

# LABOR MARKET ANALYSIS

FOR PROGRAM RECOMMENDATION



C·O·E

CENTERS OF EXCELLENCE  
FOR LABOR MARKET RESEARCH

## HEALTHCARE DOCUMENTATION IN THE GREATER SACRAMENTO REGION

North (Greater Sacramento)  
Center of Excellence

MARCH 2023

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# SUMMARY

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The North (Greater Sacramento) of Excellence for Labor Market Research prepared this report to provide a labor market analysis of educational supply and occupational demand for middle-skilled careers in the North (Greater Sacramento) subregion. This report aims to determine if demand in the local labor market is unmet by the supply from existing community college programs and other postsecondary training providers.

This report primarily focuses on training that leads to jobs in middle-skilled occupations - jobs that typically require education beyond a high school diploma but less than a bachelor's degree - but may include higher-skilled occupations for training pathways that lead to a bachelor's degree. Lowered skilled occupations are rarely considered in this analysis due to the lessened barriers for entry-level work, such as no formal education and fewer on-the-job training requirements.

Key findings include:

- The Greater Sacramento subregion held 7,858 healthcare documentation jobs in 2021. These jobs are projected to increase by 6% over the next five years, adding 494 new jobs to the subregion by 2026.
- Over the next five years, healthcare documentation jobs are projected to have nearly 1,000 annual openings in the Greater Sacramento subregion.
- Wage data shows that healthcare documentation occupations earn \$2 to \$3 above the single adult living wage of \$14.53 per hour.
- Awards data analysis shows that North (Greater Sacramento) training providers conferred an average of 109 awards (certificates and associate degrees) in medical administrative and transcription programs over the last three academic years.

Recommendations include:

- The North (Greater Sacramento) Center of Excellence recommends that community colleges move forward in developing new programs related to healthcare documentation.

# INTRODUCTION

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*The North (Greater Sacramento) Center of Excellence (COE) was asked to provide labor market information for a proposed program at a regional community college. This report focuses on the following Standard Occupational Classification (SOC) occupations and codes:*

- These middle-skill occupations require more education and training beyond a high school diploma but usually less than a four-year degree:
  - Medical Transcriptionists (31-9094)
  - Medical Secretaries and Administrative Assistants (43-6013)

A review of related programs revealed the following Taxonomy of Programs (TOP) title(s) and code(s) are appropriate for inclusion in this report:

- Medical Office Technology (0514.20)
- Administrative Medical Assisting (1208.20)
- Hospital and Health Care Administration (1202.00)

The corresponding Classification of Instructional Program (CIP) title(s) and code(s) are:

- Medical Administrative/Executive Assistant and Medical Secretary (51.0716)
- Medical Transcription/Transcriptionist (51.0708)

# OCCUPATIONAL DEMAND

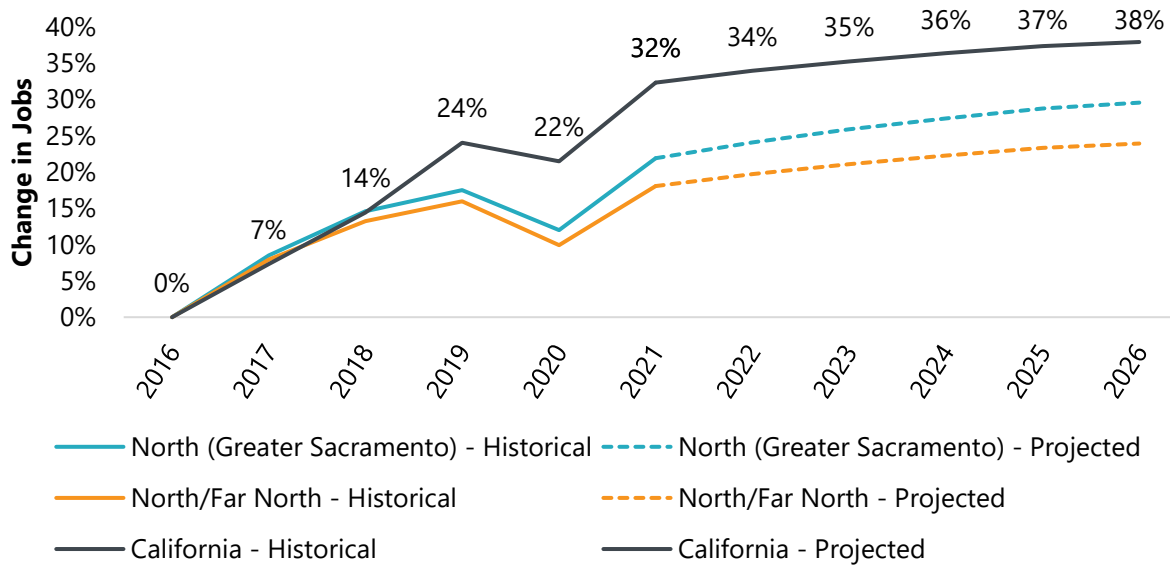
Exhibit 1 summarizes the five-year projected job growth for middle-skill and high-skill occupations in North (Greater Sacramento), North/Far North, and California.

**Exhibit 1. Employment and projected demand, 2021-2026**

Occupation	2021 Jobs	2026 Jobs	2021-2026 Change	2021-2026 % Change	2021-2026 Annual Openings
Medical Transcriptionists	218	219	1	1%	32
Medical Secretaries and Administrative Assistants	7,640	8,132	492	6%	942
<b>North (Greater Sacramento)</b>	<b>7,858</b>	<b>8,352</b>	<b>494</b>	<b>6%</b>	<b>973</b>
Medical Transcriptionists	471	440	(31)	(7%)	65
Medical Secretaries and Administrative Assistants	9,668	10,203	534	6%	1,171
<b>North/Far North</b>	<b>10,139</b>	<b>10,643</b>	<b>503</b>	<b>5%</b>	<b>1,236</b>
Medical Transcriptionists	12,133	11,312	(821)	(7%)	1,650
Medical Secretaries and Administrative Assistants	98,502	104,002	5,500	6%	11,928
<b>California</b>	<b>110,635</b>	<b>115,314</b>	<b>4,679</b>	<b>4%</b>	<b>13,578</b>

Exhibit 2 compares the percent change in jobs between 2016 through 2021 and the projected changes through 2026. The rate of change is indexed to the total number of jobs in 2016.

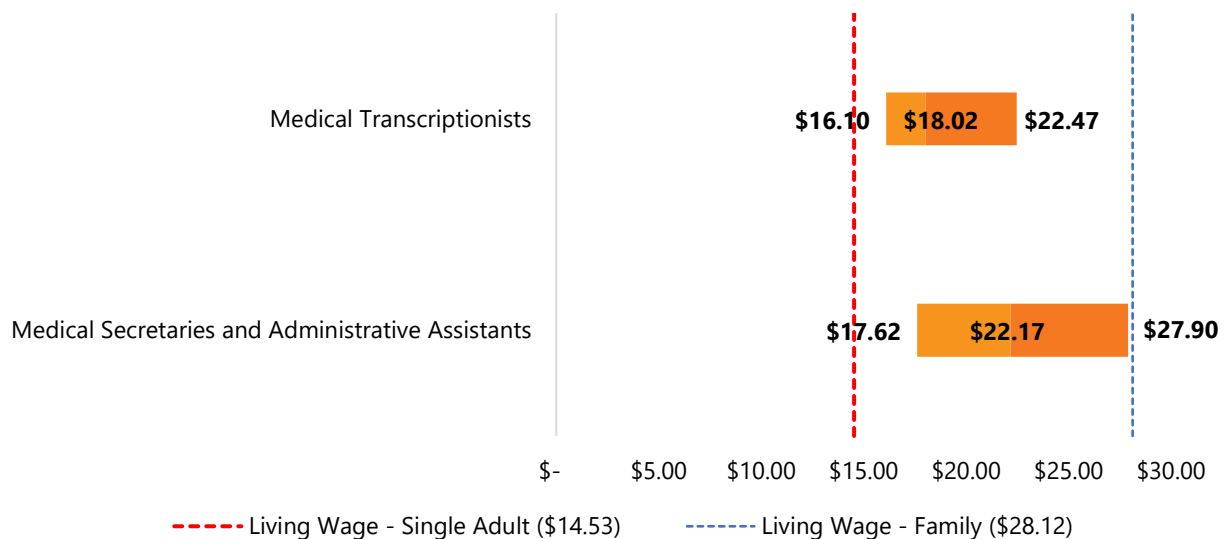
**Exhibit 2. Changes in employment, 2016-2026**



## WAGES

Exhibit 3 compares the entry-level, median, and experienced wages for the selected occupations to the North (Greater Sacramento) living wage for a single adult (\$14.53 per hour) and a small family (\$28.12 per hour).<sup>1,2</sup>

**Exhibit 3. Comparison of wages by occupation, 2021**



<sup>1</sup> Living wage is defined as the level of income a single adult with no children must earn to meet basic needs, including food, housing, transportation, healthcare, taxes, and other miscellaneous basic needs. Please note that the 25th-percentile and 75th-percentile hourly wages are used as proxy for entry-level and experienced-level wages.

<sup>2</sup> A small family is defined as a single adult and one school aged child (between the ages of 5 and 12 years).

# JOB POSTINGS

This section analyzes recent data from online job postings (real-time LMI). Online job postings may provide additional insight into recent changes in the labor market that are not captured by historical trends.

The North COE identified 2,552 online job postings for the selected occupations in the seven-county Greater Sacramento subregion. Job posting data comes from Lightcast (formerly Emsi Burning Glass) and represents unique listings posted online within the last year, from March 1, 2022, to February 28, 2023.

Exhibit 4 details the number of online job postings for the selected occupations.

### Exhibit 4. Number of job postings by occupation

Occupation	Job Postings	Share of Job Postings
Medical Secretaries and Administrative Assistants	2,542	99%
Medical Transcriptionists	10	<1%
<b>Total Job Postings</b>	<b>2,552</b>	<b>100%</b>

Exhibit 5 shows the top 10 relevant job titles with the most job postings.

### Exhibit 5. Top jobs titles

Job Title	Job Postings	Median Posting Duration
Medical Office Representatives	202	25 days
Medical Receptionists	165	29 days
Front Desk Receptionists	131	26 days
Veterinary Receptionists	124	27 days
Dental Receptionists	107	37 days
Dental Treatment Coordinators	88	30 days
Front Desk Agents	71	21 days
Unit Secretaries	67	18 days

Job Title	Job Postings	Median Posting Duration
Treatment Coordinators	64	36 days
Surgery Schedulers	59	25 days

Exhibit 6 shows the top 10 relevant employers with the most job postings for the selected occupations.

**Exhibit 6. Employers with the most job postings**

Employer	Job Postings	Median Posting Duration
CommonSpirit Health	183	25 days
UC Davis Health/UC Davis	114	15 days
Elica Health Centers	41	28 days
Marshall Medical Center	40	19 days
Sutter Health	39	30 days
The Joint Chiropractic	23	34 days
Pacific Dental Services	18	n/a
Sacramento Ear Nose & Throat	18	52 days
Kaiser Permanente	16	28 days
Dialysis Clinic	16	18 days



Exhibit 7 shows the top 10 skills across three categories for the studied occupations: specialized, essential, and software skills.<sup>3</sup>

**Exhibit 7. Most in-demand skills**

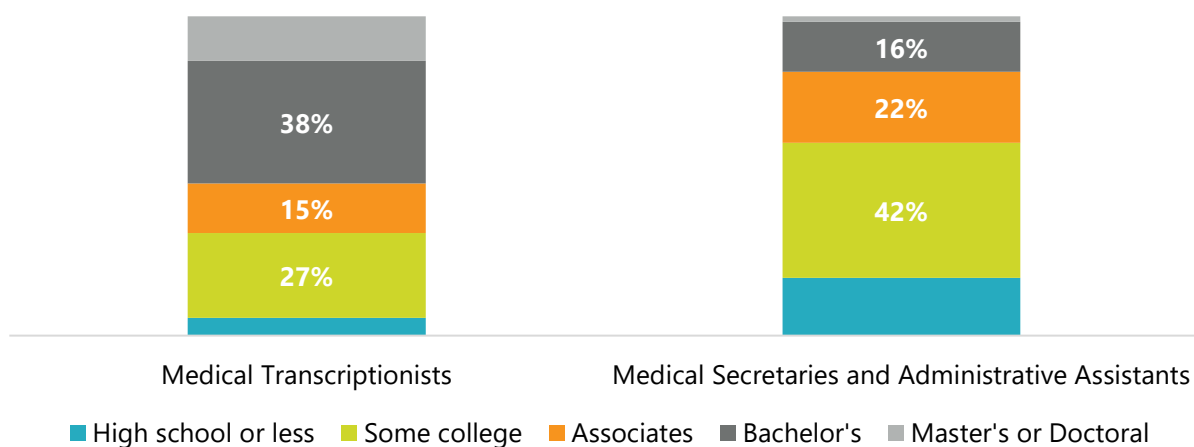
Top 10 Specialized Skills	Top 10 Essential Skills	Top 10 Software Skills
Medical Terminology	Customer Service	Epic EMR
Front Office	Communications	Microsoft Office
Setting Appointments	Scheduling	Microsoft Excel
Medical Records	Clerical Works	Microsoft Outlook
Office Equipment	Multitasking	Microsoft Word
Billing	Computer Literacy	Microsoft PowerPoint
Electronic Medical Record	Detail Oriented	Open Dental
Practice Management	Management	Practice Management Software
Nursing	Telephone Skills	Google Workspace
Epic EMR	Operations	Management Information Systems

<sup>3</sup> Specialized skills are those primarily required to perform specific tasks in an occupation. Essential skills are typically related to employability. These are skills that are prevalent across many occupations, and include both interpersonal attributes and learned skills (aka "soft skills"). Software skills are specific to any software tool or programming component used to support a job.

## EDUCATION AND TRAINING

The U.S. Census Bureau collects data on the highest education level achieved by workers across all occupations. Exhibit 11 shows California's educational attainment of the current workforce in the selected occupations.

**Exhibit 11. California educational attainment for selected occupations, 2019**



The U.S. Bureau of Labor Statistics (BLS) uses a categorical system to assign typical entry-level education and job requirements to each occupation for which the BLS publishes projection data. These categories include entry-level education, work experience in a related occupation, and on-the-job training. Exhibit 12 shows the selected occupations' typical entry-level education and job requirements.

**Exhibit 12. Typical entry-level education and job requirements**

Occupation	Typical Entry-level Education	Work Experience Required	On-the-job Training Required
Medical Transcriptionists	Postsecondary nondegree award	None	None
Medical Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term on-the-job training

## EDUCATIONAL SUPPLY

Educational supply for an occupation can be estimated by analyzing the number of awards issued in related Taxonomy of Programs (TOP) or Classification of Instructional Programs (CIP) codes. Exhibit 13 shows the TOP and CIP codes for educational programs related to the selected occupations.

**Exhibit 13. TOP and CIP codes for training programs related to the selected occupations**

TOP Programs and Codes	Aligned CIP Programs and Codes
Medical Office Technology (0514.20) Administrative Medical Assisting (1208.20)	Medical Administrative/Executive Assistant and Medical Secretary (51.0716)
Hospital and Health Care Administration (1202.00)	Medical Transcription/Transcriptionist (51.0708)

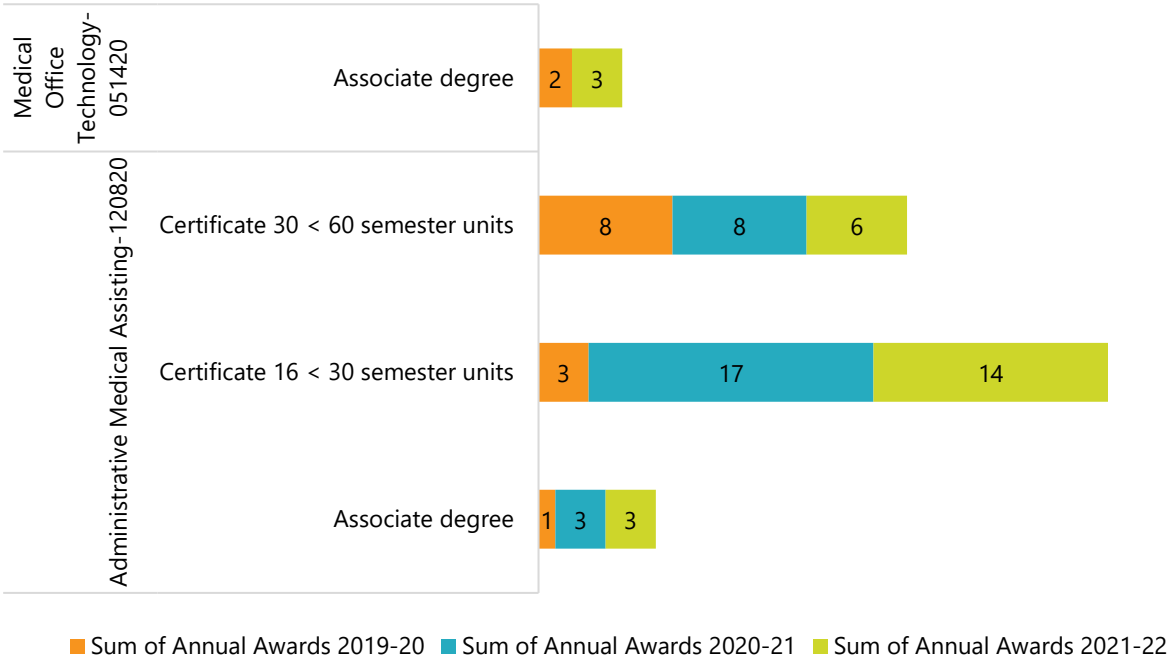
### Community College Supply

Exhibits 14 and 15 compare the average number of certificates and degrees from selected Greater Sacramento community college programs over the last three academic years.

**Exhibit 14. Annual average community college awards by program**

Program - TOP Code	College	Annual Awards 2019-20	Annual Awards 2020-21	Annual Awards 2021-22	3-Yr Annual Awards Average
Medical Office Technology (0514.20)	Yuba	2	0	3	2
	<b>Subtotal</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>
Administrative Medical Assisting (1208.20)	Cosumnes River	11	23	19	18
	Lake Tahoe	1	5	4	3
	<b>Subtotal</b>	<b>12</b>	<b>28</b>	<b>23</b>	<b>21</b>
	<b>Grand Total</b>	<b>14</b>	<b>28</b>	<b>26</b>	<b>23</b>

**Exhibit 15. Annual community college awards by program and type**



**Other Postsecondary Supply**

Exhibit 16 compares the average number of degrees that non-community college training providers conferred in the Greater Sacramento subregion over the last three academic years. Please note that non-community college data lags by one year.

**Exhibit 16. Other postsecondary awards by program**

Program - CIP Code	College	Annual Awards 2018-19	Annual Awards 2019-20	Annual Awards 2020-21	3-Yr Annual Awards Average
Medical Administrative/Executive Assistant and Medical Secretary (51.0716)	Carrington College – Sacramento	73	47	81	67
	MTI College	12	20	24	19
	<b>Grand Total</b>	<b>85</b>	<b>67</b>	<b>105</b>	<b>86</b>

## FINDINGS

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- This report focuses on two occupations in the healthcare documentation career pathway: medical transcriptionists and medical secretaries and administrative assistants.
- The Greater Sacramento subregion held 7,858 healthcare documentation jobs in 2021. These jobs are projected to increase by 6% over the next five years, adding 494 new jobs to the subregion by 2026.
  - Medical secretaries and administrative assistants hold the majority of these jobs. In 2021, this occupation had more than 7,600 jobs in Greater Sacramento.
  - Most of the projected healthcare documentation job growth is due to job growth among medical secretaries and administrative assistants. Between 2021 and 2026, this occupation will increase by 492 jobs.
  - Jobs for medical transcriptionists are projected to remain stable over the next five years in Greater Sacramento.
- Healthcare documentation jobs are projected to grow faster in the Greater Sacramento subregion than in California.
- Over the next five years, healthcare documentation jobs are projected to have nearly 1,000 annual openings in the Greater Sacramento subregion.
  - Most of the job openings – 942 - will be for medical secretaries and administrative assistants.
- Wage data shows that healthcare documentation occupations earn \$2 to \$3 above the single adult living wage of \$14.53 per hour.
- According to real-time labor market information, there were about 2,552 online job postings for healthcare documentation occupations in the last 12 months. More than 99% of the job postings were for medical secretaries and administrative assistants.
- Between 42% and 64% of incumbent workers in healthcare documentation occupations have educational attainment levels consistent with community college offerings (some college or associate degrees).
- Three Greater Sacramento community colleges offer degrees and certificates in programs related to healthcare documentation careers. These programs conferred an average of 23 awards (certificates and associate degrees) in healthcare documentation programs over the last three academic years (2019-20 through 2021-22).
- Local non-community college postsecondary training providers also offer training related to healthcare documentation. Between 2018-19 and 2020-21, non-community college training providers conferred an average of 86 awards in these programs over the last

three years. Please note that non-community college awards data often lags by one year.

## RECOMMENDATIONS

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- Based on a comparison between average annual awards and projected annual job openings, the Greater Sacramento subregion seems to have an undersupply of workers in healthcare documentation jobs.
  - Community colleges and other postsecondary training providers issued an average of 109 awards over the last three years.
  - There are 973 projected annual openings for healthcare documentation jobs.
- The North (Greater Sacramento) Center of Excellence recommends that community colleges move forward in developing new programs related to healthcare documentation.

New Program Recommendation		
<b>Move forward with the new program</b>	<b>Proceed with caution</b>	<b>A new program is not recommended</b>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## APPENDIX A. DATA SOURCES

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This report identified Occupations using the Center of Excellence TOP-to-CIP-to-SOC crosswalk and O\*Net OnLine. This report's findings were determined using labor market data from the Bureau of Labor Statistics (BLS), U.S. Census Bureau data from Emsi, and jobs posting data from Burning Glass.

Lightcast (Formerly EMSI/Burning Glass) 2022.3; QCEW Employees, Non-QCEW Employees, and Self-Employed. <https://www.economicmodeling.com/>. *Note: 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).*

Integrated Postsecondary Education Data System (IPEDS). National Center for Education Statistics. U.S. Department of Education. <https://nces.ed.gov/ipeds/>.

Labor Market Information Division. California Employment Development Department. <https://labormarketinfo.edd.ca.gov/>.

Management Information Systems (MIS) Data Mart. California Community Colleges Chancellor's Office. <https://datamart.cccco.edu/>.

O\*NET OnLine. U.S. Department of Labor/Employment and Training Administration (DOL ETA). <https://www.onetonline.org/>.

Public Use Microdata Sample (PUMS). U.S. Census Bureau American Community Survey (ACS). <https://www.census.gov/programs-surveys/acs/microdata.html>

Self-Sufficiency Standard Tool for California. The University of Washington. <http://www.selfsufficiencystandard.org/>

"Taxonomy of Programs." California Community Colleges Chancellor's Office. June 2012, 6<sup>th</sup> Edition. <https://www.cccco.edu/-/media/CCCCO-Website/About-Us/Divisions/Educational-Services-and-Support/Academic-Affairs/What-we-do/Curriculum-and-Instruction-Unit/Files/TOPmanual6200909corrected12513pdf.ashx>

"TOP-CIP-SOC Crosswalk." Centers of Excellence for Labor Market Research. June 2021 Edition. <http://coecc.net/>

# APPENDIX B. DEFINITIONS

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## *Occupations*

### *Medical Transcriptionists (31-9094)*

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.

### *Medical Secretaries and Administrative Assistants (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.

## *TOP Code Programs*

### *Medical Office Technology (0514.20)*

Prepares individuals to perform medical office administrative duties by manual and/or electronic means. Includes a knowledge of medical terminology, as well as hospital, clinic, or laboratory procedures, and compiling and maintaining medical records.

### *Administrative Medical Assisting (1208.20)*

Principles and techniques to assist with administration in health care offices and clinics. Includes receptionist duties, maintaining patient records, billing, insurance, bookkeeping, appointments, and scheduling.

### *Hospital and Health Care Administration (1202.00)*

Planning, organizing, and administering a hospital or other health care facility.

## *CIP Code Programs*

### *Medical Administrative/Executive Assistant and Medical Secretary (51.0716)*

A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software applications, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics.

### *Medical Transcription/Transcriptionist (51.0708)*



A program that prepares individuals to execute verbatim medical conference minutes, medical reports, and medical orders. Includes instruction in dictation and simultaneous recording, analysis of notes and visual evidence, medical terminology, data processing applications and skills, formal medical report and correspondence formats, professional standards, and applicable law and regulations.

**COVID-19 Statement:** This report includes employment projection data produced by Lightcast (formerly EMSI). Employment projections are developed using models based on historical data, which in this set of projections covers the period through 2021. Most input data, therefore, precedes the pandemic. Employment projections are long-term projections intended to capture structural changes in the economy, not cyclical fluctuations. As such, projections data are not intended to capture the impacts of the recession that began in February 2020. Cyclical fluctuations, like recessions, impact projects when they become part of the historical data set.

**Important Disclaimer:** 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. Efforts have been made to qualify and validate the accuracy of the data and the reported findings; however, neither the Centers of Excellence, COE host District, nor California Community Colleges Chancellor's Office are responsible for applications or decisions made by recipient community colleges or their representatives based upon components or recommendations contained in this study.

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Centers of Excellence for Labor Market Research, Economic and  
Workforce Development Program



CENTERS OF EXCELLENCE  
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