

October 2020

Labor Market Analysis

Medical Administrative Assistants



California
Community
Colleges



Prepared by the Central Valley/Mother Lode Center of Excellence

Table of Contents

- Summary..... 3
 - Key findings..... 3
- Introduction..... 4
- Occupational Demand..... 5
- Wages..... 6
- Job Postings..... 7
 - Salaries..... 7
 - Education..... 8
 - Baseline and Specialized Skills..... 8
 - Software Skills..... 9
 - Certifications..... 9
- Education, Work Experience & Training..... 10
- Supply..... 10
 - Gap Analysis..... 11
- Student Outcomes..... 11
- Conclusion..... 12
- Recommendation..... 12
- Appendix A: Methodology & Data Sources..... 13

COVID-19 Statement: This report includes employment projection data by EMSI. EMSI’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy during the projection period will be at approximately full employment or potential output. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, they may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Other measures such as unemployment rates and monthly industry employment estimates will reflect the most recent information on employment and jobs in the state and, in combination with input from local employers, may help validate current and future employment needs as depicted here.

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Summary

Please note the COVID-19 statement on page 2 when considering this report's findings.

This study conducted by the Central Valley/Mother Lode Center of Excellence examines labor market demand, wages, skills, and postsecondary supply for medical administrative assistants. Four related occupations were identified for Reedley College:

- 31-9092, Medical Assistants
- 43-6013, Medical Secretaries and Administrative Assistants
- 29-2098, Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other
- 31-9094, Medical Transcriptionists

Key findings:

- **Occupational demand** — More than 15,300 workers were employed in jobs related to medical administrative assistants in 2019 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is medical assistants with 7,374 workers in 2019, a projected growth rate of 10% over the next five years, and 993 annual openings.
- **Wages** — Medical dosimetrists, medical record specialists, and health technologists and technicians (all other) earn the highest entry-level wages, \$15.54/hour in the subregion and \$16.24/hour in the region.
- **Employers** — Employers with the most job postings in the subregion are Adventist Health, Dignity Health, and Family Healthcare Network.
- **Occupational titles** — The most common occupational title in job postings in the subregion is medical administrative assistants. The most common job title is medical administrative assistants.
- **Skills and certifications** — The top baseline skill is communication, the top specialized skill is scheduling, and the top software skill is Microsoft Excel. The most in-demand certification is a Certified Medical Assistant.
- **Education** — A postsecondary nondegree award is typically required for three of the four occupations.
- **Supply** — Analysis of postsecondary completions in the region shows that on average 302 awards were conferred in the Central Valley/Mother Lode region each year.

Based on a comparison of occupational demand and supply, there is an undersupply of 1,844 trained workers in the subregion and 2,794 workers in the region. The Center of Excellence recommends that Reedley College work with the regional director, the college's advisory board, and local industry in the expansion of programs to address the shortage of medical administrative assistants workers in the region.

Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Reedley College to provide labor market information for medical administrative assistants. Review of the Taxonomy of Programs (TOP) found the following programs are appropriate for this analysis:

- 122300 – Health Information Technology
- 051420 – Medical Office Technology

The geographical focus for this report is the South Central Valley/Southern Mother Lode (SCV/SML) subregion, but regional demand and supply data has been included for broader applicability and use. The average living wage for a single adult in the South Central Valley/Southern Mother Lode (SCV/SML) subregion is \$10.30/hour.¹ Analysis of the program and occupational data related to medical administrative assistants resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 31-9092, Medical Assistants
- 43-6013, Medical Secretaries and Administrative Assistants
- 29-2098, Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other
- 31-9094, Medical Transcriptionists

The occupational titles, job descriptions, sample job titles, and knowledge and skills from the Bureau of Labor Statistics and O*NET OnLine are shown below. O*NET data was not available for Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other.

Medical Assistants

Job Description: 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.

Knowledge: Customer and Personal Service, Medicine and Dentistry, English Language, Clerical, Computers and Electronics

Skills: Speaking, Active Listening, Reading Comprehension, Social Perceptiveness, Monitoring

Medical Secretaries and Administrative Assistants

Job Description: 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.

¹ The term "living wage" in Center of Excellence reports is calculated by averaging the self-sufficiency wages from the Insight Center's California Family Needs Calculator for each county in the subregion: <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>.

Knowledge: Customer and Personal Service, English Language, Clerical, Computers and Electronics, Administration and Management
Skills: Speaking, Active Listening, Service Orientation, Reading Comprehension, Coordination

Medical Transcriptionists

Job Description: Transcribe medical reports recorded by physicians and other healthcare practitioners using various electronic devices, covering office visits, emergency room visits, diagnostic imaging studies, operations, chart reviews, and final summaries. Transcribe dictated reports and translate abbreviations into fully understandable form. Edit as necessary and return reports in either printed or electronic form for review and signature, or correction.

Knowledge: Clerical, English Language, Computers and Electronics, Medicine and Dentistry
Skills: Active Listening, Reading Comprehension, Writing, Time Management, Critical Thinking

Occupational Demand

The South Central Valley/Southern Mother Lode subregion employed 15,307 workers in medical administrative assistant occupations in 2019 (Exhibit 1). The largest occupation is medical assistants with 7,374 workers in 2019. This occupation is projected to grow by 10% over the next five years and has the greatest number of projected annual openings, 993.

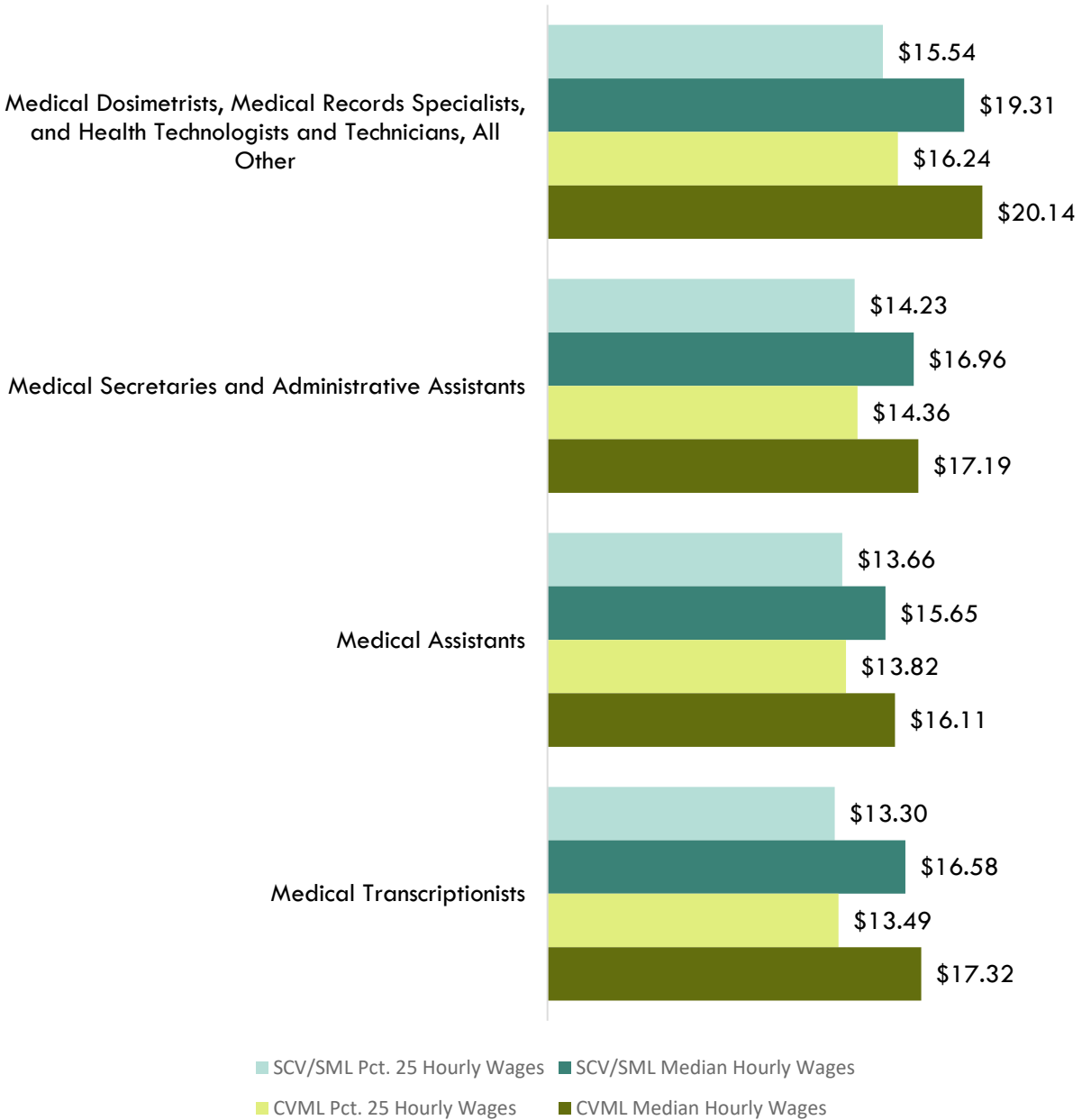
Exhibit 1. Medical administrative assistant employment and occupational projections in the SCV/SML subregion

Occupation	2019 Jobs	2024 Jobs	5-Year Change	5-Year % Change	Annual Openings
Medical Assistants	7,374	8,098	724	10%	993
Medical Secretaries and Administrative Assistants	4,947	5,451	504	10%	682
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	2,773	3,119	346	12%	273
Medical Transcriptionists	213	226	13	6%	34
TOTAL	15,307	16,894	1,587	10%	1,982

Wages

Exhibit 2 compares the entry-level and experienced wages of the medical administrative assistant occupations. Medical dosimetrists, medical record specialists, and health technologists and technicians (all other) earn the highest entry-level wages, \$15.54/hour in the subregion and \$16.24/hour in the region.

Exhibit 2. Entry-level and experienced wage comparison in the SCV/SML subregion and region



Job Postings

There were 1,764 job postings for the four occupations in the SCV/SML subregion from April to September 2020.² The employers with the most job postings are listed in Exhibit 3.

Exhibit 3. Top employers of medical administrative assistants by number of job postings

Employer	Job Postings	% Job Postings
Adventist Health	80	6%
Dignity Health	44	3%
Family Healthcare Network	32	2%
United Health Centers Of The San Joaquin Valley	26	2%
Valley Children's Healthcare	26	2%
Anthem Blue Cross	22	2%
Community Medical Centers Incorporated	19	1%
Trinity Health	19	1%
Wellpath	18	1%
Kaweah Delta Health Care Dst	16	1%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across four O*NET OnLine occupations. The occupational title medical administrative assistants is listed in 866 job postings. Note how a higher proportion of job postings are for this occupational title. Common job titles in postings include Medical Assistant in 387 job postings, Medical Biller in 43 job postings, and Medical Receptionist in 28 job postings.

Exhibit 4. Top occupational titles in job postings for medical administrative assistants

Occupational Title	Job Postings	% of Job Postings
Medical Assistants	866	49%
Medical Secretaries	461	26%
Medical Records and Health Information Technicians	434	25%
Medical Transcriptionists	3	0%

Salaries

Exhibit 5 shows the “Market Salaries” for medical administrative assistants occupations that are calculated by Burning Glass which uses a machine learning model built off of millions of job postings every year, and accounts for adjustments based on locations, industry, skills, experience, education requirements, among other variables.

² Other than occupation titles and job titles, the categories below can be counted one or multiple times per job posting, and across several areas in a single posting. For example, a skill can be counted in two different skill types, and an employer can indicate more than one education level.

Exhibit 5. Salaries for medical administrative assistants

Market Salary Percentile	Salary Amount
10th Percentile	\$26,103
25th Percentile	\$28,087
50th Percentile	\$30,630
75th Percentile	\$34,090
90th Percentile	\$39,981

Education

Of the 1,764 job postings, 996 listed an education level preferred for the positions being filled. Of those, 91% requested high school or vocational training, 17% requested a bachelor's degree, and 14% requested an associate degree (Exhibit 6). A job posting can indicate more than one education level; hence, the percentages shown in the chart below total more than 100%.

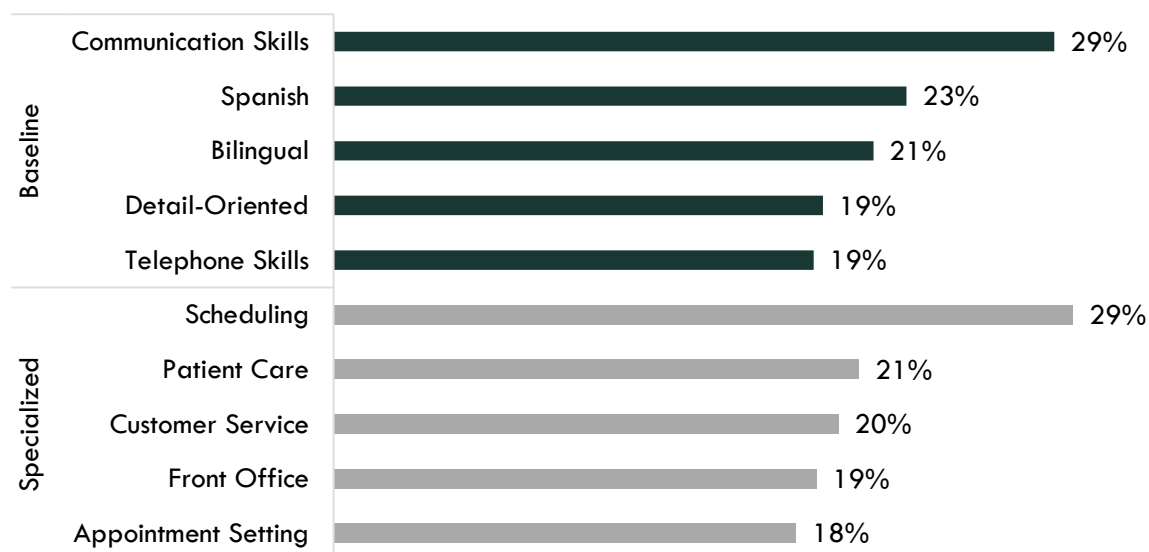
Exhibit 6. Education levels requested in job postings for medical administrative assistants

Education level	Job Postings	% of Job Postings
High school or vocational training	432	91%
Bachelor's degree	82	17%
Associate degree	66	14%
Master's degree	43	9%
Doctoral degree	30	6%

Baseline and Specialized Skills

Exhibit 7 depicts the top baseline and specialized skills for the targeted occupations. The three most important baseline skills are communication, 29% of job postings, Spanish, 23%, and bilingual, 21%. The top three specialized skills are scheduling, 29% of job postings, patient care, 21%, and customer service, 20%.

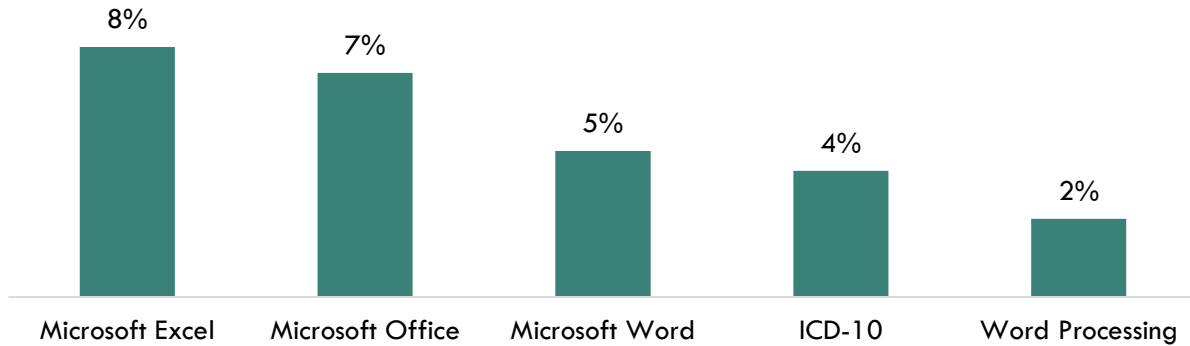
Exhibit 7. In-demand medical administrative assistant baseline and specialized skills



Software Skills

Analysis also included the software skills most in demand by employers. Microsoft Excel and Microsoft Office were the top two software skills identified in job postings (Exhibit 8).

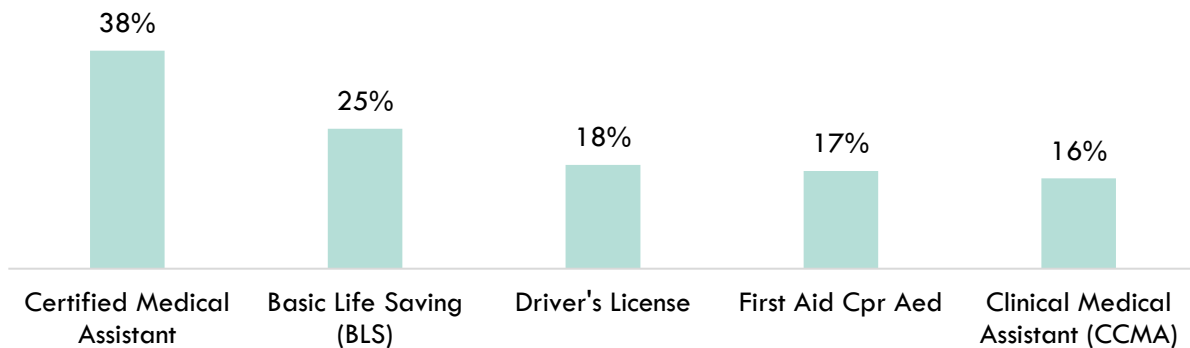
Exhibit 8. In-demand medical administrative assistant software skills



Certifications

Of the 1,764 job postings, 835 contained certification data. Among those, 38% indicated a need for a Certified Medical Assistant. The next top certifications Basic Life Saving and driver's license (Exhibit 9). (Due to the low number of job postings with certifications listed, the chart below may not be representative of the full sample.)

Exhibit 9. Top medical administrative assistant certifications requested in job postings



Education, Work Experience & Training

A Postsecondary degree award is typically required for medical dosimetrists, medical records specialist, and technologists and technicians (all other), medical assistants, and medical transcriptionists. A high school diploma or equivalent is typically required for medical secretaries and administrative assistants (Exhibit 10).

Exhibit 10. Education, work experience, training, and Current Population Survey results for medical administrative assistant occupations³

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	Postsecondary nondegree award	None	None	56.6%
Medical Assistants	Postsecondary nondegree award	None	None	64.6%
Medical Transcriptionists	Postsecondary nondegree award	None	None	57.1%
Medical Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term on-the-job training	46.7%

Supply

Analysis of program data from the California Community Colleges Chancellor's Office Data Mart and IPEDS data included the TOP and CIP titles – codes: 1223.00 – Health Information Technology; 5107.07 – Health Information/Medical Records Technology/Technician; 5107.16 – Medical Administrative/Executive Assistant and Medical Secretary; and 0514.20 – Medical Office Technology. Analysis of the last three years of TOP code data shows that, on average, 302 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

Exhibit 11. Postsecondary supply for medical administrative assistant occupations in the region

TOP Code - Title	Colleges	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 18 < 30 Units	Certificate 30 < 60 Units	Subtotal
1223.00 – Health Information Technology	Fresno City	9					9
5107.07 – Health Information/Medical Records Technology/Technician	Santa Barbara Business College-Bakersfield	9					9

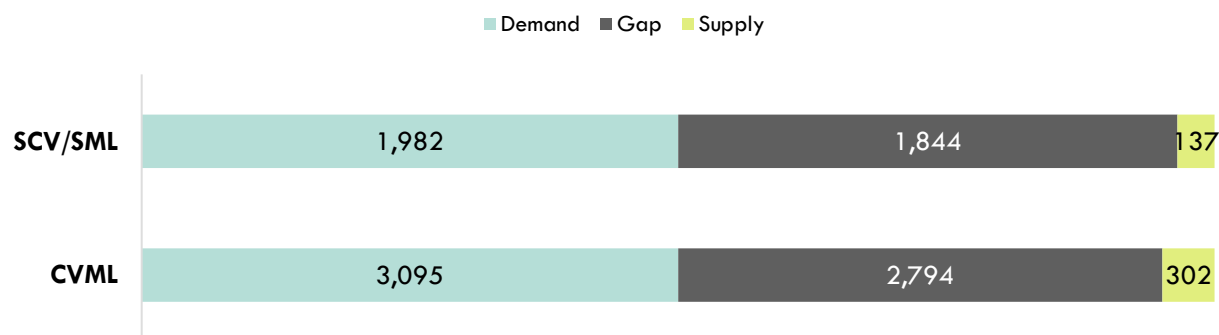
³ “Labor Force Statistics from the Current Population Survey,” Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

TOP Code - Title	Colleges	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 18 < 30 Units	Certificate 30 < 60 Units	Subtotal
5107.16 – Medical Administrative/ Executive Assistant and Medical Secretary	Carrington College-Stockton			27			27
	Computer Tutor Business and Technical Institute		47				47
	Milan Institute-Merced		25				25
	Milan Institute-Visalia		57				57
	MTI Business College Inc			15			15
0514.20 – Medical Office Technology	Columbia	1			2		3
	Fresno City	5			10	9	23
	Merced	15				15	30
	Reedley College	19			21		40
	San Joaquin Delta				17		17
TOTAL		57	129	42	49	24	302

Gap Analysis

There is an undersupply of 1,844 medical administrative assistants in the SCV/SML subregion and 2,794 in the region (Exhibit 12).

Exhibit 12. Medical administrative assistant workforce annual demand and supply in the SCV/SML subregion and region



Student Outcomes

Exhibit 13 summarizes employment and wage outcomes from the California Community College Chancellor's Cal-PASS Plus LaunchBoard for the TOP codes related to medical administrative assistants. Nearly 90 medical office technology students received a degree, certificate or attained apprenticeship journey status, 13 transferred, 17% reported a median change in earnings, and 58% attained a living wage. A higher percentage of health information technology students attained a job closely related to their field of study and a living wage.

Exhibit 13. Regional metrics for the TOP codes related to medical administrative assistants

Metric	Medical Office Technology 051420	Health Information Technology 122300
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	86	12
Number of Students Who Transferred	13	30
Job Closely Related to Field of Study	67%	100%
Median Change in Earnings	17%	17%
Attained a Living Wage	58%	62%
* denotes data not available.		

Conclusion

The entry-level wages of the four occupations exceed the SCV/SML subregion's average living wage. There were 1,764 job postings in the past six months for occupations related to medical administrative assistants in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is communication, and the top specialized skill is scheduling.
- The top software skill is Microsoft Excel.
- The top certification is a Certified Medical Assistant.

There is an undersupply of trained workers, a shortage of 1,844 in the SCV/SML subregion and 2,794 in the region.

Recommendation

Based on these findings, it is recommended that Reedley College work with the regional director, the college's advisory board, and local industry in the expansion of programs to address the shortage of medical administrative assistants in the region.

Appendix A: Methodology & Data Sources

Data Sources

Labor market and educational supply data compiled in this report derive from a variety of sources. Data were drawn from external sources, including the Economic Modeling Specialists, Inc., the California Community Colleges Chancellor’s Office Management Information Systems Data Mart and the National Center for Educational Statistics (NCES) Integrated Postsecondary Education Data System (IPEDS). Below is the summary of the data sources found in this study.

Data Type	Source
Labor Market Information/Population Estimates and Projections/Educational Attainment	Economic Modeling Specialists, Intl. (EMSI). EMSI occupational employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level EMSI earnings by industry: economicmodeling.com .
Typical Education Level and On-the-job Training	Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education and typical on-the-job training to each occupation for which BLS publishes projections data: https://www.bls.gov/emp/tables/educational-attainment.htm .
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: labormarketinfo.edd.ca.gov .
Job Posting and Skills Data	Burning Glass: burning-glass.com/ .
Additional Education Requirements/ Employer Preferences	The O*NET Job Zone database includes over 900 occupations as well as information on skills, abilities, knowledge, work activities and interests associated with specific occupations: onetonline.org .

Key Terms and Concepts

Annual Job Openings: Annual openings are calculated by dividing the number of years in the projection period by total job openings.

Education Attainment Level: The highest education attainment level of workers age 25 years or older.

Employment Estimate: The total number of workers currently employed.

Employment Projections: Projections of employment are calculated by a proprietary Economic Modeling Specialists, Intl. (EMSI) formula that includes historical employment and economic indicators along with national, state and local trends.

Living Wage: The cost of living in a specific community or region for one adult and no children. The cost increases with the addition of children.

Occupation: An occupation is a grouping of job titles that have a similar set of activities or tasks that employees perform.

Percent Change: Rate of growth or decline in the occupation for the projected period; this does not factor in replacement openings.

Replacements: Estimate of job openings resulting from workers retiring or otherwise permanently leaving an occupation. Workers entering an occupation often need training. These replacement needs, added to job openings due to growth, may be used to assess the minimum number of workers who will need to be trained for an occupation.

Total Job Openings (New + Replacements): Sum of projected growth (new jobs) and replacement needs. When an occupation is expected to lose jobs, or retain the current employment level, number of openings will equal replacements.

Typical Education Requirement: represents the typical education level most workers need to enter an occupation.

Typical On-The-Job Training: indicates the typical on-the-job training needed to attain competency in the skills needed in the occupation.