

Medical Secretaries

Labor Market Analysis: San Diego County

February 2019

Summary

According to available labor market information, there is a large demand for *Medical Secretaries* in San Diego County. *Medical Secretaries* has a labor market demand of 1,039 annual job openings. The average demand for an occupation in San Diego County is 276 annual job openings. This occupation's median wages are higher than the Self-Sufficiency Standard, suggesting that students who successfully complete a program and obtain employment in a related field may earn living wages. Five educational institutions in San Diego County supply 119 awards for this occupation, suggesting that there is a supply gap.

The following list summarizes findings from the labor market analysis for *Medical Secretaries*:

- Between 2018 and 2023, *Medical Secretaries* are projected to increase by 1,039 jobs or 14 percent.
- Employers in San Diego County will need to hire 1,074 workers annually to fill new jobs and backfill jobs due to attrition such as retirement or turnover.
- Between 2010 and 2018, there was an average of 611 online job postings per year for *Medical Secretaries*.
- *Medical Secretaries* earn median hourly earnings of \$19.01; this is more than the Self-Sufficiency Standard for a single adult in San Diego County, which is \$15.99 per hour.
- There are two Taxonomy of Programs (TOP) codes and six Classification of Instructional Programs (CIP) codes related to *Medical Secretaries*.
- According to TOP data, three community colleges supply the region with awards for this occupation: MiraCosta College, Palomar College, and Southwestern College. According to CIP data, two non-community colleges supply the region with awards: United Education Institute-UEI College San Marcos and Pima Medical Institute-Chula Vista.
- Comparing labor demand (annual openings) with labor supply suggests that there is a supply gap for this occupation in San Diego County, with 1,074 annual openings and 119 awards. Comparatively, there are 10,904 annual openings in California and 3,441 completions.

- Between January 1, 2016 and December 31, 2018, the top five employers in San Diego County for this occupation were Scripps Health, Providence Health & Services, Pacific Dental Services, Sharp Healthcare, and University of California San Diego Health System.
- The typical on-the-job training for this profession is moderate-term on-the-job training. The typical entry-level education is a high school diploma or equivalent.

Introduction

This report provides labor market information in San Diego County for the following occupational code in the Standard Occupational Classification (SOC)¹ system:

Medical Secretaries (SOC 43-6013): Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence. Sample reported job titles include:

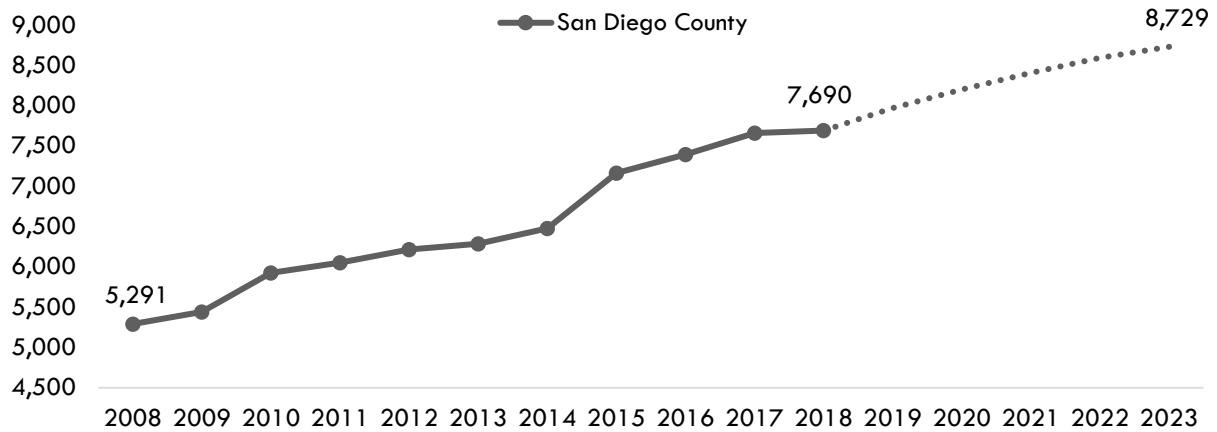
- Medical Office Specialist
- Unit Secretary
- Unit Clerk
- Scheduler
- Receptionist
- Medical Receptionist
- Front Office Coordinator
- Administrative Assistant
- Ward Clerk

Projected Occupational Demand

Between 2018 and 2023, *Medical Secretaries* are projected to increase by 1,039 jobs or 14 percent (Exhibit 1). Employers in San Diego County will need to hire 1,074 workers annually to fill new jobs and backfill jobs due to attrition such as retirement or turnover.

¹ The Standard Occupational Classification (SOC) system is used by federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating or disseminating data. [bls.gov/soc](https://www.bls.gov/soc).

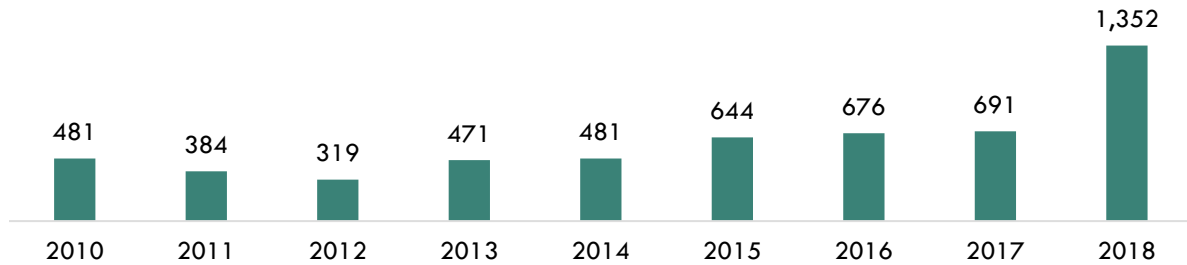
Exhibit 1: Number of Jobs for Medical Secretaries (2008-2023)²



Online Job Postings

Between 2010 and 2018, there was an average of 611 online job postings per year for *Medical Secretaries* (Exhibit 2).

Exhibit 2: Number of Online Job Postings for Medical Secretaries in San Diego County (2010-2018)³



Earnings

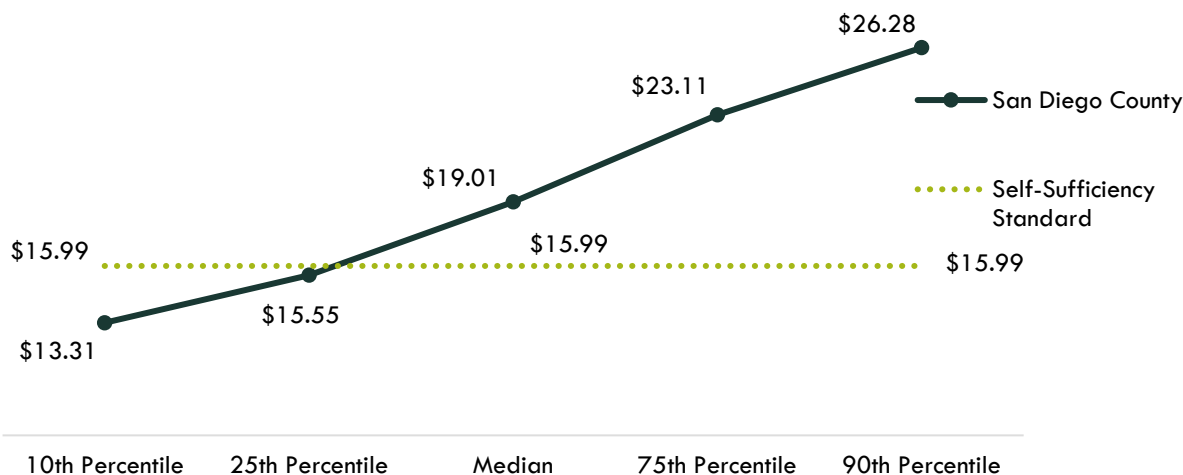
Medical Secretaries earn median hourly earnings of **\$19.01**; this is more than the Self-Sufficiency Standard for a single adult in San Diego County, which is **\$15.99** per hour (Exhibit 3).⁴

² Economic Modeling Specialists, Int'l. (EMSI). San Diego (6073). 2019.01 Class of Worker. QCEW + Non-QCEW + Self-Employed. 2008-2023.

³ Labor Insight Jobs. Burning Glass Technologies. San Diego, CA. Full years 2010-2018.

⁴ The self-sufficiency wage in San Diego for one adult is \$15.99 (insightcced.org/2018-self-sufficiency-standard).

Exhibit 3: Hourly Earnings for Medical Secretaries in San Diego County⁵



Educational Supply

Educational supply for an occupation can be estimated by analyzing the number of awards in related Taxonomy of Programs (TOP) or Classification of Instructional Programs (CIP) codes.⁶ There are **two** TOP codes and **six** CIP codes related to *Medical Secretaries* (Exhibit 4).

Exhibit 4: Related TOP and CIP Codes in San Diego County

SOC 43-6013: Medical Secretaries

TOP 051420: Medical Office Technology

TOP 120820: Administrative Medical Assisting

CIP 51.0705: Medical Office Management/Administration

CIP 51.0706: Health Information/Medical Records Administration/Administrator

CIP 51.0710: Medical Office Assistant/Specialist

CIP 51.0712: Medical Reception/Receptionist

CIP 51.0714: Medical Insurance Specialist/Medical Biller

CIP 51.0716: Medical Administrative/Executive Assistant and Medical Secretary

⁵ EMSI. San Diego (6073). 2019.01 Class of Worker. QCEW + Non-QCEW + Self-Employed. 2018-2023.

⁶ TOP data comes from the California Community Colleges Chancellor's Office MIS Data Mart (datamart.cccco.edu) and CIP data comes from the Integrated Postsecondary Education Data System (nces.ed.gov/ipeds/use-the-data).

According to TOP data, [three](#) community colleges supply the region with awards for this occupation: [MiraCosta College](#), [Palomar College](#), and [Southwestern College](#). According to CIP data, [two](#) non-community colleges supply the region with awards: [United Education Institute-UEI College San Marcos](#) and [Pima Medical Institute-Chula Vista](#) (Exhibit 5).

Exhibit 5: Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions (Program Year 2013-14 through PY2016-17 Average)

| TOP6 or CIP | TOP6 or CIP Title | 3-Yr Annual Average CC Awards (PY14-15 to PY16-17) | Other Educational Institutions 3-Yr Annual Average Awards (PY13-14 to PY15-16) | 3-Yr Total Average Supply (PY13-14 to PY16-17) |
|-------------|---|--|--|--|
| 051420 | Medical Office Technology | 13 | 0 | 13 |
| | • Palomar | 13 | 0 | |
| 120820 | Administrative Medical Assisting | 55 | 0 | 55 |
| | • MiraCosta | 43 | 0 | |
| | • Palomar | 1 | 0 | |
| | • Southwestern | 11 | 0 | |
| 51.0710 | Medical Office Assistant/Specialist | 0 | 1 | 1 |
| | • United Education Institute-UEI College San Marcos | 0 | 1 | |
| 51.0716 | Medical Administrative/Executive Assistant and Medical Secretary | 0 | 50 | 50 |
| | • Pima Medical Institute-Chula Vista | 0 | 50 | |
| | | | Total | 119 |

Demand vs. Supply

Comparing labor demand (annual openings) with labor supply⁷ suggests that there is a [supply gap](#) for this occupation in San Diego County, with [1,074](#) annual openings and [119](#) awards. Comparatively, there are [10,904](#) annual openings in California and [3,441](#) completions⁸ (Exhibit 6).

⁷ Labor supply can be found from two different sources: EMSI or the California Community Colleges Chancellor's Office MIS Data Mart. EMSI uses CIP codes while MIS uses TOP codes. Different coding systems result in differences in the supply numbers.

⁸ EMSI. California (6). San Diego (6073). 2019.01 Class of Worker. QCEW + Non-QCEW + Self-Employed. 2018-2023.

Exhibit 6: Labor Demand (Annual Openings) Compared to Labor Supply (Average Annual Awards)

| Community Colleges and Other Postsecondary Educational Institutions | Demand (Annual Openings) | Supply (Total Annual Average Supply) | Supply Gap or Oversupply |
|---|--------------------------|--------------------------------------|--------------------------|
| San Diego | 1,074 | 119 | 955 |
| California | 10,904 | 3,441 | 7,463 |

Please note: This is a basic analysis of supply and demand of labor. This data should be used to discuss the potential gaps or oversupply of workers; however, it should not be the only basis for determining whether or not a program should be developed. Additionally, the data does not include workers who are currently in the labor force who could fill these positions or workers who are not captured by publicly available data.

Student Outcomes

Based on the information available in the CTE LaunchBoard, students who took courses in the related TOP codes exhibited the following outcomes (Exhibit 7).

Exhibit 7: Strong Workforce Program Metrics for TOP 120800: Medical Assisting in San Diego-Imperial Region vs. California (PY2015-16)

| Metric | San Diego-Imperial | California |
|--|--------------------|------------|
| Number of course enrollments ⁹ | 1,575 | 15,089 |
| Completed 12+ CTE units in one year ¹⁰ | 95 | 1,506 |
| Completed 48+ CTE contact hours in one year ¹¹ | 0 | 259 |
| Number of students who got a degree or certificate ¹² | 58 | 963 |
| Number of students who transferred ¹³ | 82 | 412 |
| Employed in the second fiscal quarter after exit ¹⁴ | 68% | 74% |
| Employed in the fourth fiscal quarter after exit ¹⁵ | 67% | 73% |

⁹ The number of enrollments in courses assigned to the TOP code in the selected year.

¹⁰ The number of students who completed 12 or more credit CTE units.

¹¹ The number of students who completed 48 or more noncredit CTE instructional contact hours.

¹² The number of unduplicated students who earned a locally-issued certificate, Chancellor's Office approved certificate, associate degree, and/or California Community Colleges bachelor's degree in the selected TOP code.

¹³ Students who took non-introductory courses or completed a California Community Colleges Chancellor's Office award in the selected TOP code in selected year who subsequently enrolled for the first time in a four-year institution the following year.

¹⁴ Among all exiters with a valid SSN, the percentage who were employed two quarters after exiting California Community Colleges.

¹⁵ Among exiting students with a valid SSN, the percentage who were employed four quarters after exiting California Community Colleges.

| Metric | San Diego-Imperial | California |
|---|--------------------|------------|
| Job closely related to field of study ¹⁶ | N/A | N/A |
| Median earnings in the second fiscal quarter after exit ¹⁷ | \$6,952 | \$7,124 |
| Median change in earnings ¹⁸ | 67% | 75% |
| Attained a living wage ¹⁹ | 59% | 44% |

Top Employers and Work Locations

Between January 1, 2016 and December 31, 2018, the top five employers in San Diego County for this occupation were [Scripps Health](#), [Providence Health & Services](#), [Pacific Dental Services](#), [Sharp Healthcare](#), and [University of California San Diego Health System](#) (Exhibit 8).

Exhibit 8: Top Employers in San Diego County for *Medical Secretaries*²⁰

| Top Employers | |
|--|---|
| <ul style="list-style-type: none"> • Scripps Health • Providence Health & Services • Pacific Dental Services Incorporated • Sharp Healthcare • University of California San Diego | <ul style="list-style-type: none"> • Graybill Medical Group • Rady Children's Hospital • Medical Professionals • United States Healthworks • Tri City Medical Center |

Skills, Education, and Certifications

Exhibit 9 indicates the educational attainment for the occupation found currently in the national labor force. The typical on-the-job training for this profession is [moderate-term on-the-job training](#). The typical entry-level education is a [high school diploma or equivalent](#).²¹

¹⁶ Among students who responded to the CTEOS, the percentage reporting employment in the same or similar field as their program of study.

¹⁷ Among exiting students, the median second-quarter earnings one year after the year in which they exited California Community Colleges.

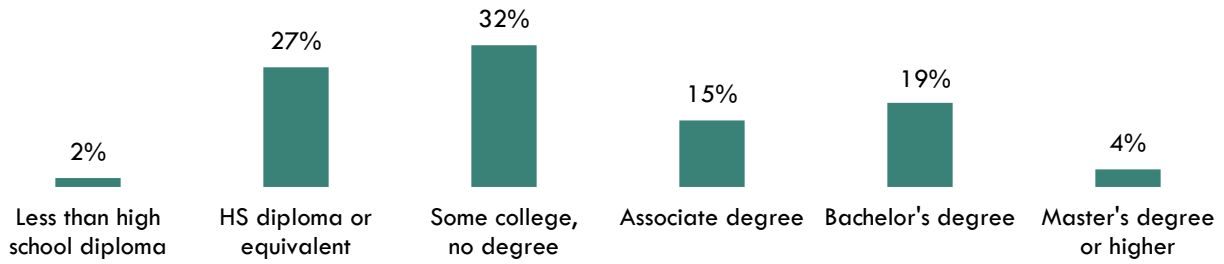
¹⁸ Among exiting students with a valid SSN, the percentage change in earnings one year before and one year after exiting California Community Colleges.

¹⁹ Among completers and skills builders who exited, the proportion of students who attained a living wage.

²⁰ Labor Insight Jobs. Burning Glass Technologies. San Diego, CA. Full years 2016-2018.

²¹ EMSI. San Diego (6073). 2019.01 Class of Worker. QCEW + Non-QCEW + Self-Employed. 2018-2023.

Exhibit 9: National Educational Attainment of Medical Secretaries²²



*May not add to 100% due to rounding

Exhibit 10 lists the top specialized, soft and software skills that appeared in online job postings for this occupation between January 1, 2016 and December 31, 2018.

Exhibit 10: Top Skills for Medical Secretaries in San Diego County²³

| Specialized Skills | Soft Skills | Software Skills |
|---|--|---|
| <ul style="list-style-type: none"> • Administrative Support • Scheduling • Customer Service • Appointment Setting • Front Office | <ul style="list-style-type: none"> • Communication Skills • Telephone Skills • Computer Literacy • Multitasking • Spanish | <ul style="list-style-type: none"> • Microsoft Excel • Microsoft Word • Dentrix • Microsoft PowerPoint • Word Processing |

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²² Bureau of Labor Statistics, Educational attainment for workers 25 years and older by detailed occupation. bls.gov/emp/ep_table_111.htm.

²³ Labor Insight Jobs. Burning Glass Technologies. San Diego, CA. Full years 2016-2018.

Important Disclaimers

All representations included in this report have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. This study examines the most recent data available at the time of the analysis; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and the report findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.