

Business Information Worker: Medical Office Assistant

Inland Empire/Desert Region (Riverside and San Bernardino counties combined)

Summary

- Employment for the medical office technology occupational group is expected to **increase by 11% between 2018 and 2023** in the Inland Empire/Desert Region. A total of **5,977 job openings, or 1,195 annual job openings** will be available over the five-year timeframe.
- The **entry-level wage** for each of the medical office technology occupations is **above the MIT Living Wage estimate of \$12.39 per hour** for a single adult living in the Inland Empire/Desert Region.
- **There appears to be an opportunity for program growth** based on the annual average number of program credentials issued for the selected community college program in the region (**2 annual average community college credentials, 80 other educational institution credentials, 82 total**), and the annual openings for the medical office technology occupational group across the region (**1,195 average annual openings**).

Introduction

The California Community College medical office technology (TOP 0514.20) program prepares individuals to perform medical office administrative duties by manual or electronic means. This includes knowledge of medical terminology, as well as hospital, clinic, or laboratory procedures, and compiling and maintaining medical records (Taxonomy of Programs, 2012). The occupations included in the medical office technology occupational group are the following:

- Medical Records and Health Information Technicians
- Medical Secretaries
- Medical Transcriptionists

Job Opportunities

In 2018, there were 9,536 jobs in the medical office technology occupational group in the Inland Empire/Desert Region. This occupational group is projected to increase employment by 11% by 2023. Employers in the region will need to hire 5,977 workers over the next five years to fill new jobs and backfill jobs that workers are permanently vacating (includes occupational transfers and retirements). Exhibit 1 displays five-year projections for the medical office technology occupational group in the Inland Empire/Desert Region.

Exhibit 1: Five-year projections for the medical office technology occupational group

2018 Jobs	2023 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
9,536	10,619	11%	5,977	1,195	27%

Source: EMSI 2018.4

Earnings

The entry-level wages for each of the medical office technology occupations are above the MIT Living Wage estimate of \$12.39 per hour for a single adult living in the Inland Empire/Desert Region (Glasmeier, 2019). The median wages are sufficient for two working adults and one child (\$14.75 per hour, per adult, or \$30,680 annually for each adult). Exhibit 2 displays wage information for the medical office technology occupational group in the Inland Empire/Desert Region.

Exhibit 2: Earnings for the medical office technology occupational group

Medical Office Technology Occupational Group	Entry to Experienced Hourly Wage Range*	Median Wage*	Average Annual Earnings
Medical Records and Health Information Technicians	\$15.82 to \$27.28	\$19.26	\$46,800
Medical Transcriptionists	\$14.05 to \$24.97	\$17.05	\$40,400
Medical Secretaries	\$13.55 to \$19.49	\$16.25	\$35,400

Source: EMSI 2018.4

*Entry Hourly is 25th percentile wage, the median is 50th percentile wage, and experienced is 75th percentile wage.

Job Postings, Employers, Skills, and Education

Exhibit 3 displays the number of job ads posted during the last 12 months along with the regional and statewide average time to fill for the medical office technology occupational group in the Inland Empire/Desert Region. On average, local employers fill online job postings for the medical office technology occupational group within 34 days. This regional average is the same as the statewide average, indicating that it is neither relatively easy nor difficult for local employers to find qualified candidates.

Exhibit 3: Job ads and time to fill for the medical office technology occupational group, Apr 2018 – Mar 2019

Medical Office Technology Occupational Group	Job Ads	Regional Average Time to Fill (Days)	California Average Time to Fill (Days)
Medical Records and Health Information Technicians	1,297	40	40
Medical Secretaries	1,266	28	28
Medical Transcriptionists	103	29	29
Total	2,666	34	34

Source: Burning Glass – Labor Insights

Exhibit 4 displays the employers posting the most job ads for the medical office technology occupational group during the last 12 months in the Inland Empire/Desert Region.

Exhibit 4: Employers posting the most job ads for the medical office technology occupational group, Apr 2018 – Mar 2019

Medical Office Technology Occupational Group	Employers
Medical Records and Health Information Technicians (n=820)	<ul style="list-style-type: none"> • Loma Linda University Health • Tenet Health System • Prime Healthcare
Medical Secretaries (n=984)	<ul style="list-style-type: none"> • Pacific Dental Services, Inc. • Loma Linda University Health • Arrowhead Orthopaedics
Medical Transcriptionists (n=25)	<ul style="list-style-type: none"> • Virtual Vocations • Tenet Health System • EPIC Management

Source: Burning Glass – Labor Insights

Exhibit 5 displays a sample of specialized, employability, and software and programming skills that employers are seeking when looking for workers to fill positions in the medical office technology occupational group. Specialized skills are occupation-specific skills that employers are requesting for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is commonly referred to as “soft skills.” The skills requested in job postings may be utilized as a helpful guide for curriculum development.

Exhibit 5: Sample of in-demand skills from employer job ads f, Apr 2018 – Mar 2019

Medical Office Technology Occupational Group	Specialized Skills	Employability Skills	Software and Programming Skills
Medical Records and Health Information Technicians (n=1,210)	<ul style="list-style-type: none"> Medical Coding Customer Billing Medical Terminology 	<ul style="list-style-type: none"> Communication Skills Detail-Oriented Teamwork/ Collaboration 	<ul style="list-style-type: none"> Microsoft Office Healthcare Common Procedure Coding System (HCPCS) ICD-10 & 9
Medical Secretaries (n=1,130)	<ul style="list-style-type: none"> Administrative Support Scheduling Appointment Setting 	<ul style="list-style-type: none"> Communication Skills Telephone Skills Bilingual 	<ul style="list-style-type: none"> Microsoft Office
Medical Transcriptionists (n=101)	<ul style="list-style-type: none"> Scheduling Treatment Planning Dictation 	<ul style="list-style-type: none"> Typing Communication Skills Computer Literacy 	<ul style="list-style-type: none"> Microsoft Office

Source: Burning Glass – Labor Insights

Exhibit 6 displays the work experience and entry-level education typically required to enter each occupation according to the Bureau of Labor Statistics (BLS), educational attainment for incumbent workers with “some college, no degree” and an “associate degree” according to the U.S. Census (2016-17), and the minimum advertised education requirement from employer job ads. Job posting data suggests that most employers are looking for a candidate with a community college level of education.

Exhibit 6: Typical entry-level education, educational attainment, and advertised education, Apr 18 – Mar 19

Medical Office Technology Occupational Group	Typical Entry-Level Education Requirement	Educational Attainment*	Minimum Advertised Education Requirement from Job Ads			
			Number of Job Ads (n=)	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Medical Records and Health Information Technicians	Postsecondary nondegree award	56%	622	65%	16%	19%
Medical Secretaries	High school diploma or equivalent	47%	558	91%	3%	6%
Medical Transcriptionists	Postsecondary nondegree award	56%	9	100%	-	-

Source: EMSI 2018.4, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Credential or Some Postsecondary Coursework

The California Health Information Association (CHIA), an affiliate of the American Health Information Management Associate (AHIMA), is the premier association for health information professionals in California. CHIA provides a variety of health information management and coding certifications that can be reviewed online (CHIA, 2019). Exhibit 7 displays the certifications required by employers posting job ads for the medical office technology occupational group in the Inland Empire/Desert Region.

Exhibit 7: Top certifications required by employer job ads in the Inland Empire/Desert Region, Apr 2018 – Mar 2019

Medical Office Technology Occupational Group	Certifications
Medical Records and Health Information Technicians (n=547)	<ul style="list-style-type: none"> Registered Health Information Technician (RHIT) Registered Health Information Administrator (RHIA) Certified Medical Coder
Medical Secretaries (n=199)	<ul style="list-style-type: none"> First Aid CPR AED Driver's License Basic Life Saving (BLS)
Medical Transcriptionists (n=37)	<ul style="list-style-type: none"> Certified Medical Transcriptionist

Source: Burning Glass – Labor Insights

Student Completions and Program Outcomes

Exhibit 7 displays the average annual regional California Community College (CCC) credentials conferred during the three academic years between 2014 and 2017, from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, along with the headcount from the most recent year available on LaunchBoard. Credentials are the combined total of associate degrees and certificates issued during the timeframe, divided by three in order to calculate an annual average. This is done to minimize the effect of atypical variation that might be present in a single year. Headcount is the unduplicated number of students who enrolled in one or more courses in the program. The relevant TOP code is from the Taxonomy of Programs manual, and the corresponding program titles used at each college (in *italics*) is sourced from the Chancellor's Office Curriculum Inventory (COCI). Please note, a credential is not always equal to a single person in search of a job opening since a student may earn more than one credential, such as an associate degree in addition to a certificate.

Exhibit 7: Annual average community college credentials and headcount for the medical office technology program in the Inland Empire/Desert Region

0514.20 Medical Office Technology – local program title	CCC Headcount, Academic Year 2016-17	CCC Annual Average Credentials, Academic Years 2014-17
Chaffey – Professional Administrative Assistant: Medical/Electronic Health Records/Medical Biller Specialist/Inpatient Medical Coder Specialist/Outpatient Medical Coder/Medical Insurance Billing	-	
Associate Degree		1
Certificate 30 to < 60 semester units		1*
San Bernardino	121	
Victor Valley – Medical Office	-	
Certificate 30 to < 60 semester units		1*
Total CCC Headcount, Academic Year 2016-17	121	
Total Annual Average CCC Credentials, Academic Years 2014-17		2

Source: LaunchBoard, MIS Data Mart, COCI

*Chaffey awarded 1 30 to < 60-semester unit certificate in 2015-16. Victor Valley awarded 1 30 to < 60-semester unit certificate in 2016-17.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor’s Office Management Information Systems (MIS) by community colleges, which comes from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California’s Employment Development Department’s Unemployment Insurance database. When available, outcomes for completers are reported in order to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard’s Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2019a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2017). Data from the latest academic year for each metric is provided in Exhibit 8.

Exhibit 8: Medical office technology strong workforce program outcomes

Strong Workforce Program Metrics: 0514.20 – Medical Office Technology Academic Year 2015-16, unless noted otherwise	Inland Empire/Desert Region	California Median
Course enrollments (2016-17)	121	136
Completed 12+ units in one year (2016-17)	N/A	26
Economically disadvantaged students* (2016-17)	83%	78%
Transferred to a four-year institution	10	18
Employed in the fourth fiscal quarter after exit (all exiters)	77%	73%
Median annual earnings* (all exiters)	\$25,506	\$20,767
Job closely related to the field of study (2014-15)	N/A	79%
Median change in earnings (all exiters)	107%	55%
Attained a living wage (completers and skills-builders)	52%	47%

Source: LaunchBoard

*Data for these metrics is available in Community College Pipeline. All others are available in Strong Program Workforce Metrics.

Credentials granted from other educational providers outside of the California Community College system are displayed in Exhibit 9, along with the relevant CIP code. This is final release data compiled from the Integrated Postsecondary Education Data System (IPEDS) for the most recent three years available.

Exhibit 9: Annual average other educational providers credentials awarded for medical administrative/executive assistant and medical secretary programs

51.0716 – Medical Administrative/Executive Assistant and Medical Secretary	Other Educational Providers Annual Average Credentials, Academic Years 2013-16
American College of Healthcare	
Award < 1 academic yr	10
California Nurses Educational Institute	
Award < 1 academic yr	4
Milan Institute-Palm Desert	
Award < 1 academic yr	25
North-West College-Riverside	
Award < 1 academic yr	5
Riverside County Office of Education-School of Career Education	
Award < 1 academic yr	36
Total Annual Average Other Credentials, Academic Years 2013-16	80

Source: IPEDS

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Appendix: Occupation definitions, sample job titles, five-year projections for medical office technology occupations

Occupation Definitions (SOC) code), Education and Training Requirement, Community College Educational Attainment

Medical Records and Health Information Technicians (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.

Sample job titles: Coder, Health Information Clerk, Health Information Specialist, Health Information Technician (Health Information Tech), Medical Records Analyst, Medical Records Clerk, Medical Records Coordinator, Medical Records Director, Medical Records Technician (Medical Records Tech), Registered Health Information Technician (RHIT)

Entry-Level Educational Requirement: Postsecondary nondegree award

Training Requirement: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 56%

Medical Transcriptionists (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.

Sample job titles: Clinical Medical Transcriptionist, Documentation Specialist, Medical Language Specialist, Medical Secretary, Medical Transcriber, Medical Transcription, Medical Transcription Supervisor, Medical Transcriptionist, Radiology Transcriptionist, Transcriptionist

Entry-Level Educational Requirement: Postsecondary nondegree award

Training Requirement: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 56%



Medical Secretaries (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.

Sample job titles: Admissions Coordinator, Billing Coordinator, Health Unit Coordinator, Medical Office Specialist, Medical Secretary, Patient Coordinator, Physician Office Specialist, Unit Secretary, Unit Support Representative, Ward Clerk

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Between one and twelve months of on-the-job training

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 47%



Table 1: 2018 to 2023 job growth, wages, education, training, and work experience required for the medical office technology occupational group, Inland Empire/Desert Region

Occupation (SOC)	2018 Jobs	5-Yr Change	5-Yr % Change	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage*	Median Hourly Wage*	Average Annual Earnings	Typical Entry-Level Education & On-The-Job Training Required	Work Experience Required
Medical Secretaries (43-6013)	7,195	879	12%	981	\$13.55 to \$19.49	\$16.25	\$35,400	High school diploma or equivalent & 1 to 12 months	None
Medical Records and Health Information Technicians (29-2071)	1,846	180	10%	150	\$15.82 to \$27.28	\$19.26	\$46,800	Postsecondary nondegree award & none	None
Medical Transcriptionists (31-9094)	495	24	5%	64	\$14.05 to \$24.97	\$17.05	\$40,400	Postsecondary nondegree award & none	None
Total	9,536	1,083	11%	1,195	-	-	-	-	-

Source: EMSI 2018.4

*Entry Hourly is 25th percentile wage, the median is 50th percentile wage, experienced is 75th percentile wage.