

# 2021 Hospital Compensation Survey

**SAMPLE**

Sponsored by  
Fairview Health Services

Effective March 1, 2021

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## Summary of Salary Adjustments

### Total Budget Adjustments

Participants reporting that they determine an overall total budget for salary adjustments (including all types – salary range, across the board, technical/market, merit, etc.) indicated actual 2020 and actual/projected 2021 percent increases to the salary budget. Results are shown by position classification. No participants reported 0% increases, and therefore data is shown in only one table instead of separate tables including and excluding 0% increases.

Position Classification	Number of Organizations	25 <sup>th</sup> Percentile Increase Reported	Average Increase Reported	Median Increase Reported	75 <sup>th</sup> Percentile Increase Reported
<b>RN's (Do not include LPN's)</b>					
2020 Actual Increase	8	2.4%	2.7%	3.0%	3.0%
2021 Actual/Projected Increase	9	2.5%	2.8%	3.0%	3.0%
<b>Clerical</b>					
2020 Actual Increase	9	2.5%	2.8%	2.8%	3.0%
2021 Actual/Projected Increase	9	2.8%	3.0%	3.0%	3.0%
<b>Service</b>					
2020 Actual Increase	9	2.7%	2.7%	2.9%	3.0%
2021 Actual/Projected Increase	9	2.7%	2.9%	3.0%	3.0%
<b>Technical</b>					
2020 Actual Increase	9	2.5%	2.8%	2.8%	3.0%
2021 Actual/Projected Increase	9	2.8%	3.0%	3.0%	3.0%
<b>Professional</b>					
2020 Actual Increase	9	2.5%	2.8%	2.8%	3.0%
2021 Actual/Projected Increase	9	2.8%	3.0%	3.0%	3.0%
<b>Supervisory/Management</b>					
2020 Actual Increase	9	2.5%	2.8%	2.8%	3.0%
2021 Actual/Projected Increase	9	2.8%	3.0%	3.0%	3.0%
<b>Executive</b>					
2020 Actual Increase	7	2.6%	2.8%	2.8%	3.0%
2021 Actual/Projected Increase	7	2.9%	3.2%	3.0%	3.3%

## Other Pay Practices

This year, participants reported information for the following pay practices:

1. Shift Differentials
  - a. Straight and rotating evening and night shift premiums.
  - b. Weekend day, evening, and night shift premiums.
2. On-Call Pay
  - a. On-premise rates.
  - b. Off-premise rates.
3. Extra Shift Pay
  - a. Bonuses for picking up extra critical shift.
4. Casual Pay Rates
  - a. Flat casual pay.
5. Bonuses
  - a. Sign-on bonuses.
  - b. Retention bonuses.

### Shift Differentials

Participants were instructed to “stack” shift differential pay rates. For example, if an organization has a weekend night shift differential rate it would be the combination of the weekend day and weekend night shift differential rates: weekend day shift rate (i.e., \$0.75) plus any additional amount for working weekend night shifts (i.e., \$1.50) = total of \$2.25.

### Shift Definitions

**Straight Evening:** Shift differential for employee that works only evening shifts.

**Straight Night:** Shift differential for employee that works only night shifts.

**Rotate Evenings:** Evening shift differential for employee that has a schedule that rotates day and evening shifts.

**Rotate Nights:** Night shift differential for employee that has a schedule that rotates day and night shifts.

See following pages for summary of shift differentials paid for each shift type.

WEEKEND Shift Differentials										
Job Family / Position		# Orgs	Average	Median	# Orgs	Average	Median	# Orgs	Average	Median
		Weekend Day			Weekend Evening			Weekend Night		
<b>Mammography Technologist</b>	All Orgs	11	\$1.34	\$1.00	11	\$2.26	\$2.35	11	\$2.73	\$2.80
	MN Orgs	9	\$1.20	\$1.00	10	\$2.26	\$2.38	10	\$2.72	\$2.78
	Twin Cities Orgs	5	\$0.96	\$0.90	5	\$1.69	\$2.15	5	\$1.89	\$2.40
	Other Orgs	2	*	*	1	*	*	1	*	*
<b>Medical Lab Technician (MLT)</b>	All Orgs	13	\$1.35	\$1.15	12	\$2.55	\$2.48	13	\$3.27	\$3.50
	MN Orgs	11	\$1.24	\$1.15	11	\$2.56	\$2.65	12	\$3.31	\$3.50
	Twin Cities Orgs	7	\$1.26	\$1.15	6	\$2.67	\$2.65	7	\$3.36	\$3.50
	Other Orgs	2	*	*	1	*	*	1	*	*
<b>Medical Technologist</b>	All Orgs	11	\$1.52	\$1.50	10	\$3.00	\$3.00	11	\$3.95	\$4.20
	MN Orgs	10	\$1.38	\$1.38	10	\$3.00	\$3.00	11	\$3.95	\$4.20
	Twin Cities Orgs	6	\$1.36	\$1.38	5	\$3.20	\$3.25	6	\$4.18	\$4.23
	Other Orgs	1	*	*	0	*	*	0	*	*
<b>Nurse Practitioner</b>	All Orgs	4	*	*	4	*	*	4	*	*
	MN Orgs	4	*	*	4	*	*	4	*	*
	Twin Cities Orgs	3	*	*	3	*	*	3	*	*
	Other Orgs	0	*	*	0	*	*	0	*	*
<b>Occupational Therapist</b>	All Orgs	13	\$1.90	\$2.00	10	\$2.92	\$2.85	11	\$3.31	\$3.50
	MN Orgs	11	\$1.89	\$2.00	9	\$2.94	\$3.00	10	\$3.29	\$3.45
	Twin Cities Orgs	7	\$1.89	\$1.75	5	\$2.82	\$3.00	6	\$3.02	\$3.20
	Other Orgs	2	*	*	1	*	*	1	*	*
<b>Certified Occupational Therapy Assistant</b>	All Orgs	12	\$1.67	\$1.75	10	\$2.67	\$2.38	10	\$3.03	\$2.78
	MN Orgs	10	\$1.67	\$1.75	9	\$2.74	\$2.50	9	\$3.09	\$3.05
	Twin Cities Orgs	7	\$1.66	\$1.75	6	\$2.38	\$2.25	6	\$2.51	\$2.38
	Other Orgs	2	*	*	1	*	*	1	*	*
<b>Physician Assistant</b>	All Orgs	3	*	*	3	*	*	3	*	*
	MN Orgs	3	*	*	3	*	*	3	*	*
	Twin Cities Orgs	2	*	*	2	*	*	2	*	*
	Other Orgs	0	*	*	0	*	*	0	*	*

## 2021 Hospital Compensation Survey

**Job Title:** Patient Account Representative

**Job Number:** 10

**Duties:** Reports and submits claims to third party payers. Answers inquiries and provides customer service in the resolution of billing issues and account balances.

**Qualifications:** High School diploma / GED, 1 year of experience or on the job training in customer service or other related experience.

### Overall Results

Number of Hospitals	Number of Employees	Unweighted Average Hourly Salary	Weighted Average Hourly Salary	2020 Weighted Average Hourly Salary	% Difference Between 2020 and 2021 Weighted Average	Hourly Salary 25th Percentile	Hourly Salary 50th Percentile	Hourly Salary 75th Percentile	Average Salary Range Minimum	Average Salary Range Midpoint	Average Salary Range Maximum	Number Hospitals Reporting Overtime	Number Hospitals Reporting Union
26	525	21.29	21.39	20.75	3.10%	18.97	21.11	23.72	17.59	21.13	24.78	14	2

### Results by Hospital Location (Distance from Downtown Minneapolis: Group 1=0-24 miles; Group 2=25-84 miles; Group 3=more than 85 miles)

Group By Number of Miles to Minneapolis	Number of Hospitals	Number of Employees	Unweighted Average Hourly Salary	Weighted Average Hourly Salary	2020 Weighted Average Hourly Salary	Hourly Salary 25th Percentile	Hourly Salary 50th Percentile	Hourly Salary 75th Percentile	Average Salary Range Minimum	Average Salary Range Midpoint	Average Salary Range Maximum	Number Hospitals Reporting Overtime	Number Hospitals Reporting Union
1	10	67	21.89	21.99	21.11	20.57	21.93	23.65	18.18	22.11	26.26	4	1
2	9	289	21.73	22.17	21.68	19.11	22.21	24.94	17.12	20.61	24.24	7	0
3	7	169	19.85	19.83	*	17.98	19.76	21.21	17.35	20.41	23.36	3	1

### Results by Number of FTEs (Number of Full Time Equivalents: Group 1=Up to 300 FTEs; Group 2=301-2,000 FTEs; Group 3=more than 2,000 FTEs)

Group By Number of FTEs	Number of Hospitals	Number of Employees	Unweighted Average Hourly Salary	Weighted Average Hourly Salary	2020 Weighted Average Hourly Salary	Hourly Salary 25th Percentile	Hourly Salary 50th Percentile	Hourly Salary 75th Percentile	Average Salary Range Minimum	Average Salary Range Midpoint	Average Salary Range Maximum	Number Hospitals Reporting Overtime	Number Hospitals Reporting Union
1	2	8	*	*	*	*	*	*	*	*	*	*	*
2	10	121	21.79	21.50	21.08	18.75	21.70	24.28	17.17	20.85	24.51	8	1
3	14	396	21.25	21.40	20.74	19.04	21.01	23.48	18.28	21.85	25.59	4	1