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Labor Market Analysis

Medical Office Administration



Prepared by Central Valley/Mother Lode Center of Excellence



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Summary

The Central Valley/Mother Lode Center of Excellence developed this report for Clovis Community College to determine whether there is demand in the local labor market that is not being met by the supply from postsecondary programs. This report summarizes labor market demand, wages, skills, and postsecondary supply for *Medical Office Administration*, which includes:

- Medical Records Specialists (SOC 29-2072)
- Medical Assistants (SOC 31-9092)
- Medical Secretaries and Administrative Assistants (SOC 43-6013)

Key Findings

- **Occupational Demand** — Occupations related to *Medical Office Administration* have a labor market demand of 2,363 annual job openings in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. Between 2021 and 2026, medical assistants are projected to have the most demand with 1,384 annual job openings and jobs with a growth projection of 18%.
- **Wages** — Average entry-level earnings of \$17.28/hour for *Medical Office Administration* occupations are higher than the living wage in the SCV/SML subregion, which is \$11.91/hour for a single adult.¹ Medical records specialists earn the highest entry-level wage, \$17.78/hour.
- **Employers and Occupational Titles** — Employers in the SCV/SML subregion include Adventist Health, Aston Carter, and Clinica Sierra Vista. The most common job title is medical assistants.
- **Skills and Certifications** — The top baseline skill is communication, the top specialized skill is medical assistance, and the top software skill is Microsoft Excel. The most in-demand certification is a Basic Life Support (BLS) Certification.
- **Education** — A high school diploma or equivalent is typically required for medical secretaries and administrative assistants. A postsecondary nondegree award is typically required for medical assistants and medical records specialists.
- **Supply and Demand Analysis** — An analysis of supply and demand reveals that there are 2,363 annual openings (i.e., demand) and 154 average annual postsecondary degrees awarded (i.e., supply) in the SCV/SML subregion. This suggests an undersupply of 2,209 workers. In the CVML region, there are 3,490 annual openings and 246 awards were conferred suggesting an undersupply of 3,244 workers.

Recommendation

Based on a comparison of demand and supply, there is an undersupply of trained workers in the SCV/SML subregion and the CVML region. The Center of Excellence recommends that Clovis Community College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of *Medical Office Administration* workers.

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/>.

Introduction

The Central Valley/Mother Lode Center of Excellence developed this report to provide Clovis Community College with labor market information for *Medical Office Administration*. 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. Analysis of the program and occupational data related to *Medical Office Administration* is contained in the report. The Standard Occupational Classification (SOC) System codes and occupational titles used in this report from the Bureau of Labor Statistics and O*NET OnLine are shown below.

Medical Records Specialists (SOC 29-2072)

- **Job Description:** Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the healthcare system. Classify medical and healthcare concepts, including diagnosis, procedures, medical services, and equipment, into the healthcare industry's numerical coding system. Includes medical coders.
- **Knowledge:** N/A
- **Skills:** N/A

Medical Assistants (SOC 31-9092)

- **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:** English Language, Customer and Personal Service, Medicine and Dentistry, Administrative, Computers and Electronics
- **Skills:** Social Perceptiveness, Active Listening, Speaking, Reading Comprehension, Critical Thinking

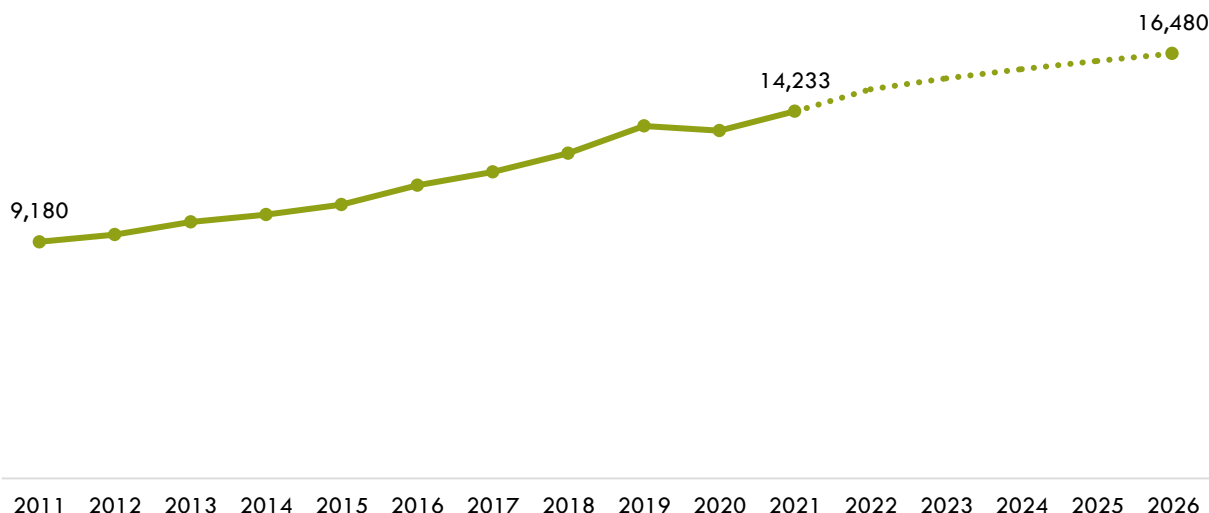
Medical Secretaries and Administrative Assistants (SOC 43-6013)

- **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.
- **Knowledge:** Customer and Personal Service, English Language, Administrative, Medicine and Dentistry, Computers and Electronics
- **Skills:** Customer and Personal Service, English Language, Administrative, Medicine and Dentistry, Computers and Electronics

Employment

Exhibit 1a shows trends for *Medical Office Administration* in the SCV/SML subregion. Between 2021 to 2026, the number of jobs for occupations related to *Medical Office Administration* is projected to increase by 2,247 a growth rate of 16%.

Exhibit 1a. Historical employment and projected occupational demand for occupations related to *Medical Office Administration* in the SCV/SML subregion, 2011-2026



Occupations related to *Medical Office Administration* in the SCV/SML subregion employed 14,233 workers in 2021 (Exhibit 1b). Medical assistants are projected to have the largest growth at 18% with 1,384 annual openings.

Exhibit 1b. Current employment and projected occupational demand for occupations related to *Medical Office Administration* in the SCV/SML subregion, 2021-2026

Occupation	2021 Jobs	2026 Jobs	5-Year Change	5-Year % Change	Annual Openings
Medical Assistants	7,310	8,656	1,346	18%	1,384
Medical Secretaries and Administrative Assistants	5,645	6,413	769	14%	855
Medical Records Specialists	1,278	1,411	133	10%	124
TOTAL	14,233	16,480	2,247	16%	2,363

Wages

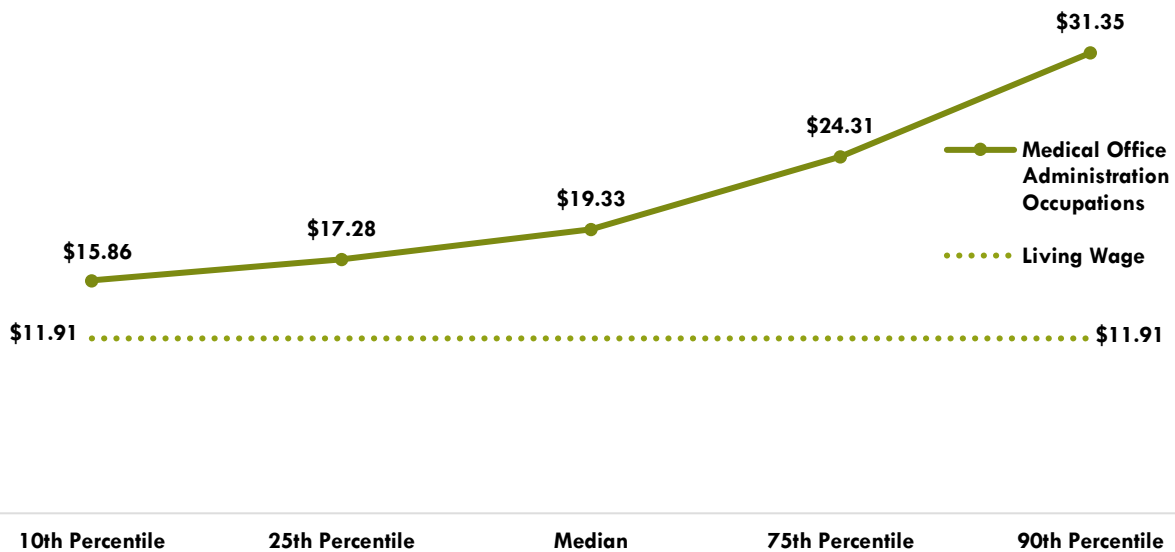
The average living wage for a single adult in the SCV/SML subregion is \$11.91/hour.² Exhibit 2a shows the highest entry-level hourly wages for medical records specialists, a *Medical Office Administration Occupation*, which has an entry-level wage of \$17.78/hour.³

Exhibit 2a. Hourly wages for occupations related to *Medical Office Administration* in the SCV/SML subregion

Occupation	25 th Percentile Hourly Earnings	Median Hourly Earnings	75 th Percentile Hourly Earnings
Medical Records Specialists	\$17.78	\$21.64	\$28.62
Medical Assistants	\$17.08	\$18.38	\$21.97
Medical Secretaries and Administrative Assistants	\$16.98	\$17.99	\$22.34

Exhibit 2b shows the average hourly wages for *Medical Office Administration* occupations; the average entry-level wage is more than the living wage for the SCV/SML subregion.

Exhibit 2b. Average hourly wages for occupations related to *Medical Office Administration* in the SCV/SML subregion



² 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/>.

³ Note: 10th and 25th percentiles are considered entry-level wages while 75th and 90th are considered experienced wages, which may be obtained through long-term employment or extra training, etc.

Job Postings

There were 6,949 unique job postings for occupations related to *Medical Office Administration* in the SCV/SML subregion from April 2023 to September 2023.⁴

Top Employers

The top employers with the most job postings are listed in Exhibit 3. The top employers in online job postings were Adventist Health, Aston Carter, and Clinica Sierra Vista.

Exhibit 3. Top employers of *Medical Office Administration* in job postings

Employer
Adventist Health
Aston Carter
Clinica Sierra Vista
Saint Agnes Medical Center
Community Regional Medical Center
Community Health Systems Professional Services Corporation
Family Healthcare Network
Valley Children's Healthcare
Sante Health
Trinity Health

Top Job Titles

Exhibit 4 shows the most common job titles for *Medical Office Administration* in the SCV/SML subregion.

Exhibit 4. Top job titles in job postings for *Medical Office Administration*

Job Title
Medical Assistants
Medical Receptionists
Medical Billers

⁴ Other than occupational 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.

Salaries

Exhibit 5 shows the “Market Salaries” for *Medical Office Administration*. These are calculated by Lightcast using a machine learning model built from millions of job postings every year. This accounts for adjustments based on location, industry, skills, experience, education, among other variables.

Exhibit 5. Market salaries for *Medical Office Administration*

Market Salary	Job Postings
\$36,000-\$39,999	1,040
\$32,000-\$35,999	881
\$40,000-\$43,999	564
\$44,000-\$47,999	445
\$60,000-\$197,000	235

Education

Of the 6,949 unique job postings, 5,651 listed a preferred or minimum educational requirement for the position being filled. Among those, 70% requested a high school diploma or GED, 19% requested an associate degree, and 9% requested a bachelor’s degree (Exhibit 6).

Exhibit 6. Education levels requested in job postings for *Medical Office Administration*

Education Level	Job Postings	% of Job Postings
High school or GED	3,936	70%
Associate degree	1,060	19%
Bachelor's degree	489	9%
Master's degree	141	2%
Ph.D. or professional degree	25	0%

Baseline, Specialized, and Software Skills

Exhibit 7 depicts the top baseline, specialized, and software skills in job postings. The most commonly requested baseline skill is communication. The most commonly requested specialized skill is medical assistance. The most commonly requested software skill is Microsoft Excel.

Exhibit 7. In-demand baseline, specialized, and software skills for *Medical Office Administration* in job postings

Baseline Skills	Specialized Skills	Software Skills
Communication	Medical Assistance	Microsoft Excel
Customer Service	Medical Records	Microsoft Office
Clerical Works	Vital Signs	Clinic Management Systems
Detail Oriented	Medical Terminology	Epic EMR
Scheduling	Front Office	Lookup Tables

Certifications

Of the 6,949 job postings, there were 6,345 certifications listed. Among those, 19% indicated a need for a Basic Life Support (BLS) Certification. The next top certification is a Certified Medical Assistant (CMA) (Exhibit 8).

Exhibit 8. Top Medical Office Administration certifications requested in job postings

Certifications	% of Job Postings
Basic Life Support (BLS) Certification	19%
Certified Medical Assistant (CMA)	10%
Registered Nurse (RN)	7%
Cardiopulmonary Resuscitation (CPR) Certification	7%
Nurse Practitioner (APRN-CNP)	7%

Education, Work Experience, & Training

A high school diploma or equivalent is typically required for medical secretaries and administrative assistants. A postsecondary nondegree award is typically required for medical assistants and medical records specialists (Exhibit 9).

Exhibit 9. Education, work experience, training, and Current Population Survey results for occupations related to Medical Office Administration⁵

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Medical Assistants	Postsecondary nondegree award	None	None	63.4%
Medical Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term	53.6%
Medical Records Specialists	Postsecondary nondegree award	None	None	46.8%

⁵ "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

Supply

An analysis of program data from the Integrated Postsecondary Education Data System (IPEDS) for the last three program years shows that, on average, 154 awards were conferred in the SCV/SML subregion (Exhibits 10 and 11).

Exhibit 10. TOP and CIP codes for Medical Office Administration

TOP Titles	CIP Titles
	51.0710 - Medical Office Assistant/Specialist
	51.0712 - Medical Reception/Receptionist
1208.20 - Administrative Medical Assisting	51.0714 - Medical Insurance Specialist/Medical Biller
	51.0716 - Medical Administrative/Executive Assistant and Medical Secretary

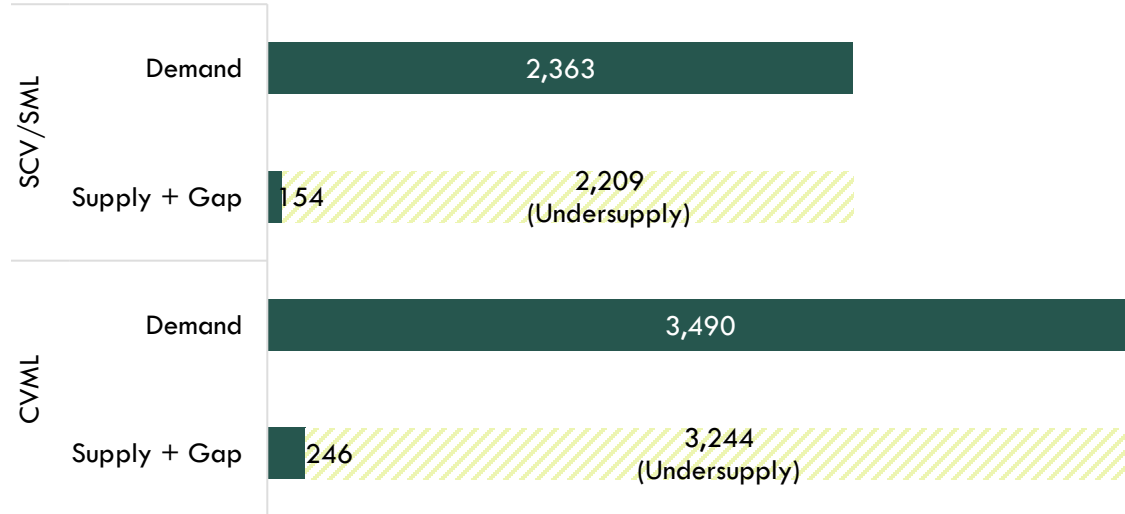
Exhibit 11. Postsecondary supply for Medical Office Administration for Program Years 2019-20 through 2021-22

TOP/CIP Code- Title	College	Certificates of at least 1 but less than 2 years	Certificates of less than 1 year	Associate degree	Certificate 30 < 60 Semester Units	Total
1208.20 - Administrative Medical Assisting	Cerro Coso				9	9
51.0705 - Medical Office Management/Administration	Agape College of Business and Science			1		1
51.0706 - Health Information/Medical Records Administration/Administrator	Institute of Technology	91				91
51.0710 - Medical Office Assistant/Specialist	Santa Barbara Business College-Bakersfield	16		4		20
	United Education Institute-UEI College Stockton	43				43
51.0714 - Medical Insurance Specialist/Medical Biller	Carrington College-Stockton	12				12
	Santa Barbara Business College-Bakersfield			3		3
51.0716 - Medical Administrative/Executive Assistant and Medical Secretary	Carrington College-Stockton	9				9
	Milan Institute-Merced		18			18
	Milan Institute-Visalia		30			30
	Stellar Career College		10			10
SCV/SML TOTAL		107	30	8	9	154
CVML TOTAL		171	58	8	9	246

*SCV/SML awards

There is an undersupply of 2,209 *Medical Office Administration* workers in the SCV/SML subregion and an undersupply of 3,244 workers in the region (Exhibit 12).

Exhibit 12. *Medical Office Administration* workforce demand (annual job openings), postsecondary awards (supply), and additional students needed to fill gap in the SCV/SML subregion and region



Student Outcomes

There was no outcomes data from California Community College Chancellor's LaunchBoard for TOP codes related to *Medical Office Administration*.

Recommendation

This report suggests there is a shortage of 2,209 workers in the SCV/SML subregion and a shortage of 3,244 workers in the CVML region for *Medical Office Administration*. Based on these findings, it is recommended that Clovis Community College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of *Medical Office Administration* workers in the region.

Appendix: 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. (Lightcast). Lightcast occupational employment data are based on final Lightcast industry data and final Lightcast 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 Lightcast 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 .
LaunchBoard	Chancellor’s LaunchBoard. https://www.calpassplus.org/LaunchBoard/SWP.aspx
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: labormarketinfo.edd.ca.gov .
Job Posting and Skills Data	Lightcast: https://lightcast.io/ .
Additional Education Requirements/ Employer Preferences	The O*NET Job Zone database includes over 900 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. (LIGHTCAST) formula that includes historical employment and economic indicators along with national, state and local trends.

LaunchBoard (Attained the Living Wage): Among SWP students who exited college and did not transfer to any postsecondary institution, the proportion who attained the district county living wage for a single adult measured immediately following academic year of exit

LaunchBoard (Median Annual Earnings): Among SWP students who exited the community college system and who did not transfer to any postsecondary institution, median earnings following the academic year of exit.

LaunchBoard (Median Change in Earnings): Among SWP students who exited and who did not transfer to any postsecondary institution, median change in earnings between the second quarter prior to the beginning of the academic year of entry and the second quarter after the end of the academic year of exit from the last college attended.

LaunchBoard (Job Closely Related to Field of Study): Among SWP students who responded to the CTE Outcomes Survey and did not transfer to any postsecondary institution, the proportion who reported that they are working in a job very closely or closely related to their field of study.

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.