** Medical Assisting Occupations**

**Labor Market Information Report**

**Chabot College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

November 2019

# Recommendation

Based on all available data, there appears to be a large undersupply of Medical Assisting workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties.) There is a projected annual gap of about 5,439 students in the Bay region and 1,688 students in the East Bay Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 1208.00 - 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 Chabot College and in the region.

# Introduction

This report profiles Medical Assisting Occupations in the 12 county Bay region and in the East Bay sub-region for a proposed new program at Chabot College.

|  |
| --- |
| * **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% |
|  |
| * **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*%* |

# Occupational Demand

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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Medical Assistants |  21,339  |  24,328  | 2,989 | 14% |  14,931  |  2,986  | $13.81 | $21.02 |
| Medical Secretaries |  20,492  |  22,778  | 2,286 | 11% |  13,715  |  2,743  | $15.31 | $22.84 |
| **Total** |  **41,830**  |  **47,105**  | **5,275** | **13%** |  **28,647**  |  **5,729**  | **$14.55** | **$21.91** |

*Source: EMSI 2019.2*

**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 East Bay Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Medical Assistants |  7,106  |  8,071  | 965 | 14% |  4,931  |  986  | $13.23 | $20.98 |
| Medical Secretaries |  5,765  |  6,410  | 645 | 11% |  3,859  |  772  | $14.59 | $21.63 |
| **TOTAL** |  **12,871**  |  **14,482**  | **1,610** | **13%** |  **8,790**  |  **1,758**  | **$13.84** | **$21.27** |

*Source: EMSI 2019.2*

**East Bay Sub-Region** includes Alameda and Contra Costa Counties

### Job Postings in Bay Region and East Bay Sub-Region

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

| Occupation | Bay Region | East Bay |
| --- | --- | --- |
|  Medical Assistants | 4,991 | 1,533 |
|  Medical Secretaries | 4,971 | 1,491 |
|  **Total** | **9,962** | **3,024** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Medical Assisting Occupations for latest 12 months (October 2018 - September 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Medical Assistant | 2,020 | Dermatologist | 107 |
| Medical Receptionist | 939 | Intake Coordinator | 106 |
| Receptionist | 490 | Medical Assistant, Clinic | 100 |
| Dental Receptionist | 415 | Medical Administrative Assistant | 98 |
| Front Office Coordinator | 362 | Unit Clerk | 93 |
| Office Assistant | 208 | Administrative Assistant | 93 |
| Certified Medical Assistant | 197 | Front Desk Coordinator | 88 |
| Chiropractic Assistant | 174 | Dental Front Office | 85 |
| Surgery Scheduler | 146 | Medical Office Assistant | 84 |
| Treatment Coordinator | 137 | Dental Treatment Coordinator | 79 |
| Medical Assistant, Urgent Care | 137 | Medical Office Receptionist | 71 |
| Unit Secretary | 114 | Medical Assistant, Primary Care | 71 |
| Scheduler | 111 | Medical Assistant - Pediatrics | 71 |
| Hospital Transcription | 107 | Client Service Coordinator | 62 |

**Table 4b. Top Job Titles for Medical Assisting Occupations for latest 12 months (October 2018 - September 2019) East Bay Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | East Bay | Common Title | East Bay |
| Medical Assistant | 671 | Medical Assistant, Primary Care | 35 |
| Medical Receptionist | 244 | Certified Medical Assistant | 34 |
| Receptionist | 167 | Dental Treatment Coordinator | 30 |
| Dental Receptionist | 160 | Unit Secretary | 29 |
| Front Office Coordinator | 88 | Administrative Assistant | 29 |
| Chiropractic Assistant | 88 | Medical Assistant, Clinic | 27 |
| Office Assistant | 72 | Medical Office Assistant | 26 |
| Medical Assistant, Urgent Care | 64 | Front Desk Coordinator | 26 |
| Intake Coordinator | 49 | Unit Clerk | 25 |
| Treatment Coordinator | 48 | Front Desk Agent | 22 |
| Scheduler | 46 | Client Service Coordinator | 22 |
| Surgery Scheduler | 38 | Medical Assistant, Information And Technology Industry Professional And Technical Services Industry | 20 |
| Dental Front Office | 38 | Medical Assistant, Ambulatory | 19 |
| Medical Administrative Assistant | 36 | Guest Service Representative | 19 |

*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 (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Offices of Physicians (except Mental Health Specialists) (621111) | 8,890 | 8,976 | 4% | 10% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 4,957 | 5,059 | 5% | 6% |
| Colleges, Universities, and Professional Schools (611310) | 4,875 | 4,911 | 3% | 6% |
| HMO Medical Centers (621491) | 4,403 | 4,471 | 28% | 5% |
| Local Government, Excluding Education and Hospitals (903999) | 3,627 | 3,588 | -2% | 4% |
| Elementary and Secondary Schools (Local Government) (903611) | 3,307 | 3,253 | -3% | 4% |
| General Medical and Surgical Hospitals (622110) | 2,715 | 2,717 | -2% | 3% |
| Religious Organizations (813110) | 2,292 | 2,277 | -4% | 3% |
| Temporary Help Services (561320) | 1,548 | 1,513 | 0% | 2% |
| Colleges, Universities, and Professional Schools (Local Government) (903612) | 1,572 | 1,484 | -20% | 2% |
| Services for the Elderly and Persons with Disabilities (624120) | 1,434 | 1,418 | 13% | 2% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 1,260 | 1,231 | 0% | 1% |
| Hospitals (Local Government) (903622) | 1,126 | 1,135 | 7% | 1% |
| Offices of Lawyers (541110) | 1,114 | 1,103 | -4% | 1% |
| Plumbing, Heating, and Air-Conditioning Contractors (238220) | 1,006 | 996 | 4% | 1% |
| Elementary and Secondary Schools (611110) | 947 | 946 | 1% | 1% |
| Custom Computer Programming Services (541511) | 895 | 896 | 9% | 1% |

*Source: EMSI 2019.2*

**Table 6. Top Employers Posting Medical Assisting Occupations in Bay and East Bay Sub-Region (October 2018 - September 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | East Bay |
| Sutter Health | 594 | Covenant Health | 57 | Uc San Diego | 126 |
| Sutter Health Sacramento Sierra Region | 388 | Bakersfield Memorial Hospital | 55 | Sutter Health | 98 |
| Sutter Medical Center | 282 | John Muir Mt Diablo Health | 47 | Lifelong Medical Care | 98 |
| Kaiser Permanente | 172 | Planned Parenthood | 45 | John Muir Health | 85 |
| Humana | 169 | University Healthcare Alliance | 40 | Humana | 75 |
| UC San Francisco Medical Center | 144 | Laica De La Raza Inc | 40 | Sutter Health Sacramento Sierra Region | 70 |
| Uc San Diego | 127 | La Clinica De La Raza | 34 | Alta Bates Summit | 63 |
| University California | 101 | Northbay Healthcare Group | 33 | Sutter Medical Center | 57 |
| Dignity Health | 101 | North East Medical Services | 32 | John Muir Mt Diablo Health | 47 |
| Lifelong Medical Care | 98 | Marin Community Clinics | 32 | Kaiser Permanente | 44 |
| Lucile Packard Childrens Hospital | 93 | Pacific Dental Services Incorporated | 31 | Laica De La Raza Inc | 31 |
| John Muir Health | 87 | G6 Hospitality | 31 | La Clinica De La Raza | 29 |
| Alta Bates Summit | 67 | Anthem Blue Cross | 30 | Alameda Health System | 27 |
| Stanford Health Care | 66 | Alameda Health System | 30 | Banfield Pet Hospital | 24 |
| Banfield Pet Hospital | 66 | Heritage Healthcare | 29 | University Healthcare Alliance | 22 |
| Medical Professionals | 64 | Carbon Health | 29 | Ridgemont Hospitality | 22 |
| Department of Veterans Affairs | 57 | Gohealth Urgent Care | 28 | Pacific Dental Services Incorporated | 22 |

*Source: Burning Glass*

# Educational Supply

There are 11 community colleges in the Bay Region issuing 290 awards on average annually (last 3 years) on TOP 1208.00 - Medical Assisting. There are two colleges in the East Bay Sub-Region issuing 70 awards on average annually (last 3 years) on this TOP code.

**Table 7. Awards on TOP 1208.00 - Medical Assisting in Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ units | Certificate Low unit | Total |
| Cabrillo College  | Santa Cruz - Monterey |  18  |  45  |  12  |  75  |
| Cañada College  | Mid-Peninsula |  14  |  21  |  |  35  |
| Chabot College  | East Bay |  9  |  23  |  |  32  |
| City College of San Francisco  | Mid-Peninsula |  13  |  25  |  |  38  |
| College of Marin  | North Bay |  |  1  |  |  1  |
| Contra Costa College  | East Bay |  11  |  27  |  |  38  |
| De Anza College  | Silicon Valley |  9  |  11  |  |  20  |
| Monterey Peninsula College  | Santa Cruz - Monterey |  8  |  5  |  |  13  |
| San Jose City College  | Silicon Valley |  12  |  10  |  |  22  |
| Santa Rosa Junior College  | North Bay |  5  |  8  |  |  13  |
| Skyline College  | Mid-Peninsula |  1  |  |  2  |  3  |
| **Total Bay Region** |  **100**  |  **176**  |  **14**  |  **290**  |
| **Total East Bay Sub-Region** | **20** | **50** | **0** | **70** |

# *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 5,729 annual openings for the Medical Assisting occupational cluster and 290 annual (3-year average) awards for an annual undersupply of 5,439 students. In the East Bay Sub-Region, there is also a gap with 1,758 annual openings and 70 annual (3-year average) awards for an annual undersupply of 1,688 students.

# Student Outcomes

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | Chabot College (All CTE Programs) | State (1208.00) | Bay (1208.00) | East Bay (1208.00) | Chabot College (1208.00) |
| % Employed Four Quarters After Exit | 74% | 74% | 73% | 78% | 75% | 78% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $9,425 | $7,080 | $8,226 | $7,890 | $7,428 |
| Median % Change in Earnings | 46% | 71% | 77% | 103% | 139% | 116% |
| % of Students Earning a Living Wage | 63% | 60% | 42% | 49% | 46% | 46% |

*Source: Launchboard Pipeline (version available on 10/18/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Medical Assisting Occupations in Bay Region (October 2018 - September 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Scheduling | 4,173 | Phlebotomy | 894 | Infection Control | 495 |
| Appointment Setting | 3,127 | Patient Preparation | 874 | Surgery | 481 |
| Administrative Support | 2,726 | Medical Coding | 869 | Blood Pressure Measurement | 480 |
| Customer Service | 2,632 | Electrocardiogram (EKG / ECG) | 851 | General Office Duties | 478 |
| Patient Care | 2,395 | Patient/Family Education and Instruction | 688 | Cleaning | 476 |
| Medical Assistance | 2,095 | Administrative Functions | 674 | Treatment Planning | 473 |
| Front Office | 1,985 | Electronic Health Records | 654 | Medication Administration | 461 |
| Vital Signs Measurement | 1,737 | Life Support | 641 | Anatomy | 458 |
| Customer Billing | 1,354 | Patient Assistance | 614 | Prescription Filling | 439 |
| Injections | 1,306 | Patient Treatment | 597 | Customer Contact | 438 |
| Medical Terminology | 1,303 | Medical Office Experience | 579 | Pediatrics | 431 |
| Electronic Medical Records | 1,103 | Interaction with Patients / Medical Personnel | 566 | Ambulatory Care | 427 |
| Data Entry | 1,094 | Clerical Duties | 555 | Physiology | 424 |
| Cardiopulmonary Resuscitation (CPR) | 1,041 | Health Insurance Portability and Accountability Act (HIPAA) | 551 | Blood Draws | 423 |
| Patient Flow | 1,019 | Venipuncture | 514 | X-Rays | 395 |

*Source: Burning Glass*

**Table 10. Certifications for Medical Assisting Occupations in Bay Region (October 2018 - September 2019)**

Note: 62% 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) | 1,779 | Security Clearance | 83 |
| Basic Cardiac Life Support Certification | 1,499 | Registered Medical Assistant | 79 |
| Certified Medical Assistant | 1,312 | Certified Nursing Assistant | 76 |
| AAMA Certified Medical Assistant | 1,293 | Emergency Medical Technician (EMT) | 47 |
| First Aid Cpr Aed | 659 | American Medical Technologist Certification | 26 |
| Clinical Medical Assistant (CCMA) | 482 | Breath Alcohol Technician | 24 |
| American Heart Association Certification | 446 | Advanced Cardiac Life Support (ACLS) Certification | 20 |
| Phlebotomy Certification | 439 | Certified Unit Secretary | 18 |
| Driver's License | 248 | Board Certified/Board Eligible | 18 |
| Nurse Practitioner | 177 | Home Care Certificate | 17 |
| Licensed Vocational Nurse (LVN) | 131 | Certified Occupational Therapy Assistant (COTA) | 15 |
| Medical Terminology Certification | 97 | Home Health Aide | 13 |

*Source: Burning Glass*

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

Note: 93% 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 | 4,715 | 90% |
| Associate Degree | 210 | 4% |
| Bachelor’s Degree or Higher | 272 | 6% |

*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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