

## HEALTH CARE SUPPORT

The Pittsburgh region is a leading location for health care support operations, which benefit from a winning combination of an abundant, skilled workforce and a safe, strategic location that enables efficient distribution operations.

### Regional Strengths

- **The workforce you need** for your health care support operations is both plentiful and affordable:

Occupation	No. of professionals	Annual mean wage	National mean wage	Pittsburgh region as % of national mean
Pharmacists	3,553	\$87,950	\$98,960	89%
Registered Nurses	40,004	\$56,200	\$62,480	90%
Pharmacy Technicians	3,860	\$24,260	\$27,560	88%
Customer Service Representatives	22,060	\$29,440	\$31,040	95%

(Bureau of Labor Statistics, May 2007; PA Department of Revenue 3Q 2008)

- **A strong talent pipeline:**

#### Pharmacy

- more than 250 graduates annually from Duquesne University and the University of Pittsburgh; and
- nearly 900 graduates from 10 schools within 200 miles of the region, plus two additional schools on the way to receiving accreditation.

#### Nursing

- roughly 3,800 graduates annually from 23 regional nursing programs; and
- nearly 500 nursing graduates a year from Community College of Allegheny County (CCAC), the nation's second-largest provider of associate nursing degrees (*Community College Week, July 16, 2007*) and the nation's No. 4 producer of health care degrees – roughly 650 per year.

#### Pharmacy Tech

- approximately 100 technicians per year graduating from various pharmacy tech programs including those at CCAC, Bidwell Training Center, Western School of Health & Business Careers, and the Everest Institute.

- **A strategic location for distribution**, the region is within a day's drive or 500 miles of:
  - 45 percent of the U.S. population and aggregate income; and
  - 26 metropolitan areas exceeding 1 million people
- **A safe and reliable place to do business** with a low risk of natural disasters such as earthquakes, tornadoes and hurricanes (*National Disaster Coalition*).

### In Good Company

Health Care companies already growing here include ...

Accredo Health Group, Inc.	McKesson Corp.
Aetna Inc.	Medco Health Solutions, Inc.
Automated Health Systems	MedMark, a Walgreens Specialty Pharmacy
Blackburn's Physicians Pharmacy, Inc.	MEDRAD, Inc.
Continuing Care Rx, Inc.	Millennium Pharmacy Systems Inc.
creehan & company	Philips Home Healthcare Solutions
CVS Caremark	SXC Health Solutions Corp.
Diamond Drugs, Inc.	
Healthways, Inc.	
Highmark Inc.	

“We've found the availability and reliability of a skilled workforce in the Pittsburgh region to be unmatched. We've also experienced a low turnover rate, which improves our efficiency by allowing us to focus less on training new staff members and more on serving the needs of our members.”

– Kenneth R. Melani, M.D., President & CEO, Highmark Blue Cross Blue Shield