

# ASSOCIATION OF NORTHERN CALIFORNIA ONCOLOGISTS

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Dear ANCO Member Practice:

ANCO conducted salary surveys in 1995, 1998, 2001, 2003, 2005, and 2007. The ANCO *Board of Directors* has approved another salary survey of ANCO members for 2009.

The purpose of this year's salary survey is to update data relevant to practice expenses in the Northern California region and to follow-up ANCO's previous salary surveys (data available at [www.anco-online.org/salsrvy.html](http://www.anco-online.org/salsrvy.html)).

The attached survey was adopted from *The Health Care Group* and updated by studying other salary surveys. **Please complete the survey and return it to the ANCO office at your earliest convenience but no later than November 27, 2009.**

Surveys are being sent to all ANCO physician members and their practice managers in our database. Please direct the survey to the one individual in each practice who is best qualified to provide the necessary information.

**Survey results** will be published in the first quarter of 2010. If you wish to receive survey results in advance of their publication, then please inform the ANCO office directly.

Please use the **job definitions** provided in the survey that most closely correspond to the jobs in your practice. Although these definitions may differ from your own job descriptions, using them will make comparative analysis of the survey results more accurate and valid.

To retain confidentiality, please do not give employee names. However, where you have **multiple employees** filling a specific job category, please provide information for each employee.

Be sure to tell us the **number of hours** in a normal work week. We want to determine what difference exists in hourly rates between full and part-time employees. For most employees, convert **salaries to hourly rates**. However, information on office managers and administrators should indicate an annual salary. Finally, please do **NOT** include bonuses or the costs of benefits in salary data.

The frequency and form of performance **evaluations** is an important issue. Please complete these questions on the survey.

Finally, circle all appropriate **benefit** codes for full-time, part-time, and irregular employees.

ANCO looks forward to your participation in this survey. Please contact José Luis González, *ANCO Executive Director*, by voice at (415) 472-3960; by FAX at (415) 472-3961; or via e-mail at [execdir@anco-online.org](mailto:execdir@anco-online.org) if you have any questions.

Sincerely,

José Luis González  
*ANCO Executive Director*

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# ASSOCIATION OF NORTHERN CALIFORNIA ONCOLOGISTS

## 2009 STAFF SALARY SURVEY

### Job Definitions

#### Front Office

**File Clerk:** Pulls and files charts and correspondence.

**Multi-Purpose Worker:** Receptionist duties described below as well as assisting the Doctor, preparing the rooms, or handling insurance, filing, and some transcription.

**Office Assistant/Clerk:** Responsible for general administrative duties as assigned by the Administrator or Small Office Manager. Provides secretarial support to Administrator and/or Small Office Manager, physicians, and staff. Provides clerical support by typing letters, legal documents, and reports.

**Receptionist (*Hello* or *Goodbye* desk):** Duties are primarily telephone, appointments, computer, and/or daysheets, checking patients in or out.

**Transcriptionist:** Primarily handles Doctor's transcription and correspondence. May handle administrative secretarial work.

#### Business Office

**Billing Coordinator/Manager:** Oversees all facets of billing and collection with some supervisory responsibility.

**Biller:** Duties are exclusively insurance work and/or billing-related activities. Processes charges that are directly billed to government agencies, medical service bureaus, insurance companies, and/or firms. Receives and applies payments to proper accounts. Responds to patients regarding their billing record by telephone, correspondence, or in person. Audits charge tickets for accuracy of CPT and diagnosis codes, identifies and solves coding problems, and responds to coding questions from clinical staff. Enters charges and payments into data processing system.

**Bookkeeper:** Does bookkeeping, accounts receivable, payroll, and accounts payable.

#### Supervisory Positions

**Administrator/Executive Director:** Responsible for overall management, contracting, long range planning, and day-to-day operations of the practice with no routine clerical duties. Responsibilities include physician and personnel recruitment and employment, maintaining personnel files and employee benefits programs, processing employee and physician payroll, and may be required to process accounts payable and coordinate maintenance requests.

**Small Office Manager:** Position reserved for groups with less than three physicians. Responsible for day-to-day operations, human resources functions, office payroll, accounts payable, and oversees and approves all supplies and equipment. Prepares and

coordinates doctors schedules. Provides front desk and billing support to the practice. Oversees at least two employees. Acts as liaison between administration, physicians, and staff. Directs and delegates department activities, and schedules staff hours.

## **Clinical**

**Laboratory Assistant/Phlebotomist:** Assists technologists by performing venipunctures, taking throat cultures, setting up urinalysis and ECGs. Greets and admits patients to department, accesses patient information, receives calls, and gives routine instructions to patients.

**Laboratory Manager:** Oversees all aspects of the organization's laboratory department. Usually reports to the Administrator. Responsible for the selection, training, and performance evaluation of department personnel.

**Medical Assistant:** Graduate of Medical Assistant courses, or equivalent, whose *main* duties are assisting Doctor and preparing and cleaning rooms.

**Medical Technologist:** Performs all laboratory procedures and conducts a variety of qualitative and quantitative tests.

**Nurse Manager:** Oversees all aspects of the organization's nursing practices. In most cases, this position requires certification as a Registered Nurse. Oversees all nursing staff. Usually reports to the Administrator.

**Oncology Nurse:** A nurse who specializes in caring, educating, and treating people with cancer with chemotherapy working closely with an oncologist.

**Other Nursing:** All other LVNs, RNs in the practice.

**Pharmacy Technician:** A non-RN, RPh, or PharmD staff member that mixes and/or dispenses chemotherapy and cancer care medications.

**Physician Extender:** Nurse Practitioner or Physician Assistant.

**Radiation Technologist:** A certified staff member that assists in the administration of radiation treatments.

**Research Assistant (RN):** A RN assistant on research studies performed in the organization.

**Research Assistant (non-RN):** A non-RN assistant on research studies performed in the organization.

**Research Manager/Coordinator:** Responsible for the coordination of research studies performed in the practice.

**X-ray Technician:** Performs radiological examinations, including general diagnostic, fluoroscopy, and mammography. Provides necessary clerical and darkroom support as needed.







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## Survey Questions

1. Salaries are reviewed:  Annually  Semi-annually  Other

2. Time of salary increases based on:  Budget period  
 Employee anniversary  
 Other

3. Do you have formal evaluation sessions:  Yes  No

4. Range of increases  
you anticipate giving this year:  % to  %

5. Raises are:  Merit based  
 Cost-of-living based  
 Both  
 Other

6a. List existing positions for which you have seen a high rate of **turnover** (i.e., replacing one employee with another due to termination or resignation) over the last 12-18 months:

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6b. List existing positions that you have **expanded** due to business growth (e.g., adding nurses) over the last 12-18 months:

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6c. List existing positions that you have **reduced** (e.g., reducing nurses) over the last 12-18 months:

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7a. List **newly created** positions (i.e., that did not exist in the practice before) you have added to your staff in the last 12-18 months:

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7a. List existing positions you have **eliminated** from your staff in the last 12-18 months:

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8. Circle all benefits provided to each staff category:

Regular full-time staff:            A B C D E F G H I J K L M N O

Regular part-time staff:            A B C D E F G H I J K L M N O

Irregular/As needed staff:            A B C D E F G H I J K L M N O

A. Health Insurance (\_\_\_% paid for employee; \_\_\_% paid for dependents)

B. Dental Insurance

C. Vision Insurance

D. Life Insurance

E. Retirement Plan (e.g., 401K)

F. Vacation Days

(#=\_\_\_ if employed < 1 year; #=\_\_ if employed 1-5 years; #=\_\_ if employed > 5 years)

G. Disability/Personal Days/Sick Days

H. Professional Development/Education (e.g., meeting registrations, CEUs)

I. Career Development (e.g., tuition assistance)

J. Staff Malpractice Insurance

K. Dependent/Child Care

L. Flex-Time

M. Uniforms/Allowance

N. Profit-sharing.

O. Bonus (Please list positions provided with bonuses in last 12-18 months)

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*Thank you for your participation in this survey!*