



Medical Assisting Occupations Labor Market Information Report Cabrillo College

Prepared by the San Francisco Bay Center of Excellence for Labor Market Research
September 2021

Recommendation

Based on all available data, there appears to be an “undersupply” of Medical Assisting workers compared to the demand for this cluster of occupations in the Bay region and in the SC-Monterey sub-region (Monterey, San Benito, and Santa Cruz counties). There is a projected annual gap of about 4,852 students in the Bay region and 442 students in the SC-Monterey Sub-Region.

Introduction

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

This report profiles Medical Assisting Occupations in the 12 county Bay region and in the SC-Monterey sub-region for a proposed new Medical Assisting A.S. Degree and Medical Assisting Certificate of Achievement program at Cabrillo College.

- **Medical Assistants (31-9092):** Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician. Excludes “Physician Assistants” (29-1071).
Entry-Level Educational Requirement: Postsecondary nondegree award
Training Requirement: None
Percentage of Community College Award Holders or Some Postsecondary Coursework: 66%
- **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.
Entry-Level Educational Requirement: High school diploma or equivalent
Training Requirement: Moderate-term on-the-job training
Percentage of Community College Award Holders or Some Postsecondary Coursework: 53%

Occupational Demand

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

Occupation	2020 Jobs	2025 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Earning	Median Hourly Wage
Medical Assistants	23,010	25,622	2,612	11%	17,559	3,512	\$20	\$49
Medical Secretaries and Administrative Assistants	21,654	22,886	1,231	6%	15,110	3,022	\$19	\$48
Total	44,664	48,508	3,844	9%	32,669	6,534	\$19.52	\$48.52

Source: EMSI 2021.3

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

Table 2. Employment Outlook for Medical Assisting Occupations in SC-Monterey Sub-region

Occupation	2020 Jobs	2025 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Earning	Median Hourly Wage
Medical Assistants	2,713	2,955	241	9%	1,972	394	\$20	\$49
Medical Secretaries and Administrative Assistants	2,509	2,596	87	3%	1,668	334	\$19	\$46
Total	5,222	5,551	329	6%	3,640	728	\$19.52	\$47.56

Source: EMSI 2021.3

SC-Monterey Sub-Region includes: Monterey, San Benito, Santa Cruz Counties

Job Postings in Bay Region and SC-Monterey Sub-Region

Table 3. Number of Job Postings by Occupation for latest 12 months (Sep 2020 - Aug 2021)

Occupation	Bay Region	SC-Monterey
Medical Assistants	6,579	429
Medical Secretaries	5,995	459

Source: Burning Glass

Table 4a. Top Job Titles for Medical Assisting Occupations for latest 12 months (Sep 2020 - Aug 2021)

Bay Region

Title	Bay	Title	Bay
Medical Assistant	2,297	Dental Front Office	101
Medical Receptionist	497	Front Desk Agent	92
Front Desk Receptionist	305	Medical Assistant I	90
Veterinary Receptionist	274	Surgery Scheduler	78
Dental Receptionist	200	Practice Coordinator	76

Treatment Coordinator	158	Certified Medical Assistant	74
Front Office Coordinator	137	Client Service Coordinator	74
Intake Coordinator	109	Chiropractic Assistant	72
Dental Treatment Coordinator	102	Front Desk Coordinator	69

Source: Burning Glass

**Table 4b. Top Job Titles for Medical Assisting Occupations for latest 12 months (Sep 2020 - Aug 2021)
SC-Monterey Sub-Region**

Title	SC-Monterey	Title	SC-Monterey
Medical Assistant	130	Medical Assistant/Medical Office Representative In	11
Medical Receptionist	53	Dental Front Office	10
Veterinary Receptionist	24	Medical Assistant In	10
Medical Office Representative	18	Medical Office Receptionist	9
Front Desk Receptionist	17	Chiropractic Assistant	8
Front Desk Agent	15	Guest Services Associate	8
Dental Receptionist	13	Medical Office Representative In	8
Medical Assistant/Medical Office Representative	13	Client Service Coordinator	7
Medical Assistant - Urgent Care	11	Intake Coordinator	7

Source: Burning Glass

Industry Concentration

Table 5. Industries hiring Medical Assisting Workers in Bay Region

Industry – 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2020)	Jobs in Industry (2025)	% Change (2020-25)	% Occupation Group in Industry (2020)
Offices of Physicians (except Mental Health Specialists)	12,968	13,244	2%	30%
HMO Medical Centers	7,390	9,325	26%	17%
General Medical and Surgical Hospitals	5,157	5,058	-2%	12%
Offices of Dentists	3,903	3,708	-5%	9%
Hospitals (Local Government)	1,940	2,131	10%	4%
Freestanding Ambulatory Surgical and Emergency Centers	1,130	1,476	31%	3%
All Other Outpatient Care Centers	1,012	1,272	26%	2%
Hospitals (State Government)	736	908	23%	2%
Offices of Physicians, Mental Health Specialists	583	842	44%	1%
Offices of Chiropractors	804	770	-4%	2%

Source: EMSI 2021.3

Table 6. Top Employers Posting Medical Assisting Occupations in Bay Region and SC-Monterey Sub-Region (Sep 2020 - Aug 2021)

Employer	Bay	Employer	SC-Monterey
Sutter Health	445	Dignity Health	54
Kaiser Permanente	187	Sutter Health	46
Carbon Health	161	Dignity Health Medical Group Santa Cruz	26
Lucile Packard Childrens Hospital	136	Sutter Medical Center	21
Sutter Medical Center	131	Commonspirit Health	21
University Of California	125	Sutter Health Sacramento Sierra Region	19
Sutter Health Sacramento Sierra Region	124	Mee Memorial Hospital	12
Dignity Health	118	Aspromonte Hospitality	12
Concentra	116	Pinnacle Healthcare Medical Group	9
Covenant Health	104	Cypress Healthcare Partners	9

Source: Burning Glass

Educational Supply

There are 11 community colleges in the Bay Region issuing 270 awards on average annually (last 3 years ending 2018-19) on TOP 1208.00 - Medical Assisting. In the SC-Monterey Sub-Region, there are two (2) community colleges that issued 80 awards on average annually (last 3 years) on this TOP code.

There are 16 other CTE educational institutions in the Bay Region issuing 1,412 awards on average annually (last 3 years ending 2016-17) on TOP 1208.00 - Medical Assisting. There are three (3) other CTE educational institutions in the SC-Monterey Sub-Region issuing 206 awards on average annually (last 3 years) on this TOP code.

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

College	Subregion	Associate	Certificate Low	Total
Cabrillo	SC-Monterey	17	51	68
Canada	Mid-Peninsula	12	21	33
Chabot	East Bay	8	25	33
Contra Costa	East Bay	11	21	32
De Anza	Silicon Valley	8	8	16
Marin	North Bay	0	1	1
Monterey	SC-Monterey	7	5	12
San Francisco	Mid-Peninsula	11	24	35
San Jose City	Silicon Valley	12	14	26
Santa Rosa	North Bay	3	6	9
Skyline	Mid-Peninsula	2	3	5
Total		91	179	270

Source: Data Mart

Note: The annual average for awards is 2016-17 to 2018-19.

Table 7b. Other CTE Instituton Awards on TOP 1208.00 - Medical Assisting in Bay Region

College	Subregion	Associate Degree	Award < 1 academic yr	Award 1 < 2 academic yrs	Total
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Bay Area Medical Academy	Mid-Peninsula	0	0	87	87
Blake Austin College	North Bay	0	18	36	54
Carrington College-Pleasant Hill	East Bay	0	0	96	96
Carrington College-San Jose	Silicon Valley	0	0	178	178
Carrington College-San Leandro	East Bay	0	0	180	180
Central Coast College	SC-Monterey	0	93	0	93
CET-Sobrato	Silicon Valley	0	0	70	70
CET-Soledad	SC-Monterey	0	0	73	73
CET-Watsonville	SC-Monterey	0	40	0	40
Empire College	North Bay	32	0	36	68
Gurnick Academy of Medical Arts	Mid-Peninsula	0	0	67	67
Institute for Business and Technology	Silicon Valley	0	46	0	46
InterCoast Colleges-Fairfield	North Bay	0	0	51	51
Mt. Diablo Adult Education-Mt. Diablo USD	East Bay	0	29	0	29
Unitek College	East Bay	0	0	250	250
WestMed College	Silicon Valley	0	0	30	30
Total		32	226	1,154	1,412

Source: Data Mart

Note: The annual average for awards is 2016-17 to 2018-19.

Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 6,534 annual openings for the Medical Assisting occupational cluster and 1,682 annual (3-year average) awards for an annual undersupply of 4,852 students. In the SC-Monterey Sub-Region, there is also a gap with 728 annual openings and 286 annual (3-year average) awards for an annual undersupply of 442 students.

Student Outcomes

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

Metric Outcomes	Bay All CTE Programs	Cabrillo All CTE Programs	State 1208.00	Bay 1208.00	SC-Monterey 1208.00	Cabrillo 1208.00
Students with a Job Closely Related to Their Field of Study	73%	76%	67%	75%	88%	92%
Median Annual Earnings for SWP Exiting Students	\$44,575	\$39,206	\$27,632	\$32,042	\$30,384	\$30,476
Median Change in Earnings for SWP Exiting Students	30%	31%	31%	33%	40%	43%
Exiting Students Who Attained the Living Wage	53%	50%	52%	58%	37%	30%

Source: Launchboard Strong Workforce Program Median of 2016-18.

Skills, Certifications and Education

Table 9. Top Skills for Medical Assisting Occupations in Bay Region (Sep 2020 - Aug 2021)

Skill	Posting	Skill	Posting
Scheduling	5,573	Data Entry	1,173
Appointment Setting	4,030	Phlebotomy	1,167
Administrative Support	3,487	Medical Terminology	1,131
Customer Service	3,199	Administrative Functions	1,116
Patient Care	2,954	Patient Flow	1,038
Front Office	2,618	Patient Preparation	1,032
Medical Assistance	2,516	Electrocardiogram (EKG / ECG)	989
Vital Signs Measurement	2,187	Medical Coding	919
Injections	1,718	Medical Office Experience	919
Customer Billing	1,641	Patient/Family Education and Instruction	870
Cleaning	1,592	Patient Assistance	799
Electronic Medical Records	1,534	Electronic Health Records	757
Personal Protective Equipment (PPE)	1,338	Primary Care	750
Cardiopulmonary Resuscitation (CPR)	1,316	Health Insurance Portability and Accountability Act (HIPAA)	749

Source: Burning Glass

Table 10. Certifications for Medical Assisting Occupations in the Bay Region (Sep 2020 - Aug 2021)

Certification	Posting	Certification	Posting
Certified Medical Assistant	2,681	Registered Medical Assistant	182
Basic Life Saving (BLS)	2,085	Licensed Vocational Nurse (LVN)	174
Basic Cardiac Life Support Certification	1,738	Medical Terminology Certification	167
AAMA Certified Medical Assistant	1,115	Emergency Medical Technician (EMT)	89
First Aid Cpr Aed	844	Certified Nursing Assistant	56
American Heart Association Certification	619	American Medical Technologist Certification	46
Driver's License	580	Security Clearance	45
Phlebotomy Certification	554	Breath Alcohol Technician	22
Clinical Medical Assistant (CCMA)	520	Advanced Cardiac Life Support (ACLS) Certification	22
Certified Registered Nurse Practitioner	220	Civil Service Certification	20

Source: Burning Glass

Note: 58% of records have been excluded because they do not include a certification. As a result, the chart above may not be representative of the full sample.

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

Education (minimum advertised)	Latest 12 Mos. Postings	Percent 12 Mos. Postings
High school or vocational training	6,961	93%
Associate's degree	262	3%
Bachelor's degree and higher	282	4%

Source: Burning Glass

Methodology

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

Sources

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

Contacts

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