

DSRIP WORKFORCE CATEGORIES

Job Titles	Definitions	Educational/Training Requirements	Additional Information
Physicians			
Primary Care	Physicians who diagnose, treat, and help prevent diseases and injuries that commonly occur in the general population. May refer patients to specialists when needed for further diagnosis or treatment.	4 years of undergraduate school, 4 years of medical school, and, depending on specialty, 3-to-8 years in internship and residency programs. State physicians licensure is required; board specialty is optional.	Primary care is considered family practice, general practice, and general internal medicine. Physicians include M.D.s and D.O.s.
Cardiologists	Physicians who specialize in diagnosing and treating diseases/conditions of the heart and blood vessels.		Cardiologists include Physicians specializing in: Pediatric Cardiology, Cardiovascular Disease, Interventional Cardiology, and Clinical Cardiac Electrophysiology.
Emergency Medicine	Physicians who specialize in the prevention, diagnosis, and management of acute and urgent aspects of illness and injury.		May be certified by American Board of Emergency Medicine.
Endocrinologists	Physicians who specialize in diagnosing diseases that affect glands of the endocrine system, and treating frequently complex conditions involving several systems within the human body.		May be certified by American Board of Internal Medicine, with a subspecialty certificate in Endocrinology, Diabetes, and Metabolism.
Obstetricians/Gynecologists	Physicians who specialize in providing care related to pregnancy, childbirth, and the female reproductive system. This includes preventive care, prenatal care, detection of sexually transmitted diseases, pap screening, family planning, and diagnosis and treatment of the female reproductive system.		Can serve as a primary care physician and/or serve as consultants to other physicians. May specialize in behavioral problems, infertility, urinary tract infections, operative gynecology, etc.
Pediatrician (General)	Physicians who diagnose, treat, and help prevent children's and adolescent's diseases and injuries.		May be certified by American Board of Pediatrics.
Other Specialties (Except Psychiatrists)	Treat injuries or illnesses. Physicians examine patients; take medical histories; prescribe medications; and order, perform, and interpret diagnostic tests. They counsel patients on diet, hygiene, and preventive healthcare. Surgeons operate on patients to treat injuries, such as broken bones; diseases, such as cancerous tumors; and deformities, such as cleft palates.		
Residents	A resident physician is a medical school graduate participating in a GME program and training in a specialized area of medicine. Acts as both a student and a health care provider, working in concert with other members of the health care team to provide direct medical care to patients.	All Residents must have a final medical diploma (MD, DO, MBBS, etc.).	
Fellows	A recent residency graduate participating in a fellowship to specialize in one particular field.	Physician residency graduate undergoing continued specialty training, usually ranging from 1-to-3 years.	
Physician Assistants			
Primary Care	Provide healthcare services typically performed by a physician, under the supervision of a physician. Conduct complete physicals, provide treatment, and counsel patients. May prescribe medication.	Must complete an accredited educational program. These programs usually lead to a master's degree. All states require physician assistants to be licensed. Must graduate from an accredited educational program for physician assistants.	In many cases, the specialty of the PA is defined by the setting s/he practices in or the specialty of the supervising physician
Other Specialties			
Nurse Practitioners			
Primary Care	Diagnose/treat acute, episodic, or chronic illness, independently or as part of a healthcare team. May focus on health promotion and disease prevention. May order, perform, or interpret diagnostic tests such as lab work and x-rays. May prescribe medication.	At least a master's degree in one of the APRN roles. Must also be licensed in their state and pass a national certification exam. NPs must be a licensed RN and certified in at least 1 of 15 specialties in NYS.	In many cases, the specialty of the NP is defined by the setting s/he practices in or the specialty of the collaborating physician
Other Specialties (Except Psychiatric NPs)			
Midwifery			
Midwives	Diagnose/coordinate all aspects of the birthing process, either independently or as part of a healthcare team. May provide well-woman gynecological care.	Master's degree in one of the APRN roles. Must also be licensed in their state and pass a national certification exam. Must have specialized, graduate nursing education.	
Nursing			
Registered Nurses	Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.	One of three education paths: a bachelor's degree in nursing, an associate's degree in nursing, or a diploma from an approved nursing program. Registered nurses must also be licensed.	Additional experience or training may be required, such as in education.

Licensed Practical Nurses	Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.	Licensed practical and licensed vocational nurses must complete a state-approved educational program, which typically takes about 1 year to complete. They must also be licensed.	
Medical Assistants	Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, and drawing blood as directed by physician.	Postsecondary education such as a certificate. Others enter the occupation with a high school diploma and learn through on-the-job training.	
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)			
Psychiatrists	Physicians who diagnose, treat, and help prevent disorders of the mind.	4 years of undergraduate school, 4 years of medical school, and, depending on their specialty, 3 to 8 years in internship and residency	
Psychologists	Diagnose and treat mental disorders; learning disabilities; and cognitive, behavioral, and emotional problems, using individual, child, family, and group therapies. May design and implement behavior modification programs.	Need a doctoral degree or specialist degree in psychology, a master's degree is sufficient for some positions. Practicing psychologists also need a license or certification.	
Psychiatric Nurse Practitioners	Diagnose/treat acute, episodic, or chronic illness, independently or as part of a healthcare team. May focus on health promotion and disease prevention. May order, perform, or interpret diagnostic tests such as lab work and x-rays. May prescribe medication.	Master's degree in one of the APRN roles. They must also be licensed in their state and pass a national certification exam.	Certification as a Psychiatric NP may be required.
Licensed Masters Social Workers	Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.	Clinical social workers must have a master's degree and two years of post-master experience in a supervised clinical setting. Clinical social workers must also be licensed in the state in which they practice.	
Licensed Clinical Social Workers			
Emerging Titles: Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)			
Care Manager/Care Coordinator/Case Manager	While there is no standard definition for care/case managers/coordinators, care coordinator/managers will coordinate the needs of assigned patients across multiple providers; develop comprehensive plans to manage care delivery across a continuum of care. Assist in utilization of resources, clinical care, and promote clear communication among care team including treating physicians by ensuring awareness regarding patient care plans. Facilitate patient health education and support patient self-management of disease and behavior modification interventions. Manage high-risk patient care including management of patients with multiple co-morbidities or those at high risk of hospital readmission. Facilitate patient treatment adherence based on protocol and providers' orders. Participate as part of team for health outcomes reporting, programmatic evaluation, data collection and clinical audits.	Unless the organization requires a specific degree such as social worker, RN, and LPN, current training and education requirements vary greatly, through typically a high school is required.	
Patient or Care Navigator	Coordinates the care needs of assigned patients and develops comprehensive plans to manage care delivery across the patient care continuum. Partners with patients and their primary physicians to develop customized care plans based on their individual needs and preferences. Collaborates with physicians, nurses, allied health professionals, social work, and others to ensure appropriate tests and treatments are delivered in a timely fashion. Advocates for the patient. Balances care needs and financial considerations to ensure efficient and effective treatments are achieved.	Unless the organization requires a specific degree such as social worker, RN, and LPN, current training and education requirements vary greatly, through typically a high school is required.	
Community Health Worker	Front-line public health worker who is a trusted member of and/or has an unusually close understanding of the community served. Serves as an intermediary between health and social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. Also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.	Typically have at least a high school diploma and must complete a brief period of on-the-job training. Some states have certification programs for community health workers.	

Physician Engagement Specialist	The primary purpose of a physician engagement specialist is to engage the network of providers to successfully participate in value-based reimbursement payment models and ongoing responsibility to maintain a strong customer-service focused physician engagement and relations program.	Bachelor's in Business, Healthcare Administration, or related field is preferred.	
Depression Care Managers (DCM)	Provide short-term focused individual and/or group therapies and counseling to patients. DCMs educate the patient about depression; support prescribed antidepressant therapy as appropriate; provide coaching; monitor symptoms; and complete relapse prevention plans. Coordinate treatment plans and goals with patients' primary care provider and consulting Psychiatrist.	Must have experience working with mental health populations. Most positions require LCSW licensed in New York State or Psychologist (PhD/PsyD) licensed in New York State.	Job description and educational/training requirements vary by organization.
Peer Support Worker	Typically, a peer support worker has had a significant life altering experience and works to assist individuals encountering similar hurdles. Also referred to as a Peer Worker, Recovery Support, Recovery Coach, Peer Mentor, or Peer Support Specialist. Job duties include recovery coaching, emotional support, advocacy, mentoring, outreach support, and organizing/attending alcohol-and-drug-free recreational activities.	No educational requirements, but a high school diploma or GED is preferred. Some facilities may require some training in counseling.	
Patient Education			
Certified Asthma Educators	A currently certified health care provider whose primary responsibility is the provision of asthma coordination and counseling services. An asthma educator is an expert in educating individuals with asthma and their families on the knowledge and skills necessary to minimize the impact of asthma on their quality of life.	Must be currently licensed or credentialed Physician (MD, DO), Physician Assistant (PA-C), Nurse (RN, LPN, NP), Respiratory Therapist (RRT, CRT), Pulmonology Function Technologists (CPFT, RPFT), Pharmacist (RPh), Social Worker (CSW), Health Educator (CHES), Physical Therapist (PT), or Occupational Therapist (OT) or must have provided a minimum of 1000 hours of direct patient asthma education, counseling, or coordinating services. Must also pass exam by the National Asthma Educator Certification Board, Inc.	Certification is voluntary and not required by law for employment in the field.
Certified Diabetes Educators	Provide and manage health education programs that help individuals, families, and their communities maximize and maintain healthy lifestyles. Collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating programs designed to encourage healthy lifestyles, policies, and environments. May serve as resource to assist individuals, other health professionals, or the community, and may administer fiscal resources for health education programs.	A certified diabetes educator is a professional that meets certain licensure requirements, such as an RN, registered dietician, or other health care professional who have national CDE certification.	
Health Coach	Empower patients to make behavior and lifestyle changes through physical fitness and nutrition counseling in order to manage/prevent chronic diseases.	Education/training requirements vary widely by industry. Health Coaches are often Certified Personal Trainers. Most positions/settings will provide on-the-job training, but some prefer employee to have Health Coach Certification.	If a HHA or otherwise also functions as a Health Coach, please only count primary role. May also be called Wellness Coaches.
Health Educators	Health educators teach people about behaviors that promote wellness. They develop and implement strategies to improve the health of individuals and communities. Community health workers collect data and discuss health concerns with members of specific populations or communities	Bachelor's degree. Many employers require the Certified Health Education Specialist (CHES) credential.	Some positions/settings may require master's degree
Nutritionists/Dieticians	Evaluate the health of their clients and advise clients on which foods to eat and avoid to improve their health.	Bachelor's degree is required. Most have advanced degrees. Nutritionists may earn the Certified Nutrition Specialist (CNS) credential through a Master's or Doctoral degree and an exam. Dieticians may earn the Registered Dietitian Nutritionist (RDN) credential through a Bachelor's degree and an exam.	May choose to specialize as a clinical, community, or management dietician/nutritionist
Administrative Staff -- All Titles			
Medical Directors	Plan, direct, and coordinate medical and health services. Medical Directors may manage an entire facility, a specific clinical area or department, or a medical practice for a group of physicians. Must direct changes that conform to changes in healthcare laws, regulations, and technology. Oversees the activities of group physicians, including the recruiting and credentialing process. Reports to the physician CEO/President and/or to the governing body of the organization.	Must have a medical degree with a board certification in family medicine, emergency care or occupational health, along with many years of medical experience.	
Office Managers	Responsible for developing and implementing new administrative systems. Often manage a team or staff. Roles include recruitment, training and induction of new staff, and ensuring adequate cover at all times. Managing the booking of meeting rooms and availability of audio-visual equipment are common duties.		
Office Administrators	Serves a team of people, keeping records of their vacation days, sickness, and attendance. Ensures everyone knows how to claim expenses, get supplies, and follow other office protocols. Orders stationary and maintains office equipment. Often times, the Office Administrator acts as a personal assistant to the head of the department.	Experience and relevant skills are valued more highly than a degree; however, an associate or bachelor's in management or business administration may be preferred.	

All Other Titles			
IT Specialists	Provide help and advice to people and organizations using computer software or equipment. Some (Computer Network Support Specialists) support information technology employees within their organization, while others (Computer User Support Specialists) assist non-IT users who are having computer problems.	Education/training requirements depend on the audience being supported. Computer user support specialists often require some computer knowledge, but not necessarily a postsecondary degree. Computer network support specialists often require experience with a minimum of an associate's degree.	May also be known as 'Computer Support Specialists'.
Secretaries and Receptionists	Secretaries and receptionists perform routine clerical and administrative duties. They organize files, draft messages, schedule appointments, and support other staff. Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.	High school graduates with basic office and computer skills usually qualify for entry-level positions. Most secretaries learn their job in several weeks, many legal and medical secretaries require several months of training to learn industry-specific terminology. Executive secretaries usually need several years of related work experience.	May also be called 'Office Clerks' or 'Information Clerks'.
Coders/Billers	<i>Bill and account collectors</i> , sometimes called <i>collectors</i> , try to recover payment on overdue bills. They negotiate repayment plans with debtors and help them find solutions to make paying their overdue bills easier. <i>Medical coder</i> , commonly referred to as <i>health information technicians</i> , organize and manage health information data. They ensure that the information maintains its quality, accuracy, accessibility, and security in both paper files and electronic systems. They use various classification systems to code and categorize patient information for insurance reimbursement purposes, for databases and registries, and to maintain patients' medical and treatment histories.	High school diploma. A few months of on-the-job training is common. May also include formal education.	
Clinical Laboratory Technicians	Collect samples and perform tests to analyze body fluids, tissue, and other substances.	Technologists need a bachelor's degree. Technicians usually need an associate's degree or a postsecondary certificate. Clinical laboratory technologists and technicians must be licensed in NYS.	Technologists may also supervise technicians.
Janitors and cleaners	Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing trash. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of needs for repairs, and cleaning snow or debris from sidewalk.	Most janitors and cleaners learn on the job. Formal education is not required.	