



MOA and office staff survey 2019

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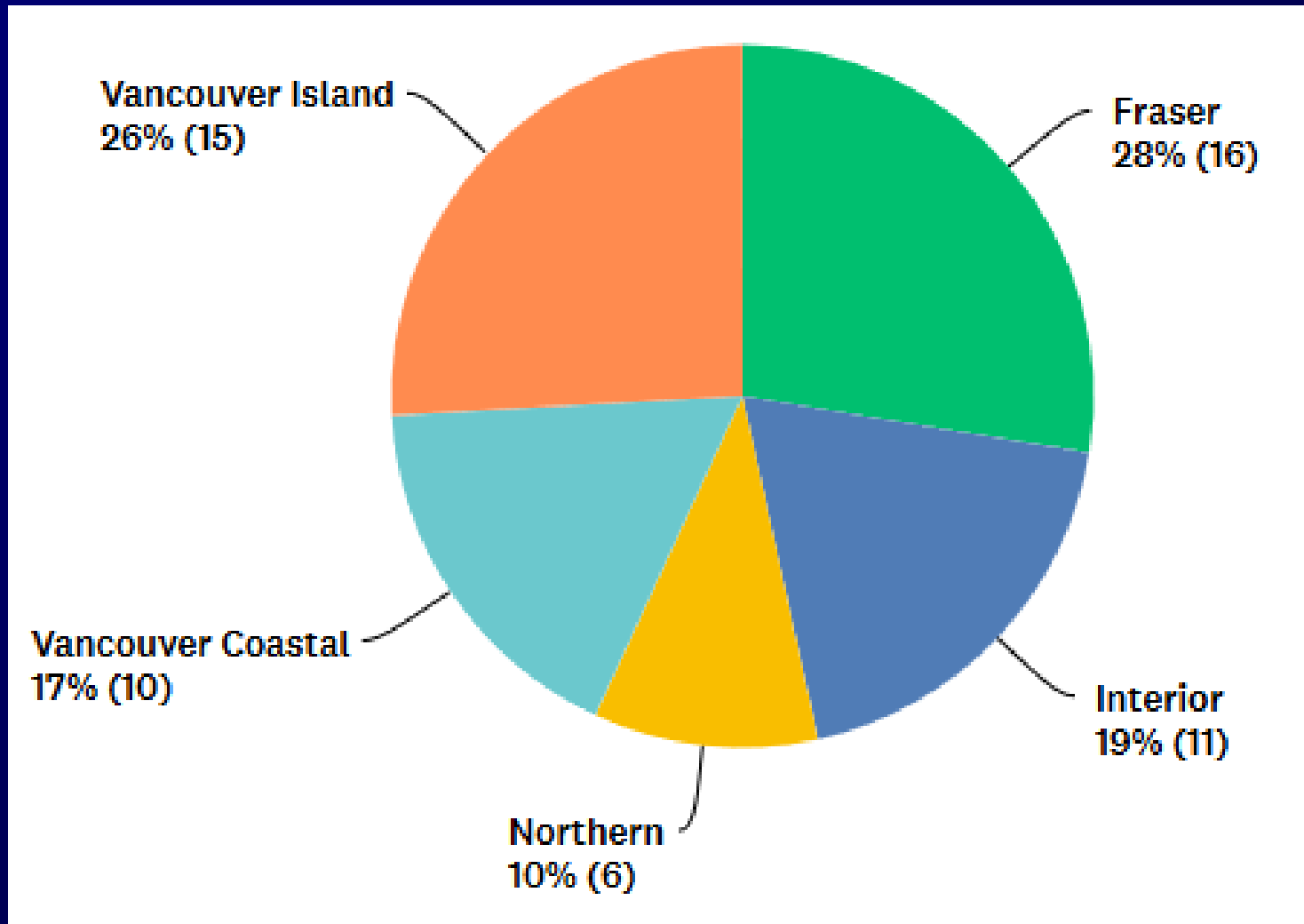
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Highlights

- 58 responses
- All 5 geographic health authorities
- Small (<50K), Mid (50-200K), Large communities (>200K)
- Fairly consistent MOA work duties
- A surprising broad range of pay and benefits

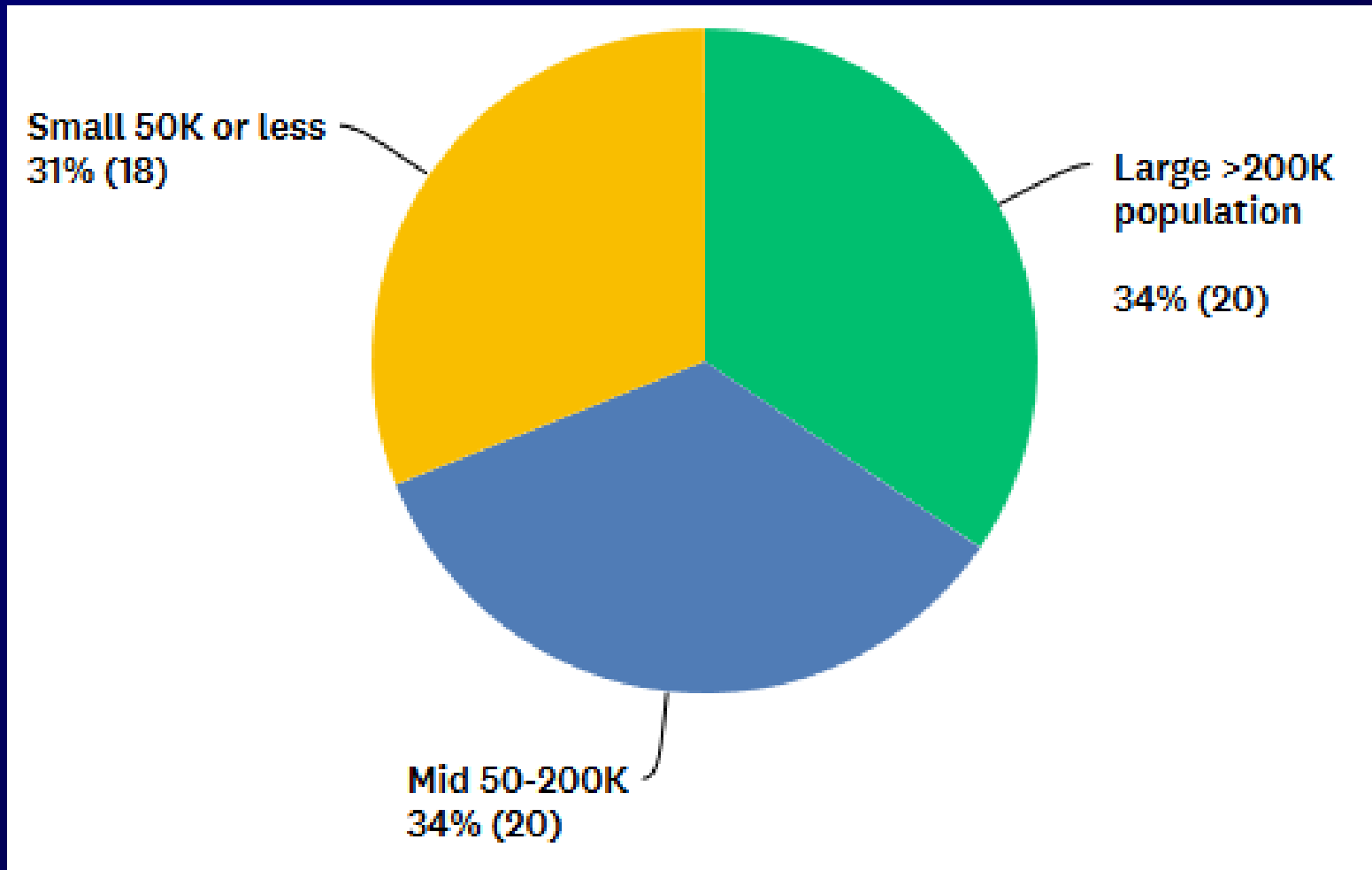
2019 MOA survey

- Q1. In which health authority do you work



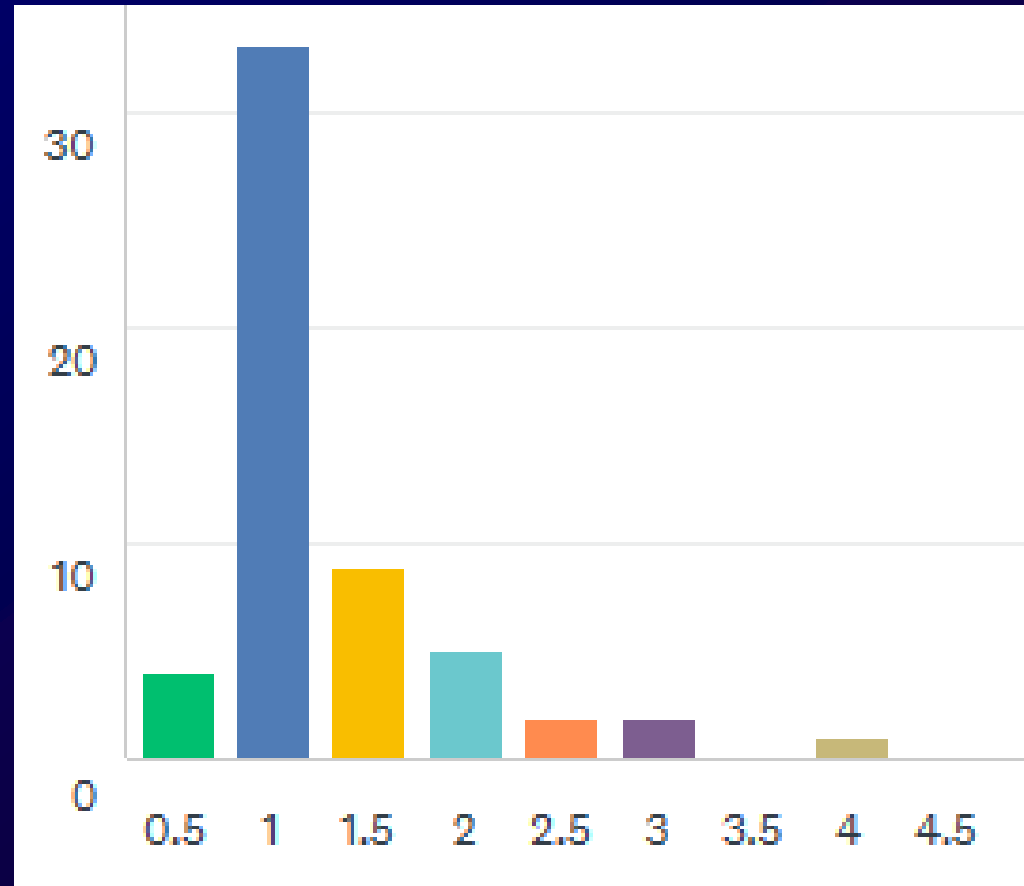
2019 MOA survey

- Q2. In what size community do you work



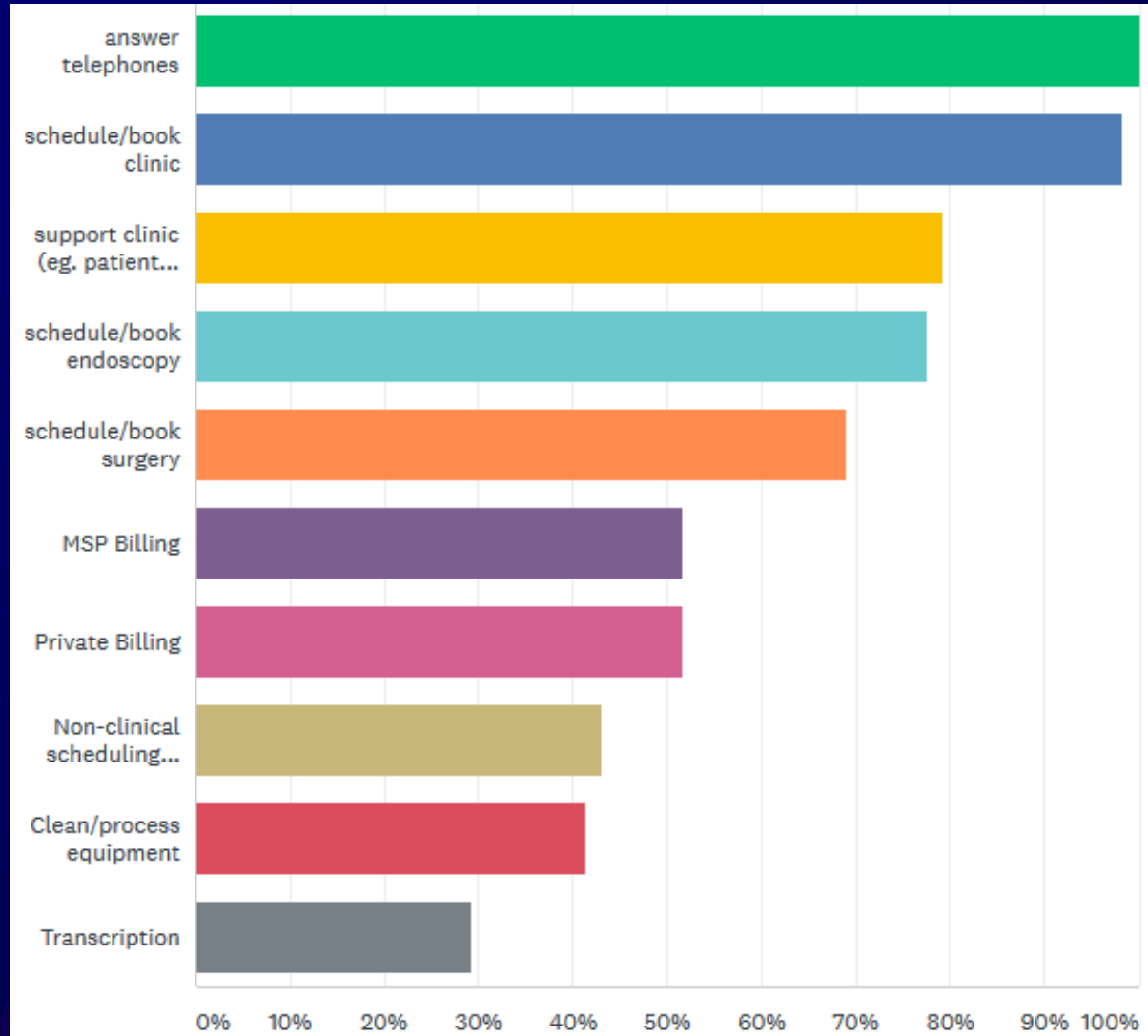
2019 MOA survey

- Q3. How many full time MOAs do you employ
 - Mean 1.3 (n=57)



2019 MOA survey

- Q4. What duties does your MOA perform



2019 MOA survey

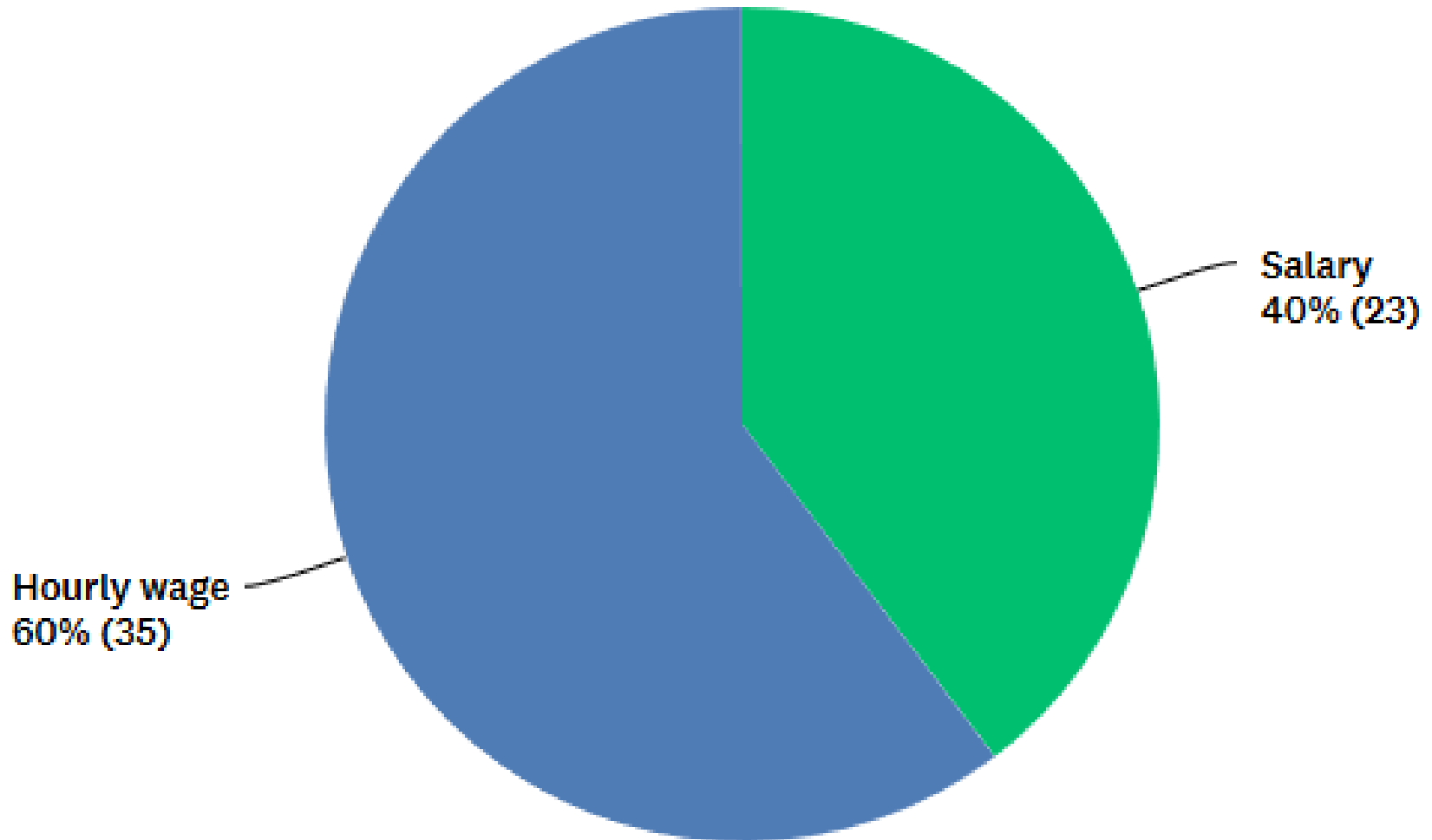
- Q4. What duties does your MOA perform
- Other responses
 - Buys lunch
 - Accounts receivable/payable
 - Patient education
 - Removes drains and staples
 - Orders supplies
 - Complete paperwork for insurance, business license etc
 - EMR template generation

2019 MOA survey

- Q5. Do you employ other employees
 - No 42 (71%)
 - Office manager 8 (14%)
 - Transcriptionist 7 (12%)
 - Billing service 6 (10%)
 - RN 4 (7%)
 - Non-MOA front office staff 1 (1%)

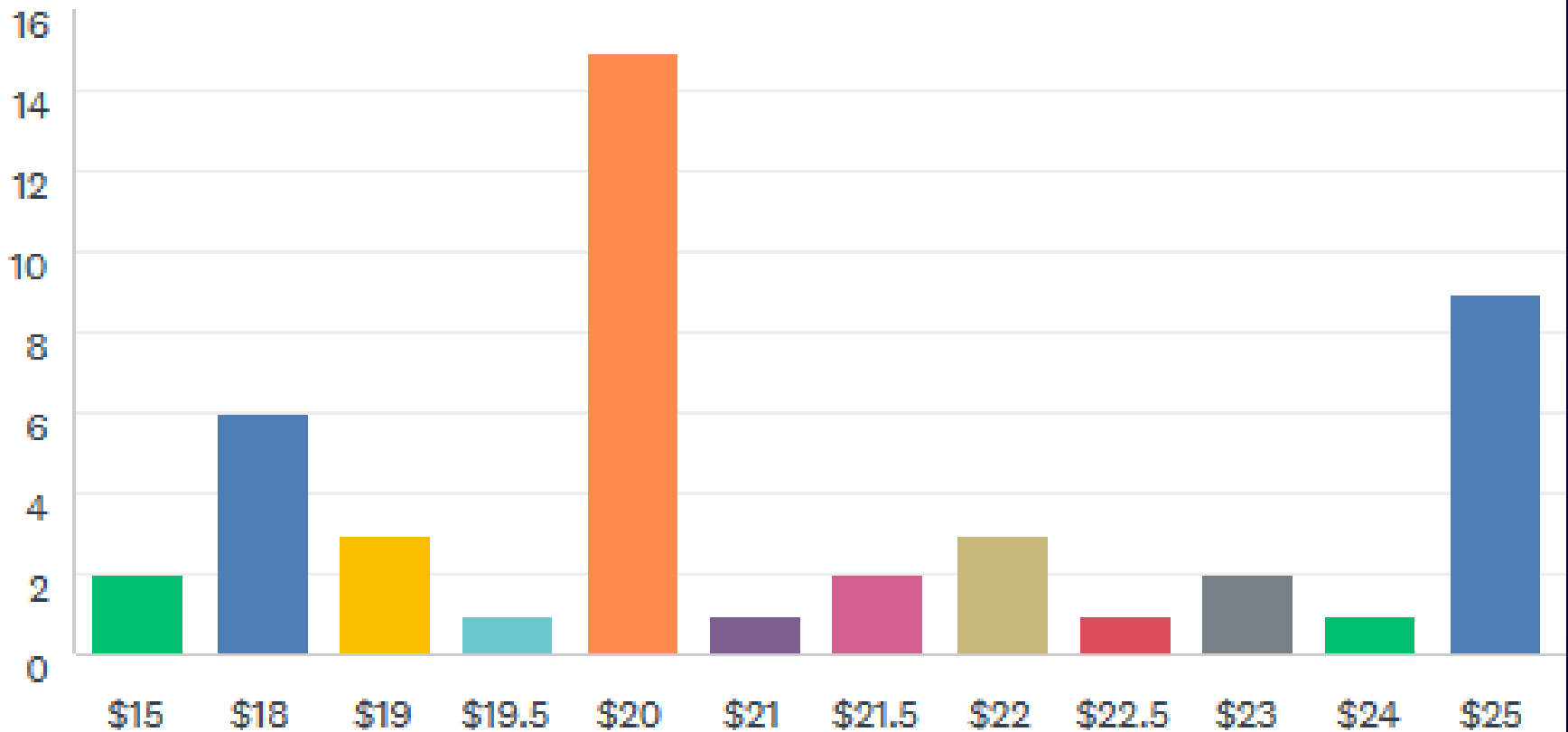
2019 MOA survey

- Q6. How do you pay your MOA



2019 MOA survey

- Q7. How much do you pay a newly hired MOA



2019 MOA survey

- Q7. How much do you pay a newly hired MOA

Health authority	Mean /h	Range /h	Salary range /y
Total	\$20.91	\$15-25	\$25K-52K
Fraser	\$20.42	\$15-25	\$45K-52K
Interior	\$21.30	\$18-25	\$30K
Northern	\$22.63	\$21-25	\$25K
Van Coastal	\$20.50	\$18-24	\$35K
Van Island	\$20.79	\$15-25	\$30K-40K

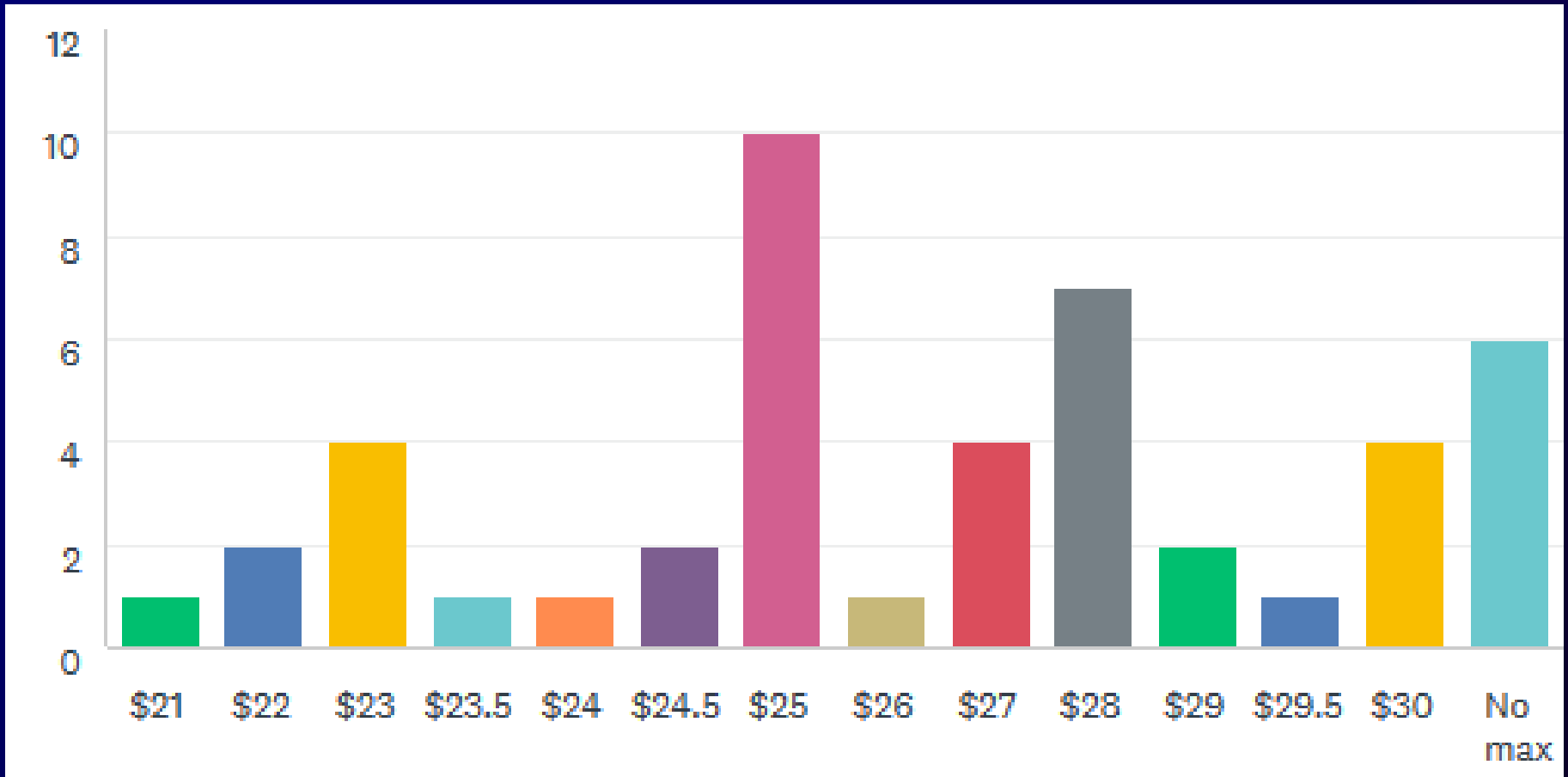
2019 MOA survey

- Q7. How much do you pay a newly hired MOA

Community size	Mean /h	Range /h	Salary range /y
Total	\$20.91	\$15-25	\$25K-52K
<50K	\$22.43	\$18-25	\$25K-33K
50-200K	\$20.50	\$15-25	n/a
>200K	\$19.66	\$15-24	\$35K-52K

2019 MOA survey

- Q8. What is your maximum wage/salary



2019 MOA survey

- Q8. What is your maximum wage/salary

Health authority	Mean /h	Range /h	Salary range /y
Total	\$26.03	\$21-30	\$33K-60K
Fraser	\$26.04	\$21-30	\$54.5K
Interior	\$25.83	\$22-30	n/a
Northern	\$26.75	\$24.5-30	\$42K
Van Coastal	\$25.92	\$23-28	\$53K-55K
Van Island	\$25.86	\$22-30	\$35K-60K

2019 MOA survey

- Q8. What is your maximum wage/salary

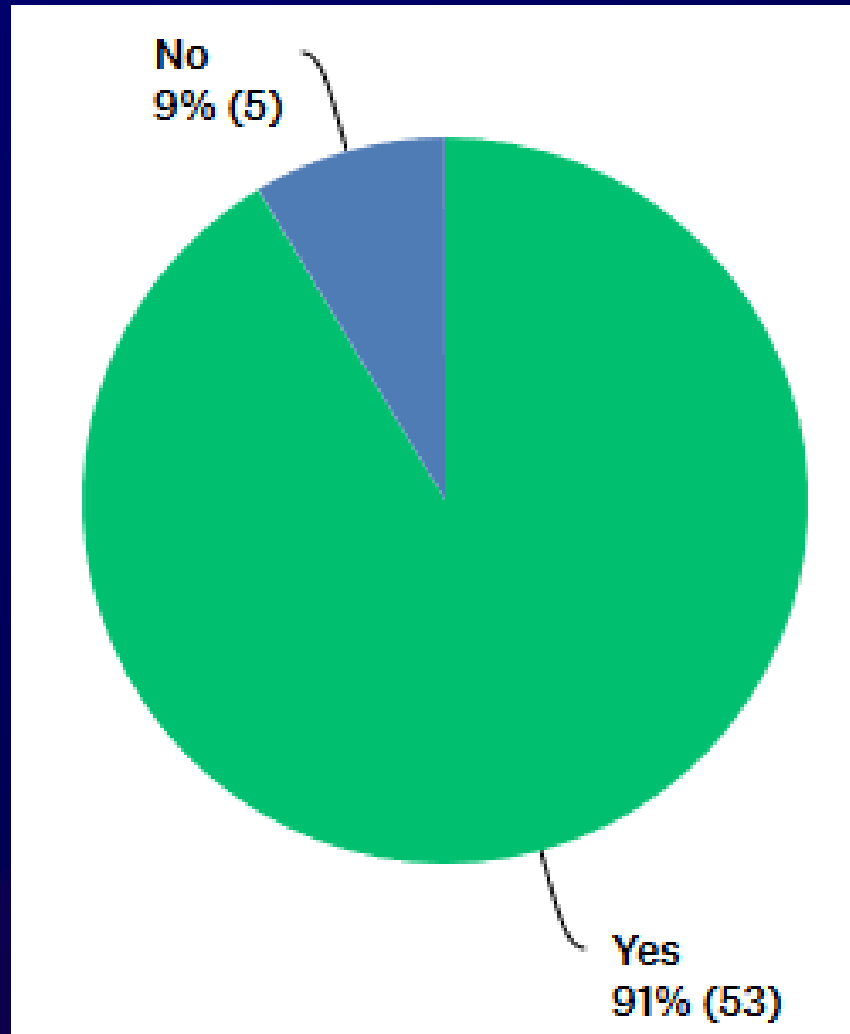
Community size	Mean /h	Range /h	Salary range /y
Total	\$26.03	\$21-30	\$33K-60K
<50K	\$26.31	\$22-30	\$33K-35K
50-200K	\$26.50	\$22-30	\$33K-60K
>200K	\$25.13	\$21-30	\$53K-55K

2019 MOA survey

- Q9. How much do you pay staff other than MOA
 - RN \$30-\$35/h
 - Transcriptionist \$4800/y, \$20-\$27/h
 - Billing service \$6000-\$7000/y
 - Office manager \$100K/y, \$28/h

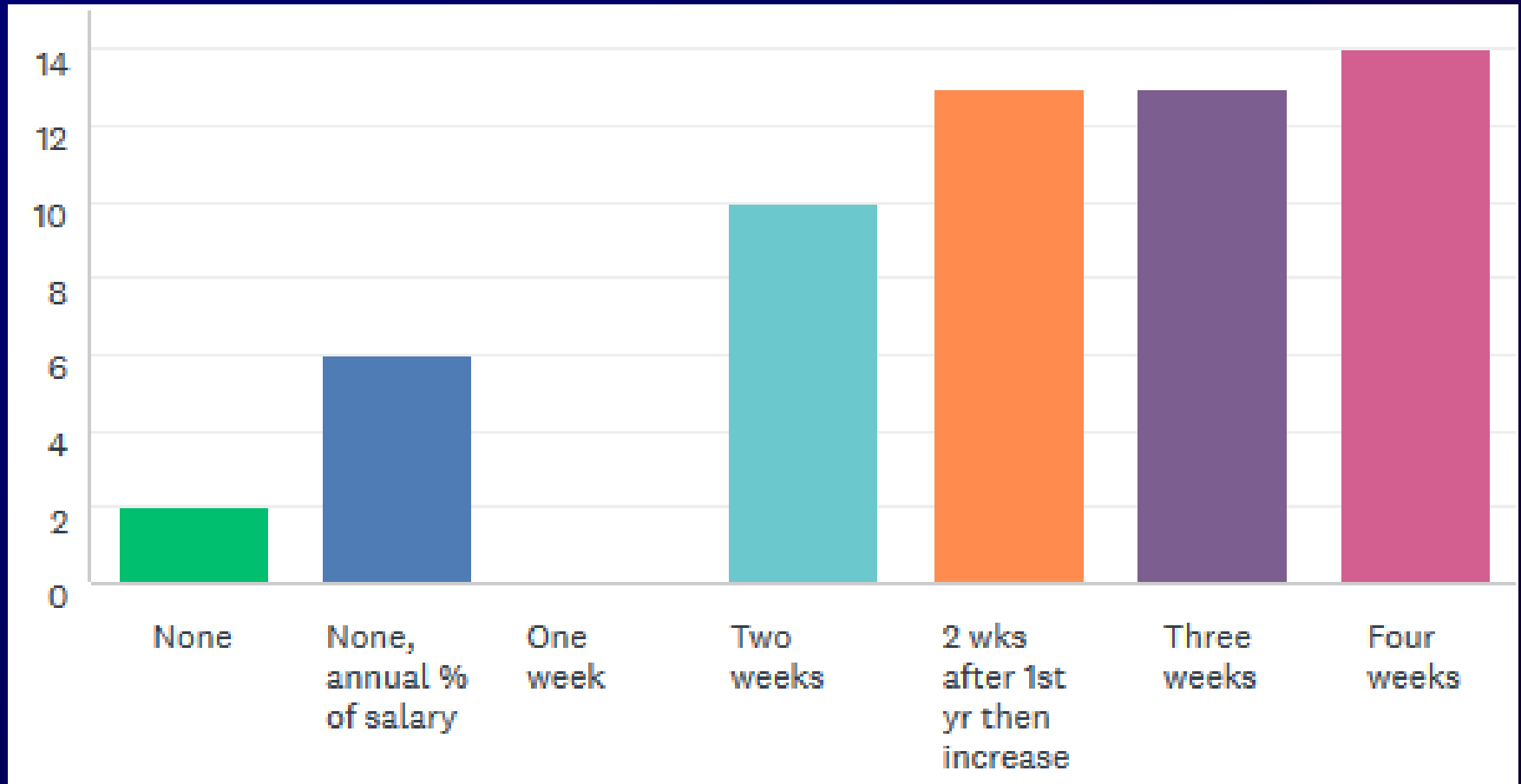
2019 MOA survey

- Q10. Do you provide paid vacation to your MOA



2019 MOA survey

- Q11. How many weeks per year of paid vacation time (excluding stat holidays)

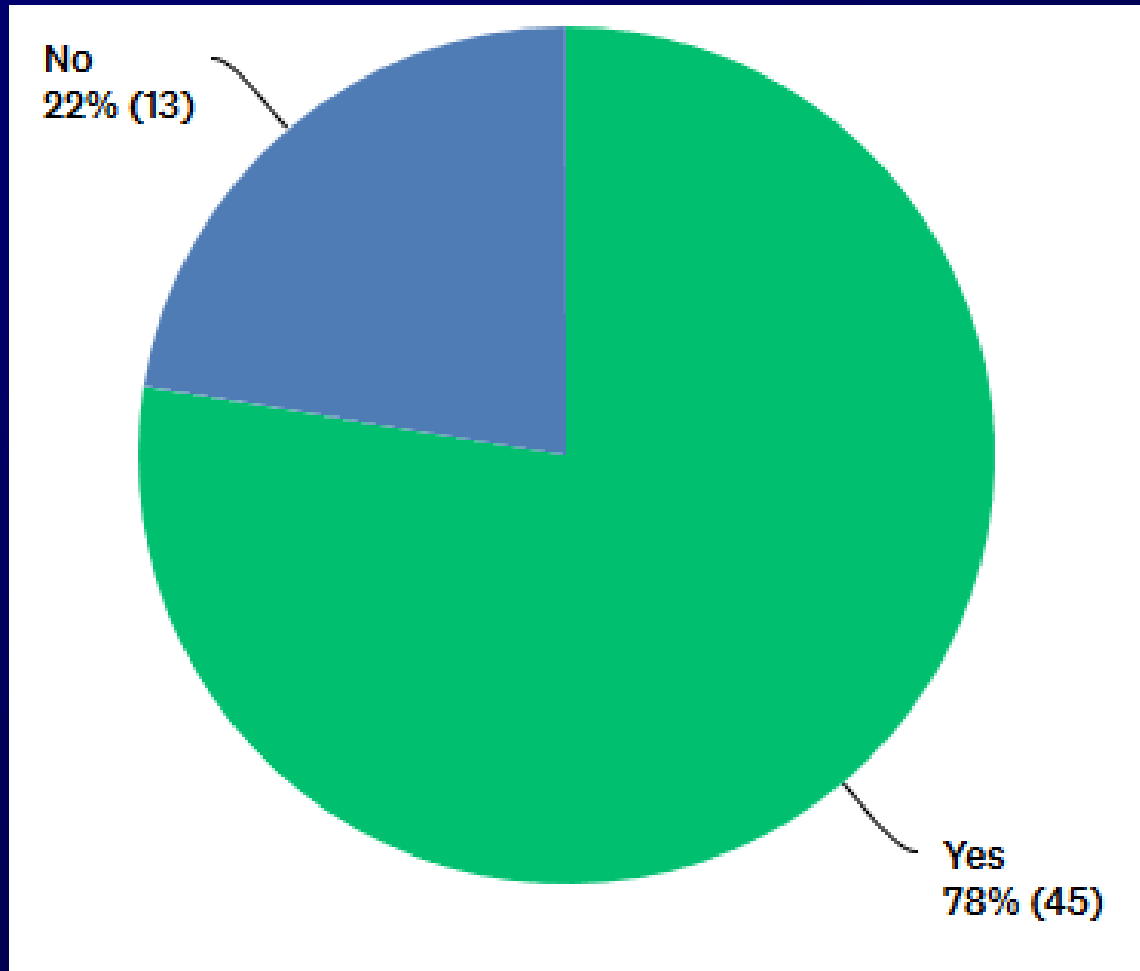


2019 MOA survey

- Q11. How many weeks per year of paid vacation time (excluding stat holidays)
- Other responses
 - None 1st year, 1 week 2nd year
 - Five weeks (24 years of service)
 - Six weeks (n=2)
 - Eight weeks

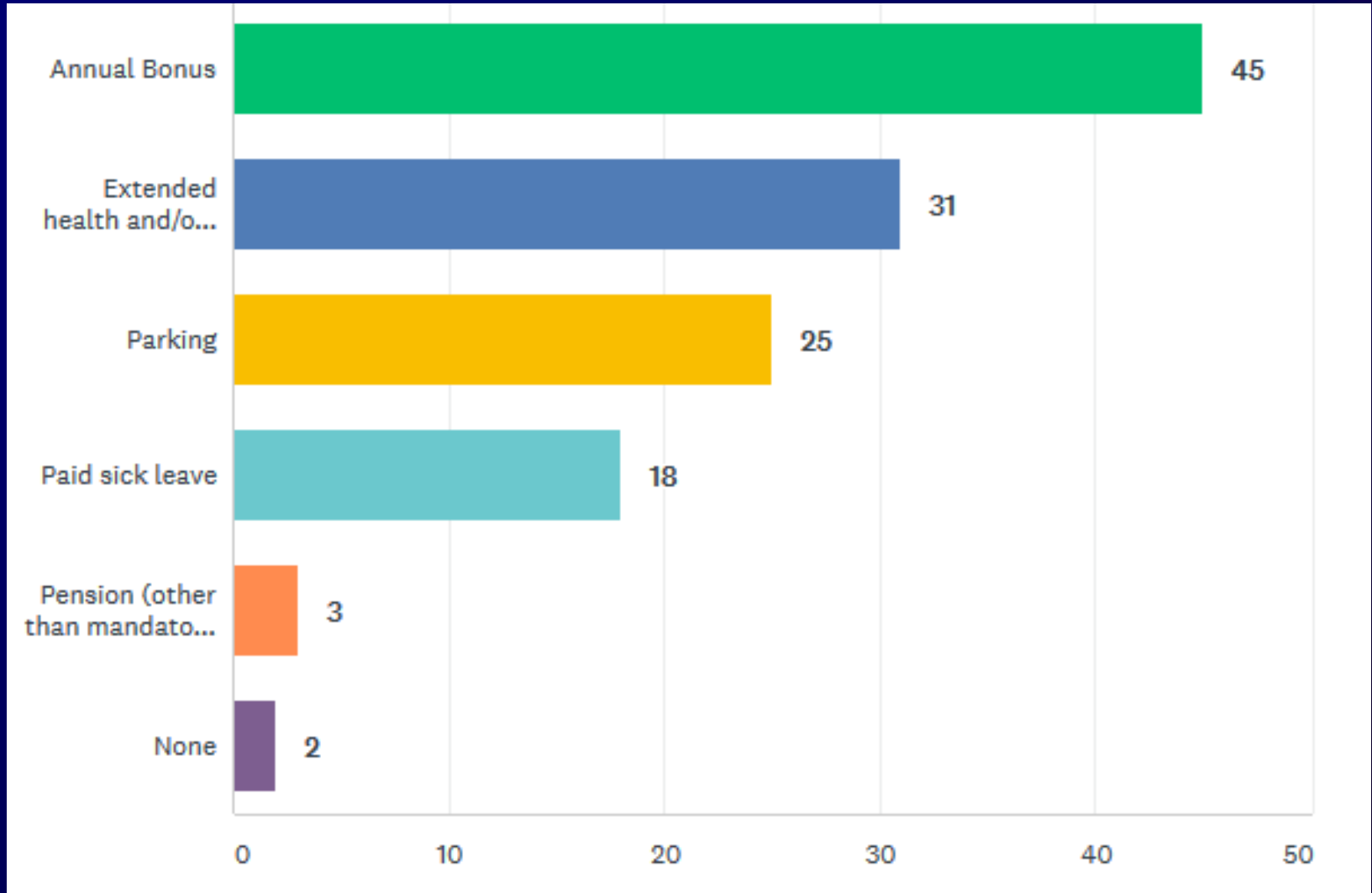
2019 MOA survey

- Q12. Do you provide benefits to your MOA



2019 MOA survey

- Q13. What benefits do you provide



2019 MOA survey

- Q13. What benefits do you provide
- Comments
 - Travel allowance
 - \$2K per year for medical expenses
 - Extended health plus \$1K per year top up
 - MSP premiums
 - Extra bonuses
 - Christmas bonus

2019 MOA survey

- Q14. Other comments
 - It would be great to standardize some of these things
 - When you find a good MOA pay them accordingly
 - Your MOA is an extension of yourself and you need to pay them well