

MEDICAL ASSISTANT

(CCMA)



BLS CAREER PROJECTION

29% GROWTH THROUGH
2026

THE TOP 5 MOST VALUED SKILLS IN MEDICAL ASSISTANTS ARE:

- 1** Customer service skills
- 2** Patient communication
- 3** Documentation
- 4** Team work/collaboration
- 5** Patient education

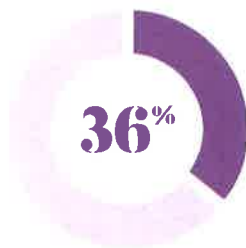
WHAT TRAINING RESOURCES AND TOOLS ARE YOU CURRENTLY USING FOR CONTINUING EDUCATION FOR MEDICAL ASSISTANTS?

Employers:

Daily mentoring, conferences, educational comps, on-the-job training

Educators:

Writing and diversity classes, live simulations, inter-professional training and workshops



36% of employers indicated the level of responsibility for medical assistants is increasing.

Responsibilities could include:

- Clerical duties
- Maintain medical records
- Assist the physician in medical procedures

ACCORDING TO EMPLOYERS, THESE ARE THE TWO SKILLS INCREASING IN IMPORTANCE

#1

Customer service

#2

Problem solving

EMPLOYERS & EDUCATORS RATE THE SKILLS NEEDED TO DEVELOP FOR MEDICAL ASSISTANTS

Employers Educators



STACKED CREDENTIALS:

When choosing to stack credentials, CPCT/A was the chosen cert to stack alongside CCMA (NHA Certification Use Report, prepared for NHA by Ascend Assessment Sciences, April 2018.)