Program Endorsement Brief:

Woodland Community College: Medical Office Specialist Program

North/Far North Center of Excellence, December 2018

_____

INTRODUCTION

Woodland Community College is exploring program opportunities related to medical office specialist jobs. This report provides an overview of the labor market demand and supply for related medical office specialist occupations in the 7-county Greater Sacramento region[1]. It provides an overview of the employment opportunities and existing community college programs that prepare students for the profession.

Key findings include:
- Medical office occupations grew by 40 percent in the 7-county region during the past decade, outperforming the state. The region is projected to add nearly another 10 percent of medical office jobs over the next 5 years.
- Job posting volume for medical office occupations is strong and over 60 percent of the postings are for Medical Records and Health Information Technicians.
- The typical workers in the related occupations have at least some college. About a fifth have an associate degree.
- Education supply for this field is very limited in the region, fewer than 30 awards on average.

Findings in this report were determined using labor market data from the Bureau of Labor Statistics (BLS), U.S. Census Bureau data from EMSI and job posting data from Burning Glass.

The report contains the following sections:
- Occupational demand,
- Wages and job postings,
- Educational attainment and supply, and
- Findings and recommendations.

---

[1] The 7-county Greater Sacramento region includes El Dorado, Placer, Nevada, Sacramento, Sutter, Yolo and Yuba counties.

OCCUPATIONAL DEMAND

This report analyzes Medical Records and Health Information Technicians (SOC code 29-2071), Medical Transcriptionists (SOC Code 31-9094), and Medical Secretaries (SOC code 436013) in relation to the proposed program. Exhibit 1 summarizes job trends of the selected occupations in the 7-county Greater Sacramento region, and California.

Exhibit 1: Employment, projected occupational demand[2]

Geography	SOC Code	2007 Jobs	2017 Jobs	2022 Jobs	2017-22 Jobs % Change	Annual Openings
Medical Records and Health Information Technicians	29-2071	1,540	1,981	2,129	7.5%	151
Medical Transcriptionists	31-9094	589	443	460	3.8%	67
Medical Secretaries	43-6013	3,840	5,955	6,622	11.2%	744
7-County Greater Sacramento Region Total		**5,969**	**8,379**	**9,211**	**9.9%**	**963**
Medical Records and Health Information Technicians	29-2071	17,394	23,091	24,975	8.2%	1,796
Medical Transcriptionists	31-9094	8,623	6,463	6,590	2.0%	1,004
Medical Secretaries	43-6013	55,868	80,332	89,019	10.8%	9,974
California Total		**81,885**	**109,886**	**120,583**	**9.7%**	**12,774**

Exhibit 2 shows the percentage change in number of jobs between 2007 through 2017 and occupational projections from 2017 through 2022. The rate of change is indexed to the total number of jobs in 2007 as the base year and compares 7-County Greater Sacramento Region and California.

Exhibit 2: Rate of change for selected occupations[3]
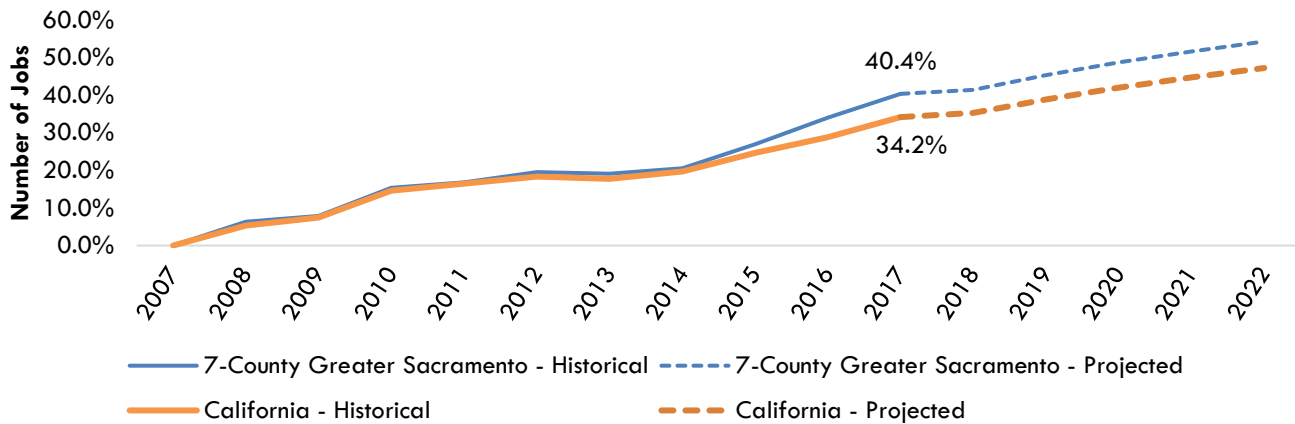
The employment of the selected occupations grew by 40 percent in the region in the past ten years, a growth rate that is faster than the state. Medical secretaries are the largest and fastest growing occupation group among the selected occupations in the region and the state. The selected occupations are projected to grow by nearly 10 percent over the next five years at both regional and state level, led by Medical Secretaries. The 5-year employment projection also indicates an average 963 new and replacement job openings annually for the occupations studied in the region, most of which are medical secretaries.

WAGES AND JOB POSTINGS

Exhibit 3 displays hourly wages for the selected medical office occupations in the 7 counties and compared to the 7 counties' median living wages for a one-adult, one-child household.[4] The chart also compares the 7 counties to the state for the studied occupations. Wages for all three selected occupations are above state median wages but
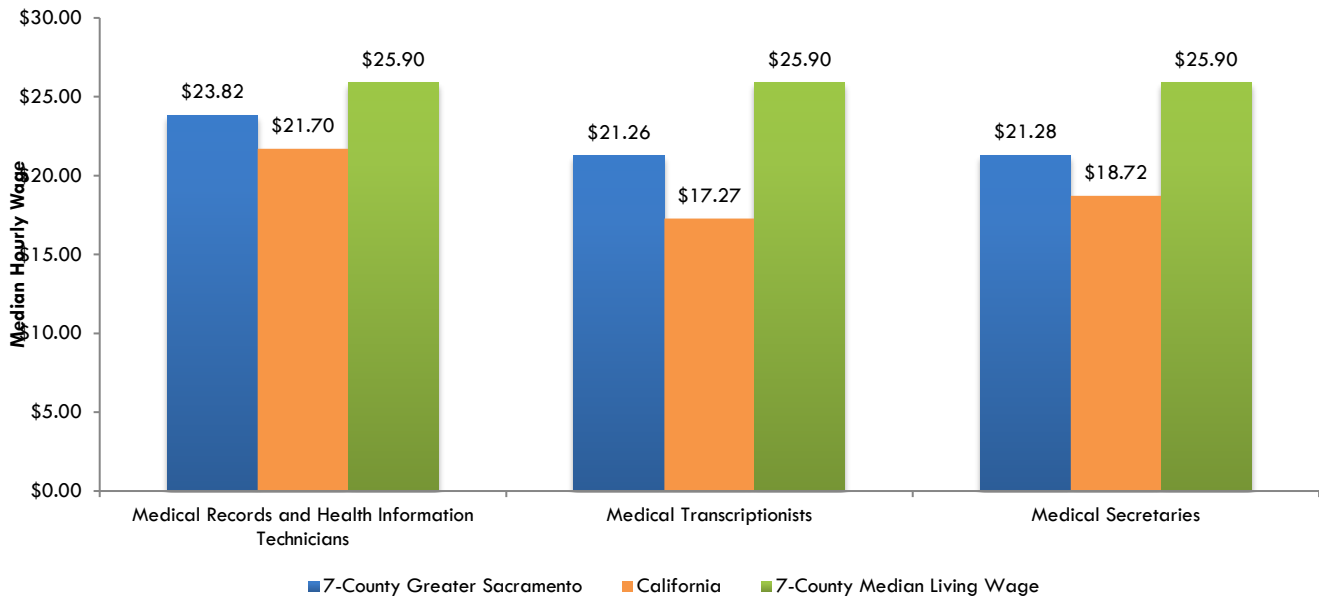
---

[2] Emsi 2018.4; QCEW Employees, Non-QCEW Employees and Self-Employed.

[3] Ibid.

[4] Living Wage Calculator: Counties and Metropolitan Statistical Areas in California, http://livingwage.mit.edu/states/06/locations.

are below the regional living wage for one-adult, one-child household.

Exhibit 3: Hourly Wages for selected occupations[5]

Burning Glass data identified 1,672 job postings in the 7-County Greater Sacramento region on these three medical office occupations. Most of the job postings are Medical Records and Health Information Technicians (992 postings), followed by Medical Secretaries (636 postings), and Medical Transcriptionists (44 postings). Data was pulled for the last year from November 1, 2017 through October 31, 2018.

Exhibit 4 presents the job postings trend for the representative SOC codes over the past 10 years compared to the median during the same period for the 7-County region.

Exhibit 4: Job posting trend for Selected Occupations[6]

---
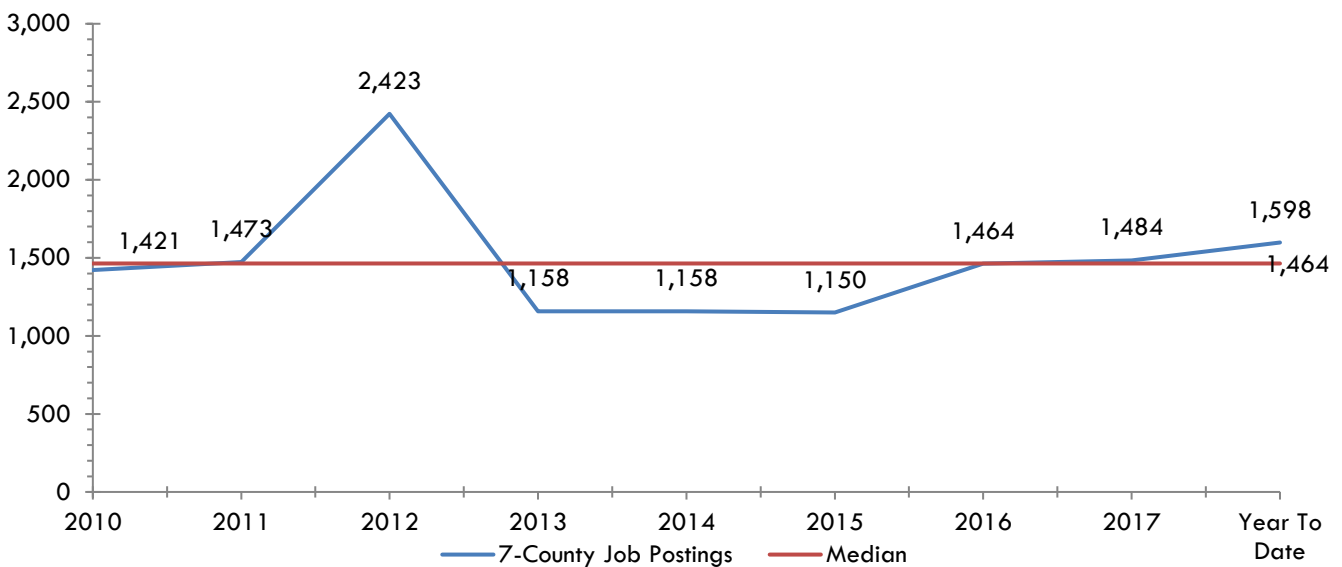
[5] Emsi 2018.4; QCEW Employees, Non-QCEW Employees and Self-Employed.
[6] Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool," 2018.

Exhibit 5 shows the top titles for positions within the selected occupations that were present in the job postings.

Exhibit 5: Top titles for Selected Occupations[7]

Top Titles	Number	Percent (n=1,672)
Medical Office Representative	82	4.9%
Medical Billing Specialist	76	4.5%
Medical Receptionist	65	3.9%
Medical Coder	64	3.8%
Front Office Coordinator	45	2.7%
Medical Biller	45	2.7%
Receptionist	36	2.2%
Information Officer	33	2.0%

Exhibit 6 shows the top employers for selected occupations jobs postings in 7-county Sacramento Region.

Exhibit 6: Top Employers for selected occupations [8]

Top Employer	Number	Percent (n=1,143)
Dignity Health	142	12.4%
Sutter Health	58	5.1%
State of California	44	3.8%
University of California Davis Medical Center	41	3.6%
UC Davis Health System	35	3.1%
Centene Corporation	20	1.7%
Sutter Medical Center	20	1.7%

Exhibit 7 shows the top specialized and software skills desired within selected occupation positions in 7-county Sacramento Region.

Exhibit 7: Top skills among selected occupations[9]

| Top Specialized Skills	Number	Percent (n=1,507)
Customer Billing	395	26.2%
Scheduling	388	25.7%
Customer Service	377	25.0%
Medical Coding	350	23.2%
Patient Care	244	16.2%
Appointment Setting	231	15.3%
Administrative Support	222	14.7%
Data Entry	211	14.0%
Medical Billing	209	13.9%
Top Software Skills	**Number**	**Percent (n=1,507)**
Microsoft Excel	237	15.7%
Microsoft Office	215	14.3%
Microsoft Word	162	10.7%
ICD-10	120	8.0%
Epic Systems	112	7.4%
Word Processing	102	6.8%

---

[7] Ibid.
[8] Ibid.
[9] Ibid.

Exhibit 8 shows the cities where the representative occupation postings were located.

Exhibit 8: Top locations listed for selected occupations[10]
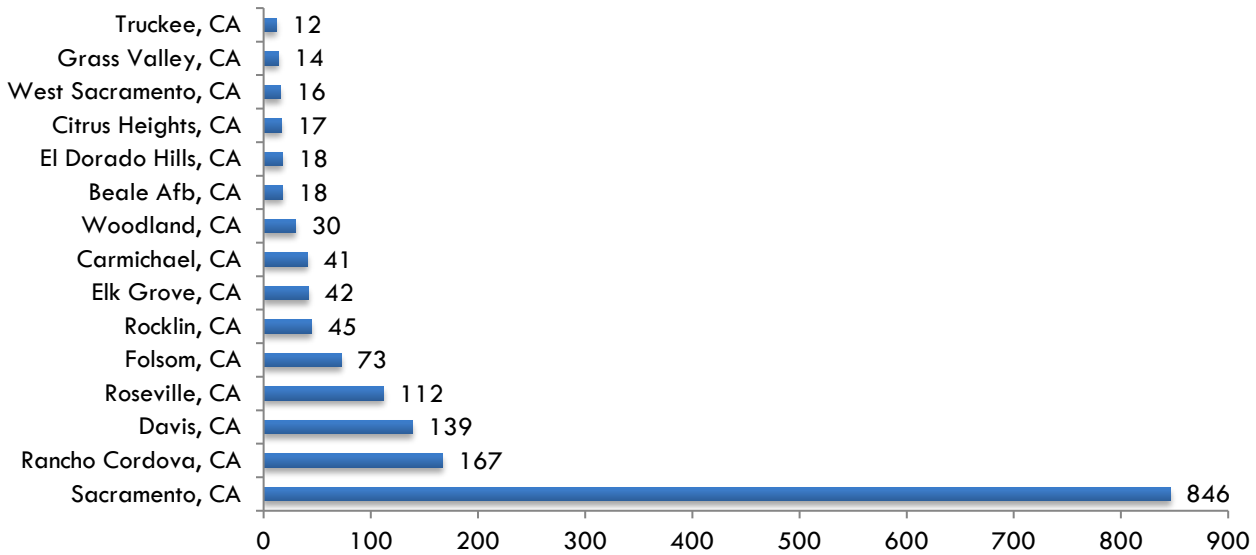
EDUCATIONAL ATTAINMENT AND SUPPLY

At the national level, these three medical office occupations typically employ workers who have at least some college education. Medical Secretaries employ higher percentage of workers with only high school or less education, compared to the other two selected occupations. Exhibit 9 breaks down the educational attainment percentages for these two occupations.

Exhibit 9: Typical educational attainment for selected occupations nationally[11]

---
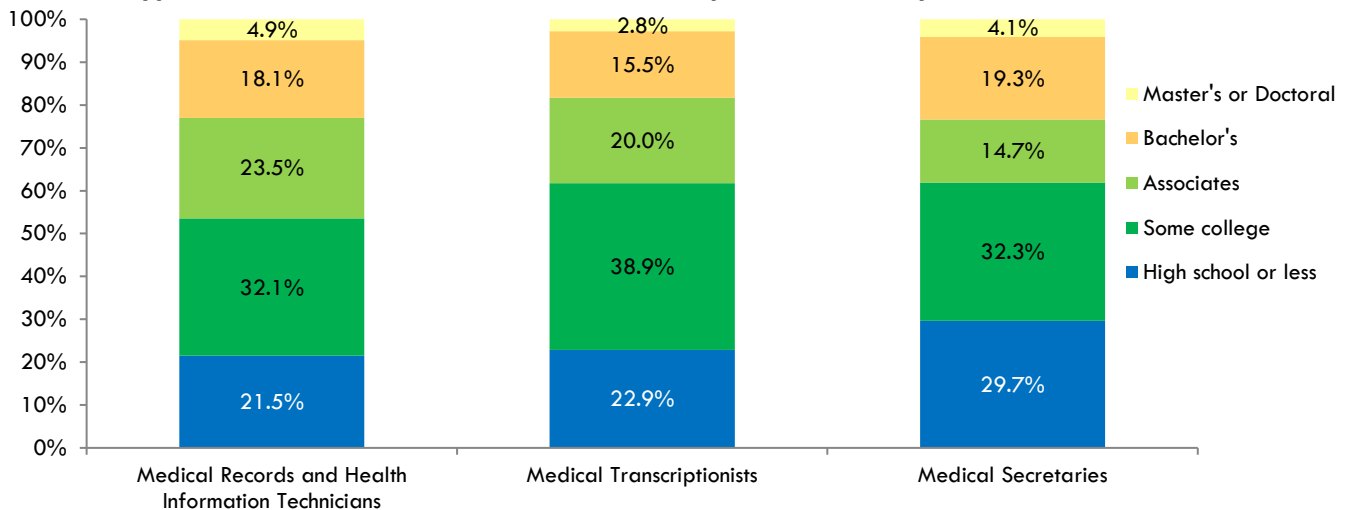
[10] Ibid.

[11] Current Population Survey, Educational Attainment for Workers 25 Years and Older by Detailed Occupation, 2015-2016, https://www.bls.gov/emp/ep_table_111.htm.

Medical Office Specialist (TOP Code: 0514.20), Health Information Technology (TOP Code: 1223.00), and Health Information Coding (TOP Code: 1223.10) are identified as the Taxonomy of Programs (TOP) codes that relate to the studied area.

Only two community colleges in the 7-county region offer related training, granting in total 76 certificates and associate degrees in the past three years. Most of the awards are associate degrees (64 out of 76 awards).

Exhibit 10 shows the total number of awards by colleges during the past three academic years.

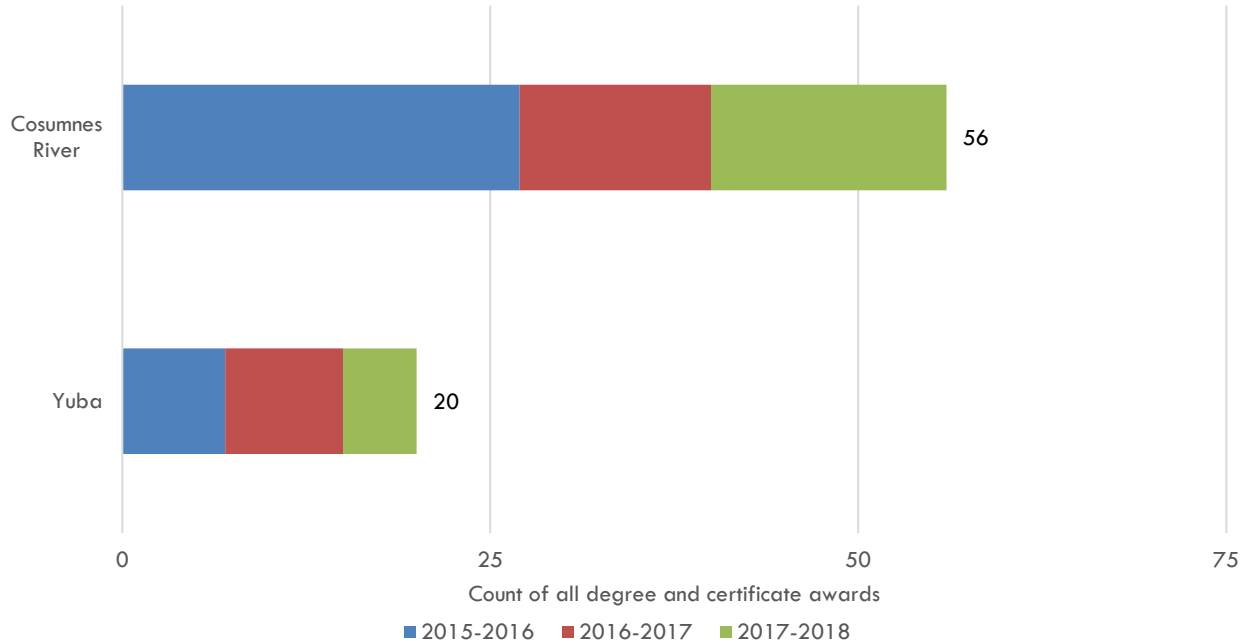**Exhibit 10: Total awards conferred by 7-county region community colleges, 2015-2018[12]**

Exhibit 11 shows the break down between certificates and associate degrees.

Exhibit 11: Certificates and associate degrees conferred by 7-county region community colleges, 2015-2018[13]

	Certificate				Associate			
	2015-16	2016-17	2017-18	3-Yr Avg	2015-16	2016-17	2017-18	3-Yr Avg
Cosumnes River	8		4	6	19	13	12	15
Yuba					7	8	5	7
Grand Total	**8**	**0**	**4**	**4**	**26**	**21**	**17**	**21**

FINDINGS

- The selected medical office occupations (Medical Records and Health Information Technicians, Medical Secretaries, and Medical Transcriptionists) grew by 40 percent in the region during the past decade, outperforming the state. The 5-year employment projection indicates the occupations studied will continue to grow by nearly another 10 percent in the region as well as across the state. Medical secretaries are the largest and fastest growing occupation group among the selected occupations.

- The 7-county region is projected to have 963 annual openings for the occupations studied over the next five years, over three quarters of which are related to Medical Secretaries.

- Wages for the studied occupations are on par with the living wages for one adult and one child household in the 7-county region. All three occupations pay more than $20 per hour.

- The educational attainment data shows that most workers in the studied occupations have at least some college education. About 20 percent have an associate degree. Many, up to 30 percent, have a high school diploma.

- Job postings volume for the studied occupation is strong and consistent over time in the 7-county Greater Sacramento region. Nearly 60 percent of the job postings are for Medical Records and Health Information Technicians. Half of postings are for employment in the City of Sacramento.

- The most common job titles advertised in the job postings include medical office representative, medical billing specialist, medical receptionist, and medical coder.

- The most desired skills for these medical office occupations include customer billing, scheduling, customer service as well as some software skills such as Microsoft Office applications, medical coding ICD-10, and Epic Systems.

- Award production in the region is small, fewer than 30 awards annually in related programs.

RECOMMENDATION

- The labor market data is highly encouraging. Occupational employment growth has been very strong in the last ten years; growth projections are also strong. There are an estimated 1,000 annual openings for related occupations.

- Given the few amount of awards from regional colleges, it appears there is a clear need to add qualified workers to the workforce in these occupational areas.

- The COE recommends that Woodland Community College move forward with the program.

• **COE Recommendation**		
Move forward with program	Program is not recommended	Additional information needed
☑	☐	☐

SUMMARY RECOMMENDATION (FOR RC APPLICATION)

- There are an estimated 1,000 annual openings for related occupations.
- Given the few amount of awards from regional colleges, it appears there is a clear need to add qualified workers to the workforce in these occupational areas.
- The COE recommends that Woodland Community College move forward with the program.

COE Recommendation		
Move forward with program	Program is not recommended	Additional information needed
☑	☐	☐

APPENDIX A: DATA SOURCES

Sources used for data analysis purposes in this report include:

- U.S. Department of Labor/Employment and Training Administration (DOLETA) O*NET Online

- Burning Glass, Labor Insight/Jobs

- Economic Modeling Specialists, International (EMSI)

- California Employment Development Department, Labor Market Information Division (EDD, LMID)

- Bureau of Labor Statistics, Occupational Employment Statistics (OES)

- California Community Colleges Chancellor's Office, Cal-PASS Plus LaunchBoard

- Living Insight Center for Community Economic Development, Self-Sufficiency Standard Tool for California

- California Community Colleges Chancellor's Office Management Information Systems (MIS Data Mart)

- U.S. Department of Education, National Center for Education Statistics, Integrated Postsecondary Education Data System (IPEDS)

For more information, please contact:

Aaron Wilcher, Director
Center of Excellence, North-Far North Region
wilchea@losrios.edu

December 2018