and education partners are critical, and there is a need to create glidepaths for all high demand entry-level roles.

HWI Strategy Three: Expand Nurse Residency and Transition-to-Specialty RN Programs

Transition-to-practice programs serve as successful tools to retain locally trained nurses.

HAH will continue to partner with the Hawai'i State Center for Nursing's efforts to expand nurse residency programs, and HAH member organizations' efforts to accelerate and expand nurse specialty development initiatives.

Additional support is needed to continue the residency tool, HealthStream, LLC Nurse Residency Pathway, 2020, and increase the number of preceptors, educators, and coordinators supporting the transition-to-practice program for new graduates and experienced nurses. Transition-to-practice programs are also needed for nursing roles outside of the hospitals.

One of the largest barriers to building a strong viable local workforce is the high cost of living in Hawai'i. This impacts healthcare and all industries. Efforts to address the high cost of living, housing, food insecurity, and childcare needs are necessary to enable the healthcare industry to retain a local workforce, and attract experienced workers from other states.



Photo Courtesy: Adventist Health Castle

In Conclusion

Healthcare as a career field provides many entry points, multiple career advancement opportunities, and the ability for individuals to serve their community in a meaningful way, while providing for their families. Hawaii entered the pandemic with a documented shortage of healthcare workers, which the pandemic exacerbated. There are many openings, as this report documents, and there are also multiple initiatives addressing the shortages at a federal, state, and community level. This report is one step in the journey to create a robust healthcare workforce in Hawaii.



Photo Courtesy: The Queen's Health System

Acknowledgments

There are many individuals who contributed to the success of this report. We wish to sincerely thank the Healthcare Workforce Initiative steering committee and all HAH members for their many hours dedicated to the report over the past 24 months. Our deepest gratitude goes to the founding Steering Committee Co-Chairs Carl Hinson and Dr. Timothy Roe for their leadership and belief in the goals of this initiative. We thank Jason Chang for joining the Steering Committee as newly appointed co-chair following Dr. Roe's retirement.

This biennial report is dedicated to Hawai'i's healthcare and education sectors. Returning and new participants made the report successful by dedicating time to respond to the demand survey with

detailed workforce opening and education program data. HAH is inspired by the expanding collaborative efforts among these industries, and is excited to work alongside them today and into the future.

Many business, education, and government partners have given generously of their time and expertise to the workforce initiative. We are extremely grateful to work with outstanding collaborative partners such as the UH Community College system, UH Maui College, UH Mānoa, Chaminade University, the Kamehameha Schools, the Hawai'i Pacific Basin Area Health Education Center, the Hawai'i State Center for Nursing, the Hawai'i State Department of Education Career and Technical Education program, the Chamber of Commerce of Hawai'i,

the Harold K.L. Castle Foundation, UNITE HERE! Local 5, and many educators, high schools, and community organizations.

The healthcare community made the 2022 HWI report a reality through generous donations. A special mahalo to top-level partner The Queen's Health System. And a warmest thank you to Hawai'i Pacific Health, Maui Health, Ohana Pacific Health and Hale Makua for their supporting partnerships.

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Thank you to Janna Hoshide, HAH senior director, workforce development, Colleen Garrett, HAH workforce project coordinator, and Colleen Leopoldino, HAH manager, workforce development, for their tireless efforts on this initiative. Jamie Velasco, HAH communications and events coordinator, handled photos and web services. Stacy Wong, senior manager of communications,

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The complete report is available online at www.hah.org/hwi22.

Complete data sets are available to survey respondents and educational institutions.



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Photo Courtesy: Adventist Health Castle



Photo Courtesy: Ohana Pacific Health



Photo Courtesy: Maui Health



Photo Courtesy: Queen's North Hawai'i Community Hospital



Photo Courtesy: Maui Health



Photo Courtesy: One Kalakaua Senior Living

Appendix A

Healthcare Workforce Initiative Steering Committee Members

Hilton Raethel

Healthcare Association
of Hawai'i (HAH)

Carl Hinson, *Co-chair*

Hawai'i Pacific Health

Jason Chang, *Co-chair*

The Queen's Medical Center

Tara Cole

Maui Health

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Department of Veteran's Affairs

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Tim Pfungsten

Adventist Health Castle

Corinne Suzuka

CareResource Hawai'i

Roxanne Tejada

Kaiser Permanente

Stacy Wong

HAH

Appendix B

Healthcare Workforce Initiative Workgroup

Includes all members of the steering committee listed in Appendix A, and:

Chaminade University

City & County of Honolulu

COPE Health Solutions

Harold K.L. Castle Foundation

Harry & Jeanette Weinberg Foundation

Hawaii Independent Physicians Association

Hawai'i P-20

Hawai'i Primary Care Association

Hawaii Public Health Institute

Hawai'i State Center for Nursing

Hawaii Workforce Pipeline

Hawai'i/Pacific Basin Area Health Education Center,
University of Hawai'i John A. Burns School of Medicine

Kamehameha Schools

Kōkua Mau

March of Dimes

Mutual of America

Pacific Medical Administrative Group

PACXA

Queen's Heart Physician Practice

State of Hawai'i Department of Human Services,
Med-QUEST Division

University of Hawai'i Community Colleges

University of Hawai'i System

Appendix C

List of Common Acronyms for Various Healthcare Professions

CHW	Community Health Worker
CNA	Certified Nurse Aide
CRNA	Certified Registered Nurse Anesthetist
CT Tech	Computed Tomography Technologist
EEG Tech	Electroencephalographic Technician
EKG Tech	Electrocardiograph Technician, AKA ECG
EMT	Emergency Medical Technician, AKA Emergency Department Technician
LPN	Licensed Practical Nurse
MA	Medical Assistant
MDS	Minimum Data Set Coordinator
MLT	Medical Laboratory Technician
NP	Nurse Practitioner
OT	Occupational Therapist
PT	Physical Therapist
RN	Registered Nurse

Appendix D

List of Targeted Professions

		2019 Report	2022 Report
NURSING			
1	Licensed Practical Nurse	✓	✓
2	Lactation Consultant	✓	✓
3	Nurse Care Manager*	✓	✓
4	Nurse Case Manager**	✓	✓
5	Certified Registered Nurse Anesthetist	✓	✓
6	Nurse Midwife	✓	✓
7	Staff Nurse Educator		✓
8	MDS Coordinator/Nurse Assessment Coordinator		✓
NURSE PRACTITIONER BY PRACTICE SPECIALTY			
9	NP — Adult/Gerontology		✓
10	NP — Family/Across the Lifespan		✓
11	NP — Neonatal		✓
12	NP — Pediatric		✓
13	NP — Psychiatric Mental Health	✓	✓
14	NP — Women's Health		✓
15	NP — Other Specialty	✓	✓
RN BY PRACTICE SPECIALTY			
16	RN, Medical-Surgical	✓	✓
17	RN, Critical Care	✓	✓
18	RN, Emergency/Trauma	✓	✓
19	RN, Maternal–Child Health	✓	✓
20	RN, Neonatal	✓	✓

* A nurse care manager is a healthcare professional who works one-on-one with patients to help create and manage their care plans. Care managers often work for clients, though they can also work for private practice companies. They often take an active role in the care plans they create for their patients and spend much of their work time with their clients, providing direct support to them.

** A nurse case manager is a healthcare professional who coordinates the overall care of individual patients. Case managers often work for specific healthcare facilities, such as a hospital, and must follow the rules and policies of those facilities. Case managers spend much of their time in an office, completing their daily healthcare tasks and supporting their patients indirectly.

		2019 Report	2022 Report
RN BY PRACTICE SPECIALTY CONTINUED			
21	RN, Anesthesia/Recovery	✓	✓
22	RN, Cardiology	✓	✓
23	RN, Diabetes	✓	✓
24	RN, Gerontology	✓	✓
25	RN, Home Health	✓	✓
26	RN, Infection Prevention	✓	✓
27	RN, Mental Health	✓	✓
28	RN, Nephrology	✓	✓
29	RN, Occupational Health	✓	✓
30	RN, Oncology	✓	✓
31	RN, Palliative/Hospice/Pain Management	✓	added Pain Mgmt
32	RN, Pediatrics	✓	✓
33	RN, Perioperative	✓	✓
34	RN, Rehabilitation	✓	✓
35	RN, Telemetry	✓	✓
36	RN, Women's Health	✓	✓
37	RN, Wound Care	✓	✓
38	RN, Other Clinical	✓	✓
PHYSICIAN ASSISTANT			
39	Physician Assistant	✓	✓
BEHAVIORAL HEALTH			
40	Psychologist	✓	✓
41	Therapist, Marriage and Family	✓	✓
PATIENT CARE			
42	Medical Assistant	✓	✓
43	Nursing Assistant	✓	✓
44	Certified Nurse Aide	✓	✓
45	Certified Medication Aide		✓
46	Activities Aide		✓

		2019 Report	2022 Report
PATIENT CARE CONTINUED			
47	Home Health Aide	✓	✓
48	Personal Care Assistant	✓	✓
49	Care Management/Care Coordinator	✓	✓
50	Community Health Worker*		✓
TECHNOLOGIST			
51	Anesthesia Technologist	✓	✓
52	Biomedical Equipment Repair Technician	✓	✓
53	Cardiac Technician/Cardiac Monitor Clerk	✓	✓
54	Critical Care Technician	✓	✓
55	EEG Technician (Electroencephalographic Technician)	✓	✓
56	EKG Technician (Electrocardiograph Technician)	✓	✓
57	Emergency Department Technician	✓	✓
58	Radiologic Technologist (also includes CT Tech, Mammography Tech)	✓	✓
59	Supply Processing Distribution Aide/Technician	✓	✓
60	Surgical Assistant	✓	✓
61	Surgical Instrument Processing Aide/Technician	✓	✓
62	Surgical Technologist	✓	✓
63	Ultrasound Technologist (also includes Echo Tech)	✓	✓
THERAPY			
64	Occupational Therapist	✓	✓
65	Occupational Therapy Assistant	✓	✓
66	Physical Therapist	✓	✓
67	Physical Therapy Assistant	✓	✓
68	Respiratory Care Assistant	✓	✓
69	Respiratory Therapist	✓	✓
70	Speech Language Pathologist	✓	✓
71	Speech Language Pathology Assistant	✓	✓

* (BLS Definition) Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs. Excludes "Health Education Specialists" (21-1091).

		2019 Report	2022 Report
ATHLETIC TRAINING			
72	Athletic Trainer	✓	✓
PHARMACY			
73	Pharmacist	✓	✓
74	Pharmacy Technician	✓	✓
LABORATORY			
75	Phlebotomist	✓	✓
76	Medical Laboratory Scientist/Medical Technologist	✓	✓
77	Medical Laboratory Technician	✓	✓
DIETARY			
78	Dietitian	✓	✓
79	Dietitian Aide/Dietetic Technician	✓	✓
SOCIAL WORK			
80	Social Worker	✓	✓
CHILD LIFE			
81	Child Life Specialist	✓	✓
FACILITIES			
82	Facilities Technician	✓	✓
OTHER SUPPORT			
83	Coding Specialist/Coder	✓	✓
84	Medical Records Clerk/Representative	✓	✓
85	Medical Secretary/Ward Clerk/Unit Clerk	✓	✓
86	Patient Service Representative	✓	✓
PUBLIC HEALTH			
87	Clinical Microbiologist		✓
88	Epidemiologist		✓
89	Public Health Nurse		✓

Appendix E

For a full list of healthcare workforce needs survey respondents, see online report at www.hah.org/hwi22.



Photo Courtesy: Queen's North Hawai'i Community Hospital



Photo Courtesy: Adventist Health Castle



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HAH is the official Hawai'i state affiliate for the following national organizations:

