

# Articulating Career Pathways



Occupation: Medical Assistant

# Project Synopsis

The California Workforce Association, in partnership with the Employment Development Department, conducted a scan of sector partnerships across the State of California. We found that there are over 140 sector partnerships between the 45 Local Workforce Development Boards (LWDBs). Of those 45 LWDBs CWA selected 6 piloted LWDBs based on geography, demography, and Board capacity, to expand the sector partnerships already implemented in the region through components of technical assistance.

CWA and the North Central Coast region, that comprises of Monterey Bay, Santa Cruz, and San Benito counties, identified the career mapping process as a form of technical assistance that would expand occupational opportunity and partnerships in the healthcare sector, specifically the medical assistant occupation.

The demand for medical assistant in North Central Coast region, is high due to an aging population, advancements in healthcare technology, and an increase in chronic illnesses. This leads to a growing need for qualified and skilled medical assistants to help with providing quality care to patients in the region.

The career mapping process, that CWA began early in 2022, consists of researching curriculum in available community colleges, adult schools, and universities within the region, and identifying certificates and degrees that align with in-demand occupations that have been selected by the LWDB. CWA establishes a career map based on work experience and level of education, and vets that curriculum and career map with employers that offer those in-demand occupations. Based on the feedback from the employers, the model is adjusted and discussion around tactics on how we can connect these opportunities to vulnerable populations like English Language Learners, Justice involved individuals, dislocated workers, and youth through outreach and marketing strategies transpires.

The strategies and tactics that we foresee utilizing are career map graphics (see page 5) that reflect the wage, career growth, and educational level of entry, then distributing these career map graphics on platforms like social media, high school career fairs, AJCCs, libraries, local restaurants, essentially any entity that is willing to be a partner to assist in workforce and economic expansion in the region so that the parents, local elected officials, stakeholders, and your clients can envision these occupations as a realistic opportunity in their communities.

# Medical Assistant Career Pathway

## Program Overview & Competencies

The Medical Assisting program entails a wide variety of instruction in all aspects of a medical office, including hands-on patient care and administrative office procedures. Many medical assistants work in the "back office" where they assist physicians and manage the flow of patients. The ability to also fill administrative positions makes medical assistants especially valuable to a medical office. This is truly a "Jack-of-All-Trades" profession.

Below are the pre-requisites, skills learned, course/unit requirements and program learning outcomes needed to obtain a medical assistant associates degree and/or certification in educational institutions in the North Central Coast region

### Pre-Requisites

- 18 years of age
- High School Diploma
- Pass drug/background checks
- Proficient in keyboarding
- MA70-Medical Terminology
- English 1A

### Skills Learned

- Systemic Foundations of Medical Language
- Practical use of medical software
- Common medical signs/symptoms
- Medical pathologies
- Practical approach to diagnostic tests and treatments by medical specialty
- Advanced Med Term/Human Body
- Entry and Advanced Clinical Skills
- Medical Assisting Essentials
- Administrative Skills
- Health Care Communications

### Course & Unit Requirements - at least 30 units & 180 externship hours

- Pharmacology
- Advanced Medical Terminology
- Medical Law & Ethics
- Phlebotomy
- MEDA (Medical Assisting) 100-140
- Entry to Lab
- Essentials
- Healthcare communication
- Administrative
- CABT

### Program Learning Outcomes

- Perform safe, competent, and responsible patient care and medical office procedures within the ethical and legal parameters of a medical assistant.
- Locate, use, and refer to credible professional and technical resources as needed in patient care and day-to-day office business.
- Apply observation, adaptability, critical thinking, and problem-solving techniques to continuously improve patient care, administrative operations, and staff relations in the medical office.
- Succinctly and accurately communicate and follow through with patients and members of the healthcare team using various modalities, including up-to-date computer technology.
- Implement efficient time-management techniques to ensure smooth patient flow in a medical office.

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## Occupations, Industry, & Employers

According to the California Employment Development Department (EDD), the healthcare and social assistance sector is one of the largest industries in the region, accounting for over 18% of total nonfarm employment as of December 2021. EDD also reports that healthcare practitioners and technical occupations, such as registered nurses, physicians, and medical assistants, are among the top occupations in the region.

### Employers

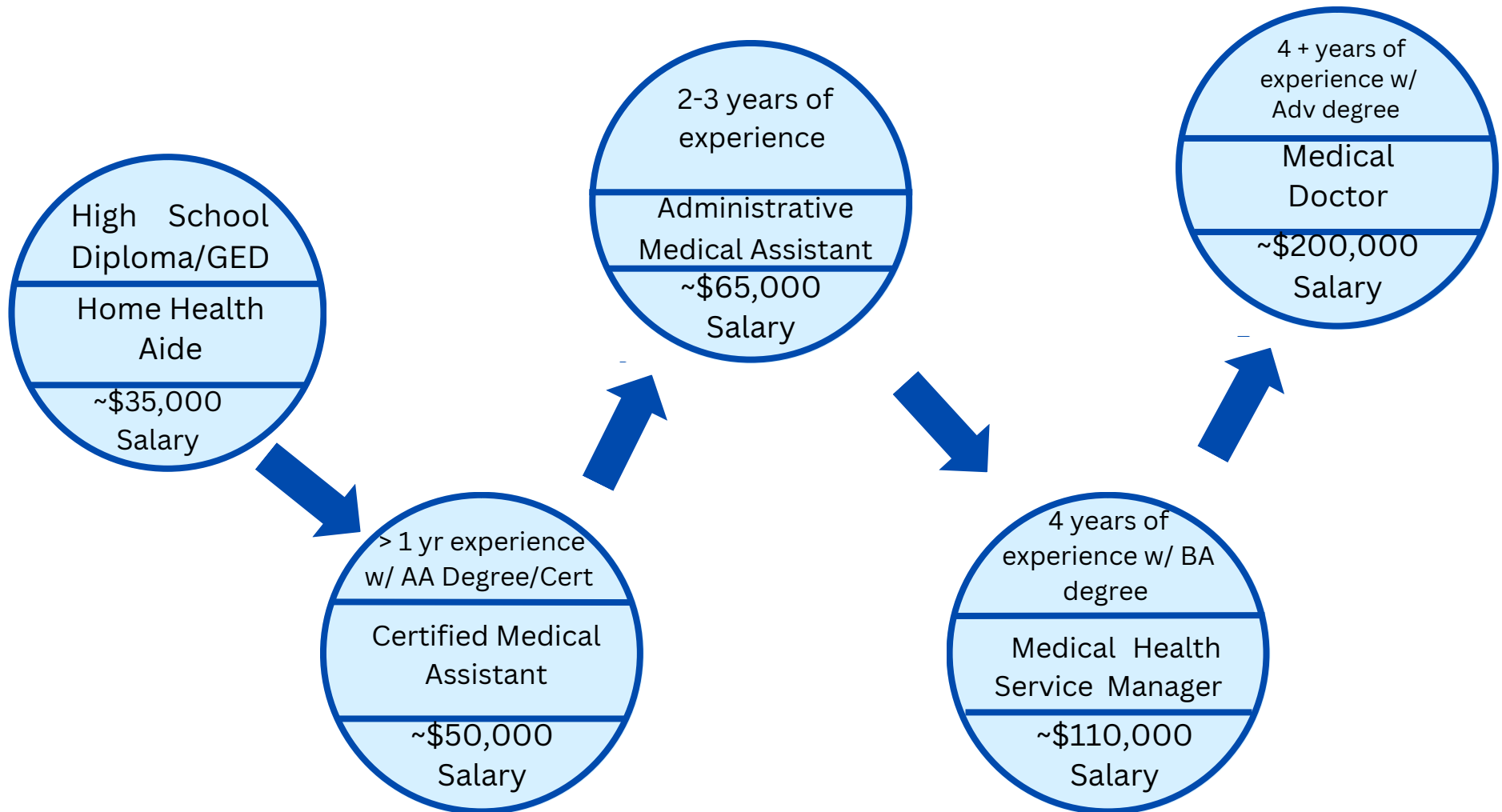
Kaiser Permanente	Sutter Health	Dignity Health	Watsonville Community Hospital
Monterey Bay Eye Center	UC Santa Cruz	San Benito Health Foundation	Camino Healthcare
Cypress Healthcare Partners	Pinnacle Healthcare	Community Hospital of Monterey Peninsula	Salinas Valley Memorial Healthcare System

### Occupations

Medical Assistant	Administrative Medical Assistant	Patient Care Technician	Pharmacy Technician	Medical Doctor
				

# Medical Assistant Career Pathway

The career pathway below represents a typical career pathway for a Medical Assistant based on their level of education and work experience



# How to Get Started?

## Contact your Local Workforce Development Board



Address: 344 Salinas St STE, Salinas  
CA 93901

Website:

[www.montereycountywdb.org](http://www.montereycountywdb.org)

Phone Number: (831) 796-3331

Address: 1111 San Felipe Rd, Hollister,  
CA 95023

Website: <https://sbcjobs.org.org>

Phone Number: (831) 637-3265

Address: 18 W. Beach Street,  
Watsonville, CA 95076

Website: <https://workforcescc.com>

Phone Number: (831) 763-8824

## Contact your Local Community College



Address: 980 Fremont St, Monterey,  
CA 93940

Website: [www.mpc.edu](http://www.mpc.edu)

Phone Number: (831) 646-4135

Address: 5055 Santa Teresa Blvd,  
Gilroy, CA 95020

Website: [www.gavilan.edu](http://www.gavilan.edu)

Phone Number: (408) 848-4800

Address: 6500 Soquel Dr, Aptos, CA  
95003

Website: [www.cabrillo.edu](http://www.cabrillo.edu)

Phone Number: (831) 479-6100