** Medical Front Office Assistant Occupations**

**Labor Market Information Report**

**Evergreen Valley College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

December 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Medical Front Office Assistant workers compared to the demand for this cluster of occupations in the Bay region and in the Silicon Valley sub-region (Santa Clara County). There is a projected annual gap of about 5,879 students in the Bay region and 1,512 students in the Silicon Valley Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 1208.20 - Administrative Medical Assisting 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 Evergreen Valley College and in the region.

# Introduction

This report profiles Medical Front Office Assistant Occupations in the 12 county Bay region and in the Silicon Valley sub-region for a proposed new program at Evergreen Valley College.

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| --- | --- | --- | --- | --- |
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| --- |
| * **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. 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: 65% |

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|  |
| * **Medical Secretaries (SOC 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: 47*%* |
| * **Medical Records and Health Information Technicians (SOC 29-2071):** 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 health care system. Process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry’s numerical coding system. Excludes “File Clerks” (43-4071).
 |
| *Entry-Level Educational Requirement: Postsecondary nondegree award* |
| *Training Requirement: None* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 55%* |
| * **Medical Transcriptionists (SOC 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.
 |
| Entry-Level Educational Requirement: Postsecondary *nondegree award* |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 58*%* |

# Occupational Demand

**Table 1. Employment Outlook for Medical Front Office Assistant Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Medical Assistants |  21,399  |  24,071  | 2,673 | 12% |  14,456  |  2,891  | $16.61 | $21.01 |
| Medical Secretaries |  20,537  |  22,555  | 2,018 | 10% |  13,306  |  2,661  | $18.09 | $22.83 |
| Medical Records and Health Information Technicians |  4,873  |  5,295  | 422 | 9% |  1,907  |  381  | $19.27 | $24.98 |
| Medical Transcriptionists |  760  |  787  | 27 | 4% |  489  |  98  | $14.99 | $20.89 |
| **Total** |  **47,569**  |  **52,709**  | **5,140** | **11%** |  **30,159**  |  **6,032**  | **$17.50** | **$22.20** |

*Source: EMSI 2019.3*

**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 Front Office Assistant Occupations in Silicon Valley Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Medical Assistants |  4,543  |  5,151  | 608 | 13% |  3,121  |  624  | $16.57 | $20.75 |
| Medical Secretaries |  6,594  |  7,250  | 656 | 10% |  4,285  |  857  | $18.49 | $24.53 |
| Medical Records and Health Information Technicians |  963  |  1,063  | 100 | 10% |  395  |  79  | $21.51 | $27.07 |
| Medical Transcriptionists |  174  |  182  | 8 | 5% |  112  |  22  | $15.92 | $21.31 |
| **TOTAL** | **12,274**  |  **13,646**  | **1,372** | **11%** |  **7,913**  |  **1,583**  | **$17.98** | **$23.29** |

*Source: EMSI 2019.3*

**Silicon Valley Sub-Region** includes Santa Clara County

### Job Postings in Bay Region and Silicon Valley Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (December 2018 - November 2019)**

| Occupation | Bay Region | Silicon Valley |
| --- | --- | --- |
|  Medical Assistants | 5,020 | 1,269 |
|  Medical Secretaries | 5,011 | 1,287 |
|  Medical Records and Health Information Technicians | 4,792 | 1,297 |
|  Medical Transcriptionists | 281 | 116 |
|  **Total** | **15,104** | **3,969** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Medical Front Office Assistant Occupations for latest 12 months (December 2018 - November 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Medical Assistant | 2,011 | Medical Billing Specialist | 130 |
| Medical Receptionist | 955 | Scheduler | 129 |
| Medical Coder | 596 | Unit Secretary | 126 |
| Receptionist | 468 | Medical Records Clerk | 123 |
| Dental Receptionist | 425 | Medical Assistant, Urgent Care | 123 |
| Front Office Coordinator | 364 | Epic Analyst | 114 |
| Office Assistant | 232 | Hospital Transcription | 113 |
| Certified Medical Assistant | 223 | Healthcare Data Analyst | 108 |
| Medical Biller | 192 | Unit Clerk | 104 |
| Clinical Systems Analyst | 169 | Medical Administrative Assistant | 103 |
| Chiropractic Assistant | 160 | Dermatologist | 103 |
| Medical Transcription | 154 | Intake Coordinator | 100 |
| Surgery Scheduler | 149 | Dental Treatment Coordinator | 97 |
| Treatment Coordinator | 137 | Medical Records Technician | 96 |

**Table 4b. Top Job Titles for Medical Front Office Assistant Occupations for latest 12 months (December 2018 - November 2019) Silicon Valley Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Silicon Valley | Common Title | Silicon Valley |
| Medical Assistant | 500 | Medical Assistant, Clinic | 44 |
| Medical Receptionist | 253 | Medical Assistant - Pediatrics | 44 |
| Medical Coder | 175 | Epic Analyst | 41 |
| Receptionist | 136 | Dermatologist | 37 |
| Clinical Systems Analyst | 111 | Medical Biller | 35 |
| Dental Receptionist | 108 | Certified Medical Assistant | 35 |
| Unit Secretary | 77 | Hospital Transcription | 32 |
| Unit Clerk | 59 | Medical Records Clerk | 31 |
| Medical Transcription | 58 | Medical Assistant, Information And Technology Industry | 30 |
| Front Office Coordinator | 57 | Chiropractic Assistant | 30 |
| Office Assistant | 50 | Clinical Assistant | 29 |
| Surgery Scheduler | 49 | Medical Records Specialist | 27 |
| Dental Treatment Coordinator | 45 | Medical Billing Specialist | 27 |
| Treatment Coordinator | 44 | Medical Administrative Assistant | 27 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Medical Front Office Assistant Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Offices of Physicians (except Mental Health Specialists) (621111) | 13,007 | 13,526 | 4% | 27% |
| HMO Medical Centers (621491) | 6,882 | 8,770 | 27% | 15% |
| General Medical and Surgical Hospitals (622110) | 6,169 | 6,175 | 0% | 13% |
| Offices of Dentists (621210) | 3,911 | 4,286 | 10% | 8% |
| Hospitals (Local Government) (903622) | 2,675 | 2,865 | 7% | 6% |
| Freestanding Ambulatory Surgical and Emergency Centers (621493) | 1,030 | 1,340 | 30% | 2% |
| All Other Outpatient Care Centers (621498) | 881 | 1,172 | 33% | 2% |
| Offices of Optometrists (621320) | 880 | 958 | 9% | 2% |
| Offices of Chiropractors (621310) | 840 | 864 | 3% | 2% |
| Colleges, Universities, and Professional Schools (611310) | 797 | 884 | 11% | 2% |
| Hospitals (State Government) (902622) | 785 | 979 | 25% | 2% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 641 | 713 | 11% | 1% |
| Kidney Dialysis Centers (621492) | 566 | 654 | 16% | 1% |
| Nursing Care Facilities (Skilled Nursing Facilities) (623110) | 543 | 564 | 4% | 1% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 499 | 534 | 7% | 1% |

*Source: EMSI 2019.3*

**Table 6. Top Employers Posting Medical Front Office Assistant Occupations in Bay Region and Silicon Valley Sub-Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Silicon Valley |
| Sutter Health | 568 | ST. JUDE MEDICAL, INC. | 71 | Stanford Health Care | 181 |
| Sutter Health Sacramento Sierra Region | 392 | Covenant Health | 70 | Sutter Health | 172 |
| Sutter Medical Center | 267 | Banfield Pet Hospital | 69 | Sutter Health Sacramento Sierra Region | 138 |
| Kaiser Permanente | 244 | Medical Professionals | 63 | Lucile Packard Childrens Hospital | 101 |
| Stanford Health Care | 227 | Alta Bates Summit | 62 | Sutter Medical Center | 89 |
| UC San Francisco Medical Center | 213 | Laica De La Raza Inc | 55 | Kaiser Permanente | 49 |
| UC San Diego | 175 | Seneca Family Of Agencies | 52 | Anthem Blue Cross | 40 |
| Humana | 164 | Northbay Healthcare Group | 52 | Hospital Corporation of America | 39 |
| University California | 149 | Alameda Health System | 52 | Humana | 29 |
| Lifelong Medical Care | 145 | North East Medical Services | 47 | County Santa Clara | 28 |
| Dignity Health | 140 | Navigant Consulting Inc | 42 | California Skin Institute | 26 |
| Lucile Packard Childrens Hospital | 115 | US Army | 41 | El Camino Hospital | 24 |
| John Muir Health | 99 | Pacific Dental Services Inc | 41 | Right Stuff Health Clubs | 22 |
| Anthem Blue Cross | 94 | California Skin Institute | 41 | Department of Veterans Affairs | 19 |
| Department of Veterans Affairs | 88 | Brown & Toland Physicians | 41 | Stanford University | 16 |
| Bakersfield Memorial Hospital | 88 | La Clinica De La Raza | 40 | Silicon Valley Medical Development | 15 |
| John Muir Mt Diablo Health | 72 | Bass Medical | 40 | Foothill Community Health Center | 14 |

*Source: Burning Glass*

# Educational Supply

There are eight (8) community colleges in the Bay Region issuing 153 awards on average annually (last 3 years) on TOP 1208.20 - Administrative Medical Assisting. There are two colleges in the Silicon Valley Sub-Region issuing 71 awards on average annually (last 3 years) on this TOP code.

**Table 7. Awards on TOP 1208.20 - Administrative Medical Assisting in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ units | Total |
| Canada | Mid-Peninsula |  | 28 | 28 |
| DeAnza | Silicon Valley |  | 38 | 38 |
| Las Positas | East Bay |  | 4 | 4 |
| Marin | North Bay | 6 | 14 | 20 |
| San Francisco | Mid-Peninsula | 2 | 8 | 10 |
| Santa Rosa | North Bay | 3 | 12 | 15 |
| Skyline | Mid-Peninsula |  | 5 | 5 |
| West Valley | Silicon Valley | 7 | 26 | 33 |
| **Total Bay Region** | **18** | **135** | **153** |
| **Total Silicon Valley Sub-Region** | **7** | **64** | **71** |

# *Source: Data Mart*

Note: The annual average for awards is 2015-16 to 2017-18.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 6,032 annual openings for the Medical Front Office Assistant occupational cluster and 153 annual (3-year average) awards for an annual undersupply of 5,879 students. In the Silicon Valley Sub-Region, there is also a gap with 1,583 annual openings and 71 annual (3-year average) awards for an annual undersupply of 1,512 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 1208.20 - Administrative Medical Assisting**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | Evergreen Valley College (All CTE Programs) | State (1208.20) | Bay (1208.20) | Silicon Valley (1208.20) | Evergreen Valley College (1208.20) |
| % Employed Four Quarters After Exit | 74% | 76% | 76% | 82% | 78% | 73% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $8,549 | $6,957 | $8,920 | $11,841 | $8,524 |
| Median % Change in Earnings | 46% | 75% | 87% | 124% | 50% | 76% |
| % of Students Earning a Living Wage | 63% | 53% | 41% | 50% | 65% | 49% |

*Source: Launchboard Pipeline (version available on 12/5/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Medical Front Office Assistant Occupations in Bay Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Scheduling | 4,869 | Patient Flow | 1,110 | Clerical Duties | 686 |
| Customer Service | 3,559 | Health Insurance Portability and Accountability Act (HIPAA) | 1,074 | ICD-10 | 679 |
| Appointment Setting | 3,312 | Electronic Health Records | 1,008 | Health Information Technology (HIT) | 665 |
| Patient Care | 2,943 | Phlebotomy | 949 | Life Support | 662 |
| Administrative Support | 2,917 | Electrocardiogram (EKG / ECG) | 859 | Quality Assurance and Control | 662 |
| Customer Billing | 2,443 | Patient Preparation | 819 | Physical Therapy | 650 |
| Medical Coding | 2,389 | Medical Records | 797 | Medical Office Experience | 646 |
| Medical Assistance | 2,122 | Anatomy | 795 | CPT Coding | 631 |
| Front Office | 2,068 | Administrative Functions | 778 | Physiology | 615 |
| Medical Terminology | 1,829 | Medical Billing | 766 | Treatment Planning | 600 |
| Vital Signs Measurement | 1,731 | Surgery | 745 | Customer Contact | 595 |
| Data Entry | 1,594 | Patient Treatment | 744 | Infection Control | 590 |
| Electronic Medical Records | 1,560 | Patient Assistance | 735 | Acute Care | 587 |
| Injections | 1,347 | Patient/Family Education and Instruction | 728 | Radiology | 556 |
| Cardiopulmonary Resuscitation (CPR) | 1,256 | Interaction with Patients / Medical Personnel | 723 | Pediatrics | 555 |

*Source: Burning Glass*

**Table 10. Certifications for Medical Front Office Assistant Occupations in Bay Region (Dec. 2018 – Nov. 2019)** Note: 61% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

|  |  |  |  |
| --- | --- | --- | --- |
| Certification | Postings | Certification | Postings |
| Basic Life Saving (BLS) | 1,835 | Registered Nurse | 505 |
| Basic Cardiac Life Support Certification | 1,476 | Epic Certification | 406 |
| Certified Medical Assistant | 1,389 | Certified Outpatient Coding (COC) | 318 |
| AAMA Certified Medical Assistant | 1,218 | Certified Coding Specialist | 291 |
| First Aid CPR AED | 778 | Nurse Practitioner | 250 |
| Registered Health Information Technician | 655 | Licensed Vocational Nurse (LVN) | 200 |
| Driver's License | 619 | Medical Billing and Coding Certification | 180 |
| Registered Health Information Administrator | 587 | Medical Terminology Certification | 132 |
| Certified Professional Coder | 559 | Security Clearance | 125 |
| Clinical Medical Assistant (CCMA) | 522 | Emergency Medical Technician (EMT) | 96 |
| American Heart Association Certification | 520 | Registered Medical Assistant | 95 |
| Phlebotomy Certification | 509 | Certified Nursing Assistant | 77 |

*Source: Burning Glass*

**Table 11. Education Requirements for Medical Front Office Assistant Occupations in Bay Region**

Note: 46% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |  |
| --- | --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings | Percent 12 Mos. Postings |
| High school or vocational training | 6,138 | 75% |
| Associate Degree | 458 | 6% |
| Bachelor’s Degree or Higher | 1,536 | 19% |

*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 CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://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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