

SALARY & STAFFING SURVEY 2022



HomeCare
The Leading Business Resource for HME & Home Health Professionals

Staffing issues aren't new to the homecare industry. But since launching HomeCare's salary and staffing survey in 2014, we've not seen hiring pressures reach the pitch they have this year in all industries, and especially in health care, where one in three workers have reported considering quitting their positions. According to the American Hospital Association, job vacancies for nurses increased 30% from 2019 to 2020, and respiratory therapist vacancies jumped 31%. EMSI reports there will be a shortage of up to 3.2 million health care workers by 2026.

Last year, we asked a new question about how the COVID-19 pandemic impacted staffing for homecare organizations. For 2022, we've added yet another, this time looking at how the current hiring environment is impacting salaries, approaches and more. It turns out that it is driving both home medical equipment (HME) providers and home health agencies (HHAs) to offer more money to retain and recruit workers, to adjust the way they advertise and offer positions and also to go without filling some open jobs.

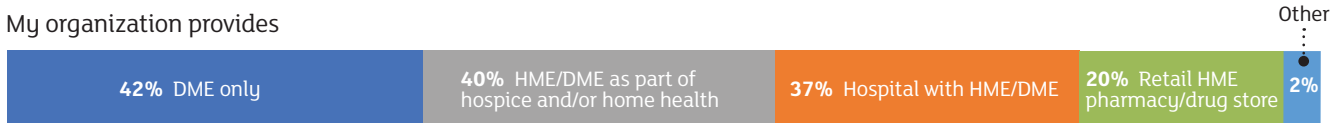
This report is compiled by data collected by qualified subscribers of HomeCare with valid email addresses. They were sent an email asking them to participate, linking to a URL with survey. A total of 598 people participated; 202 identified themselves as in home health, hospice or personal care; 331 identified themselves as working in home or durable medical equipment in some capacity. Data was collected from Feb. 10, 2022 to March 4, 2022.

Note: Some charts may add up to less than 100 due to rounding. Others total above 100 because respondents chose more than one option.

2022 SALARY & STAFFING SURVEY: HME

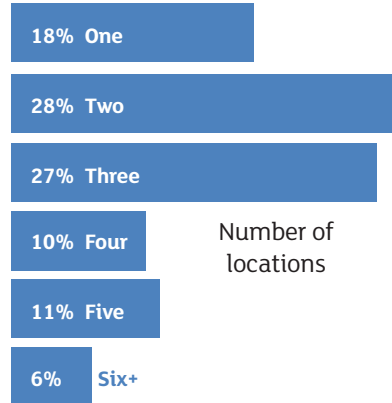
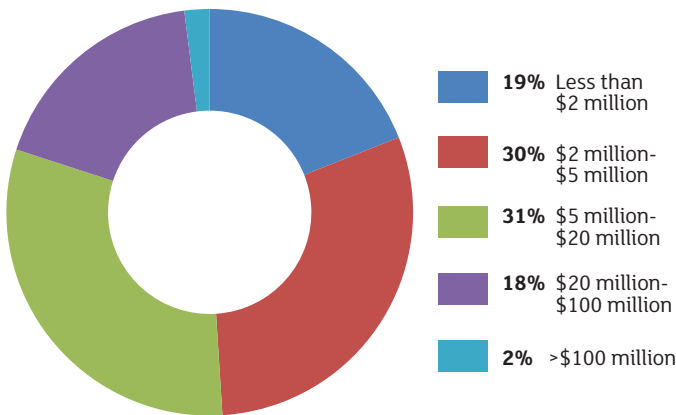
ORGANIZATIONAL PROFILE

My organization provides



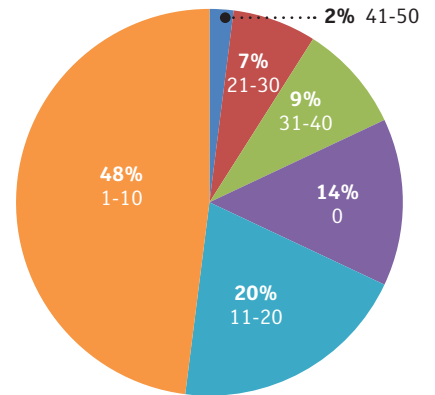
Respondents could choose more than one.

Annual gross revenue in 2021

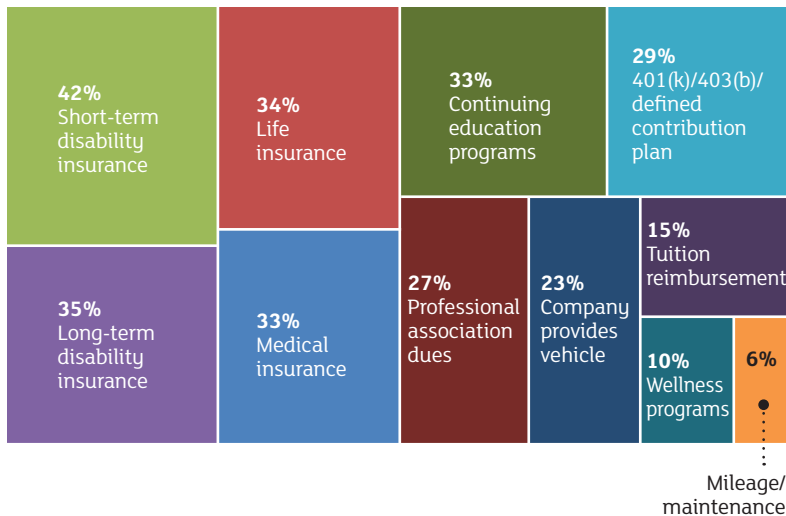


Number of locations

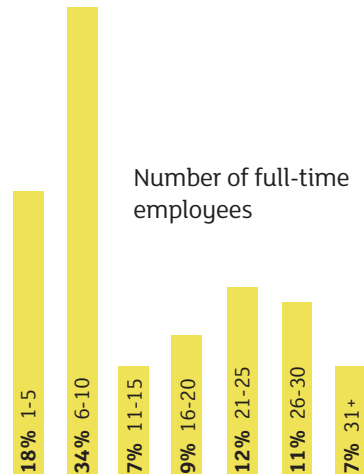
Number part-time employees (less than 32 hours per week)



What benefits does your company/organization offer?



Number of full-time employees



2022 SALARY & STAFFING SURVEY: HME

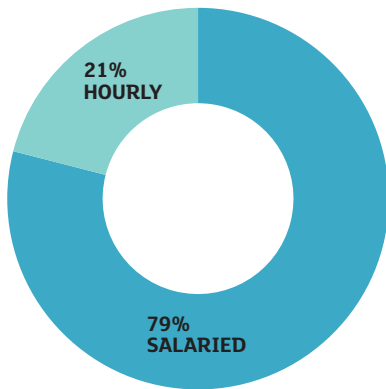
INDIVIDUAL PROFILE

Most respondents in the HME/DME sector were salaried and most also work in locations that offer commissions or sales incentives, with ventilators and other respiratory items leading the way. Most also received a raise last year.

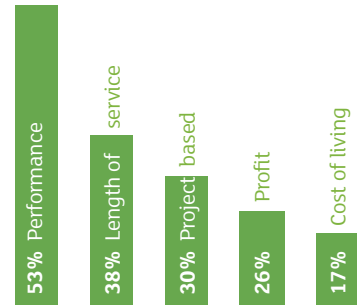
Did you receive a raise in 2021?



Are you salaried or hourly?



If you received a raise, what was it based on?

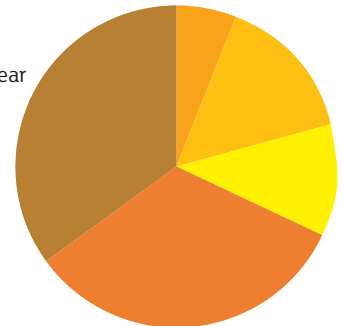


Does your company pay commission or sales incentives for specialty product categories?

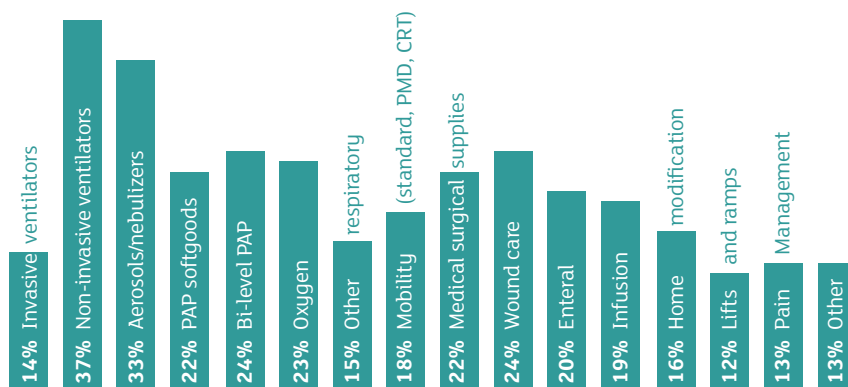


How long have you been in your role?

- 6% Less than one year
- 33% 1-3 years
- 35% 4-6 years
- 11% 7-9 years
- 15% 10+ years



Which specialty product categories receive commissions or incentives?

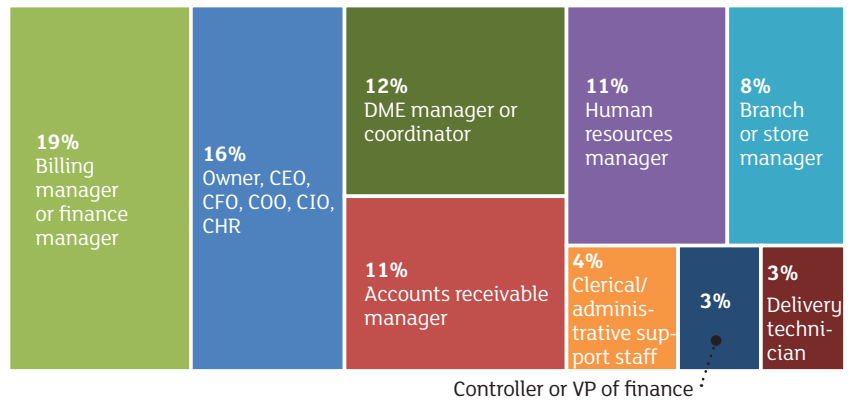


2022 SALARY & STAFFING SURVEY: HME

SALARIED EMPLOYEES

Most participants in the survey who defined themselves as salaried employees were billing managers (19%) or C-suite executives (16%). Salaries for all positions ranged across the board; 4% of all HME respondents said they make less than \$20,000 per year.

What job title best describes your salaried position?



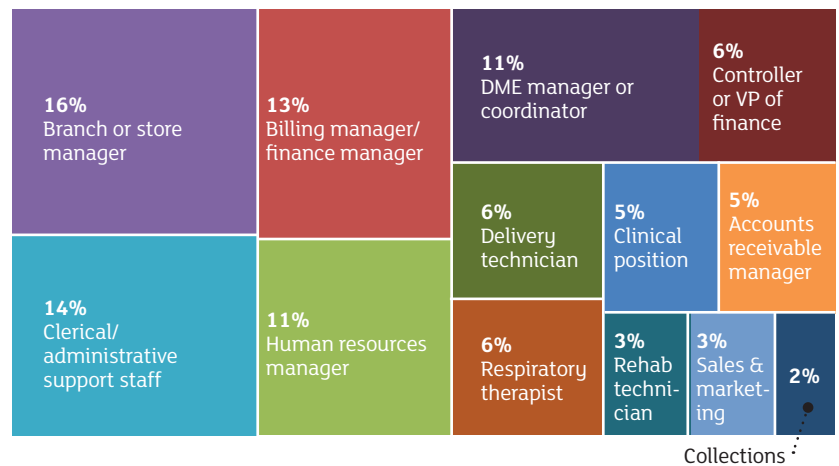
SALARY RANGE BY POSITION	< \$20K	\$20K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K-\$199,999	\$200K+
Branch or store manager		5%	20%	25%	25%	5%	20%	
Owner, CEO, CFO, COO, CIO, CHR	7%	22%	2%	9%	20%	10%	20%	7%
DME manager or coordinator	7%	28%	10%		17%	28%	10%	
Human resources manager		7%	18%	4%	21%	18%	29%	4%
Controller or VP of finance		12%	12%	12%	13%		25%	25%
Sales and marketing	20%	20%		40%			20%	
Billing manager/finance manager	4%	24%	17%	13%	6%	17%	17%	
Compliance officer					100%			
Accounts receivable manager	7%	41%	15%	11%	7%		15%	4%
Delivery technician		25%			12%	37%	25%	
Clerical/administrative support staff		11%	22%	11%	22%		33%	
Respiratory therapist				50%	33%		17%	
Rehab technician		20%		20%	40%	20%		
Warehouse manager			17%			83%		
Clinical		20%		60%		20%		
Information systems management								100%

2022 SALARY & STAFFING SURVEY: HME

HOURLY EMPLOYEES

Of the hourly respondents, 22% are making above \$31 per hour in their roles. The largest block of hourly employees were branch managers, clerical or administrative support staff, or billing or finance managers.

What job title best describes your hourly position?



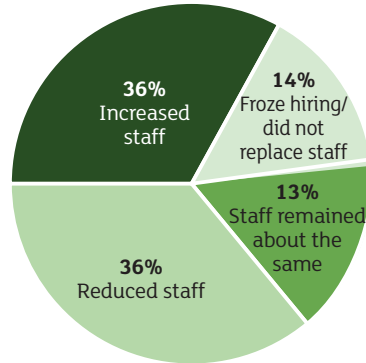
SALARY RANGE BY POSITION	< \$15/ hour	\$16-\$20	\$21-25	\$26-\$30	\$31+
Sales and marketing			50%		50%
DME manager or coordinator		43%	14%	14%	29%
Controller or VP of finance	25%		50%		25%
Collections		100%			
Respiratory therapist		50%			50%
Branch or store manager	10%	30%	30%	20%	10%
Billing manager/finance manager	25%	25%	13%	25%	13%
Human resources manager		14%	57%	29%	
Clerical/administrative support staff	11%	56%	11%	11%	11%
Delivery technician	25%	50%			25%
Accounts receivable manager	33%				67%
Clinical position		33%			67%
Rehab technician				100%	

2022 SALARY & STAFFING SURVEY: HME

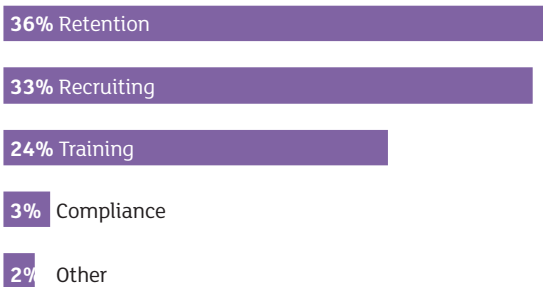
WHAT CHANGED?

We asked whether home medical equipment providers changed their staffing approaches due to pressures of the current market—and received a resounding “yes” at almost 80%. About the same number made staffing decisions due to COVID-19, up from 46% last year. Most turned to money as an answer to hiring pressures: 45% offered raises to hold onto current employees and 33% boosted salaries for advertised positions.

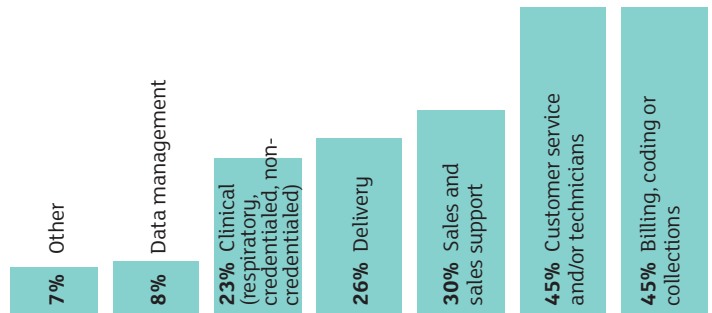
How did staffing change at your organization in 2021?



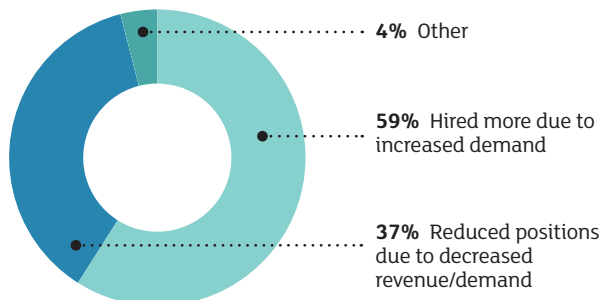
What’s your biggest staffing challenge?



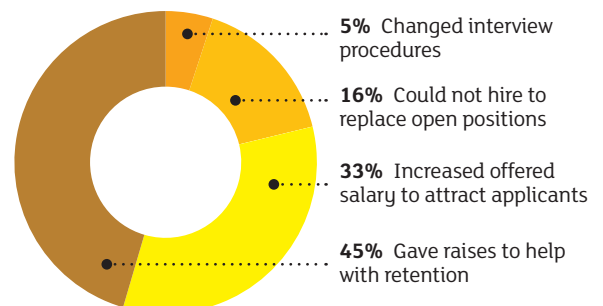
If you are adding new or increasing staff in 2022, in which areas do you plan to do so?



Were any of your 2021 staffing changes partly or completely a direct result of the ongoing COVID-19 pandemic? If yes, how?



Were any of your 2021 staffing changes partly or completely a direct result of the competitive job market? If yes, how?



2022 SALARY & STAFFING SURVEY: HHA

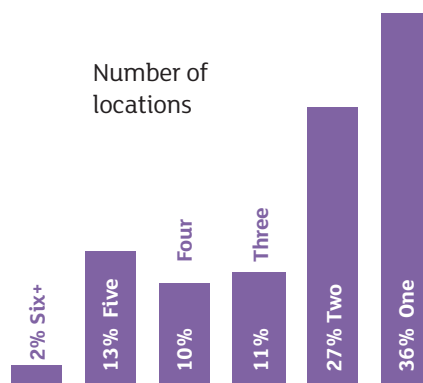
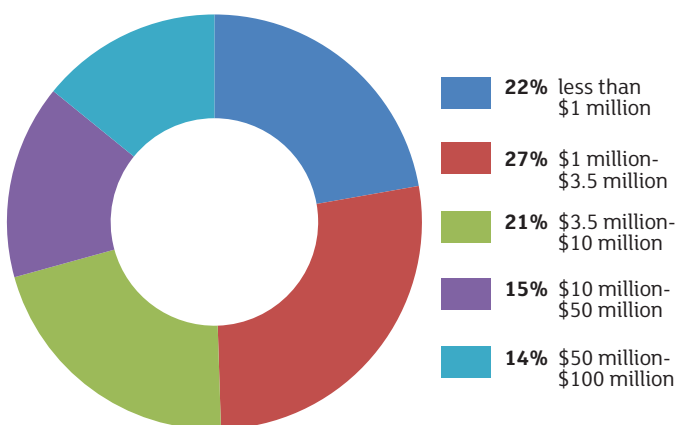
ORGANIZATIONAL PROFILE

My organization provides

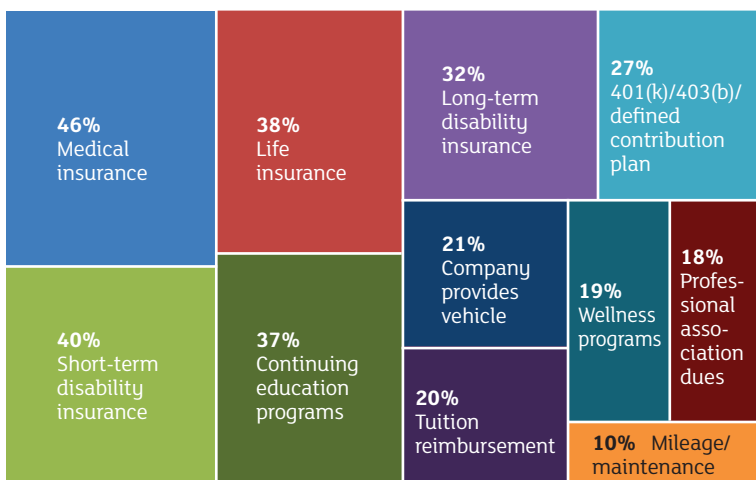


Respondents could choose more than one.

Annual gross revenue in 2021



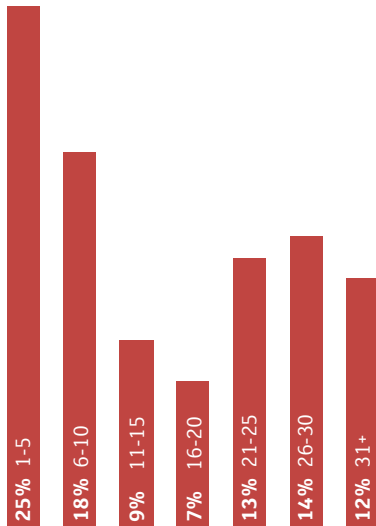
What benefits does your company/organization offer?



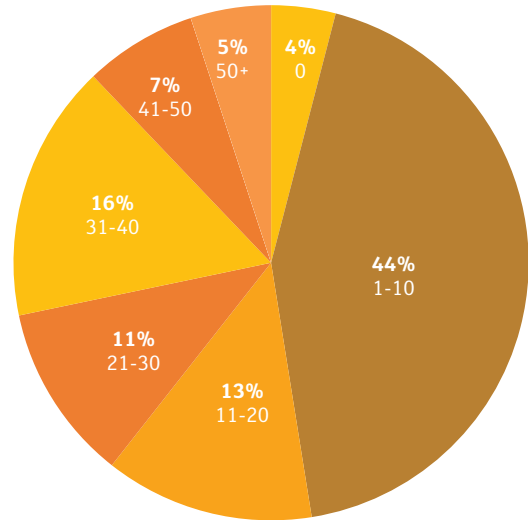
2022 SALARY & STAFFING SURVEY: HHA

STAFFING PROFILE

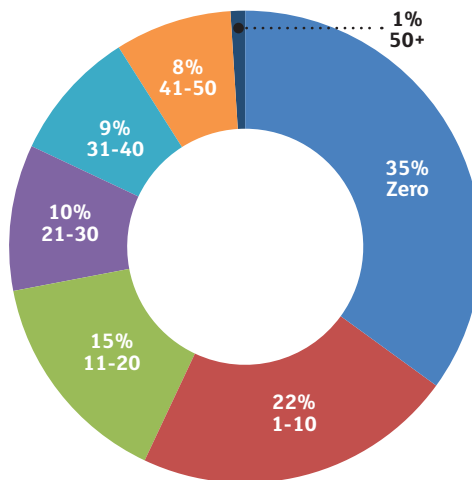
How many full-time employees (more than 32 hours per week) do you have?



How many part-time employees (less than 32 hours per week) do you have?



How many 1099 contractor employees do you have?

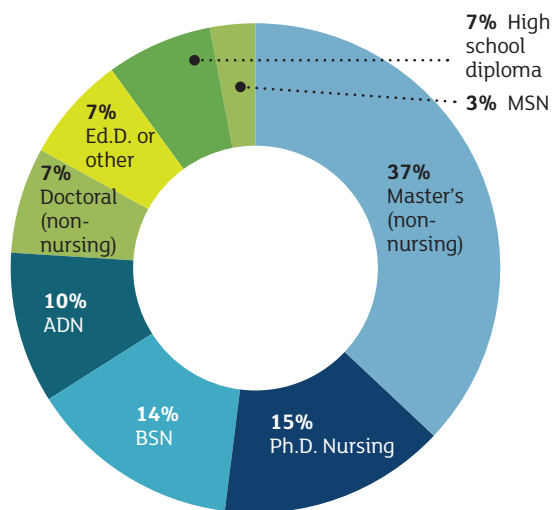


2022 SALARY & STAFFING SURVEY: HHA

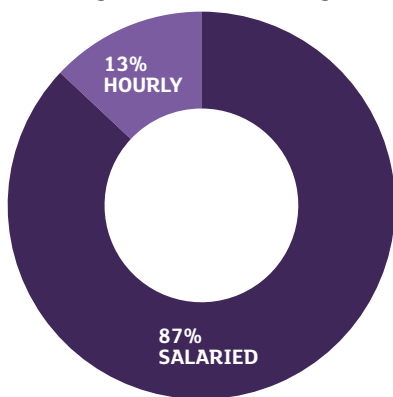
INDIVIDUAL PROFILE

As in previous years, the survey respondents for home health agencies are highly educated, with 62% holding a master's degree or higher. This year, however, respondents were slightly less experienced, with 34% holding their roles for one to three years.

What is your highest degree?



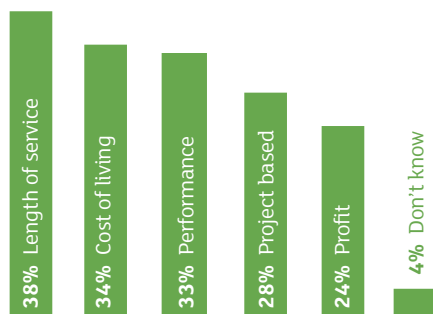
Are you salaried or hourly?



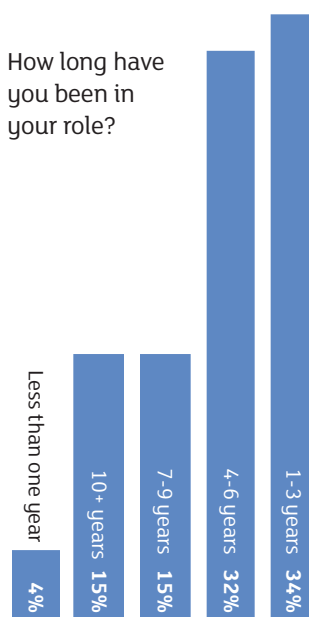
Did you receive a raise in 2021?



If you received a raise, what was it based on?



How long have you been in your role?

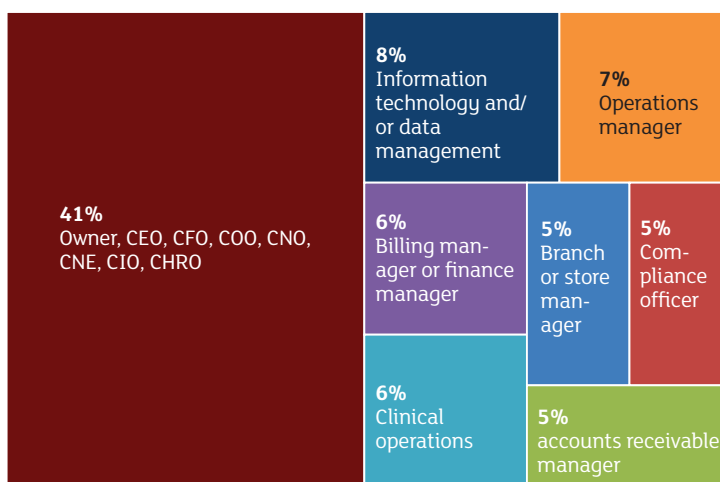


2022 SALARY & STAFFING SURVEY: HHA

SALARIED EMPLOYEES

Most salaried employees were members of the C-suite (41%). Like our HME respondents, several C-suite members reported making less than \$20,000 annually (6%); slightly more billing and finance managers reported making \$200,000 or more than did owners, CEOs, etc.

What job title best describes your salaried position?



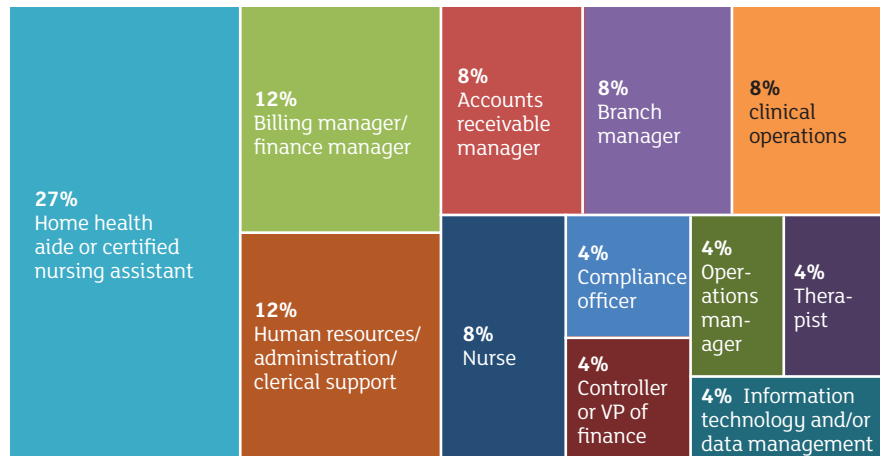
SALARY RANGE BY POSITION	< \$20K	\$20K- \$34,999	\$35K- \$49,999	\$50K- \$74,999	\$75K- \$99,999	\$100K- \$149,999	\$150K- \$199,999	\$200K+
Owner, CEO, CFO, COO, CNO, CNE, CIO, CHRO	6%	7%	3%	9%	20%	20%	26%	9%
Clinical operations		40%	20%		20%	10%	10%	
Operations manager	8%		8%	25%	50%	8%		
Branch or store manager		12%		25%	50%	12%		
Human resources/administration/ clerical position				80%	20%			
Home health aide or certified nursing assistant			33%	33%			33%	
Human resources manager			50%			25%	25%	
Billing manager/finance manager			20%	20%	20%		30%	10%
Information technology and/or data management	21%	7%	29%	7%	21%		14%	
Compliance officer	11%	22%				22%	44%	
Clerical/administrative support staff		67%					33%	
Accounts receivable manager	12%	25%	12%	12%		12%	25%	
Quality assurance manager			100%					
Nurse				75%			25%	
DME management and/or coordination	25%	25%			25%		25%	
Controller or VP of finance		33%	33%				33%	
Therapist			100%					

2022 SALARY & STAFFING SURVEY: HHA

HOURLY EMPLOYEES

According to the Bureau of Labor Statistics, the average hourly wage for a home health aide is \$13.02 per hour; however, perhaps reflecting labor market trends, we had no respondents report an hourly wage of less than \$15 per hour. Compared to last year, we received a more diverse array of respondents for hourly positions, but aides and certified nursing assistants were still the most highly represented at 27%.

What job title best describes your hourly position?

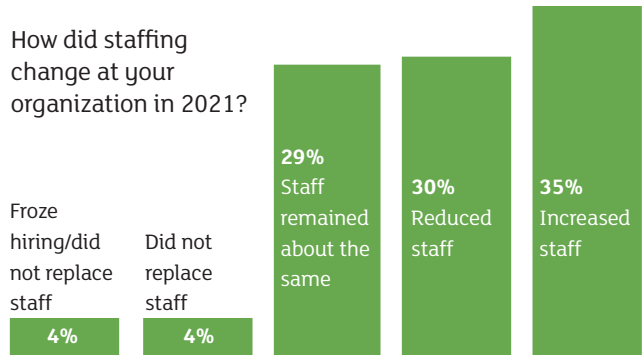


SALARY RANGE BY POSITION	\$15/ hour	\$16-\$20	\$21-25	\$26-\$30	\$31+
Home health aide or certified nursing assistant	71%	29%			
Branch manager					100%
Therapist					100%
Nurse				50%	50%
Human resources/administration/clerical support		67%	33%		
Billing manager/finance manager	33%	33%		33%	
Clinical operations		50%			50%
Accounts receivable manager		100%			
Controller or VP of finance	100%				
Operations manager				100%	
Information technology and/or data management			100%		
Compliance officer				100%	

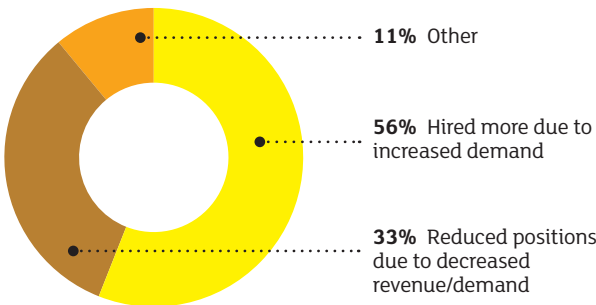
2022 SALARY & STAFFING SURVEY: HHA

WHAT CHANGED?

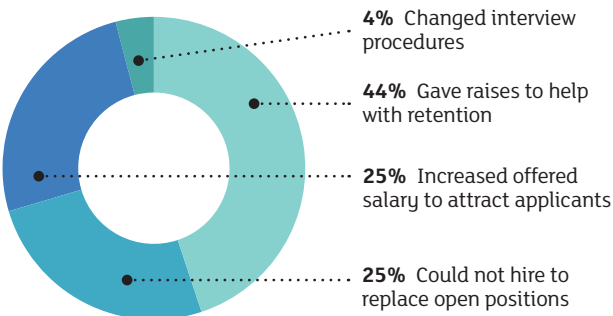
Like HME providers, 79% of home health agencies changed their hiring approaches due to pressures in the current market, and more than half of those who said the pandemic affected their staffing had to hire more people due to COVID-19-related demand. Almost 45% gave raises to help hold onto existing employees and 25% boosted salaries for advertised positions. Another 25% found they couldn't hire to replace open roles.



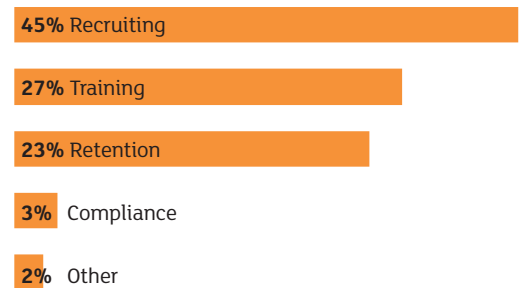
Were any of your 2021 staffing changes partly or completely a direct result of the ongoing COVID-19 pandemic? If yes, how?



Were any of your 2021 staffing changes partly or completely a direct result of the competitive job market? If yes, how?



What is your greatest staffing challenge?



Which areas did you outsource in 2021?

