

Medical and Health Services Managers

Summary

Medical and health services managers plan, direct, and coordinate the delivery of healthcare.

Quick Facts: Medical and Health Services Managers	
2018 Median Pay	\$99,730 per year \$47.95 per hour
Typical Entry-Level Education	Bachelor's degree
Work Experience in a Related Occupation	Less than 5 years
On-the-job Training	None
Number of Jobs, 2018	406,100
Job Outlook, 2018-28	18% (Much faster than average)
Employment Change, 2018-28	71,600

Medical and health services managers plan, direct, and coordinate the business activities of healthcare providers.

Most medical and health services managers work in offices in healthcare facilities, including hospitals and nursing homes, and group medical practices.

Most medical and health services managers have at least a bachelor's degree before entering the field; however, master's degrees also are common.

Prospective managers typically have some work experience in an administrative or a clinical role in a hospital or other healthcare facility.

The median annual wage for medical and health services managers was \$99,730 in May 2018.

Employment of medical and health services managers is projected to grow 18 percent from 2018 to 2028, much faster than the average for all occupations.

As the large baby-boom population ages and people remain active later in life, there should be increased demand for healthcare services.

What Medical and Health Services Managers Do

Medical and health services managers, also called *healthcare executives* or *healthcare administrators*, plan, direct, and coordinate medical and health services. They may manage an entire facility, a specific clinical area or department, or a medical practice for a group of physicians. Medical and health services managers must adapt to changes in healthcare laws, regulations, and technology.

Medical and health services managers typically do the following:

- Improve efficiency and quality in delivering healthcare services
- Develop departmental goals and objectives
- Ensure that the facility in which they work is up to date on and compliant with laws and regulations
- Recruit, train, and supervise staff members
- Manage the finances of the facility, such as patient fees and billing
- Create work schedules
- Prepare and monitor budgets and spending to ensure departments operate within funding limits
- Represent the facility at investor meetings or on governing boards
- Keep and organize records of the facility's services, such as the number of inpatient beds used
- Communicate with members of the medical staff and department heads

Medical and health services managers work closely with physicians and surgeons, registered nurses, medical and clinical laboratory technologists and technicians, and other healthcare workers. Others may interact with patients or insurance agents. Medical and health services managers' titles depend on the facility or area of expertise in which they work.

Medical and health services managers held about 406,100 jobs in 2018. The largest employers of medical and health services managers were as follows:

Hospitals; state, local, and private	33%
Offices of physicians	11
Nursing and residential care facilities	10
Government	8
Outpatient care centers	7

Education

Medical and health services managers typically need at least a bachelor's degree to enter the occupation. However, master's degrees are common and sometimes preferred by employers. Graduate programs often last between 2 and 3 years and may include up to 1 year of supervised administrative experience in a hospital or long-term care setting.

Prospective medical and health services managers typically have a degree in health administration, health management, health informatics, nursing, or business administration. Degrees that focus on both management and healthcare combine business-related courses with courses in healthcare finance, law, hospital organization, and health information systems. For example, a degree in health administration or health informatics often includes courses in health services management, accounting and budgeting, human resources administration, strategic planning, law and ethics, health economics, and health information systems.

Work Experience in a Related Occupation

Many employers require prospective medical and health services managers to have some work experience in either an administrative or a clinical role in a hospital or other healthcare facility. For example, nursing home administrators usually have years of experience working as a registered nurse. Others may begin their careers as medical records and health information technicians, administrative assistants, or financial clerks within a healthcare office.

Important Qualities

Analytical skills. Medical and health services managers must understand and follow current regulations and adapt to new laws.

Communication skills. These managers must effectively communicate policies and procedures to other health professionals and ensure their staff's compliance with new laws and regulations.

Business oriented. Medical and health services managers must pay attention to detail. They must have business education and experience to manage the complexity of healthcare business structures for very large facilities, such as hospitals.

Interpersonal skills. Medical and health services managers discuss staffing problems and patient information with other professionals, such as physicians and health insurance representatives.

Leadership skills. These managers are often responsible for finding creative solutions to staffing or other administrative problems. They must hire, train, motivate, and lead staff.

Technical skills. Medical and health services managers must stay up to date with advances in healthcare technology and data analytics.

Licenses, Certifications, and Registrations

All states require licensure for nursing home administrators; requirements vary by state. In most states, these administrators must have a bachelor's degree, complete a state-approved training program, and pass a national licensing exam. Some states also require applicants to pass a state-specific exam. Some states also require licensure for administrators in assisted-living facilities.

A license is typically not required in other areas of medical and health services management. However, some positions may require applicants to have a registered nurse or social worker license.

Although certification is not required, some managers choose to become certified. Certification is available in many areas of practice. For example, the Professional Association of Health Care Office Management offers certification in medical management, the American Health Information Management Association offers health information management certification, and the American College of Health Care Administrators offers the Certified Nursing Home Administrator and Certified Assisted Living Administrator distinctions.

Pay

Medical and Health Services Managers

Median annual wages, May 2018



Note: All Occupations includes all occupations in the U.S. Economy. Source: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

The median annual wage for medical and health services managers was \$99,730 in May 2018. The lowest 10 percent earned less than \$58,680, and the highest 10 percent earned more than \$182,600.

In May 2018, the median annual wages for medical and health services managers in the top industries in which they worked were as follows:

Government	\$110,460
Hospitals; state, local, and private	108,730
Outpatient care centers	92,390
Offices of physicians	90,920
Nursing and residential care facilities	84,260

Job Outlook

Medical and Health Services Managers

Percent change in employment, projected 2018-28



Note: All Occupations includes all occupations in the U.S. Economy. Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment of medical and health services managers is projected to grow 18 percent from 2018 to 2028, much faster than the average for all occupations. As the large baby-boom population ages and people remain active later in life, there should be increased demand for healthcare services.

This means greater needs for physicians and other healthcare workers, medical procedures, and healthcare facilities, and therefore greater needs for managers who organize and manage medical information and healthcare staff. There should also be increased demand for nursing care facility administrators as the population grows older.

Employment is projected to grow in offices of health practitioners. Many services previously provided in hospitals will shift to these settings, especially as medical technologies improve. Demand in medical group practice management is projected to grow as medical group practices become larger and more complex.

In addition, widespread use of electronic health records (EHRs) will continue to create demand for managers with knowledge of health information technology (IT) and informatics systems. Medical and health services managers will be needed to organize, manage, and integrate these records across areas of the healthcare industry.

Job Prospects

Job prospects for medical and health services managers are likely to be favorable. In addition to rising employment demand, the need to replace managers who retire over the next decade will result in some openings. Candidates with a master’s degree in health administration or a related field, as well as knowledge of healthcare IT systems, will likely have the best prospects.

Employment projections data for medical and health services managers, 2018-28

Occupational Title	SOC Code	Employment, 2018	Projected Employment, 2028	Change, 2018-28		Employment by Industry
				Percent	Numeric	
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program						
Medical and health services managers	11-9111	406,100	477,600	18	71,600	Get data