

HOSPITAL FACILITIES STAFF TO HEALTHCARE PATIENT AND ADMINISTRATIVE FOCUSED PATHWAYS

Exploring
CAREER PATHWAYS
in Northeast Florida



Are you interested in helping people get well and stay well? If you've considered working in healthcare, these career pathways offer two routes for you to consider – one that works directly with patients providing medical care and another in administrative or patient support roles.

Here are some jobs workers could take to transition into a career in Healthcare. Healthcare Jobs have been broken down into Direct Patient Care, and Non-Direct Patient Care categories, and color coded to show what interest types are most suited for that career choice (see Holland Interest Inventory legend at the bottom of the page).

HOSPITAL ENVIRONMENTAL STAFF

- Housekeeping and Janitorial Workers
- Dietetic Technicians
- Food Preparation
- Dishwashers

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DIRECT PATIENT CARE

Direct Patient Care involves occupations in healthcare that include dealing with a patient.

Occupations in Direct Patient Care include: **Medical Assistants, Dental Hygienists, and Registered Nurses.**

Hospital environmental staff workers will use their skills of gathering information, making decisions, and maintaining relationships. To work with patients, environmental staff will need to learn how to resolve conflict and think creatively and quickly on their feet. You will be working directly with patients while they need medical care.

NON-DIRECT PATIENT CARE

Non-Direct Patient Care occupations focus more on the organizational, analytical, and research side of healthcare.

Occupations include: **Medical Records and Health Information Technicians, Radiologic Technologists, and Laboratory Technologists.**

Hospital environmental staff workers will use their experience communicating and making decisions. Environmental staff will need to learn how to interact with computers and analyze data. You may still deal with patients in this pathway but you are providing less direct care.



DIRECT PATIENT CARE

OVERLAPS AND GAPS

Here are some skills you likely already have developed, or use in your job, and some areas where you might not have as much direct experience

Overlaps

Direct Patient Care workers will still maintain relationships and continue to work in a healthcare setting

- Reading
- Time Management
- Critical Thinking
- Listening
- Instructing
- Speaking
- Reasoning
- Identifying Problems

Gaps

Direct Patient Care workers will need to communicate with patients, administer treatments, and prepare treatment equipment.

- Science
- Management
- Persuasion
- Writing
- Grouping Items
- Concentration
- Machine Use

EDUCATION AND WAGES

Entry: Medical Assistant \$12.15 - \$15.17

Medical Assistant diploma/Associate degree - offered at Virginia College-Jacksonville and Concorde Career Institute- Jacksonville

Mid: Dental Hygienists \$24.86 - \$29.87

Dental Hygiene A.S. - offered at Florida Career College- Jacksonville, Affordable Training

Advanced: Registered nurse \$25.95 - \$30.88

Associate/Bachelor's degree, Bachelor's preferred. Available at most institutions

NON-DIRECT PATIENT CARE

OVERLAPS AND GAPS

Here are some skills you likely already have developed, or use in your job, and some areas where you might not have as much direct experience

Overlaps

Non-Direct Patient Care workers will still need to use communication and be able to identify problems.

- Reading
- Time Management
- Critical Thinking
- Listening
- Speaking
- Reasoning
- Identifying problems

Gaps

Non-Direct Patient Care workers will need to record medical history and monitor medical equipment.

- Science
- Equipment monitoring
- Persuasion
- Writing
- Grouping Items
- Organization
- Concentration

EDUCATION AND WAGES

Entry: Medical Records and Health Information Technician \$12.76 - \$17.89

Some College Preferred

Mid: Radiologic Technologists \$18.83 - \$26.00

Education: Radiology A.S. - offered at Florida State College at Jacksonville, Affordable Training, Kaiser University, and Saint Johns River State

Advanced: Laboratory Technologist \$24.24 - \$29.24

Education: Bachelor's degree, Available at the Mayo School of Health Sciences



If you're interested in learning more about any of these career pathways, education programs or just want to talk to an advisor to see where your skills and interests match up with these opportunities please contact CareerSource Northeast Florida.

You can reach us via email at: info@careersourcenefl.com and by phone at: 904.356.JOBS (5627).

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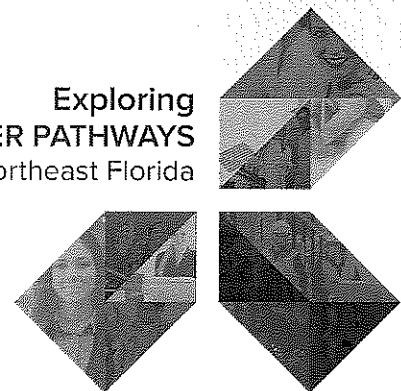
AmericanJobCenter

CUSTOMER SERVICE TO HEALTHCARE PATHWAYS

Are you in customer service and interested in a career in Healthcare? You already have a key skill set for careers in the healthcare field. These career pathways offer two routes for you to consider – one that works directly with patients providing them medical care and another in administrative or patient support roles.

Here are some pathways Customer Service workers could take to transition into a career in Healthcare. Healthcare Jobs have been broken down into Direct Patient Care, and Non-Direct Patient Care categories, and each branch is also color coded to show what interest types are most suited for that career choice (see Holland Interest Inventory legend at the bottom of the page).

Exploring CAREER PATHWAYS in Northeast Florida



DIRECT PATIENT CARE

Direct Patient Care involves occupations in healthcare that include any interaction with a patient.

Occupations in direct patient care include: Medical Assistants, Dental Hygienists, and registered nurses.

Customer Service workers will benefit from their experience assisting others, processing information, and monitoring equipment. Customer Service workers will need to learn how to perform physical activities and work in teams. You will be working directly with patients while they need medical care.

CUSTOMER SERVICE

- Retail Salesperson
- Sales Representative
- Hotel Desk Clerk
- Order Fillers
- Office Clerks

NON-DIRECT PATIENT CARE

Non-Direct Patient Care occupations focus more on the organizational, analytical, and research side of healthcare.

Occupations include: Medical Records and Health Information Technicians, Radiologic Technologists, and Laboratory Technologists.

Customer Service workers will use their experience of assisting others and operating computers. Customer Service workers will need to learn how to analyze health data and operate health equipment. You may still work with patients in this pathway but you are providing less direct care.

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R Realistic
"Doers"

I Investigative
"Thinkers"

A Artistic
"Creators"

S Social
"Helpers"

E Enterprising
"Persuaders"

C Conventional
"Organizers"

DIRECT PATIENT CARE

OVERLAPS AND GAPS

Here are some skills you likely already have developed, or use in your job, and some areas where you might not have as much direct experience

Overlaps

Direct Patient Care workers will still need to work with others outside the organization and gather information.

- Reading
- Service Orientation
- Writing
- Listening
- Monitoring
- Critical Thinking

Gaps

Direct Patient Care workers will need to handle and move equipment, and manage time.

- Science
- Active Learning
- Complex Problem Solving
- Reasoning
- Physical Dexterity
- Concentration
- Decision Making

EDUCATION AND WAGES

Entry: Medical Assistant \$12.15 - \$15.17

Medical Assistant diploma/Associate degree - offered at Virginia College-Jacksonville and Concorde Career Institute- Jacksonville

Mid: Dental Hygienists \$24.86 - \$29.87

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NON-DIRECT PATIENT CARE

OVERLAPS AND GAPS

Here are some skills you likely already have developed, or use in your job, and some areas where you might not have as much direct experience

Overlaps

Non-Direct Patient Care workers will still need to interact with computers, and gather information

- Reading
- Service Orientation
- Critical Thinking
- Listening
- Speaking
- Reasoning
- Identifying problems

Gaps

Non-Direct Patient Care workers will need to analyze information health information and perform physical activities

- Science
- Equipment monitoring
- Physical Dexterity
- Analyze Data
- Operate Medical Machines
- Organization
- Concentration

EDUCATION AND WAGES

Entry: Medical Records and Health Information Technician \$12.76 - \$17.89

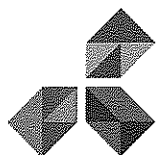
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NORTHEAST FLORIDA

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