** Health Information Clerk Occupations**

**Labor Market Information Report**

**City College of San Francisco**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

January 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Health Information Clerk workers compared to the demand for this cluster of occupations in the Bay region and in the Mid-Peninsula sub-region (San Francisco and San Mateo Counties.) The gap is about 2,875 students annually in the Bay region and 614 students annually in the Mid-Peninsula Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 1201.00 - Health Occupations, General 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 City College of San Francisco and in the region.

# Introduction

This report profiles Health Information Clerk Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for the review of an existing Health Information Clerk II program at City College of San Francisco.

|  |
| --- |
| * **Medical Secretaries (SOC 43-6013):** Perform secretarial duties using specific knowledge of medicalterminology 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%* |
|  |
| * **File Clerks (SOC 43-4071):** File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested. |
| *Entry-Level Educational Requirement: High school diploma or equivalent* |
| *Training Requirement: Short-term on-the-job training* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 44%* |
|  |
| * **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: 56%* |
|  |
| * **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: 59%* |

# Occupational Demand

**Table 1. Employment Outlook for Health Information Clerk Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Medical Secretaries | 18,307 | 20,310 | 2,002 | 11% | 2,420 | 2,019 | $15.24 | $22.61 |
| File Clerks | 3,404 | 3,361 | (44) | (1%) | 418 | 412 | $10.75 | $15.55 |
| Medical Records and Health Information Technicians | 4,838 | 5,276 | 438 | 9% | 383 | 295 | $15.84 | $25.28 |
| Medical Transcriptionists | 1,320 | 1,336 | 16 | 1% | 166 | 155 | $11.79 | $16.91 |
| **Total** | **27,870** | **30,283** | **2,412** | **9%** | **3,387** | **2,881** | **$14.63** | **$21.94** |

*Source: EMSI 2018.4*

**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 Health Information Clerk Occupations in Mid-Peninsula Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Medical Secretaries | 3,486 | 3,948 | 462 | 13% | 481 | 388 | $15.80 | $23.75 |
| File Clerks | 1,085 | 1,088 | 3 | 0% | 136 | 132 | $10.83 | $14.80 |
| Medical Records and Health Information Technicians | 1,124 | 1,262 | 138 | 12% | 97 | 69 | $16.49 | $25.03 |
| Medical Transcriptionists | 208 | 227 | 19 | 9% | 29 | 25 | $14.02 | $18.08 |
| **TOTAL** | **5,902** | **6,525** | **623** | **11%** | **742** | **614** | **$14.95** | **$22.15** |

*Source: EMSI 2018.4*

**Mid-Peninsula Sub-Region** includes San Francisco and San Mateo Counties

### Job Postings in Bay Region and Mid-Peninsula Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (Jan 2018 - Dec 2018)**

| Occupation | Bay Region | Mid-Peninsula |
| --- | --- | --- |
| Medical Secretaries | 3,697 | 1,195 |
| Medical Records and Health Information Technicians | 3,417 | 1,144 |
| File Clerks | 594 | 251 |
| Medical Transcriptionists | 79 | 39 |
| **Total** | **7,787** | **2,629** |

*Source: Burning Glass*

**Table 4. Top Job Titles for Health Information Clerk Occupations for latest 12 months (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Common Title | Bay | Mid-Peninsula | Common Title | Bay | Mid-Peninsula |
| Medical Receptionist | 704 | 220 | Intake Coordinator | 74 | 18 |
| Receptionist | 346 | 90 | Records Clerk | 73 | 35 |
| Front Office Coordinator | 298 | 145 | Applications Analyst | 69 | 17 |
| File Clerk | 291 | 129 | Unit Clerk | 68 | 6 |
| Dental Receptionist | 286 | 89 | Administrative Assistant | 66 | 22 |
| Medical Biller | 204 | 61 | Dental Front Office | 62 | 20 |
| Medical Coder | 140 | 79 | Scheduler | 61 | 9 |
| Medical Billing Specialist | 114 | 45 | Front Desk Agent | 60 | 15 |
| Medical Records Clerk | 104 | 27 | Healthcare Data Analyst | 60 | 36 |
| Clinical Systems Analyst | 100 | 13 | Front Desk Coordinator | 58 | 30 |
| Surgery Scheduler | 95 | 41 | Medical Scribe | 55 | 14 |
| Treatment Coordinator | 94 | 29 | Front Desk Clerk | 53 | 4 |
| Medical Administrative Assistant | 77 | 20 | Guest Service Representative | 52 | 10 |
| Unit Secretary | 76 | 9 | Unit Coordinator | 50 | 39 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Health Information Clerks in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2017) | Jobs in Industry (2022) | % Change (2017-22) | % in Industry (2017) |
| Offices of Physicians (except Mental Health Specialists) (621111) | 4,491 | 4,495 | 2% | 16.0% |
| General Medical and Surgical Hospitals (622110) | 4,111 | 4,111 | (0%) | 14.7% |
| Offices of Dentists (621210) | 3,718 | 3,749 | 10% | 13.4% |
| HMO Medical Centers (621491) | 2,574 | 2,598 | 26% | 9.3% |
| Hospitals (Local Government) (903622) | 1,730 | 1,754 | 9% | 6.3% |
| Colleges, Universities, and Professional Schools (611310) | 614 | 625 | 9% | 2.2% |
| Local Government, Excluding Education and Hospitals (903999) | 501 | 497 | (1%) | 1.8% |
| Hospitals (State Government) (902622) | 466 | 470 | 26% | 1.7% |
| Office Administrative Services (561110) | 444 | 422 | (4%) | 1.5% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 399 | 411 | 10% | 1.5% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 400 | 411 | 5% | 1.5% |
| Freestanding Ambulatory Surgical and Emergency Centers (621493) | 405 | 404 | 33% | 1.4% |
| Offices of Lawyers (541110) | 409 | 403 | (6%) | 1.4% |
| Offices of Optometrists (621320) | 366 | 365 | 9% | 1.3% |
| Nursing Care Facilities (Skilled Nursing Facilities) (623110) | 360 | 359 | 4% | 1.3% |
| Temporary Help Services (561320) | 346 | 343 | 4% | 1.2% |
| Offices of Physical, Occupational and Speech Therapists, and Audiologists (621340) | 315 | 320 | 23% | 1.1% |
| All Other Outpatient Care Centers (621498) | 275 | 290 | 31% | 1.0% |
| Medical Laboratories (621511) | 281 | 282 | 26% | 1.0% |
| Home Health Care Services (621610) | 277 | 280 | 20% | 1.0% |
| Offices of Chiropractors (621310) | 275 | 278 | 4% | 1.0% |

*Source: EMSI 2018.4*

**Table 6. Top Employers Posting Health Information Clerk Occupations in Bay Region and Mid-Peninsula Sub-Region (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Mid-Peninsula |
| Stanford Health Care | 133 | County Santa Clara | 26 | UC San Francisco Medical Center | 67 |
| Uc San Diego | 89 | Jma | 26 | University California | 40 |
| Sutter Health | 87 | Telecare Corporation | 26 | Dignity Health | 35 |
| UC San Francisco Medical Center | 74 | Medical Professionals | 24 | Sutter Health | 33 |
| Kaiser Permanente | 66 | Navigant | 24 | Healthcare It Leaders | 29 |
| Lucile Packard Childrens Hospital | 66 | Bass Medical | 20 | Sutter Health Sacramento Sierra Region | 18 |
| Dignity Health | 61 | Deloitte | 20 | Blue Cross Blue Shield of California | 17 |
| Sutter Medical Center | 61 | Alta Bates Summit | 19 | Sutter Medical Center | 17 |
| University California | 59 | Anthem Blue Cross | 19 | University Of California San Francisco | 15 |
| Alameda Health System | 48 | IBM | 19 | Genentech | 14 |
| In Shape Health Clubs Incorporated | 46 | CSI Processing | 18 | Kaiser Permanente | 14 |
| Sutter Health Sacramento Sierra Region | 45 | Prima Medical Foundation | 18 | UnitedHealth Group | 14 |
| G6 Hospitality | 42 | Blue Cross Blue Shield of California | 17 | Lucile Packard Childrens Hospital | 13 |
| Lifelong Medical Care | 37 | Department of Veterans Affairs | 17 | Navigant | 12 |
| John Muir Health | 35 | Seneca Family Of Agencies | 17 | Ciox Health | 11 |
| Hospital Corporation of America | 34 | UnitedHealth Group | 17 | Seton Medical Center | 11 |
| Healthcare It Leaders | 32 | Marin Community Clinics | 16 | Deloitte | 10 |

*Source: Burning Glass*

# Educational Supply

There are ten community colleges in the Bay Region with headcount on TOP 1201.00 - Health Occupations, General but only one college is issuing six awards annually on this TOP code. There are no awards in the Mid-Peninsula Sub-Region.

**Table 7. Awards on TOP 1201.00 - Health Occupations, General in the Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Headcount | Associates | Certificates | Total |
| Cabrillo | SC - Monterey | 141 |  |  |  |
| Contra Costa | East Bay | 196 |  | 6 | 6 |
| San Francisco | Mid-Peninsula | 225 |  |  |  |
| Foothill | Silicon Valley | 225 |  |  |  |
| Hartnell | Silicon Valley | 286 |  |  |  |
| Las Positas | East Bay | 103 |  |  |  |
| Monterey Peninsula | SC - Monterey | 1 |  |  |  |
| Napa Valley | North Bay | 27 |  |  |  |
| Ohlone | East Bay | 91 |  |  |  |
| San Jose City | Silicon Valley | 173 |  |  |  |
| **Total Bay Region** | | **1,468** | **0** | **6** | **6** |
| **Total Mid-Peninsula Sub-Region** | | **225** | **0** | **0** | **0** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: Headcount of students who took one or more courses is for 2016-17. The annual average for awards is 2014-17 unless there are only awards in 2016-17. The annual average for other postsecondary is for 2013-16.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 2,881 annual openings for the Health Information Clerk occupational cluster and 6 annual awards for an annual undersupply of 2,875 students. In the Mid-Peninsula Sub-Region, there is also a gap with 614 annual openings and no annual awards, for an annual undersupply of 614 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 1201.00 - Health Occupations, General**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | City College of San Francisco (All CTE Programs) | State (1201.00) | Bay (1201.00) | Mid-Peninsula (1201.00) | City College of San Francisco (1201.00) |
| % Employed Four Quarters After Exit | 74% | 73% | 72% | 78% | n/a | n/a |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $22,070 | $15,100 | $15,512 | n/a | n/a |
| Median % Change in Earnings | 46% | 50% | 51% | 64% | n/a | n/a |
| % of Students Earning a Living Wage | 63% | 20% | 43% | 44% | n/a | n/a |

*Source: Launchboard Pipeline (version available on 1/15/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Health Information Clerk Occupations in Bay Region (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Scheduling | 2,054 | Health Insurance Portability and Accountability Act (HIPAA) | 410 | Interaction with Patients / Medical Personnel | 270 |
| Administrative Support | 1,956 | Billing | 395 | Medical Records Maintenance | 267 |
| Customer Service | 1,685 | Electronic Health Records | 386 | Administrative Functions | 264 |
| Customer Billing | 1,320 | ICD-10 | 374 | Health Information Management (HIM) | 257 |
| Appointment Setting | 1,196 | Quality Assurance and Control | 364 | Information Systems | 256 |
| Medical Coding | 1,108 | General Office Duties | 361 | Patient Assistance | 255 |
| Front Office | 1,054 | Project Management | 361 | Treatment Planning | 254 |
| Data Entry | 1,019 | Staff Management | 350 | Clinical Documentation | 241 |
| Patient Care | 897 | Spreadsheets | 303 | Surgery | 240 |
| Medical Terminology | 565 | Copying | 289 | Filing | 239 |
| Medical Billing | 555 | CPT Coding | 278 | Health Information Technology (HIT) | 239 |
| Electronic Medical Records | 496 | Customer Contact | 278 | Record Keeping | 230 |
| Medical Records | 461 | SQL | 278 | Medical Office Experience | 224 |
| Epic Systems | 424 | Clerical Duties | 276 | Acute Care | 220 |

*Source: Burning Glass*

**Table 10. Certifications for Health Information Clerk Occupations in the Bay Region (Jan 2018 - Dec 2018)**

Note: 80% 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 |
| Driver's License | 276 | Certified Medical Assistant | 47 |
| Epic Certification | 272 | Certified Clinical Document Specialist | 44 |
| Certified Professional Coder | 231 | Security Clearance | 37 |
| Registered Health Information Technician | 226 | Basic Cardiac Life Support Certification | 27 |
| Registered Health Information Administrator | 186 | Emergency Medical Technician (EMT) | 27 |
| Certified Coding Specialist | 143 | Nurse Practitioner | 23 |
| First Aid Cpr Aed | 139 | Certified Professional Coder-Payer (CPC-P) | 22 |
| Medical Billing and Coding Certification | 123 | Health Unit Coordinator | 22 |
| Registered Nurse | 122 | Advanced Cardiac Life Support (ACLS) Certification | 21 |
| Certified Outpatient Coding (COC) | 82 | Project Management Certification | 21 |
| Basic Life Saving (BLS) | 75 | American Heart Association Certification | 18 |
| Clinical Documentation Improvement Practitioner | 49 | Certified Tumor Registrar | 16 |

*Source: Burning Glass*

**Table 11. Education Requirements for Health Information Clerk Occupations in Bay Region**

Note: 52% 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 |
| High school or vocational training | 2,279 (60%) |
| Associate Degree | 254 (7%) |
| Bachelor’s Degree or Higher | 1,235 (33%) |

*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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