

Medical Assisting Occupations Labor Market Information Report Chabot College

Prepared by the San Francisco Bay Center of Excellence
for Labor Market Research
November 2019

Recommendation

Based on all available data, there appears to be a large undersupply of Medical Assisting workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties.) There is a projected annual gap of about 5,439 students in the Bay region and 1,688 students in the East Bay Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 1208.00 - Medical Assisting in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at Chabot College and in the region.

Introduction

This report profiles Medical Assisting Occupations in the 12 county Bay region and in the East Bay sub-region for a proposed new program at Chabot College.

- Medical Assistants (SOC 31-9092):** Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician. Excludes "Physician Assistants" (29-1071).

Entry-Level Educational Requirement: Postsecondary nondegree award

Training Requirement: None

Percentage of Community College Award Holders or Some Postsecondary Coursework: 65%

- 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.

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Moderate-term on-the-job training

Percentage of Community College Award Holders or Some Postsecondary Coursework: 47%

Occupational Demand

Table 1. Employment Outlook for Medical Assisting Occupations in Bay Region

Occupation	2018 Jobs	2023 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	10% Hourly Wage	Median Hourly Wage
Medical Assistants	21,339	24,328	2,989	14%	14,931	2,986	\$13.81	\$21.02
Medical Secretaries	20,492	22,778	2,286	11%	13,715	2,743	\$15.31	\$22.84

Total	41,830	47,105	5,275	13%	28,647	5,729	\$14.55	\$21.91
--------------	---------------	---------------	--------------	------------	---------------	--------------	----------------	----------------

Source: EMSI 2019.2

Bay Region includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

Table 2. Employment Outlook for Medical Assisting Occupations in East Bay Sub-Region

Occupation	2018 Jobs	2023 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	10% Hourly Wage	Median Hourly Wage
Medical Assistants	7,106	8,071	965	14%	4,931	986	\$13.23	\$20.98
Medical Secretaries	5,765	6,410	645	11%	3,859	772	\$14.59	\$21.63
TOTAL	12,871	14,482	1,610	13%	8,790	1,758	\$13.84	\$21.27

Source: EMSI 2019.2

East Bay Sub-Region includes Alameda and Contra Costa Counties

Job Postings in Bay Region and East Bay Sub-Region

Table 3. Number of Job Postings by Occupation for latest 12 months (October 2018 - September 2019)

Occupation	Bay Region	East Bay
Medical Assistants	4,991	1,533
Medical Secretaries	4,971	1,491
Total	9,962	3,024

Source: Burning Glass

Table 4a. Top Job Titles for Medical Assisting Occupations for latest 12 months (October 2018 - September 2019)

Bay Region

Common Title	Bay	Common Title	Bay
Medical Assistant	2,020	Dermatologist	107
Medical Receptionist	939	Intake Coordinator	106
Receptionist	490	Medical Assistant, Clinic	100
Dental Receptionist	415	Medical Administrative Assistant	98
Front Office Coordinator	362	Unit Clerk	93
Office Assistant	208	Administrative Assistant	93
Certified Medical Assistant	197	Front Desk Coordinator	88
Chiropractic Assistant	174	Dental Front Office	85
Surgery Scheduler	146	Medical Office Assistant	84
Treatment Coordinator	137	Dental Treatment Coordinator	79
Medical Assistant, Urgent Care	137	Medical Office Receptionist	71
Unit Secretary	114	Medical Assistant, Primary Care	71
Scheduler	111	Medical Assistant - Pediatrics	71
Hospital Transcription	107	Client Service Coordinator	62

Table 4b. Top Job Titles for Medical Assisting Occupations for latest 12 months (October 2018 - September 2019)

East Bay Sub-Region

Common Title	East Bay	Common Title	East Bay
Medical Assistant	671	Medical Assistant, Primary Care	35
Medical Receptionist	244	Certified Medical Assistant	34
Receptionist	167	Dental Treatment Coordinator	30
Dental Receptionist	160	Unit Secretary	29
Front Office Coordinator	88	Administrative Assistant	29
Chiropractic Assistant	88	Medical Assistant, Clinic	27
Office Assistant	72	Medical Office Assistant	26
Medical Assistant, Urgent Care	64	Front Desk Coordinator	26
Intake Coordinator	49	Unit Clerk	25
Treatment Coordinator	48	Front Desk Agent	22

Scheduler	46	Client Service Coordinator	22
Surgery Scheduler	38	Medical Assistant, Information And Technology Industry Professional And Technical Services Industry	20
Dental Front Office	38	Medical Assistant, Ambulatory	19
Medical Administrative Assistant	36	Guest Service Representative	19

Source: Burning Glass

Industry Concentration

Table 5. Industries hiring Medical Assisting Workers in Bay Region

Industry – 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2018)	Jobs in Industry (2022)	% Change (2018-22)	% in Industry (2018)
Offices of Physicians (except Mental Health Specialists) (621111)	8,890	8,976	4%	10%
Colleges, Universities, and Professional Schools (State Government) (902612)	4,957	5,059	5%	6%
Colleges, Universities, and Professional Schools (611310)	4,875	4,911	3%	6%
HMO Medical Centers (621491)	4,403	4,471	28%	5%
Local Government, Excluding Education and Hospitals (903999)	3,627	3,588	-2%	4%
Elementary and Secondary Schools (Local Government) (903611)	3,307	3,253	-3%	4%
General Medical and Surgical Hospitals (622110)	2,715	2,717	-2%	3%
Religious Organizations (813110)	2,292	2,277	-4%	3%
Temporary Help Services (561320)	1,548	1,513	0%	2%
Colleges, Universities, and Professional Schools (Local Government) (903612)	1,572	1,484	-20%	2%
Services for the Elderly and Persons with Disabilities (624120)	1,434	1,418	13%	2%
Corporate, Subsidiary, and Regional Managing Offices (551114)	1,260	1,231	0%	1%
Hospitals (Local Government) (903622)	1,126	1,135	7%	1%
Offices of Lawyers (541110)	1,114	1,103	-4%	1%
Plumbing, Heating, and Air-Conditioning Contractors (238220)	1,006	996	4%	1%
Elementary and Secondary Schools (611110)	947	946	1%	1%
Custom Computer Programming Services (541511)	895	896	9%	1%

Source: EMSI 2019.2

Table 6. Top Employers Posting Medical Assisting Occupations in Bay and East Bay Sub-Region (October 2018 - September 2019)

Employer	Bay	Employer	Bay	Employer	East Bay
Sutter Health	594	Covenant Health	57	Uc San Diego	126
Sutter Health Sacramento Sierra Region	388	Bakersfield Memorial Hospital	55	Sutter Health	98
Sutter Medical Center	282	John Muir Mt Diablo Health	47	Lifelong Medical Care	98
Kaiser Permanente	172	Planned Parenthood	45	John Muir Health	85
Humana	169	University Healthcare Alliance	40	Humana	75
UC San Francisco Medical Center	144	Laica De La Raza Inc	40	Sutter Health Sacramento Sierra Region	70
Uc San Diego	127	La Clinica De La Raza	34	Alta Bates Summit	63
University California	101	Northbay Healthcare Group	33	Sutter Medical Center	57
Dignity Health	101	North East Medical Services	32	John Muir Mt Diablo Health	47
Lifelong Medical Care	98	Marin Community Clinics	32	Kaiser Permanente	44

Lucile Packard Childrens Hospital	93	Pacific Dental Services Incorporated	31	Laica De La Raza Inc	31
John Muir Health	87	G6 Hospitality	31	La Clinica De La Raza	29
Alta Bates Summit	67	Anthem Blue Cross	30	Alameda Health System	27
Stanford Health Care	66	Alameda Health System	30	Banfield Pet Hospital	24
Banfield Pet Hospital	66	Heritage Healthcare	29	University Healthcare Alliance	22
Medical Professionals	64	Carbon Health	29	Ridgemonst Hospitality	22
Department of Veterans Affairs	57	Gohealth Urgent Care	28	Pacific Dental Services Incorporated	22

Source: Burning Glass

Educational Supply

There are 11 community colleges in the Bay Region issuing 290 awards on average annually (last 3 years) on TOP 1208.00 - Medical Assisting. There are two colleges in the East Bay Sub-Region issuing 70 awards on average annually (last 3 years) on this TOP code.

Table 7. Awards on TOP 1208.00 - Medical Assisting in Bay Region

College	Sub-Region	Associates	Certificate 18+ units	Certificate Low unit	Total
Cabrillo College	Santa Cruz - Monterey	18	45	12	75
Cañada College	Mid-Peninsula	14	21		35
Chabot College	East Bay	9	23		32
City College of San Francisco	Mid-Peninsula	13	25		38
College of Marin	North Bay		1		1
Contra Costa College	East Bay	11	27		38
De Anza College	Silicon Valley	9	11		20
Monterey Peninsula College	Santa Cruz - Monterey	8	5		13
San Jose City College	Silicon Valley	12	10		22
Santa Rosa Junior College	North Bay	5	8		13
Skyline College	Mid-Peninsula	1		2	3
Total Bay Region		100	176	14	290
Total East Bay Sub-Region		20	50	0	70

Source: Data Mart

Note: The annual average for awards is 2015-16 to 2017-18.

Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 5,729 annual openings for the Medical Assisting occupational cluster and 290 annual (3-year average) awards for an annual undersupply of 5,439 students. In the East Bay Sub-Region, there is also a gap with 1,758 annual openings and 70 annual (3-year average) awards for an annual undersupply of 1,688 students.

Student Outcomes

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 1208.00 - Medical Assisting

2015-16	Bay (All CTE Programs)	Chabot College (All CTE Programs)	State (1208.00)	Bay (1208.00)	East Bay (1208.00)	Chabot College (1208.00)
% Employed Four Quarters After Exit	74%	74%	73%	78%	75%	78%
Median Quarterly Earnings Two Quarters After Exit	\$10,550	\$9,425	\$7,080	\$8,226	\$7,890	\$7,428
Median % Change in Earnings	46%	71%	77%	103%	139%	116%

% of Students Earning a Living Wage	63%	60%	42%	49%	46%	46%
-------------------------------------	-----	-----	-----	-----	-----	-----

Source: Launchboard Pipeline (version available on 10/18/19)

Skills, Certifications and Education

Table 9. Top Skills for Medical Assisting Occupations in Bay Region (October 2018 - September 2019)

Skill	Postings	Skill	Postings	Skill	Postings
Scheduling	4,173	Phlebotomy	894	Infection Control	495
Appointment Setting	3,127	Patient Preparation	874	Surgery	481
Administrative Support	2,726	Medical Coding	869	Blood Pressure Measurement	480
Customer Service	2,632	Electrocardiogram (EKG / ECG)	851	General Office Duties	478
Patient Care	2,395	Patient/Family Education and Instruction	688	Cleaning	476
Medical Assistance	2,095	Administrative Functions	674	Treatment Planning	473
Front Office	1,985	Electronic Health Records	654	Medication Administration	461
Vital Signs Measurement	1,737	Life Support	641	Anatomy	458
Customer Billing	1,354	Patient Assistance	614	Prescription Filling	439
Injections	1,306	Patient Treatment	597	Customer Contact	438
Medical Terminology	1,303	Medical Office Experience	579	Pediatrics	431
Electronic Medical Records	1,103	Interaction with Patients / Medical Personnel	566	Ambulatory Care	427
Data Entry	1,094	Clerical Duties	555	Physiology	424
Cardiopulmonary Resuscitation (CPR)	1,041	Health Insurance Portability and Accountability Act (HIPAA)	551	Blood Draws	423
Patient Flow	1,019	Venipuncture	514	X-Rays	395

Source: Burning Glass

Table 10. Certifications for Medical Assisting Occupations in Bay Region (October 2018 - September 2019)

Note: 62% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

Certification	Postings	Certification	Postings
Basic Life Saving (BLS)	1,779	Security Clearance	83
Basic Cardiac Life Support Certification	1,499	Registered Medical Assistant	79
Certified Medical Assistant	1,312	Certified Nursing Assistant	76
AAMA Certified Medical Assistant	1,293	Emergency Medical Technician (EMT)	47
First Aid Cpr Aed	659	American Medical Technologist Certification	26
Clinical Medical Assistant (CCMA)	482	Breath Alcohol Technician	24
American Heart Association Certification	446	Advanced Cardiac Life Support (ACLS) Certification	20
Phlebotomy Certification	439	Certified Unit Secretary	18
Driver's License	248	Board Certified/Board Eligible	18
Nurse Practitioner	177	Home Care Certificate	17
Licensed Vocational Nurse (LVN)	131	Certified Occupational Therapy Assistant (COTA)	15
Medical Terminology Certification	97	Home Health Aide	13

Source: Burning Glass

Table 11. Education Requirements for Medical Assisting Occupations in Bay Region

Note: 93% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

Education (minimum advertised)	Latest 12 Mos. Postings	Percent 12 Mos. Postings
High school or vocational training	4,715	90%
Associate Degree	210	4%
Bachelor's Degree or Higher	272	6%

Source: Burning Glass

Methodology

Occupations for this report were identified by use of skills listed in O*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCCO Data Mart.

Sources

O*Net Online
Labor Insight/Jobs (Burning Glass)
Economic Modeling Specialists International (EMSI)
CTE LaunchBoard www.calpassplus.org/Launchboard/
Statewide CTE Outcomes Survey
Employment Development Department Unemployment Insurance Dataset
Living Insight Center for Community Economic Development
Chancellor's Office MIS system

Contacts

For more information, please contact:

- Doreen O'Donovan, Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), doreen@baccc.net or (831) 479-6481
- John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, jcarrese@ccsf.edu or (415) 267-6544