MARKET SUPPLEMENT PROGRAM

Report of the Market Supplement Review Committee

Health Information Management Practitioner and Office Assistant (Job #122)

FINAL

Report Due Date: November 3, 2023
Annual Review
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OBJECTIVE

The objective of the Market Supplement Program is to ensure that the Saskatchewan Health Care Employers can attract and retain the employees required to provide appropriate health care services to the people of Saskatchewan.

This program is designed to address specific skill shortages, by use of a temporary market supplement to attract and/or retain qualified employees. The program is also designed to ensure that temporary market supplements respond to valid labour market criteria, to address recruitment/retention pressures.

A market supplement will be an acceptable option only if:
a) workplace initiatives have not addressed the skill shortage;
b) labour market data supports a supplement; and,
c) recruitment/retention is a problem, is affecting service delivery, and is well documented.

OVERVIEW

This is an annual review for this position. Annual reviews are required by the collective agreement when a classification has a current market supplement.

Individuals in this classification are members of the Saskatchewan Government and General Employees' Union (SGEU), the Canadian Union of Public Employees (CUPE), and the Service Employees International Union (SEIU-West). A market supplement was implemented for this classification on April 15, 2010.

Role of a Health Information Management Practitioner and Office Assistant (#122)**:**

> *Responsible to ensure the accurate, dependable and secure collection, maintenance and dissemination of patient information. Performs reception, registration, admitting, scheduling, payroll, financial and general office duties.*

Qualifications:

- *Health Information Management diploma*
  - *Certification with Canadian College of Health Information Management (CCHIM)*
  - *Registration with Canadian Health Information Management Association (CHIMA)*

CUPE, SEIU-West and SGEU (The Provider Unions) are parties to a collective bargaining agreement (CBA) with the term April 1, 2022 – March 31, 2023. The Market Supplement language is the same within all three (3) collective agreements and is found as follows:

Letter of Understanding re: Market Supplement Program

Provider Unions:

i. CUPE – LOU #19 – page #178
ii. SEIU-West – LOU #25 – page #205
iii. SGEU LOU#12 – page #226

A market supplement wage rate has been in place for this classification since 2010. The 2023 wage rates for the Health Information and Office Assistant are provided in the following table as set out in the CBA:

Table 1 – Health Information Management Practitioner & Office Assistant (Job #122)

HIMP & OA	Payband	Step 1	Step 2	Step 3
Job #122	13	28.58	29.63	30.62

ANALYSIS

Information regarding positions and vacancies is provided in the following table:

Table 2 – Health Information and Office Assistant position information from Managers Reporting

Former Health Region	Number of Permanent Positions (As of December 2023)		Number of Vacant Positions (As of December 2023)		% Vacancy	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Cypress Hills	1	0	0	0	-	-
Keewatin Yaathe	2	0	0	0	-	-
P.A. Parkland	1	0	0	0	-	-
Regina Qu'Appelle	13	0	1	0	7.69%	25%
Sun Country	1	3	1	1	100%	33%
Five Hills	0	1	0	0	-	-
Total	**18**	**4**	**2**	**1**	**11.11%**	**25%**

VACANCY RATE ANALYSIS: *(Respondents were asked to provide information about the frequency and timing of vacancy occurrences {i.e., seasonal vacancies, do the vacancies always follow an event, etc.}; and to identify trends that may affect recruitment/retention efforts.)*

Six former Regions have indicated use of this classification. The vacancy rate for full time positions is categorized as moderate as vacancies may be difficult to fill and may require a greater than standard amount of time to recruit. Given that Sun Country has 1 Full time position and 1 Full time vacancy, this has a significant affect on that geographic area of the province.

Part time vacancies are categorized as significant as they are difficult to fill and may be vacant for extended periods of time. As profiled for the full time positions, the former Sun Country geographic area seems to be experiencing much greater difficulties than other areas of the province.

SERVICE DELIVERY IMPACTS: *(Respondents were asked to provide information that addresses current service delivery impacts resulting from staff shortages; potential staff short-term service delivery impacts; potential long-term service delivery impacts; and options for alternative service delivery models.)*

Out of the six (6) former Regions reporting, four (4) former Regions identified no service delivery issues, one (1) former Region indicated minor impact to service deliver indicating there is some impact to timing or quality or quantity of service which may be temporary and one (1) former Region (Sun Country) indicated that services impacts are considerable and critical. They are actively recruiting and looking at changing part time lines to full time.

TURNOVER RATES: *(Respondents were asked to provide local analysis of reasons for leaving and trends that may be emerging. They were also asked to provide annual turnover {loss of employees to other competitor employers} ratio to the existing staff complement {budgeted positions} in the given occupation.)*

Turnover for this classification is characterized as minor meaning that it is less than 10%.

The following turnover is reported:

- Last 12 months – 3 (includes 1 change of occupation; 1 other employment; 1 not identified)
- Previous 12 months – 2 (1 retirement; 1 other)

RECRUITMENT ISSUE ANALYSIS: *(Respondents were asked to provide information such as length of recruitment times, training investments, licensing issues, supply and demand issues, etc.; as well as information that would identify trends that may affect recruitment and/or retention efforts.)*

Five former Regions reported minor issues related to recruitment meaning that in most cases, qualified professionals can be readily found. Generally speaking, the supply of professionals is adequate to meet the demand.

One former Region (Sun Country) is experiencing critical recruitment concerns. Significant attempts have been made to recruit with no success. There were no specific trends identified that would indicate why there is difficulty in this geographic area other than to say that recruits tend to gravitate to urban centres.

Other information provided by the respondents indicates the following:

- Relocation and recruitment incentives with return for service agreements are used.
- Practicum students are taken from Sask Polytechnic and SAIT.
- Career Fairs are attended to continue to profile this classification.

SALARY MARKET CONDITIONS: *(Respondents were asked to identify situations where their salary levels are lower than other employers that they would expect to recruit employees from, or other employers that recruit their employees. This may be local, provincial, regional, national or international, depending on the occupation group and traditional recruitment relationships. Cost of living considerations may or may not be appropriate to factor into market salary comparisons.)*

Table 3 – Providers (CUPE, SEIU, SGEU)

Province	Job Title	Effective Date	Maximum Rate of Pay
British Columbia	Health Information Management Professional - Grade I	April 1, 2022	$ 37.08
Alberta	Health Information Management Professional I	April 1, 2022	$ 37.75
Saskatchewan	HIM Practitioner & Office Assistant	April 1, 2022	$ 30.62
Manitoba	Health Information Management (HIM) Professional	April 1, 2022	$ 24.840
Western Canadian Average (2022)			**$ 32.57**

Saskatchewan Rate (2022)	$ 30.62
Western Canadian Average (2022)	$ 32.57
Sask Compared to Western Canadian Average ($)	$ (1.95)
Sask Compared to Western Canadian Average (%)	94.01%

Notes: Saskatchewan rates are below the Western Canadian Average.

ADDITIONAL INFORMATION

- SAHO and the Provider Unions are currently negotiating a new collective agreement as their previous agreements expired on March 31, 2023.

CONCLUSIONS AND RECOMMENDATIONS

Considering all the labour market criteria defined by the Market Supplement Program, the Market Supplement Review Committee makes the following conclusions for the Health Information Management Practitioner and Office Assistant:

- This was an annual review and there were six areas that provided data for this review.
- One former Region (Sun Country) is experiencing a significant impact to service delivery and is experiencing significant issues related to recruitment and retention.
- Turnover and vacancy rates other than the former Sun Country are not of concern to the other areas of the province who currently employe this classification.
- The salary rate is below the Western Canadian average; however, there is no evidence that salary is a driver of any recruitment and retention issues.

Having reviewed the respondents' information, and considering all the labour market criteria defined by the market supplement framework, the Market Supplement Review Committee has determined that the current market supplement should be **maintained**. Consideration may also be given to focused strategies for the one area of the province that is experiencing considerable difficulties.