

**Program Endorsement Brief: 1202.00/Hospital and Health Care Administration  
Healthcare Administration AS Degree/Certificate**  
Los Angeles/Orange County Center of Excellence, August 2021

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**Summary Analysis**

<b>Program Endorsement:</b>	<b>Endorsed: All Criteria Met</b> <input type="checkbox"/>	<b>Endorsed: Some Criteria Met</b> <input checked="" type="checkbox"/>	<b>Not Endorsed</b> <input type="checkbox"/>
<b>Program Endorsement Criteria</b>			
<b>Supply Gap:</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>Living Wage: (Entry-Level, 25<sup>th</sup>)</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
<b>Education:</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>Emerging Occupation(s)</b>			
	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

The Los Angeles/Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to three middle-skill occupations: *medical dosimetrists, medical records specialists, and health technologists and technicians, all other (29-2098)*; *health information technologists, medical registrars, surgical assistants, and healthcare practitioners and technical workers, all other (29-9098)*; and *medical secretaries and administrative assistants (43-6013)*. Included in this report is data for one above middle-skill occupation: *medical and health services managers (11-9111)*. Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree.<sup>1</sup> This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be a supply gap for the four occupations of interest in the region. While the majority of annual openings for these occupations have entry-level wages below the self-sufficiency standard wage in Los Angeles and Orange counties, 55% of the annual job openings typically require a high school diploma or equivalent. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

**Demand:**

- **Supply Gap Criteria** – Over the next five years, there is projected to be nearly **7,300 jobs available annually** in the region due to new job growth and replacements, **which is more than the 2,476 awards conferred annually** by educational institutions in the region.

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<sup>1</sup> The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor’s degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

- *Medical dosimetrists, medical records specialists, and health technologists and technicians, all other (29-2098) and health information technologists, medical registrars, surgical assistants, and healthcare practitioners and technical workers, all other (29-9098) include a variety of health and medical occupations. Since the SOC do not solely represent healthcare administration occupations, **the number of annual job openings is likely overstated.***
- **Living Wage Criteria** – In Los Angeles County, the **majority (54%) of annual job openings** for the four occupations have **entry-level wages below the county's self-sufficiency standard wage** (\$18.10/hour).<sup>2</sup>
- **Educational Criteria** – In the LA/OC region, **54% of the annual job openings** for the occupations of interest **typically require a high school diploma or equivalent.**
  - National-level educational attainment data indicates between 20% and 54% of workers in the field have completed some college or an associate degree.

**Supply:**

- Between 2017 and 2020, **9 community colleges** in the LA/OC region issued awards in programs that have historically trained for the occupations of interest, conferring an average of **493 awards**
- Between 2016 and 2019, non-community college institutions in the region conferred an average of **1,983 awards.**

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<sup>2</sup> Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 8/17/2021. For more information, visit: <http://selfsufficiencystandard.org/california>.

## Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for the four occupations of interest. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to increase by 10% through 2025. There will be nearly 7,300 job openings per year through 2025 due to job growth and replacements. Of these projected job openings, 45% are for the three-middle occupations in this report.

NOTE: *Medical dosimetrists, medical records specialists, and health technologists and technicians, all other (29-2098) and health information technologists, medical registrars, surgical assistants, and healthcare practitioners and technical workers, all other (29-9098)* includes a variety of health and medical occupations and not solely healthcare administration occupations. Therefore, the data in Exhibit 1 is likely overstated for healthcare administration occupations.

*This report includes employment projection data by Emsi, which uses EDD information. Emsi's projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy, during the projection period, will be at approximately full employment. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, it may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the impacts of COVID-19 into account.*

**Exhibit 1: Occupational demand in Los Angeles and Orange Counties<sup>3</sup>**

<b>Geography</b>	<b>2020 Jobs</b>	<b>2025 Jobs</b>	<b>2020-2025 Change</b>	<b>2020-2025 % Change</b>	<b>Annual Openings</b>
Los Angeles	50,154	54,932	4,777	10%	5,411
Orange	16,800	18,429	1,629	10%	1,843
<b>Total</b>	<b>66,954</b>	<b>73,360</b>	<b>6,406</b>	<b>10%</b>	<b>7,254</b>

## Wages

The labor market endorsement in this report considers the hourly wages for the four occupations of interest in Los Angeles County, as they relate to the county's self-sufficiency standard wage. Orange County wages are included below in order to provide a complete analysis of the LA/OC region. Detailed wage information, by county, is included in Appendix A.

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<sup>3</sup> Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

**Los Angeles County** – The majority (54%) of annual openings for the four occupations of interest have entry-level wages **below** the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County).<sup>4</sup> Typical entry-level hourly wages are in a range between \$17.51 and \$40.59. The only occupation with entry-level wages **below** the self-sufficiency standard is *medical secretaries and administrative assistants* (\$17.51), but it also accounts for the majority of job openings in the county. Experienced workers can expect to earn wages between \$25.25 and \$80.39, which are higher than the self-sufficiency standard.

**Orange County** – The majority (78%) of annual openings for the four occupations of interest have entry-level wages **below** the self-sufficiency standard wage for one adult (\$20.63 in Orange County).<sup>5</sup> Typical entry-level hourly wages are in a range between \$17.79 and \$40.28. The only occupation in this report with entry-level wages **above** the self-sufficiency standard is the above middle-skill occupation, *medical and health services managers* (\$40.28). Experienced workers can expect to earn wages between \$25.65 and \$80.19, which are higher than the self-sufficiency standard.

### **Job Postings**

Over the past 12 months, there have been 31,890 online job postings related to the four occupations of interest. The highest number of job postings were for front desk receptionist, medical receptionist, dental front office, medical director, and dental treatment coordinator. The top skills listed were scheduling, administrative support, customer service, patient care, and front office. The top employers, by number of job postings, in the region were Anthem Blue Cross, University of California, PIH Health, and Optum.

Of the 56% of job postings listing a minimum education requirement in Los Angeles/Orange County, 46% (8,327) requested a bachelor's degree, 8% (1,454) requested an associate degree, and 46% (8,183) requested a high school or vocational training.

*It is important to note that the job postings data included in this section reflects online job postings listed in the past 12 months and does not yet demonstrate the impact of COVID-19. While employers have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.*

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<sup>4</sup> Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 8/17/2021. For more information, visit: <http://selfsufficiencystandard.org/california>.

<sup>5</sup> Ibid.

## Educational Attainment

The Bureau of Labor Statistics (BLS) lists the following typical entry-level education requirements for the occupations studied in this report:

- **Bachelor's degree:** *medical and health services managers (11-9111)*
- **Postsecondary non-degree award:** *medical dosimetrists, medical records specialists, and health technologists and technicians, all other (29-2098); and health information technologists, medical registrars, surgical assistants, and healthcare practitioners and technical workers, all other (29-9098)*
- **High school diploma or equivalent:** *medical secretaries and administrative assistants (43-6013)*

In the LA/OC region, the majority of annual job openings (54%) typically require a high school diploma or equivalent. National-level educational attainment data indicates between 20% and 54% of workers in the field have completed some college or an associate degree.

## Educational Supply

**Community College Supply** – Exhibit 2 shows the annual and three-year average number of awards conferred by community colleges in programs that have historically trained for the occupations of interest. The colleges with the most completions in the region are Golden West, East LA, and Santiago Canyon. Over the past 12 months, there were three other related program recommendation requests from regional community colleges.

**Exhibit 2: Regional community college awards (certificates and degrees), 2017-2020**

TOP	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
1202.00	Hospital and Health Care Administration	Cypress	-	-	1	0
		Golden West	4	560	295	286
		<b>OC Subtotal</b>	<b>4</b>	<b>560</b>	<b>296</b>	<b>287</b>
<b>Supply Subtotal/Average</b>			<b>4</b>	<b>560</b>	<b>296</b>	<b>287</b>
1208.20	Administrative Medical Assisting	Glendale	16	19	22	19
		Long Beach	-	1	-	0
		Santa Monica	6	5	13	8
		West LA	13	12	16	14
		<b>LA Subtotal</b>	<b>35</b>	<b>37</b>	<b>51</b>	<b>41</b>
		Saddleback	12	23	11	15
		Santiago Canyon	48	40	15	34
<b>OC Subtotal</b>	<b>60</b>	<b>63</b>	<b>26</b>	<b>50</b>		
<b>Supply Subtotal/Average</b>			<b>95</b>	<b>100</b>	<b>77</b>	<b>91</b>

TOP	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
1223.00	Health Information Technology	East LA	23	62	46	44
		<b>LA Subtotal</b>	<b>23</b>	<b>62</b>	<b>46</b>	<b>44</b>
		Cypress	20	19	18	19
		Saddleback	13	15	16	15
		<b>OC Subtotal</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>34</b>
<b>Supply Subtotal/Average</b>			<b>56</b>	<b>96</b>	<b>80</b>	<b>77</b>
1223.10	Health Information Coding	East LA	23	54	28	35
		Glendale	3	4	-	2
		<b>LA Subtotal</b>	<b>26</b>	<b>58</b>	<b>28</b>	<b>37</b>
		Saddleback	-	1	2	1
		<b>OC Subtotal</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>Supply Subtotal/Average</b>			<b>26</b>	<b>59</b>	<b>30</b>	<b>38</b>
<b>Supply Total/Average</b>			<b>181</b>	<b>815</b>	<b>483</b>	<b>493</b>

**Non-Community College Supply** – For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide training programs for the occupations of interest. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in programs crosswalked to the TOP in Exhibit 2. Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, non-community college institutions in the region conferred an average of 1,983 awards.

**Exhibit 3: Regional non-community college awards, 2016-2019**

CIP Code	Program	College	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
51.0701	Health/Health Care Administration/Management	Advanced College	8	-	1	3
		Angeles College	13	7	-	7
		CSU-Long Beach	313	217	203	244
		CSU-Northridge	207	263	265	245
		Concordia University-Irvine	11	11	12	11
		DeVry University-CA	31	19	15	22
		Pacific College	-	-	9	3
		Platt College-LA	26	25	21	24
		Trident Univ. International	5	4	6	5
		University of La Verne	9	17	7	11
51.0702	Hospital and Health Care	Trident Univ. International	-	-	3	1

CIP Code	Program	College	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
	Facilities Administration/ Management	University of Phoenix-CA	182	98	54	111
51.0705	Medical Office Management/ Administration	Concorde Career College-North Hollywood	15	13	-	9
		Los Angeles ORT College-LA	21	10	14	15
		National Career College	44	22	20	29
51.0706	Health Information/ Medical Records Administration/ Administrator	Eagle Rock College	-	3	1	1
		Fremont College	-	9	5	5
		University of Phoenix-CA	13	6	2	7
51.0707	Health Information/ Medical Records Technology/ Technician	American Career College-Anaheim	10	11	-	7
		DeVry University-CA	33	7	1	14
		National Career College	22	9	11	14
		Palladium Technical Academy	-	3	-	1
		Virginia Sewing Machines and School Center	33	28	-	20
		Westchester College of Nursing & Allied Health	16	14	4	11
51.0710	Medical Office Assistant/ Specialist	Concorde Career College-Garden Grove	14	12	14	13
		Concorde Career College-North Hollywood	-	-	17	6
		Eagle Rock College	5	-	-	2
		Platt College-Anaheim	-	6	9	5
		Platt College-LA	25	15	17	19
		Pomona USD Adult and Career Education	16	31	23	23
		Premiere Career College	2	1	-	1
		United Education Institute-Huntington Park	34	31	43	36
		Virginia Sewing Machines and School Center	91	105	-	65
51.0711	Medical/Health Management and Clinical Assistant/ Specialist	American College of Healthcare and Technology	50	44	41	45
		Angeles College	2	-	-	1
		PCI College	8	7	5	7

CIP Code	Program	College	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
51.0713	Medical Insurance Coding Specialist/ Coder	American Career College-Anaheim	110	80	76	89
		American Career College-LA	109	69	86	88
		California Healing Arts College	12	5	2	6
		Fremont College	9	11	6	9
		InterCoast Coll.-Santa Ana	1	-	5	2
		PCI College	1	4	3	3
		Pomona USD Adult and Career Education	19	-	-	6
		Southern California Health Institute	56	54	65	58
		Trident University Intl.	-	-	3	1
		UEI College-Gardena	53	37	59	50
		United Ed. Institute-Anaheim	53	41	52	49
		United Ed. Institute-Encino	56	44	43	48
		United Ed. Institute-W. Covina	29	51	48	43
		51.0714	Medical Insurance Specialist/ Medical Biller	ABC Adult School	-	10
Advanced College	-			5	-	2
American College of Healthcare and Technology	18			17	14	16
Carrington College-Pomona	11			-	-	4
Diversified Vocational College	-			33	60	31
Downey Adult School	78			98	51	76
Eagle Rock College	40			53	36	43
Glendale Career College	4			8	6	6
Hacienda La Puente Adult Ed.	74			35	36	48
Healthcare Career College	7			-	-	2
NW College-Anaheim	33			19	13	22
NW College-Glendale	4			11	8	8
NW College-Long Beach	3			19	11	11
NW College-Pomona	12			7	7	9
NW College-Van Nuys	10			5	11	9
NW College-West Covina	73			45	52	57
Palladium Technical Academy	8	5	3	5		
PCI College	-	-	3	1		



CIP Code	Program	College	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		Pomona USD Adult and Career Ed.	-	4	10	5
		Valley College of Medical Careers	15	2	8	8
51.0716	Medical Administrative/ Executive Assistant and Medical Secretary	Galaxy Medical College	19	18	14	17
		NW College-Anaheim	-	-	-	-
		NW College-Glendale	2	1	-	1
		NW College-Long Beach	1	2	2	2
		NW College-Pomona	5	3	1	3
		NW College-Van Nuys	3	-	1	1
		NW-West Covina	9	5	12	9
51.2211	Health Services Administration	Brandman University	2	1	3	2
		CSU-Northridge	-	-	5	2
		Chapman University	46	63	75	61
		Fremont College	13	14	9	12
		Glendale Career College	1	7	2	3
		NW College-West Covina	3	9	6	6
<b>Supply Total/Average</b>			<b>2,261</b>	<b>1,943</b>	<b>1,746</b>	<b>1,983</b>

**Appendix A: Occupational demand and wage data by county**

**Exhibit 4. Los Angeles County**

<b>Occupation (SOC)</b>	<b>2020 Jobs</b>	<b>2025 Jobs</b>	<b>5-Yr Change</b>	<b>5-Yr % Change</b>	<b>Annual Openings</b>	<b>Entry-Level Hourly Earnings (25<sup>th</sup> Percentile)</b>	<b>Median Hourly Earnings</b>	<b>Experienced Hourly Earnings (75<sup>th</sup> Percentile)</b>
Medical and Health Services Managers (11-9111)	11,362	13,678	2,316	20%	1,317	\$40.59	\$61.23	\$80.39
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other (29-2098)	10,690	11,868	1,178	11%	1,023	\$18.54	\$23.67	\$30.88
Health Information Technologists, Medical Registrars, Surgical Assistants, and Healthcare Practitioners and Technical Workers, All Other (29-9098)	2,040	2,204	164	8%	139	\$19.29	\$26.65	\$43.26
Medical Secretaries and Administrative Assistants (43-6013)	26,062	27,181	1,119	4%	2,932	\$17.51	\$21.44	\$25.25
<b>Total</b>	<b>50,154</b>	<b>54,932</b>	<b>4,777</b>	<b>10%</b>	<b>5,411</b>			

**Exhibit 5. Orange County**

<b>Occupation (SOC)</b>	<b>2020 Jobs</b>	<b>2025 Jobs</b>	<b>5-Yr Change</b>	<b>5-Yr % Change</b>	<b>Annual Openings</b>	<b>Entry-Level Hourly Earnings (25th Percentile)</b>	<b>Median Hourly Earnings</b>	<b>Experienced Hourly Earnings (75th Percentile)</b>
Medical and Health Services Managers (11-9111)	3,436	4,136	700	20%	398	\$40.28	\$61.06	\$80.19
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other (29-2098)	3,276	3,619	343	10%	309	\$17.90	\$22.86	\$29.86
Health Information Technologists, Medical Registrars, Surgical Assistants, and Healthcare Practitioners and Technical Workers, All Other (29-9098)	680	738	58	8%	47	\$18.76	\$26.01	\$42.33
Medical Secretaries and Administrative Assistants (43-6013)	9,407	9,936	529	6%	1,089	\$17.79	\$21.78	\$25.65
<b>Total</b>	<b>16,800</b>	<b>18,429</b>	<b>1,629</b>	<b>10%</b>	<b>1,843</b>			

**Exhibit 6. Los Angeles and Orange Counties**

<b>Occupation (SOC)</b>	<b>2020 Jobs</b>	<b>2025 Jobs</b>	<b>5-Yr Change</b>	<b>5-Yr % Change</b>	<b>Annual Openings</b>	<b>Typical Entry-Level Education</b>
Medical and Health Services Managers (11-9111)	14,799	17,815	3,016	20%	1,716	Bachelor's degree
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other (29-2098)	13,966	15,487	1,521	11%	1,332	Postsecondary non-degree award
Health Information Technologists, Medical Registrars, Surgical Assistants, and Healthcare Practitioners and Technical Workers, All Other (29-9098)	2,720	2,942	222	8%	185	Postsecondary non-degree award
Medical Secretaries and Administrative Assistants (43-6013)	35,469	37,117	1,648	5%	4,021	HS diploma or equivalent
<b>Total</b>	<b>66,954</b>	<b>73,360</b>	<b>6,406</b>	<b>10%</b>	<b>7,254</b>	

## Appendix B: Sources

- O\*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- The Self-Sufficiency Standard Tool for California, Insight Center for Community Economic Development
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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