

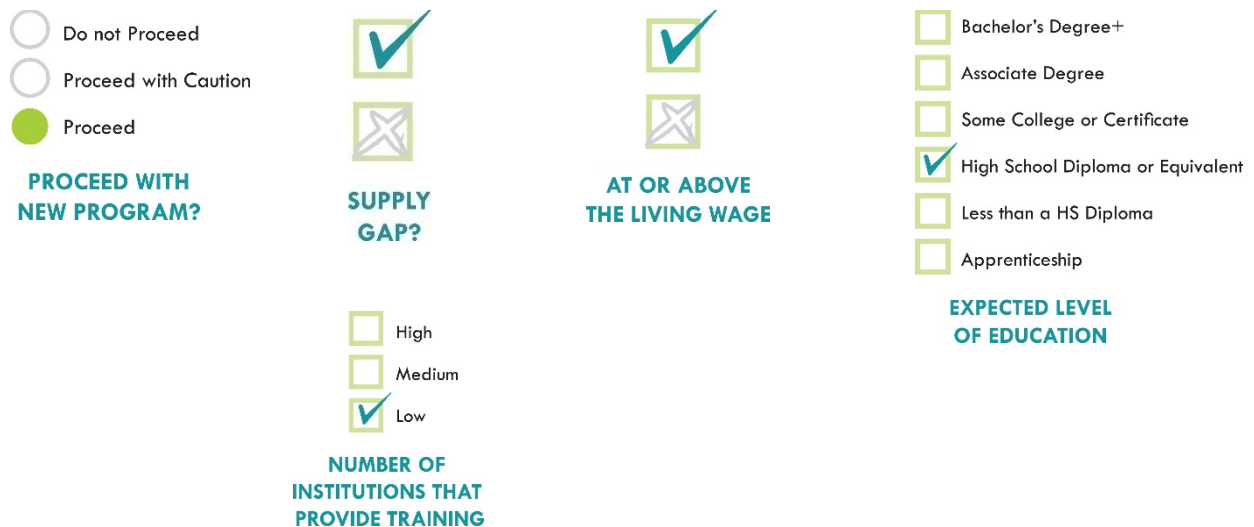
# Administrative Medical Assisting

## Labor Market Analysis for San Diego Continuing Education

September 2019

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### Summary



This report provides labor market information for occupation(s) selected by San Diego Continuing Education for its *Medical Assisting* program. The training provided by this program is likely to lead to employment as *Medical Secretaries*. According to available labor market information, the occupation has a labor market demand of 1,176 annual job openings, while average demand for an occupation in San Diego County is 277 annual job openings. Two community colleges supply the region with 55 for-credit awards (24 certificates with 18 to <30 units, 23 associate degrees, and other certificates with varying numbers of units): MiraCosta College and Southwestern College. In terms of noncredit awards, only San Diego Continuing Education has a program, but no awards have been issued. In short, the region supplies 55 for-credit and noncredit awards for 1,176 annual job openings, suggesting that there is a labor market supply gap. Additionally, entry-level and median wages are above the living wage, suggesting that students who successfully complete a program and obtain employment in a related field may earn a living wage. The expected level of education is a high school diploma or equivalent.

## Introduction

This report provides labor market information (LMI) in San Diego County for occupations related to the six-digit Taxonomy of Programs<sup>1</sup> (TOP) code, Administrative Medical Assisting (TOP 120820). The purpose of this brief is to assist noncredit program providers in the region, such as San Diego Continuing Education (SDCE), with program development and review. SDCE identified one occupation from the Standard Occupational Classification (SOC)<sup>2</sup> system for *Administrative Medical Assisting*, which will be the focus of this report:

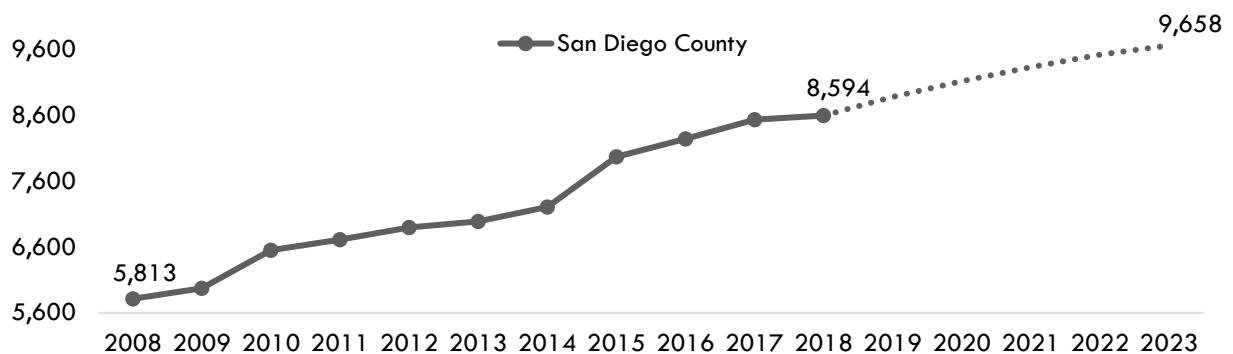
**Medical Secretaries** (SOC 43-6013): Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence. Sample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

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

## Projected Occupational Demand

Between 2018 and 2023, *Medical Secretaries* are projected to increase by 1,064 net jobs or 12 percent (Exhibit 1). Employers in San Diego County will need to hire 1,176 workers annually to fill new jobs and backfill jobs due to attrition caused by turnover and retirement, for example.

**Exhibit 1: Number of Jobs for Medical Secretaries (2008-2023)<sup>3</sup>**



<sup>1</sup> Taxonomy of Programs (TOP) is a system of codes used by the California Community Colleges for the purpose of collecting, calculating, or disseminating data about similar training programs.

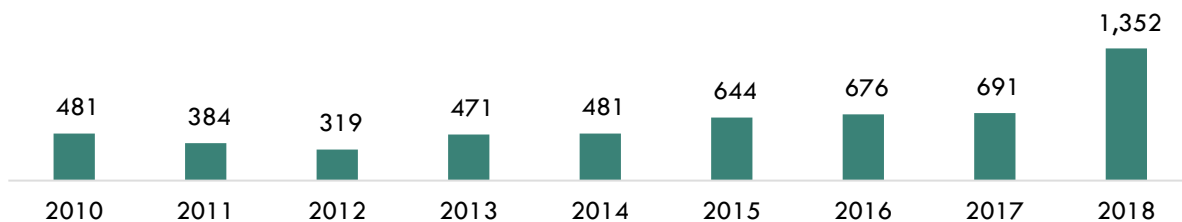
<sup>2</sup> The Standard Occupational Classification (SOC) system is used by federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating or disseminating data. [bls.gov/soc](https://www.bls.gov/soc).

<sup>3</sup> Emsi 2019.03; QCEW, Non-QCEW, Self-Employed.

## Online Job Postings

This report analyzes not only historical and projected (traditional LMI) data, but also recent data from online job postings (real-time LMI). Online job postings may provide additional insight about recent changes in the labor market demand that are not captured by historical data. Between 2010 and 2018, there was an average of 611 online job postings per year for *Medical Secretaries* in San Diego County (Exhibit 2).

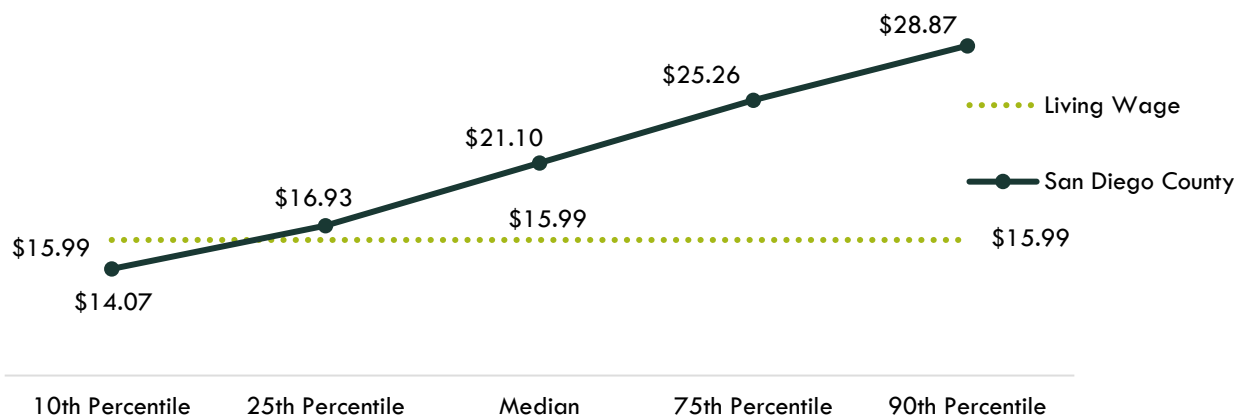
**Exhibit 2: Number of Online Job Postings for *Medical Secretaries* in San Diego County (2010-2018)<sup>4</sup>**



## Earnings

*Medical Secretaries* receive median hourly earnings of \$21.10; this is more than the living wage for a single adult in San Diego County, which is \$15.99 per hour (Exhibit 3).<sup>5</sup>

**Exhibit 3: Hourly Earnings<sup>6</sup> for *Medical Secretaries* in San Diego County<sup>7</sup>**



<sup>4</sup> Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2010-2018.

<sup>5</sup> "California Family Needs Calculator." Insight Center for Community Economic Development, last updated 2018. [insightccd.org/2018-family-needs-calculator](https://insightccd.org/2018-family-needs-calculator).

<sup>6</sup> 10th and 25th percentiles could be considered entry-level wages, and 75th and 90th percentiles could be considered experienced wages for individuals who may have been in the occupation longer, received more training than others, etc.

<sup>7</sup> Emsi 2019.03; QCEW, Non-QCEW, Self-Employed.

## Educational Supply

Educational supply for an occupation can be estimated by analyzing the number of awards conferred by a course or program in related Taxonomy of Programs (TOP) or Classification of Instructional Programs (CIP) codes.<sup>8</sup> According to TOP and CIP<sup>9</sup> data, **two** community colleges supply the region with for-credit awards for Administrative Medical Assisting (TOP 120820): **MiraCosta College and Southwestern College** (Exhibit 4a).

**Exhibit 4a: Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions (Program Years 2015-16 through 2017-18)**

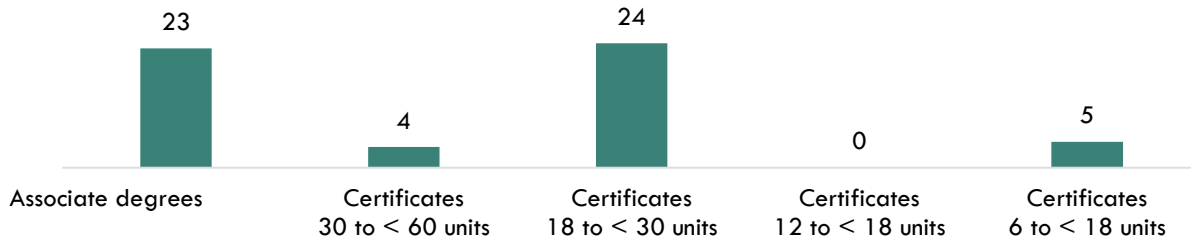
College	Award Type	PY 15-16	PY 16-17	PY 17-18	3-Year Avg
MiraCosta	Associate of Arts (A.A.) degree	11	12	12	12
	Certificate 18 to < 30 units	21	17	29	22
	Certificate 6 to < 18 units	1	2	12	5
	<b>Total</b>	<b>33</b>	<b>31</b>	<b>53</b>	<b>39</b>
Southwestern	Associate of Science (A.S.) degree	5	9	18	11
	Certificate 30 to < 60 units	0	7	4	4
	Certificate 18 to < 30 units	3	3	0	2
	<b>Total</b>	<b>8</b>	<b>19</b>	<b>22</b>	<b>16</b>
<b>Total</b>		<b>41</b>	<b>50</b>	<b>75</b>	<b>55</b>

<sup>8</sup> 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)

<sup>9</sup> There are five CIP codes related to Administrative Medical Assisting (TOP 120820): Medical Office Management/Administration (CIP 510705), Medical Office Assistant/Specialist (CIP 510710), Medical Reception/Receptionist (CIP 510712), Medical Insurance Specialist/Medical Biller (CIP 510714), and Medical Administrative/Executive Assistant and Medical Secretary (CIP 510716).

Broken down by award type, the colleges supplied the most awards in certificates with 18 to < 30 units (24), followed by associate degrees (23), and so forth (Exhibit 4b).

**Exhibit 4b: Total Number of Awards by Type for Administrative Medical Assisting (TOP 120820) in San Diego County (Three-Year Average 2015-16 through 2017-18)**



In terms of noncredit awards, only San Diego Continuing Education provides a noncredit program for Administrative Medical Assisting (TOP 120820), with an average of **zero** noncredit awards between program years 2015-16 and 2017-18 (Exhibit 5).

**Exhibit 5: Number of Noncredit Awards (Certificates and Degrees) Conferred by SDCE (Program Years 2015-16 through 2017-18)**

Program Title	Award Type	PY 15-16	PY 16-17	PY 17-18	3-Year Avg
Health Unit Coordinator	Program Award	0	0	0	0

## Demand vs. Supply

In short, the region supplies 55 for-credit and noncredit awards for 1,176 annual job openings, suggesting that there is a labor market supply gap (Exhibit 6).

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

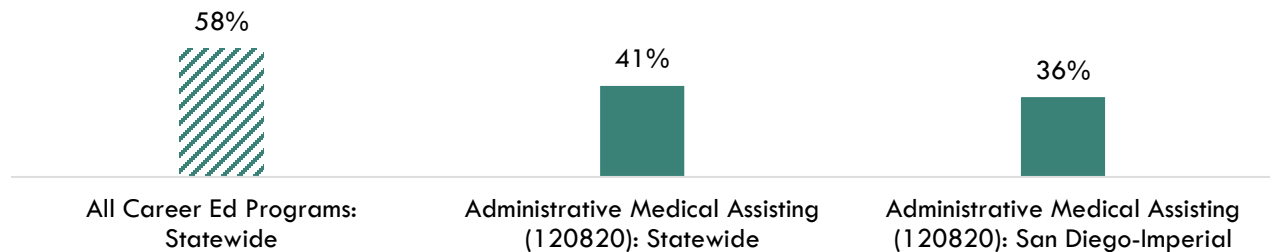
TOP6 Program	Demand (Annual Openings)	Supply (Total Annual Average Supply)		Supply Gap or Oversupply
		Noncredit	For-Credit	
Administrative Medical Assisting (TOP 120820)	1,176	0	55	1,121

**Please note:** This is a basic analysis of supply and demand of labor. The data does not include workers currently in the labor force who could fill these positions or workers who are not captured by publicly available data. 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.

## Student Outcomes and Regional Comparisons

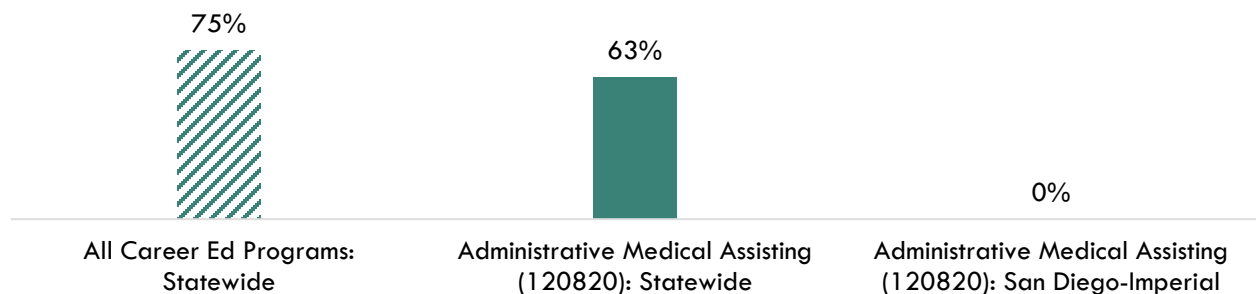
According to the California Community Colleges LaunchBoard, 36 percent of students in the San Diego-Imperial region earned a living wage after completing an Administrative Medical Assisting (120820) program, compared to 41 percent statewide and 58 percent of students in Career Education programs in general across the state (Exhibit 7a).

**Exhibit 7a: Proportion of Students Who Earned a Living Wage, PY2015-16<sup>10</sup>**



According to the California Community Colleges LaunchBoard, 0 percent (possibly due to insufficient data) of students in the San Diego-Imperial region obtained a job closely related to their field of study after completing an Administrative Medical Assisting (120820) program, compared to 63 percent statewide and 75 percent of students in Career Education programs in general across the state (Exhibit 7b).

**Exhibit 7b: Percentage of Students in a Job Closely Related to Field of Study, PY2014-15<sup>11</sup>**



<sup>10</sup> Among completers and skills builders who exited, the proportion of students who attained a living wage.

<sup>11</sup> Most recent year with available data is Program Year 2014-15. Percentage of Students in a Job Closely Related to Field of Study: Among students who responded to the CTEOS, the percentage reporting employment in the same or similar field as their program of study.

## 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 Incorporated](#), [Sharp Healthcare](#), and [G6 Hospitality](#) (Exhibit 8).

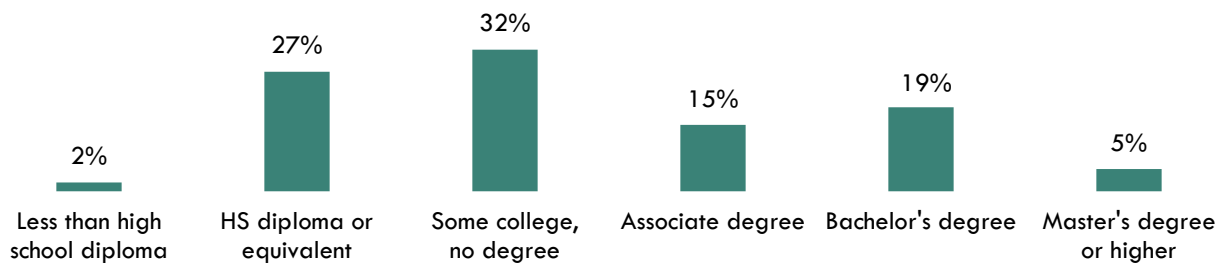
**Exhibit 8: Top Employers in San Diego County for *Medical Secretaries*<sup>12</sup>**

Top Employers	
<ul style="list-style-type: none"> <li>• Scripps Health</li> <li>• Providence Health &amp; Services</li> <li>• Pacific Dental Services Incorporated</li> <li>• Sharp Healthcare</li> <li>• G6 Hospitality</li> </ul>	<ul style="list-style-type: none"> <li>• UC San Diego Health System</li> <li>• Graybill Medical Group</li> <li>• University of San Diego</li> <li>• Rady Children’s Hospital</li> <li>• Medical Professionals</li> </ul>

## Skills, Education, and Certifications

Exhibit 9a 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 [high school diploma or equivalent](#).<sup>13</sup>

**Exhibit 9a: National Educational Requirements for *Medical Secretaries*<sup>14</sup>**



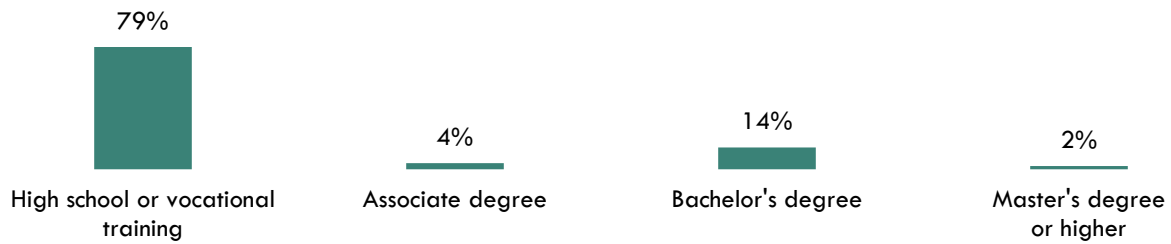
<sup>12</sup> Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2016-2018.

<sup>13</sup> Emsi 2019.03; QCEW, Non-QCEW, Self-Employed.

<sup>14</sup> Emsi 2019.03; QCEW, Non-QCEW, Self-Employed.

Based on online job postings between January 1, 2016 and December 31, 2018, the top listed educational requirement for *Medical Secretaries* was a [high school diploma or vocational training](#) (Exhibit 9b).<sup>15</sup>

**Exhibit 9b: Educational Requirements for *Medical Secretaries* in San Diego County in Online Job Postings<sup>16</sup>**



\*May not add to 100% due to rounding

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

**Exhibit 10: Top Skills for *Medical Secretaries* in San Diego County<sup>17</sup>**

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

<sup>15</sup> Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2016-2018.

<sup>16</sup> "Educational Attainment for Workers 25 Years and Older by Detailed Occupation," Bureau of Labor Statistics, last modified October 18, 2018. [bls.gov/emp/tables/educational-attainment.htm](https://bls.gov/emp/tables/educational-attainment.htm).

<sup>17</sup> Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2016-2018.



Prepared by:

Tina Ngo Bartel, Director

John Edwards, Research Analyst

San Diego-Imperial Center of Excellence for Labor Market Research

[tngobartel@miracosta.edu](mailto:tngobartel@miracosta.edu)

[jedwards@miracosta.edu](mailto:jedwards@miracosta.edu)



### **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.