

Contra Costa College Medical Assistant Certificate Program: Employer Survey Results

Created by the Community Clinic Consortium

In partnership with Contra Costa College



Table of Contents

Respondent Characteristics (questions 1-5).....	3
Medical Office Specialist Certificate (questions 6-7).....	6
Patient Centered Medical Home Certificate (questions 8-9).....	8
Women’s Health Certificate (questions 10-11).....	10
Survey Question 12.....	12
Certificate Curriculum (questions 13-15).....	13

Respondent Characteristics

1. What type of organization do you represent?

- Community Health Center/Clinic: 95% (20)
- Public Hospital: 5% (1)

2. What is your title?

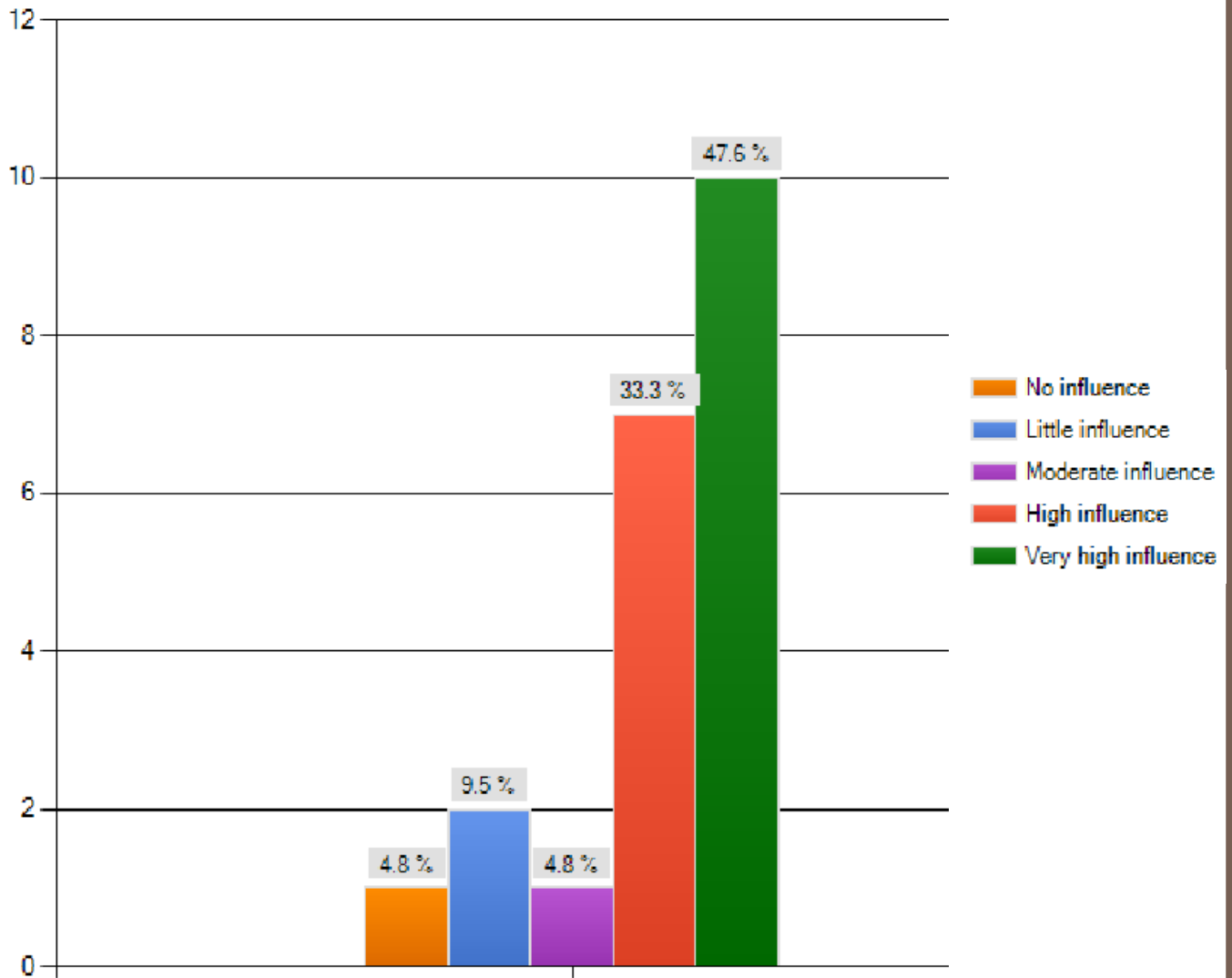
- **Clinic Director/Manager: 12**
- Regional Manager for Contra Costa Sites : 1
- Prenatal Services Manager/Interim Center Director: 1
- MA/Assistant Clinic Manager: 1
- Volunteer Coordinator/ Community Health Corp Program Coordinator: 1
- RN Nurse Manager: 1
- Vice President, Patient Relations, Labor Relations and Workforce Development : 1
- Associate Compliance Officer : 1
- HR Director: 1
- Business and Community Director: 1

3. How many employees are in your organization?

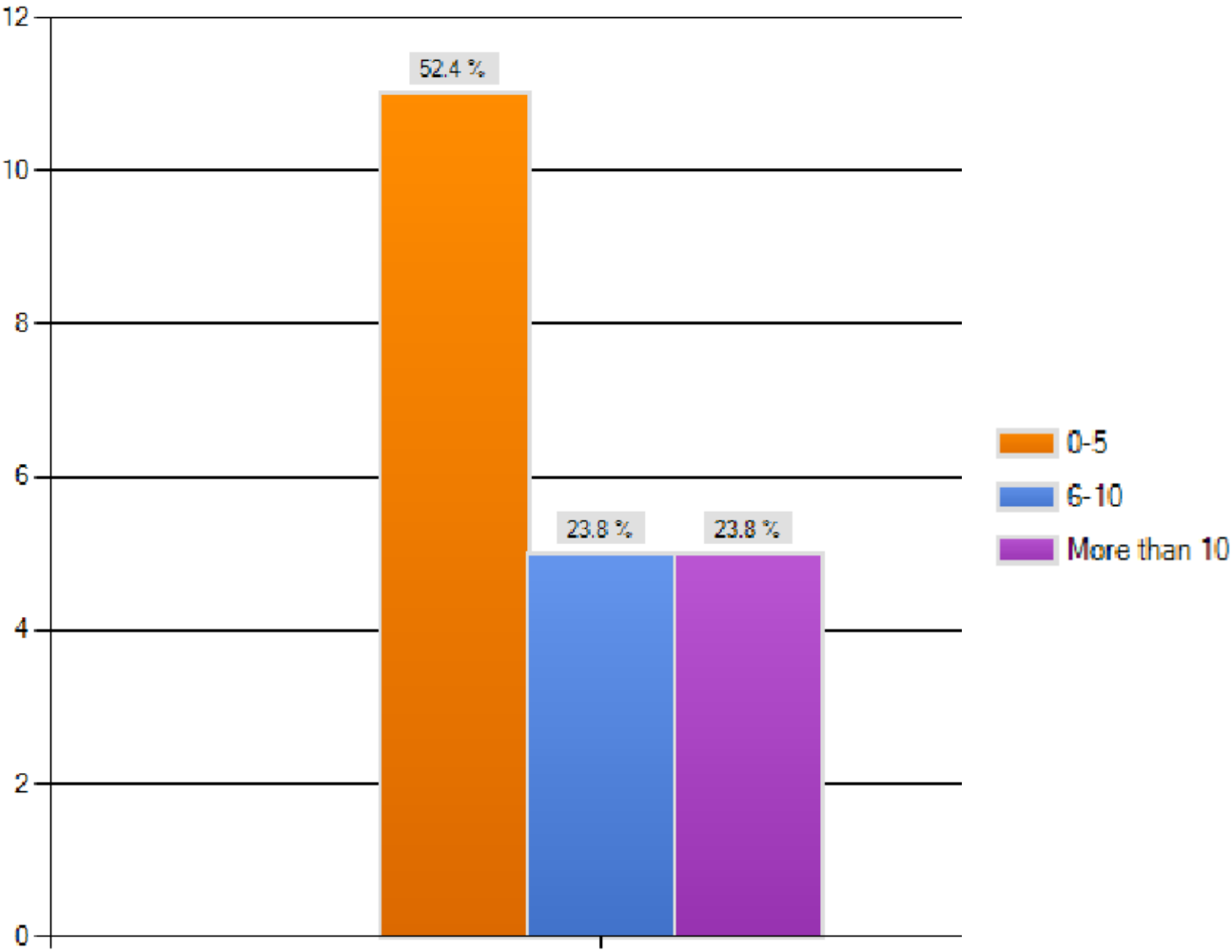
- 1-30: 4
- 31-60: 2
- 61-100: 1
- 101-400: 3
- **401-700: 7**
- 700-1000: 4

**please refer to raw data for more exact results

4. Rate your influence in hiring Medical Assistants

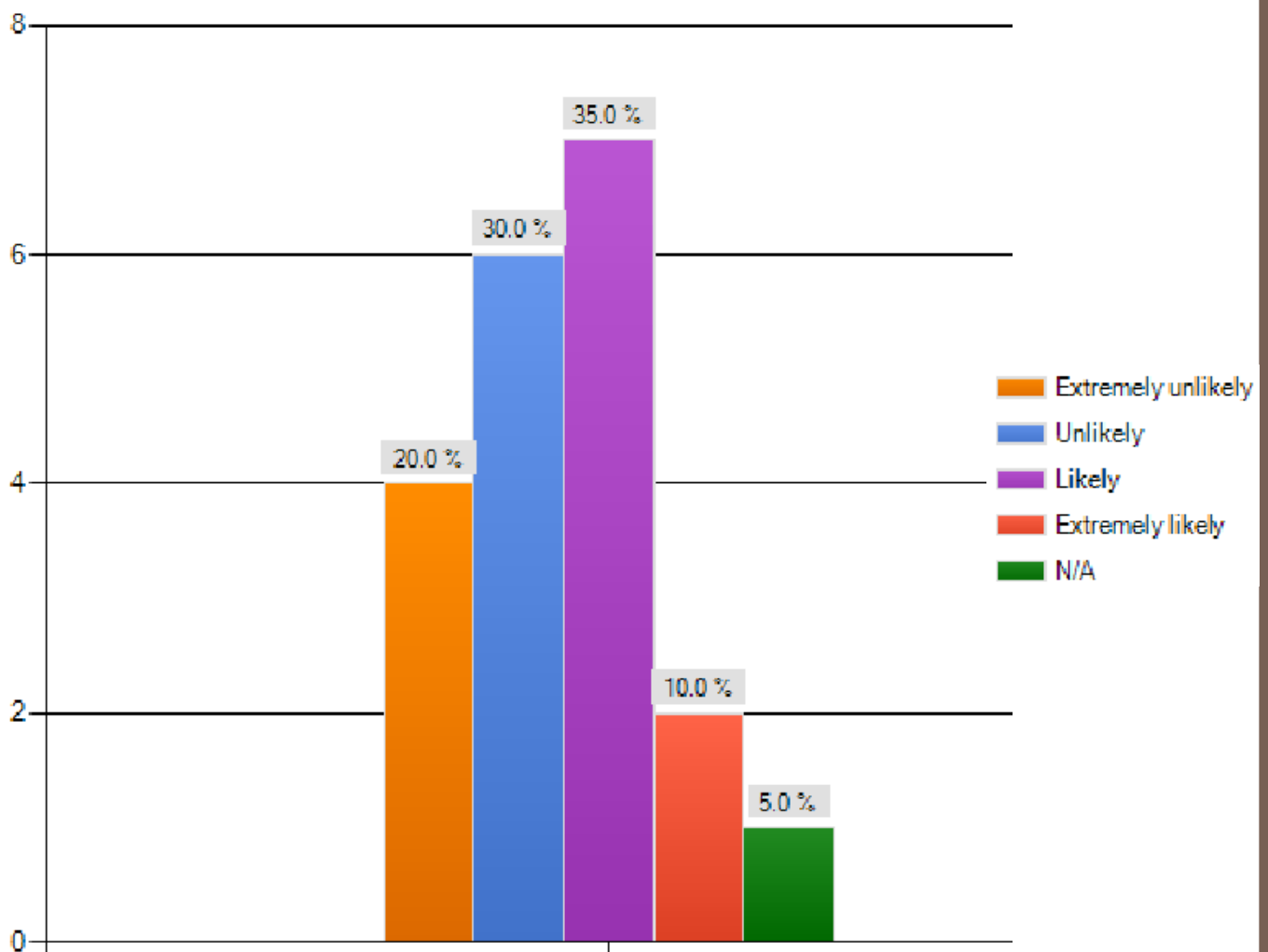


5. In the next 1-5 years, how many Medical Assistants do you anticipate needing to hire?

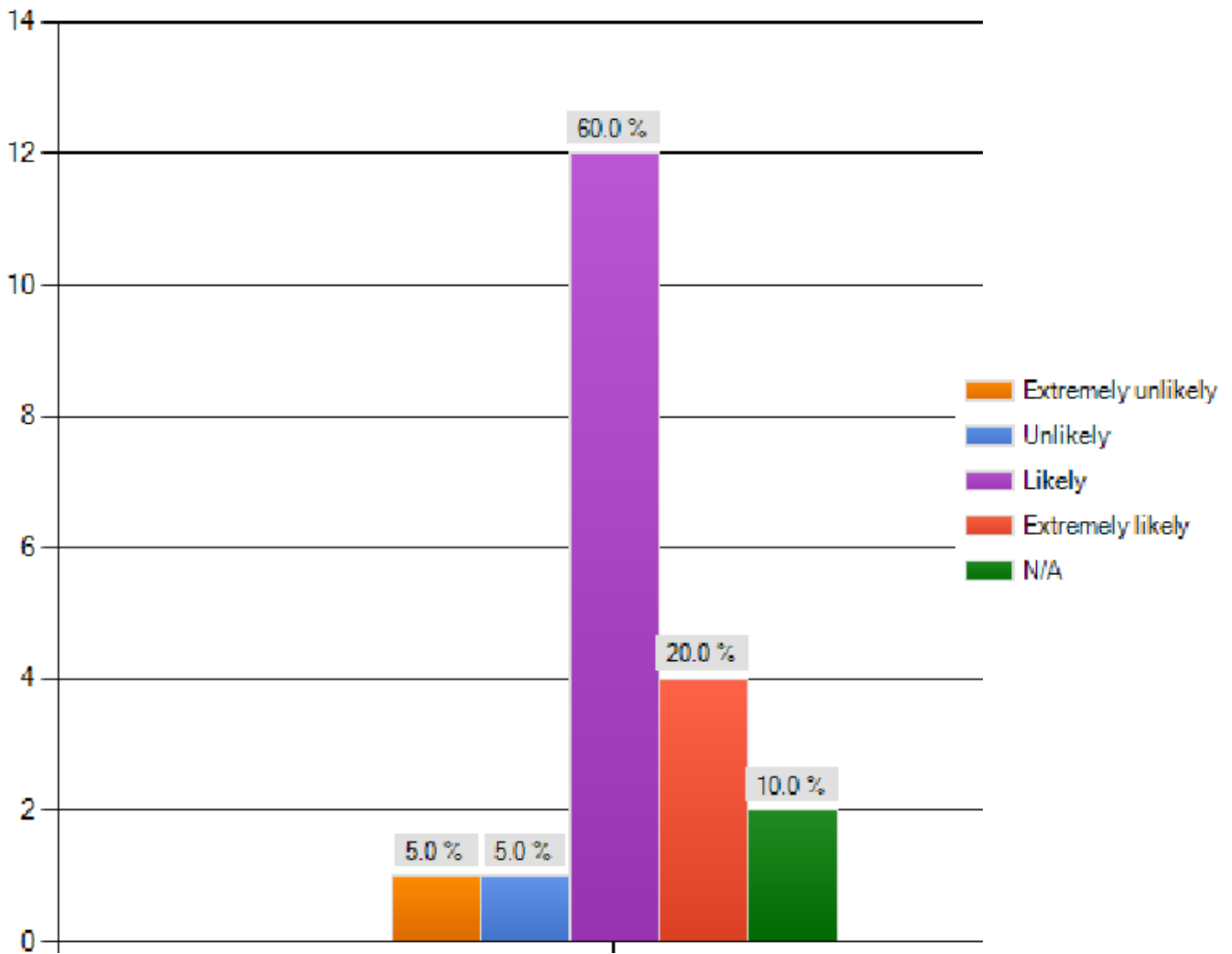


Medical Office Specialist Certificate

6. How Likely would you be to hire a medical assisting graduate with ONLY a Medical Office Specialist (MOS) Certificate (i.e. with training in computerized medical practice management, EHRs, and billing, coding, and insurance procedures, but with no general clinical training)?

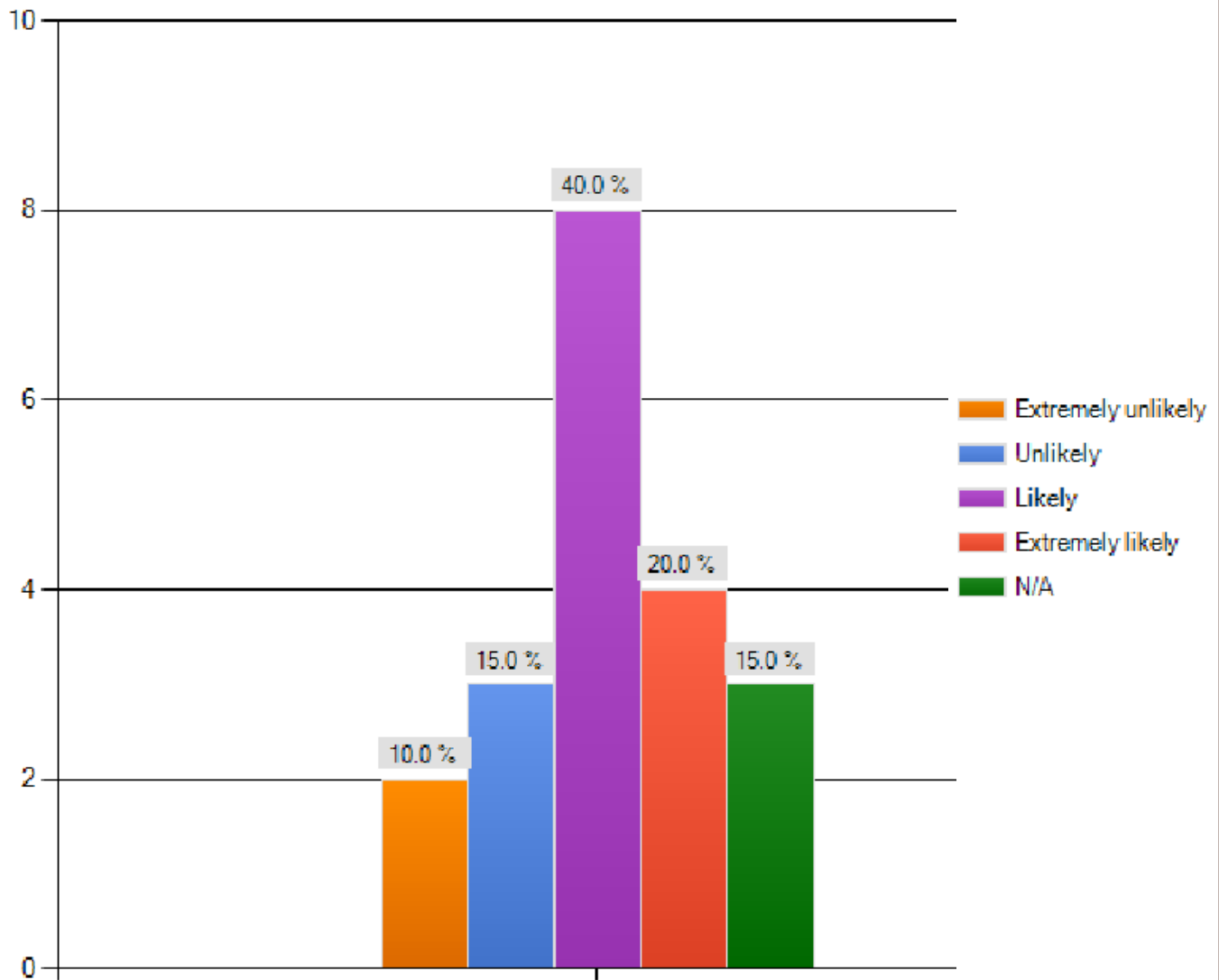


7. If you did hire a medical assisting graduate with only a MOS Certificate and then s/he acquired an ADDITIONAL certificate in medical assisting that included general clinical training, computerized practice management, and EHRs, how likely would you be to promote this employee?

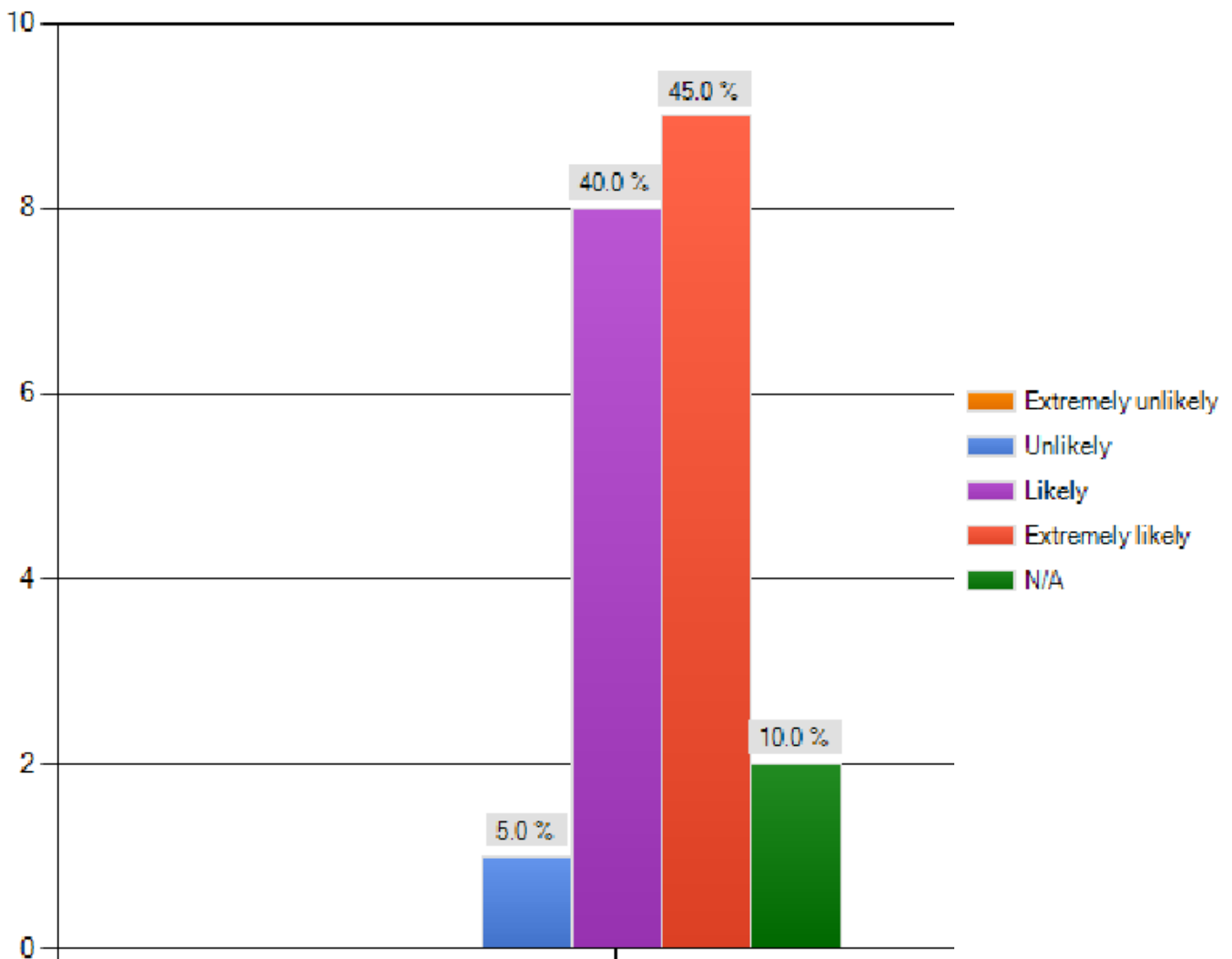


Patient-Centered Medical Home Certificate

8. How likely would you be to hire a medical assisting graduate with ONLY a Patient-Centered Medical Home (PCMH) Certificate?

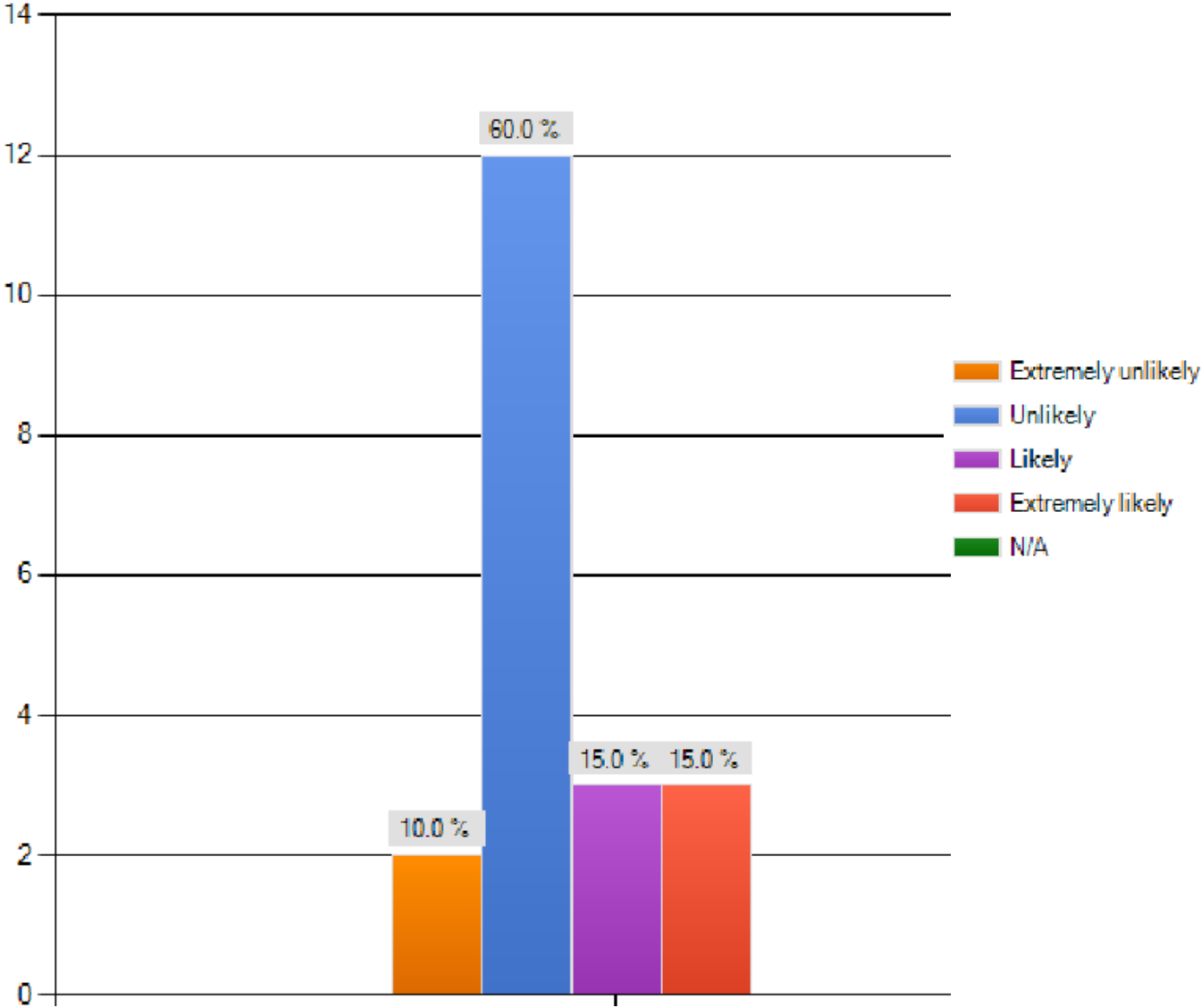


9. If you did hire a medical assisting graduate with only a PCMH Certificate and then s/he acquired an ADDITIONAL certificate in medical assisting that included general clinical training, computerized practice management, and EHRs, how likely would you be to promote this employee?

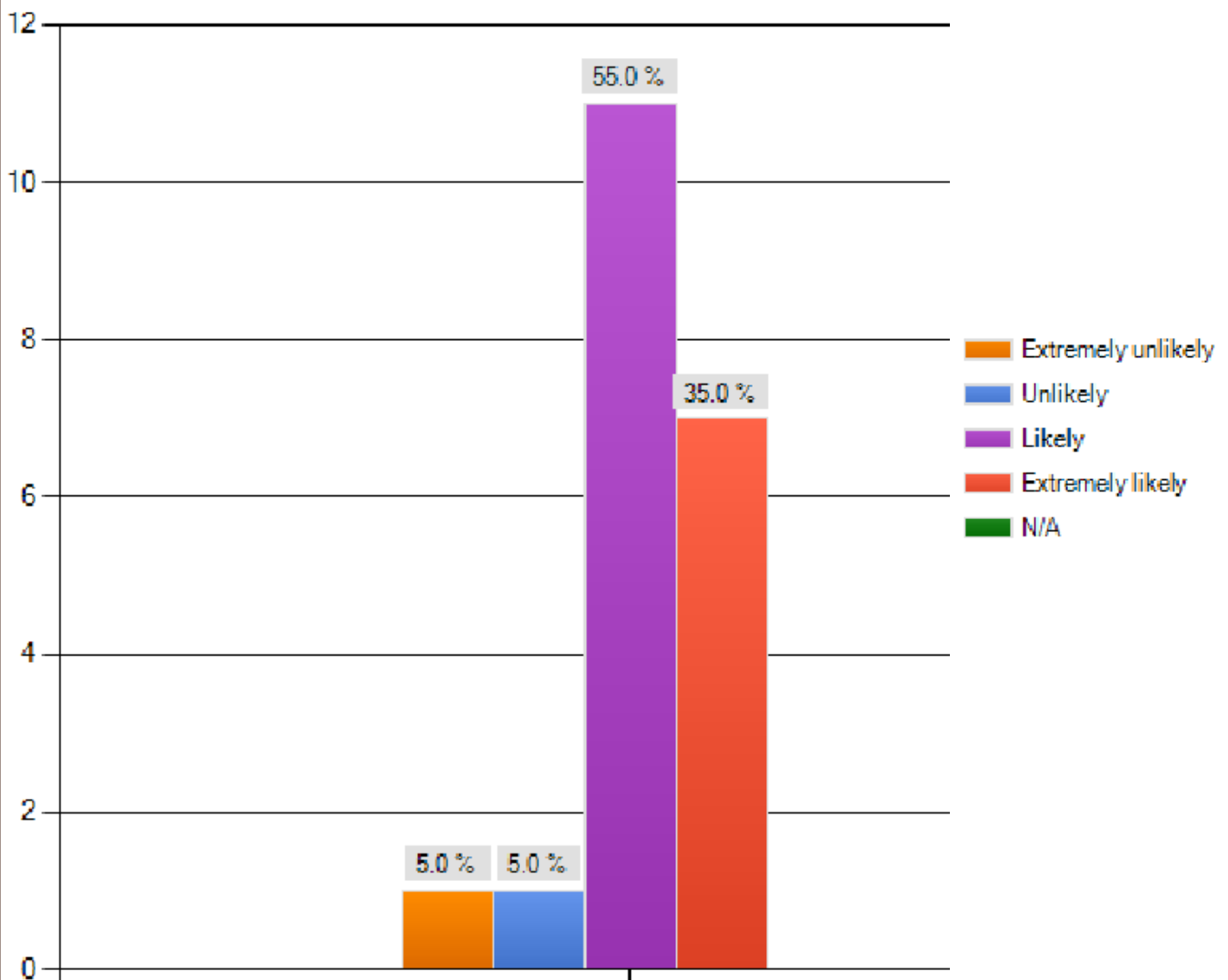


Women's Health Certificate

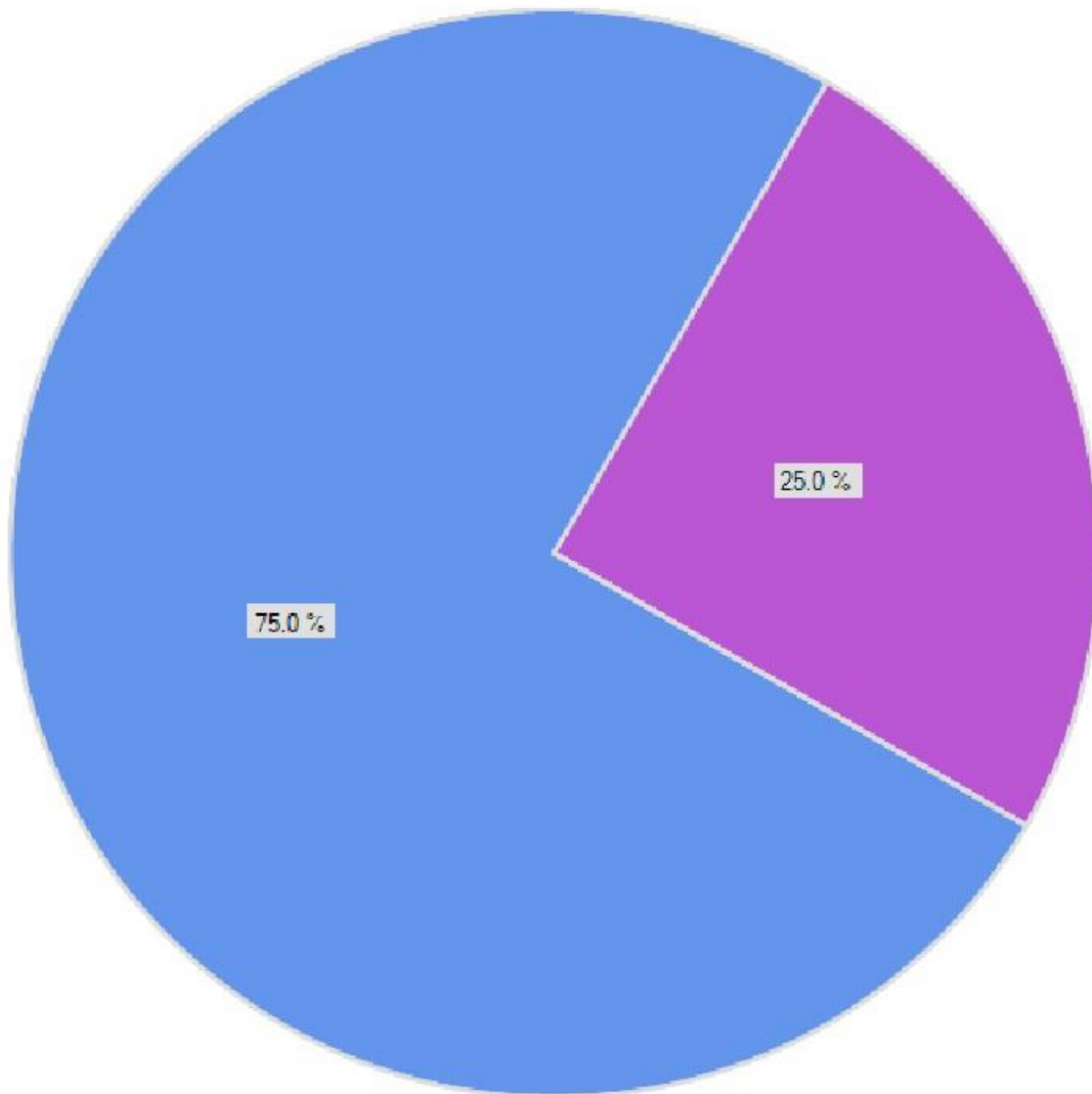
10. How likely would you be to hire a medical assisting graduate with ONLY a Women's Health (WH) Certificate?






11. If you did hire a medical assisting graduate with only a WH Certificate and then s/he acquired an ADDITIONAL certificate in medical assisting that included general clinical training, computerized practice management, and EHRs, how likely would you be to promote this employee?



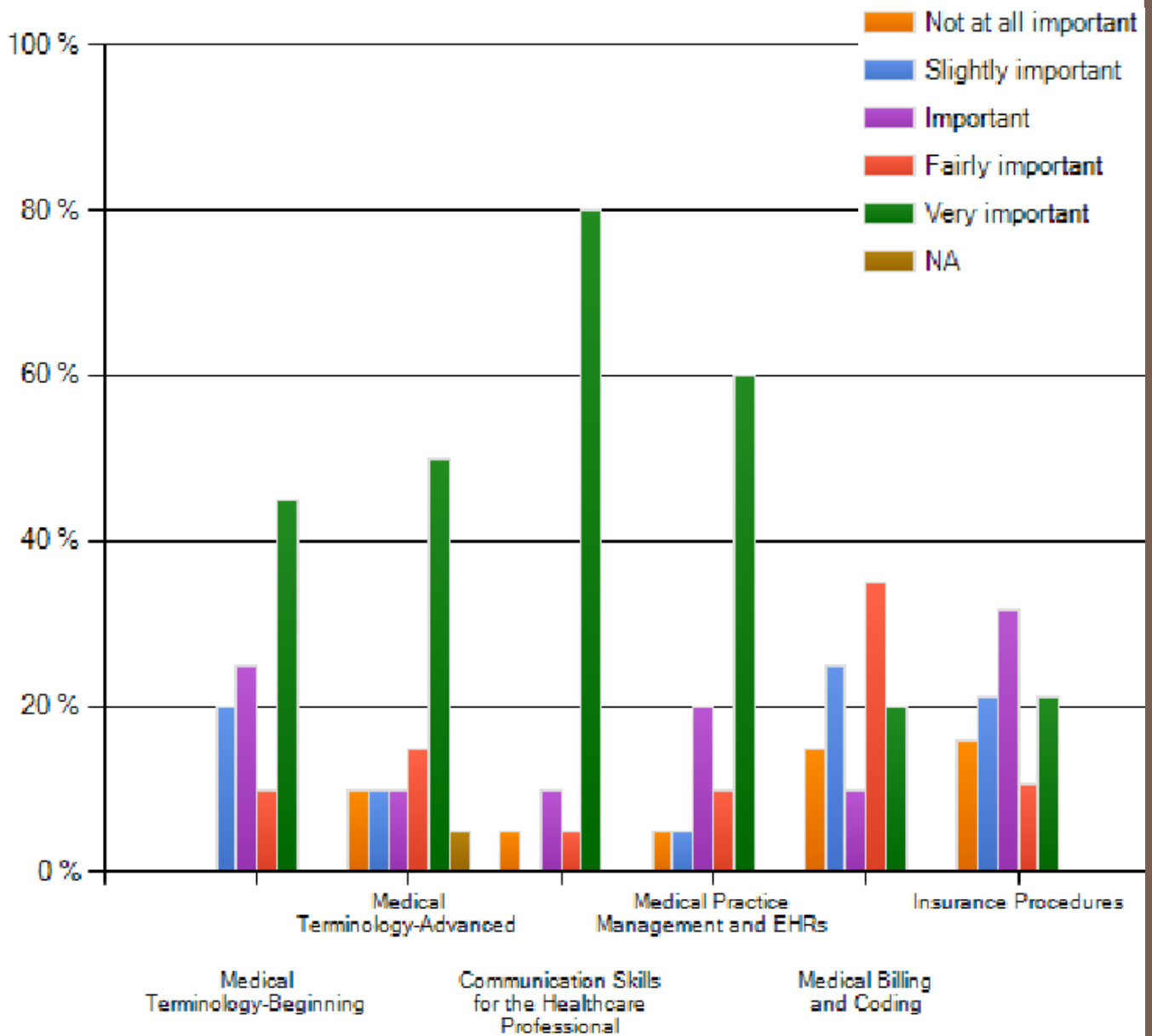
12. Which of the following would you be more likely to hire?



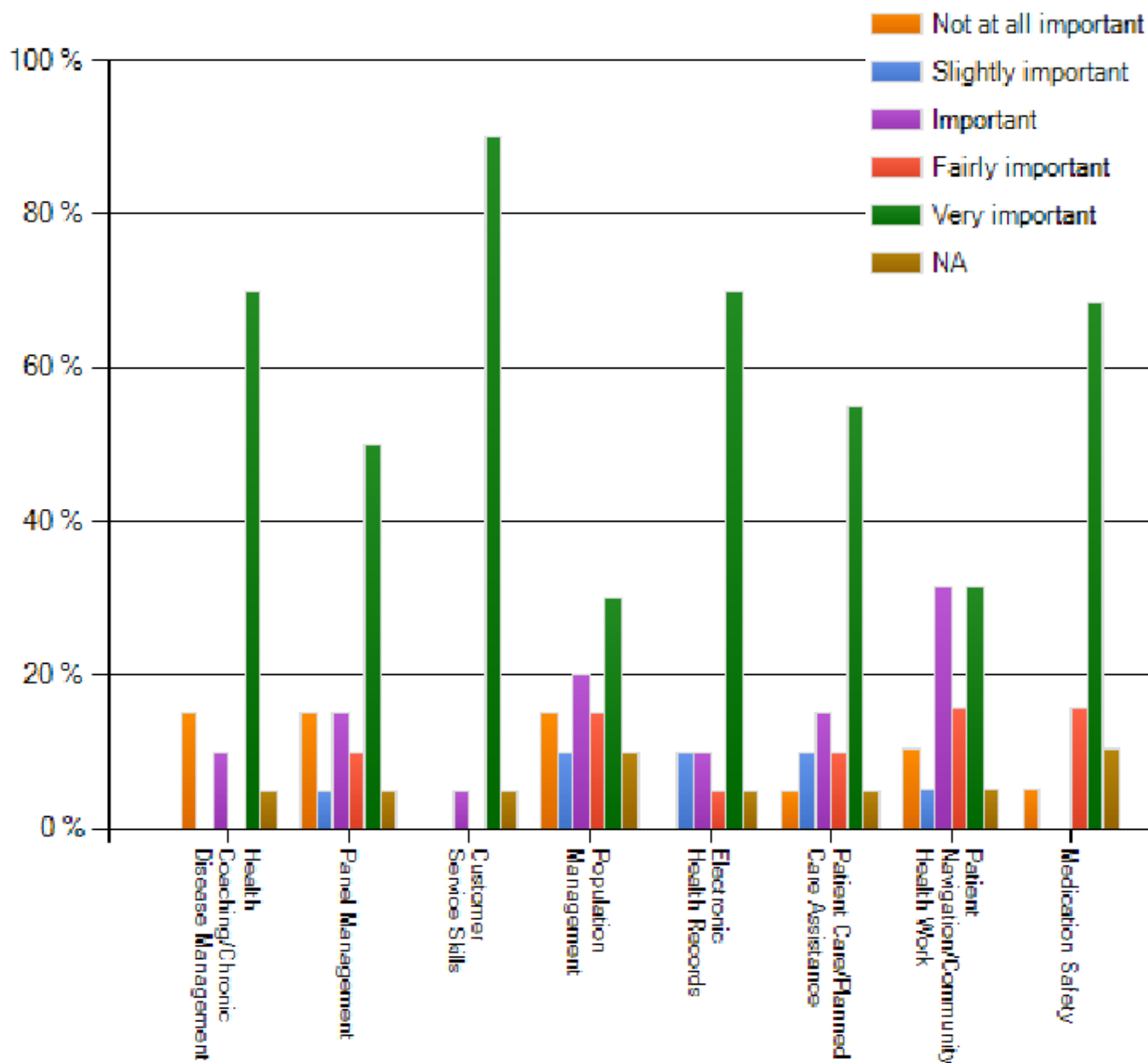
-  A Contra Costa College graduate with a certificate in Medical Assisting and Office Technician (response not selected by respondents)
-  A Contra Costa College graduate with a certificate in Medical Assisting and Office Technician **AND** an additional more specialized certificate in MOS, WH, and/or PCMH
-  No Difference

Certificate Curriculum

13. Please rate the importance of the following skills and knowledge when hiring a medical assisting graduate with a Medical Office Specialist (MOS) Certificate.



14. Please rate the importance of the following skills and knowledge when hiring a medical assisting graduate with a Patient-Centered Medical Home (PCMH) Certificate.



15. Please list the essential skills and knowledge you believe are required in order to be hired as a medical assistant working in the field of Women's Health (WH).

- All the skills required of any MA with some training in women's health
- Our clinic is a family practice and we hire medical assistants that have been cross trained in all health care
- Knowledge of prenatal care, contraception, routine women's preventive health issues
- Motivational Interviewing
- Customer Service, anatomy, parenting skills, cultural competency
- Experience in clinical skills
- Knowing the different exams, contraceptives available, knowledge of the BCDEP and Family PACT programs, what they cover. EHR is a must.
- STDs, birth control/how to use it, anatomy/how it works
- In addition to MA competencies, cultural humility, bilingual skills, and emotional intelligence
- Familiar with GYN procedures and terminology
- Good communication and interpretation skills
- Good customer service and bedside manners
- Good knowledge of the instruments used in this field
- Good ability/skills in using some of the medical equipment
- Good knowledge and skills in knowing how to prepare patients and set-up exam rooms and instruments for the different procedures being performed
- Ability to anticipate and be proactive with what the WH provider will be doing or needing for the visit or procedure being performed
- Ability to work under pressure and in fast-paced environments
- Good team player, flexible, and willing to go beyond the written job duties if needed

**direct responses from survey