Sector Recommendation Brief: Health

Patient Care Coordinators

SEPTEMBER 2020

SAN DIEGO COUNTY

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Executive Summary

The San Diego and Imperial Counties Community Colleges play a significant role in supplying Health Care workers for key positions such as *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants*. Based on available labor market information, there is significant demand for these occupations and several institutions offer training that prepare students for these positions. However, despite a large supply gap, entry-level earnings for these occupations tend to be lower than the living wage for a single adult in San Diego County ($15.99 per hour).

To fill Health Care's labor market supply gap with workers who are more likely to receive wages closer to the living wage, the region's community colleges should consider developing new—or revising existing—programs that support a career pathway for *Patient Care Coordinators. Patient Care Coordinators* ensure that health care facilities (e.g., hospitals, physicians' offices, clinics, long-term care facilities) provide high-quality services to their patients.[1] *Patient Care Coordinators* assess patients' physical, social, psychological and financial needs as well as explain policies, procedures or services directly to patients.[2]

Based on online job postings, employers indicated that entry-level and median hourly wages for "Patient Care Coordinators" are $16.88 and $20.33, respectively—both of which are higher than the living wage.

The San Diego-Imperial Center of Excellence for Labor Market Research (COE) recommends that the region's community colleges consider 1) building pathways to *Patient Care Coordinators* based on existing programs for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants*; 2) further consulting employers about this plan; and 3) communicating to students that this career pathway exists after program development is completed.

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[1] study.com/articles/Patient_Care_Coordinator_Job_Description_and_Education_Requirements.html

[2] healthcareersinfo.net/patient-care-coordinators

Problem Statement: Challenges in Existing Programs

Health Care is considered a recession-resilient sector in San Diego County due to its continued employment growth despite periods of economic downturns or financial crises.[3] The San Diego and Imperial Counties Community Colleges play a significant role in supplying Health Care workers in key positions such as *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants.* Based on available labor market information, there is significant labor market demand for these occupations, with 3,187 annual job openings projected for the county between 2019 and 2024, while the average demand for an occupation in San Diego County is 270 annual job openings (Exhibit 1).[4]

Exhibit 1: Number of Jobs and Annual Openings in San Diego County by Occupation (2019-2024)[5]

Occupational Title	2019 Jobs	2024 Jobs	2019-2024 % Net Jobs Change	Annual Job Openings (Demand)
Home Health Aides	2,533	3,710	46%	579
Nursing Assistants	10,064	11,222	12%	1,420
Medical Assistants	8,260	9,376	14%	1,188
Total	**20,857**	**24,308**	**17%**	**3,187**

Consequently, several educational institutions in San Diego County offer programs that train for these high-demand occupations—**five** community colleges and **10** non-community-college institutions (Exhibit 2).

Exhibit 2: Educational Institutions with Programs Related to *Home Health Aides, Medical Assistants, and Certified Nursing Assistants* in San Diego County

Community Colleges	Non-Community-College Institutions
1. Palomar College	1. Advanced Training Associates
2. San Diego Mesa College	2. Ashford University
3. Southwestern College	3. Brightwood College-Chula Vista
4. MiraCosta College	4. Brightwood College-San Diego
5. San Diego Continuing Education	5. Brightwood College-Vista
	6. California College San Diego
	7. CET-San Diego Concorde Career College-San Diego
	8. National University
	9. Pima Medical Institute-Chula Vista
	10. United Education Institute-Chula Vista
	11. United Education Institute-UEI College San Marcos

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[3] myworkforceconnection.org/wp-content/uploads/2019/11/19-CTE-0695_CareerEducationGuide_2019Updates_FNL_PreviewPages-1.pdf

[4] Traditional labor market data is delayed by a year; therefore, 2019 is the baseline year for projected occupational demand.

[5] EMSI 2020.02; QCEW, Non-QCEW, Self-Employed.

While high demand and a high number of institutions with programs exist for these occupations, there is a significant labor market supply gap. Collectively, the aforementioned institutions supply 2,168 awards (e.g., certificates and degrees) for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants.* Comparing the number of annual job openings (3,187) with program awards (2,168) suggests that there is a supply gap of 1,019 awards for the region (Exhibit 3). For comparison, California also has a significant supply gap for these occupations (Exhibit 3).[6]

Exhibit 3: Labor Market Demand (Annual Job Openings) vs. Labor Market Supply (Average Annual Awards)

Region	Demand (Average Annual Job Openings)	Supply (Average Annual Awards)	Supply Gap
San Diego	3,187	2,168	1,019
California	37,480	19,550	17,930

Additionally, the entry-level hourly earnings for *Home Health Aides, Medical Assistants,* and *Nursing Assistants* tend to be below the living wage for a single adult in San Diego County, which is **$15.99** per hour (Exhibit 4).[7] With the exception of *Medical Assistants*, the median hourly earnings for these occupations are also below the living wage.

Exhibit 4: Hourly Earnings by Occupation in San Diego County

Occupational Title	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Home Health Aides	$12.16	$13.83	$16.56
Medical Assistants	$15.69	$17.88	$20.99
Nursing Assistants	$13.58	$15.61	$18.90

In short, the challenges for these selected occupations include, but are not limited to:

- A large labor market supply gap despite the large number of institutions that offer programs

- Low entry-level and median earnings, which are below the living wage

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[6] 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.

[7] "California Family Needs Calculator (formerly the Self-Sufficiency Standard)," Insight: Center for Community Economic Development, last updated 2018. insightcced.org/2018-self-sufficiency-standard.

Opportunity: Patient Care Coordinators

The San Diego and Imperial Counties Community Colleges may want to consider developing new or revising existing programs that support a career pathway for *Patient Care Coordinators. Patient Care Coordinators* ensure that health care facilities (e.g., hospitals, physicians' offices, clinics, long-term care facilities) provide high quality services to their patients.[8] *Patient Care Coordinators* assess a patient's "physical, social, psychological, and financial needs. They are often the first contact for provision of information to the patient or physician on behalf of attending physicians. *Patient Care Coordinators* may also explain policies, procedures, or services to patients using medical or administrative knowledge, and provide consultation or training to volunteers or staff on topics such as guest relations, patients' rights, and medical issues. They are familiar with community services and resources available to patients, and refer patients to appropriate health care services or resources. Patient Care Coordinators also train and educate patients, families, and medical and social service providers in case management and its goals, available services, and self-management."[9]

Sample Job Description for Patient Care Coordinators

Job descriptions vary depending on individual employer's needs. However a sample list of roles and responsibilities is provided below for *Patient Care Coordinators* to assist with program/course development:

- Perform analytical and data entry tasks

- Answer patient calls, emails and questions, including finding insurance estimates

- Confidentially manage patient accounts

- Schedule patient visits and answer pre-visit questions, including questions about billing

- Ensure compliance with professional standards and regulatory requirements

- Provide patient consultations and recommended treatments

- Discuss cost of service, insurance coverage, and payment options with patients

- Work as a team player to ensure each patient receives the best service possible

- Schedule any necessary outpatient appointments

- Get prior authorizations for procedures

- Scan documents into patient charts

- Meet with patients and families regarding treatments, procedures, medications, and continuing care

- Assist care team with setting goals for quality assurance and best practices

- Provide community resources and referrals for continuing care

- Assist in locating funding for special procedures or other patient needs

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[8] study.com/articles/Patient_Care_Coordinator_Job_Description_and_Education_Requirements.html

[9] healthcareersinfo.net/patient-care-coordinators

Based on online job postings, employers indicated that entry-level and median hourly wages for "Patient Care Coordinators" are **$16.88** and **$20.33**, respectively—both of which are higher than the living wage (Exhibit 5). It is important to note that there are limitations with online job postings data: The wages represented below are based on what was **posted**; employers may pay more or less for these positions.

Exhibit 5: Hourly Earnings[10] for *Patient Care Coordinators* in San Diego County, 2019[11]

- Living Wage
- Patient Care Coordinators

$28.28

$20.33

$16.88

$15.99

Entry-Level Hourly Earnings
(25th Percentile)

Median Hourly Earnings

Experienced Hourly Earnings
(75th Percentile)

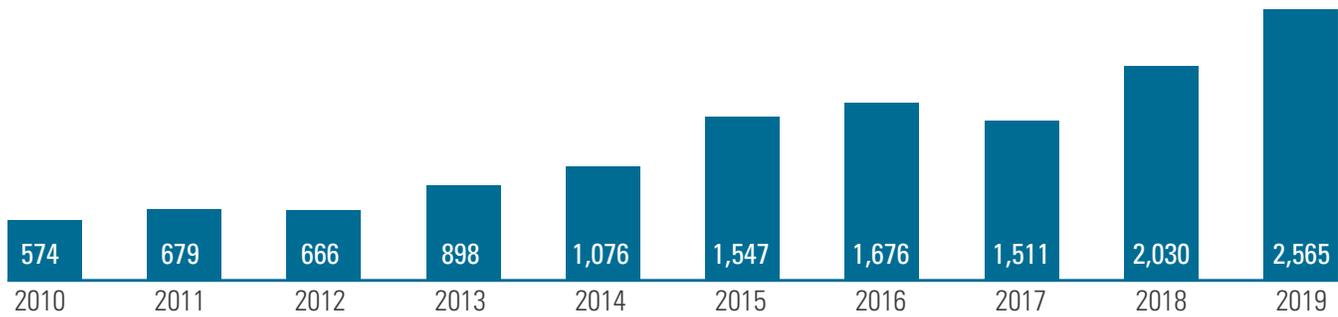## Online Job Postings Data vs. Traditional Labor Market Information

This brief provides "real-time" data from online job postings for *Patient Care Coordinators* because they are an emerging occupation. Traditional labor market information (LMI) analyzes historical data for occupations in the Standard Occupational Classification (SOC) system. Traditional LMI is available for occupations such as *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants* because employers reported employment data for these occupations for several years. However, traditional LMI does not have sufficient historical data for emerging occupations such as *Patient Care Coordinators*. Therefore, for the purpose of this study, the San Diego-Imperial COE reviewed online job postings for recent labor market trends that are not captured by traditional LMI. Online job postings data comes from Burning Glass Technologies. This tool has its own taxonomy of occupations and within that taxonomy is "Care Coordinators," which was used in the query for this brief. Additionally, the software can extract data based on keywords. Therefore, the San Diego-Imperial COE also used "Patient Care Coordinator" in the query for this report.

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[10] 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.

[11] Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2019.

In terms of labor market demand, the number of online job postings with the keywords "Patient Care Coordinator" between 2010 and 2019 increased from **574** to **2,565** in San Diego County (Exhibit 6).

Exhibit 6: Number of Online Job Postings for Keywords "Patient Care Coordinators" in San Diego County (2010-2019)[12]

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
574	679	666	898	1,076	1,547	1,676	1,511	2,030	2,565

It is important to note that employers tend to post more frequently for occupations that they have difficulty filling, which can result in overestimated numbers for online job postings. Therefore, the San Diego-Imperial COE also analyzed occupations that were specifically categorized as "Care Coordinators" by Burning Glass Technologies (a software program that extracts data from online job postings) and found that the number of online job postings was significantly lower than those with the key term "Patient Care Coordinator" (Exhibit 7). According to Burning Glass Technologies, "Care Coordinators" develop and manage patient care programs and handles patient cases. They also keep patients informed about their care options.[13]

Exhibit 7: Number of Online Job Postings for Care Coordinators in San Diego County (2010-2019)[14]

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
42	98	118	137	123	152	74	108	94	114

The San Diego-Imperial COE recommends that the region's community colleges review these online job postings data carefully and understand the limitations in the data before developing new programs.

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[12] Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2010-2019.

[13] Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2010-2019.

[14] Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool." 2010-2019.

Recommendation: Building on Existing Programs

The San Diego and Imperial Counties Community Colleges could build upon existing programs for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistant*s, rather than creating an entirely new training program. As previously mentioned, five community colleges in the region offer training for these occupations. Exhibit 8 provides an overview of programs that exist for six-digit Taxonomy of Programs (TOP6)[15] codes related to *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants*. For more information on the specific courses offered, see *Appendix B: Existing Courses.*

Exhibit 8: Existing Community College Programs by TOP6 Code in San Diego County

TOP6 Code	TOP6 Title	Community College
0514.20	Medical Office Technology	• Palomar College
1208.00	Medical Assisting	• San Diego Mesa College • Southwestern College
1208.10	Clinical Medical Assisting	• Southwestern College
1208.20	Administrative Medical Assisting	• MiraCosta College • Southwestern College
1230.30	Certified Nursing Assistant	• San Diego Continuing Education • Southwestern College
1230.80	Home Health Aide	• MiraCosta College • San Diego Continuing Education

Training programs for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants* typically lead students to more advanced roles such as *Licensed Vocational Nurses or Registered Nurses* (Exhibit 9). However, a challenge with this typical career pathway is the limited number of clinical placement opportunities available, resulting in fewer opportunities for students to follow the pathways identified in Exhibit 9 on the next page.

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[15]TOP data comes from the California Community Colleges Chancellor's Office MIS Data Mart (datamart.cccco.edu). TOP is a system of numerical codes used at the state level to collect and report information on community college programs and courses that have similar outcomes.

Exhibit 9: Prospective Career Pathways for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants* [16]
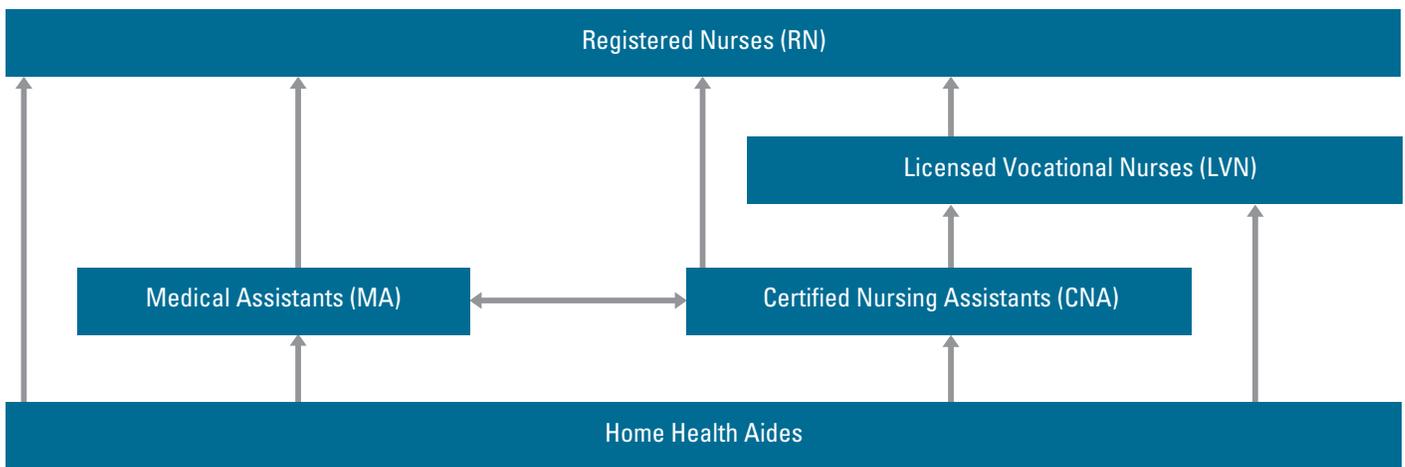
Adding courses for *Patient Care Coordinators* in existing programs opens up a new career pathway for students. The following exhibit provides a revised career pathway diagram that incorporates *Patient Care Coordinators* as a viable option for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants.*

Exhibit 10: Revised Prospective Career Pathways for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants* [17]

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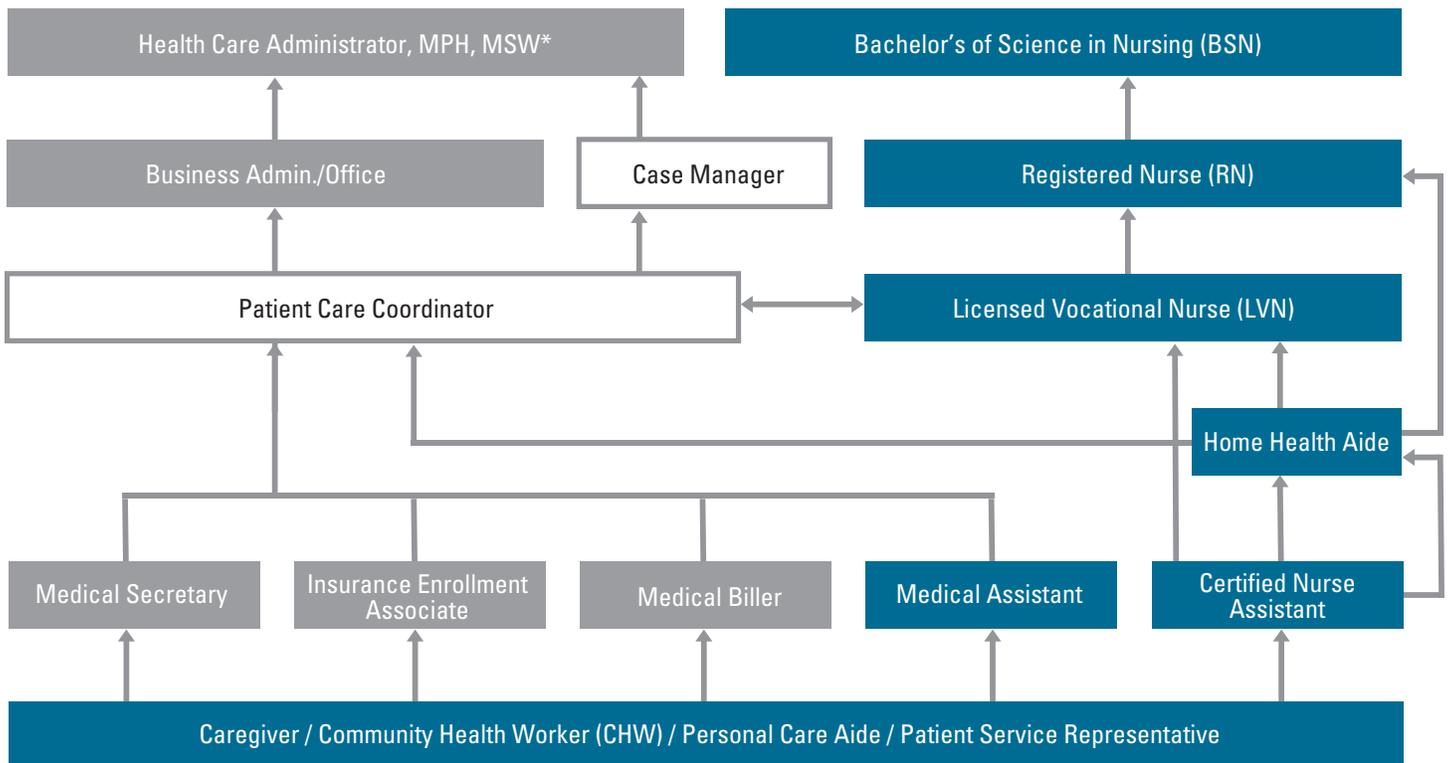
[16] Career pathway diagram adopted from Health Care Sector, Labor Market Analysis. workforce.org/sites/default/files/industry_reports/ health_care_2014.pdf

[17] Career pathway diagram adopted from Health Care Sector, Labor Market Analysis. workforce.org/sites/default/files/industry_reports/ health_care_2014.pdf

The San Diego and Imperial Counties Community Colleges could incorporate the following courses in their existing programs, which would help prepare students for positions such as *Patient Care Coordinators* (Exhibit 11). This list is not all inclusive; the San Diego and Imperial Counties Community Colleges may decide to incorporate additional training after further discussion with employers.

Exhibit 11: Potential Courses for *Patient Care Coordinators*

Prospective Course Title	Description
Introduction to Public Health/ Social Determinants of Health	• Identify social determinants of health that affect chronic diseases
Motivational Interviewing	• Assist with behavioral change to set goals toward a healthier life style • Identify unhealthy behaviors
Chronic Diseases and Management of Chronic Conditions	• Learn about chronic health issues, environmental conditions, mental health challenges (e.g., stress, anxiety, fear), etc.
Health Care System	• Understand private health care, Medical, Medicare, and other programs that exist • Understand billing, coding, etc. • Navigate the health care system to make better referrals
Communication and Presentation Skills	• Learn verbal and written communication skills in the context of the Health Care sector • Develop customer service, critical thinking, cultural competency, and patient advocacy skills
Organizational Skills and Computer Skills	• Develop Microsoft Office Suite skills (e.g., Microsoft Word, Microsoft Excel, Microsoft Outlook)

These courses are aligned with the knowledge, skills and abilities (KSA) listed in online job postings for the Burning Glass Technologies specialized occupation "Care Coordinator" and for the keywords "Patient Care Coordinator" (Exhibit 12). The following exhibit provides an overview of the KSA in online job postings based on these two queries. The bolded knowledge, skills and abilities are those that appeared in both queries.

Exhibit 12: Knowledge, Skills and Abilities in Online Job Postings for *Care Coordinator* and *Keywords "Patient Care Coordinator"* in San Diego County (2017-2019)

Ranking	Care Coordinator	# Online Job Postings	"Patient Care Coordinator"	# Online Job Postings
#1	**Basic Patient Care**	197	**Basic Patient Care**	33
#2	**Medical Support**	101	**Advanced Patient Care**	28
#3	**Advanced Patient Care**	91	**Health Care Procedure and Regulation**	25
#4	**Patient Education and Support**	77	**Basic Customer Service**	22
#5	**Health Care Procedure and Regulation**	75	**General Medicine**	21
#6	**Scheduling**	72	**Scheduling**	20
#7	Budget Management	71	**Medical Support**	17
#8	Basic Living Activities Support	71	**Microsoft Office and Productivity Tools**	17
#9	**People Management**	67	Administrative Support	16
#10	**Microsoft Office and Productivity Tools**	62	**People Management**	16
#11	Emergency and Intensive Care	60	**Medical Billing and Coding**	16
#12	Patient Reception	57	General Administrative and Clerical Tasks	15
#13	**Basic Customer Service**	49	**Patient Education and Support**	14
#14	**General Medicine**	46	Public Health and Disease Prevention	13
#15	**Medical Billing and Coding**	37	Medical Records	12

In short, this brief recommends that the San Diego and Imperial Counties Community Colleges consider developing a program for *Patient Care Coordinators* by 1) building on existing offerings for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants*; 2) further consulting employers about this plan; and 3) communicating to students that this career pathway exists after program development is completed.

Appendix A: Methodology and Definitions

The San Diego-Imperial Center of Excellence for Labor Market Research (COE) prepared this brief in collaboration with the Regional Director for Employer Engagement for Health (Regional Director). This study was funded by Strong Workforce Program (SWP) funds from the California Community Colleges Chancellor's Office (CCCCO) through the San Diego and Imperial Counties Community Colleges Regional Consortium. The San Diego-Imperial COE is funded by SWP and Economic and Workforce Development (EWD) funds and is part of the California Community Colleges Centers of Excellence for Labor Market Research.

One of the San Diego-Imperial COE's goals is to support the region's community colleges with labor market information that describes employers' workforce needs. For this brief, the San Diego-Imperial COE 1) reviewed qualitative information that the Regional Director collected from discussions with employers; 2) reviewed prior labor market studies; and 3) analyzed available labor market demand and supply data, which are detailed below.

Labor Market Demand

For the purpose of this brief, the San Diego-Imperial COE analyzed labor market information for the following occupations in the Standard Occupational Classification (SOC) system:

- **Home Health Aides** (SOC 31-1011): Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing, and grooming of patient.

- **Certified Nursing Assistants/Nursing Assistants** (SOC 31-1014): Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.

- **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.

The SOC "system is a federal statistical standard used by federal agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data" (bls.gov/soc).

Labor market demand is typically defined as the number of annual job openings for an occupation in the SOC system. For this brief, annual job openings are the estimated employment change and turnover for an occupation each year between 2019 and 2024. Annual openings combine two types of data sets:

- **Job Growth**: An employer experiences greater demand for its products and hires new employees to increase production. If job growth is zero or negative, then any and all openings are due to replacement needs.

- **Replacement Needs**: An employer hires replacement workers for employees who leave the workforce or change occupations. Replacement rates are derived from national 10-year, occupation-specific percentages published by the U.S. Bureau of Labor Statistics (BLS) Employment Projections program. Annual openings data includes the new BLS "separations" methodology in its calculation of replacement-needs job opportunities.

Educational Supply

Program award data represents the supply of students that can potentially fill labor market demand. Supply can be estimated by analyzing Taxonomy of Programs (TOP) and Classification of Instructional Programs (CIP) codes. 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).

TOP is a system of numerical codes used at the state level to collect and report information on community college programs and courses throughout the state that have similar outcomes. TOP was designed to aggregate information about programs, but local program titles often differ substantially from college to college. For example, one college's program may be titled "Mechanized Agriculture," another college's program may be titled "Agriculture Engineering Technology," and a third college's program may be titled "Agriculture Equipment Operations & Maintenance." Because they have similar outcomes, information on all three is collected and reported at the state level under TOP code 0116.00, which carries the standardized title "Agricultural Power Equipment Technology."

Non-community college programs were identified using CIP codes, which are a taxonomy of academic disciplines at institutions of higher education in the United States and Canada. CIP codes are used at the federal level and for non-community-college programs. The CIP was originally developed by the National Center for Education Statistics of the United States Department of Education.

For the purpose of this study, the San Diego-Imperial COE analyzed **seven** TOP codes and **14** CIP codes related to Home Health Aides, Medical Assistants, and Certified Nursing Assistants (Exhibit A).

Exhibit A: Related TOP and CIP Codes for *Home Health Aides, Medical Assistants,* and *Certified Nursing Assistants*

TOP Code and Title or CIP Code and Title
TOP 051420: Medical Office Technology
TOP 120800: Medical Assisting
TOP 120810: Clinical Medical Assisting
TOP 120820: Administrative Medical Assisting
TOP 122400: School Health Clerk
TOP 123030: Certified Nurse Assistant
TOP 123080: Home Health Aide
CIP 51.0705: Medical Office Management/Administration
CIP 51.0706: Health Information/Medical Records Administration/Administrator
CIP 51.0710: Medical Office Assistant/Specialist
CIP 51.0712: Medical Reception/Receptionist
CIP 51.0714: Medical Insurance Specialist/Medical Biller
CIP 51.0716: Medical Administrative/Executive Assistant and Medical Secretary
CIP 51.0801: Medical/Clinical Assistant
CIP 51.0802: Clinical/Medical Laboratory Assistant
CIP 51.1105: Pre-Nursing Studies
CIP 51.2299: Public Health, Other
CIP 51.2601: Health Aide
CIP 51.2602: Home Health Aide/Home Attendant
CIP 51.3902: Nursing Assistant/Aide and Patient Care Assistant/Aide
CIP 51.3999: Practical Nursing, Vocational Nursing and Nursing Assistants, Other

According to TOP and CIP data, five community colleges and 10 non-community-college institutions supply the region with awards for these occupations (Exhibit B). The San Diego-Imperial COE analyzed TOP data for program years 2016-17 through 2018-19 and CIP data for program years 2014-15 through 2016-17. Academic years for TOP codes and CIP codes differ because publication of CIP data generally lags behind TOP data by one year.

Exhibit B: Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions by TOP and CIP Codes (Three-Year Averages for Program Years 2014-15 & 2018-19)

| TOP6 or CIP	TOP6 or CIP Title	3-Yr Annual Average CC Awards (PY16-17 to PY18-19)	Other Educational Institutions 3-Yr Annual Average Awards (PY14 15 to PY16-17)	3-Yr Total Average Supply (PY14 15 to PY18-19)
051420	Medical Office Technology	**12**	**0**	**12**
	• Palomar	12	0	
120800	Medical Assisting	**33**	**0**	**33**
	• San Diego Mesa	31	0	
	• Southwestern	2	0	
120810	Clinical Medical Assisting	**7**	**0**	**7**
	• Southwestern	7	0	
120820	Administrative Medical Assisting	**50**	**0**	**50**
	• MiraCosta	36	0	
	• Southwestern	14	0	
123030	Certified Nursing Assistant	**506**	**0**	**506**
	• San Diego Cont. Ed.	407	0	
	• Southwestern	99	0	
123080	Home Health Aide	**258**	**0**	**258**
	• MiraCosta	1	0	
	• San Diego Cont. Ed.	257	0	
51.0706	Health Information/Medical Records Administration/Administrator	**0**	**33**	**33**
	• Ashford University	0	33	
51.0710	Medical Office Assistant/Specialist	**0**	**19**	**19**
	• Concorde Career College-San Diego	0	12	
	• United Education Institute-Chula Vista	0	2	
	• United Education Institute-UEI College San Marcos	0	5	
51.0716	Medical Administrative/Executive Assistant and Medical Secretary	**0**	**53**	**53**
	• Pima Medical Institute-Chula Vista	0	53	
51.0801	Medical/Clinical Assistant	**0**	**1,220**	**1,220**
	• Advanced Training Associates	0	66	
	• Brightwood College-Chula Vista	0	146	
	• Brightwood College-San Diego	0	137	
	• Brightwood College-Vista	0	230	
	• California College San Diego	0	136	
	• CET-San Diego	0	30	
	• Concorde Career College-San Diego	0	135	
	• Pima Medical Institute-Chula Vista	0	170	
	• United Education Institute-Chula Vista	0	105	
	• United Education Institute-UEI College San Marcos	0	65	
51.1105	Pre-Nursing Studies	**0**	**1**	**1**
	• National University	0	1	
51.2601	Health Aide	**0**	**154**	**154**
	• Brightwood College-San Diego	0	154	
51.3902	Nursing Assistant/Aide and Patient Care Assistant/Aide	**0**	**3**	**3**
	• Brightwood College-Vista	0	3	
51.3999	Practical Nursing, Vocational Nursing and Nursing Assistants, Other	**0**	**65**	**65**
	• Concorde Career College-San Diego	0	65	
			Total	**2,168**

Online Job Postings Data

This brief provides "real-time" data from online job postings for *Patient Care Coordinators* because they are an emerging occupation. The San Diego-Imperial COE typically uses traditional labor market information (LMI) in reports because traditional LMI analyzes historical data for occupations in the SOC system. Traditional LMI is available for occupations such as *Home Health Aides, Medical Assistants, and Certified Nursing Assistants* because employers reported employment data for these occupations for several years. However, traditional LMI does not have sufficient historical data for emerging occupations such as *Patient Care Coordinators*. Therefore, for the purpose of this study, the San Diego-Imperial COE reviewed online job postings for recent labor market trends that are not captured by traditional LMI. Online job postings data comes from Burning Glass Technologies. Burning Glass Technologies has their own taxonomy of occupations and within that taxonomy is "Care Coordinators," which was used in the query for this brief. Additionally, the software from Burning Glass Technologies can extract data based on keywords. The San Diego-Imperial COE used "Patient Care Coordinator" in the query for this report as well. Explanations about the limitations of online job postings data are included throughout this brief.

Appendix B: Existing Courses

According to the [Chancellor's Office Curriculum Inventory (COCI)](#), the San Diego and Imperial Counties Community Colleges offer the following courses related to Health Aides, Medical Assistants, and Certified Nursing Assistants.

Institution	Course Title	TOP6 Code and Title	Award	# Units
SD Cont. Ed	Medical Office Assistant Program	0514.20 Medical Office Technology	N/A	N/A
SD Mesa	Computer Business Technology: Medical Business Asst.	0514.20 Medical Office Technology	A.S. Degree	31
SD Mesa	Computer Business Technology: Medical Business Asst.	0514.20 Medical Office Technology	Cert. of Achievement	31
SD Mesa	Computer Business Technology: Medical Transcription Specialist	0514.20 Medical Office Technology	A.S. Degree	26
SD Mesa	Computer Business Technology: Medical Transcription Specialist	0514.20 Medical Office Technology	Cert. of Achievement	26
SD Miramar	Medical Laboratory Technology	1205.00 Medical Laboratory Technology	A.S. Degree	26
SD Miramar	Medical Laboratory Technology	1205.00 Medical Laboratory Technology	Cert. of Achievement	26
Southwestern	Medical Laboratory Technician	1205.00 Medical Laboratory Technology	A.S. Degree	45
Imperial Valley	Medical Assistant	1208.00 Medical Assisting	Cert. of Achievement	30
SD Mesa	Medical Assisting	1208.00 Medical Assisting	A.S. Degree	29-30
SD Mesa	Medical Assisting	1208.00 Medical Assisting	Cert. of Achievement	29-30
Southwestern	Medical Assisting	1208.00 Medical Assisting	A.S. Degree	39
Southwestern	Medical Assisting-Clinical	1208.10 Clinical Medical Assisting	Cert. of Achievement	31
MiraCosta	Medical Office Professional	1208.20 Administrative Medical Assisting	A.A. Degree	29.5
MiraCosta	Medical Office Professional	1208.20 Administrative Medical Assisting	Cert. of Achievement	24
SD Cont. Ed	Health Unit Coordinator	1208.20 Administrative Medical Assisting	Noncredit program	N/A
Southwestern	Medical Assisting-Administrative	1208.20 Administrative Medical Assisting	Cert. of Achievement	33
SD Cont. Ed	Nurse Assistant Acute Care Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nurse Assistant Acute Care Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nurse Assistant in Behavioral Health Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nurse Assistant in Behavioral Health Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nurse Assistant Rehabilitative Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nurse Assistant Rehabilitative Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Nursing Assistant Training Program	1230.30 Certified Nurse Assistant	Noncredit program	N/A
SD Cont. Ed	Personal Care Assistant/Caregiver Program	1230.80 Home Health Aide	Noncredit program	N/A
SD Cont. Ed	Personal Care Assistant/Caregiver Program	1230.80 Home Health Aide	Noncredit program	N/A
Southwestern	Quality Home Care Provider	1230.80 Home Health Aide	N/A	N/A
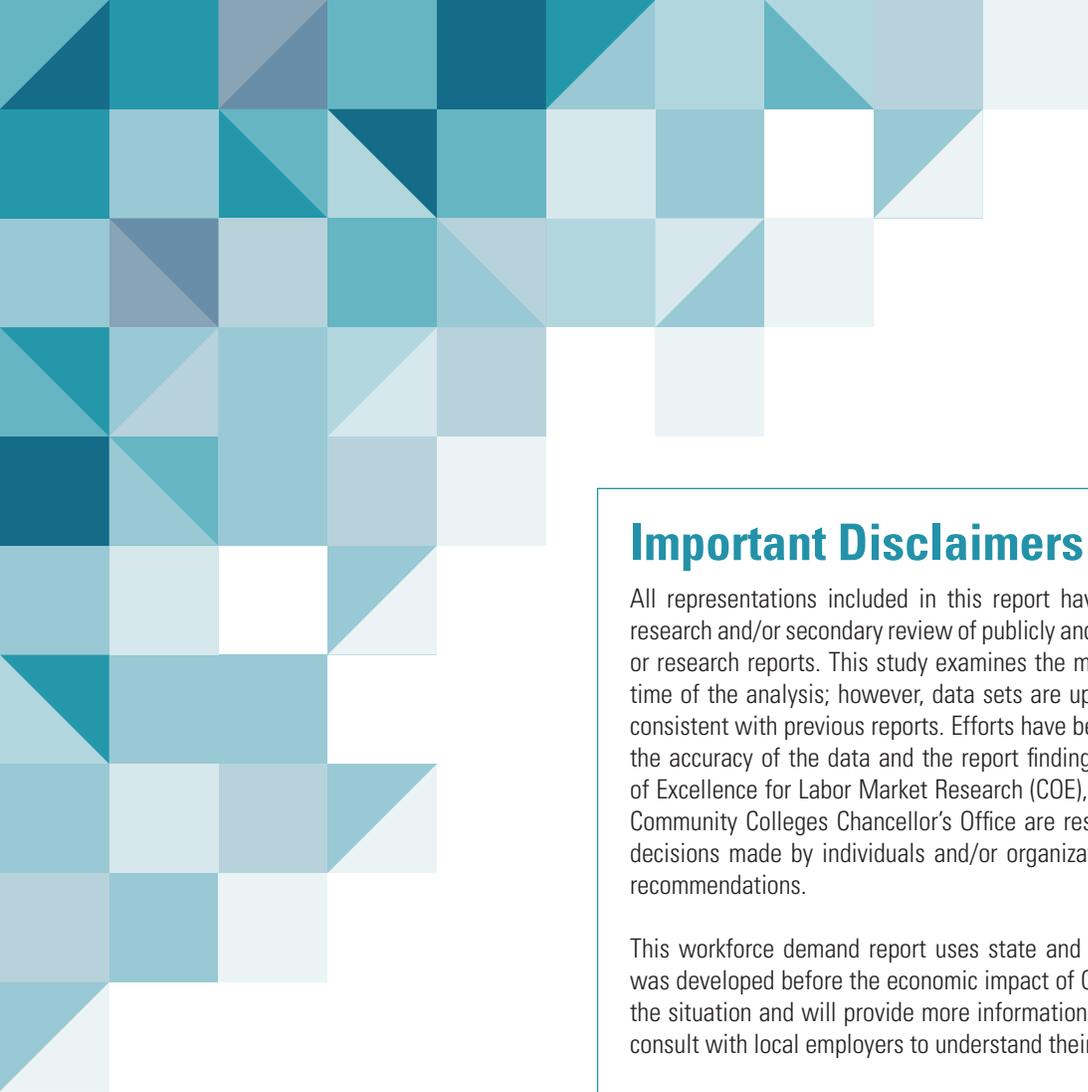
Important Disclaimers

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.

This workforce demand report uses state and federal job projection data that was developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

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