



Legislation Details (With Board Report)

File #: RES 23-003 **Name:** Patient Account Representative Base Wage Increase and Retitle.
Type: BoS Resolution **Status:** General Government - Consent
File created: 12/20/2022 **In control:** Board of Supervisors
On agenda: 1/10/2023 **Final action:**

Title: Adopt a Resolution to:
a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the Patient Account Representative I/II, Senior Patient Account Representative, and Supervising Patient Account Representative classifications to Patient Financial Services Specialist I/II, Senior Patient Financial Services Specialist, and Supervising Patient Financial Services Specialist and adjust the base wage salary ranges as indicated in Attachment A;
b. Direct the Human Resources Department to implement the changes in the Advantage HRM system.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. BOS Resolution, 3. Attachment A, 4. Completed Board Order Item No. 44, 5. Completed Resolution Item No. 44

Date	Ver.	Action By	Action	Result
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Adopt a Resolution to:
a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the Patient Account Representative I/II, Senior Patient Account Representative, and Supervising Patient Account Representative classifications to Patient Financial Services Specialist I/II, Senior Patient Financial Services Specialist, and Supervising Patient Financial Services Specialist and adjust the base wage salary ranges as indicated in Attachment A;
b. Direct the Human Resources Department to implement the changes in the Advantage HRM system.

RECOMMENDATION:

It is recommended that the Board of Supervisors adopts a Resolution to:
a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the Patient Account Representative I/II, Senior Patient Account Representative, and Supervising Patient Account Representative classifications to Patient Financial Services Specialist I/II, Senior Patient Financial Services Specialist, and Supervising Patient Financial Services Specialist and adjust the base wage salary ranges as indicated in Attachment A;
b. Direct the Human Resources Department to implement the changes in the Advantage HRM system.

SUMMARY/DISCUSSION:

A base wage compensation study of the Patient Account Representative classification series was requested by the Service Employees International Union (SEIU) Local 521 citing that there is no record that the wages of this classification series have been studied since the series was established. For this reason, the base wage compensation study was approved by the Human Resources Department. The Patient Account Representative classification series includes the Patient Account Representative I/II, Senior Patient Account Representative,

and Supervising Patient Account Representative classifications.

The base wage analysis of the County’s comparable agencies found that based on the duties performed, the benchmark classification of Patient Account Representative II was matched to three (3) of the nine (9) comparable agencies. The study recommended retitling the Patient Account Representative classification series to Patient Financial Services Specialist to more accurately reflect the nature of the work assigned. In addition, the base wage salary was found to be approximately 29.58% below the salary mean of the comparable agencies’ classifications. To promote the Human Resources Department’s mission to make the County the employer of choice, the goal is to provide labor market competitive wages by setting base wages within five percent (5% = - 4.495% with rounding) of the average of the agencies identified. The County’s philosophy is to maintain a competitive compensation package that attracts and retains the highest quality candidates and employees to serve the community while maintaining sound fiscal standards.

Therefore, in accordance with the Compensation Philosophy, the Human Resources Department recommends adjusting the base wage salary of the Patient Account Representative II classification by approximately 29.58% at top step in order to align it with the labor market average and to maintain the current spread of the classification series. Furthermore, to more accurately reflect the nature of the work assigned, the Human Resources Department recommends retitling the Patient Account Representative classification series to Patient Financial Services Specialist.

OTHER AGENCY INVOLVEMENT:

The Board of Supervisors Budget Committee, Health Department and Natividad Medical Center have reviewed and concur with the recommendations. In addition, Service Employees International Union (SEIU) Local 521 has been provided notice of these recommendations.

FINANCING:

The salary and benefits increase for the Health Department for the remainder of Fiscal Year 2022-23 is estimated at \$249,659 (HEA007-8096 for \$176,576 and HEA012-8410 for \$73,083). For future fiscal years, provision will be made in the Requested Budget for the appropriate year.

The salary and benefits increase for the Natividad Medical Center for the remainder of Fiscal Year 2022-23 is estimated at \$457,094 or \$783,590 annualized and will be absorbed within the Natividad Medical Center’s Adopted Budget.

BOARD OF SUPERVISORS’ STRATEGIC INITIATIVES:

The proposed recommended actions address the Board of Supervisors Administration Strategic Initiative. The actions demonstrate the County’s commitment to meeting the Board’s initiatives in recruiting, retaining, and attracting a diverse, talented workforce that supports the mission of Monterey County.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Jovany Luna Correa, Senior Personnel Analyst, 755-5395
Approved by: Irma Ramirez-Bough, Director of Human Resources, 755-5043

Attachments:
Board Report
Attachment A
Resolution