

Competitive/Labor Market Analysis Employer Survey
MDA Program



Interviewer Name: _____

Date: _____

A. *If calling a hospital:* Hello, my name is _____, and I'm calling from Oakland Center for Social Research. Can you please transfer me to the Human Resources Office?

***Once transferred to Human Resources Office:* Hello, my name is _____, and I'm calling from the Oakland Center for Social Research. May I please speak to the recruiter for medical assistants?**

B. *If calling a clinic or physician office:* Hello, my name is _____, and I'm calling from Oakland Center for Social Research. May I please speak to the Office Manager?

We're conducting a survey to assess the labor market and other related issues for Medical Assistants. Do you have a few minutes to answer some questions regarding medical assisting and your facility's use of these professionals? For your information, this call may be monitored for training purposes.

1. Do you currently have any Medical Assistants on your staff or have you had any in the past year?

1 Yes (continue)

0 No (thank respondent for their time and end interview)

First, I'd like to ask you about some of the duties of Medical Assistants at your facility. With this in mind, do Medical Assistants at your facility perform the following administrative duties on a regular basis? (read list below)

3. Administrative

(circle yes or no for each duty listed)

- | | | | | | | |
|---|-----|---|----|----|------------|--|
| 1 | Yes | 0 | No | 88 | Don't know | Greet patients? |
| 1 | Yes | 0 | No | 88 | Don't know | Perform billing and other clerical duties? |
| 1 | Yes | 0 | No | 88 | Don't know | Schedule appointments? |
| 1 | Yes | 0 | No | 88 | Don't know | Arrange hospital admissions for patients? |
| 1 | Yes | 0 | No | 88 | Don't know | Arrange lab tests for patients? |
| 1 | Yes | 0 | No | 88 | Don't know | Order medical supplies? |

3a. Are there any other administrative duties they perform? (*note all other administrative duties mentioned*)

Now I'd like to ask you about various clinical duties which may be performed on a regular basis by Medical Assistants at your facility. Do Medical Assistants at your facility . . . (read list below)

4. Clinical – Medical Assistant

(circle yes or no for each duty listed)

- 1 Yes 0 No 88 Don't know Document vital signs?
- 1 Yes 0 No 88 Don't know Perform simple lab tests?
- 1 Yes 0 No 88 Don't know Prepare patients for exams?
- 1 Yes 0 No 88 Don't know Assist physicians during patient exams?
- 1 Yes 0 No 88 Don't know Explain treatments and procedures to patients?
- 1 Yes 0 No 88 Don't know Remove stitches?
- 1 Yes 0 No 88 Don't know Draw blood?
- 1 Yes 0 No 88 Don't know Change dressings?

4a. Are there any other clinical duties they perform? (*note all other clinical duties mentioned*)

4b. Of those responsibilities you indicated as being part of a Medical Assistant's clinical duties which were (*Interviewer: Go back to question 4 and 4a and read all "yes" responses*), which do you feel are the most important duties, in order of importance?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5 All important/equal
- 88 Don't know/indifferent

Next I'd like to ask you a few questions about the education of Medical Assistants.

5. At your facility, what are the educational requirements for Medical Assistants? (*read and circle all responses*)

- 1 High school diploma
- 2 Certificate in Medical Assisting
- 3 Associates degree in Medical Assisting
- 4 Bachelors degree
- 5 Other _____
- 88 Don't know/indifferent

5a. Is there a **preferred** educational requirement for Medical Assistants? (*read and circle all responses*)

- 1 High school diploma
- 2 Certificate in Medical Assisting
- 3 Associates degree in Medical Assisting
- 4 Bachelors degree
- 5 Other _____
- 88 Don't know/indifferent

Next I'd like to ask for your feedback about Medical Assisting programs in the area.

6. Can you tell me which local colleges or institutions offer Medical Assisting education?
(Interviewer: don't read list, simply record all responses mentioned IN ORDER OF HOW THEY WERE MENTIONED i.e., if Detroit Business Institute was noted first, place a "1" in "ranking", if Carnegie Institute was second, place a "2" in "ranking", etc.)

<u>Ranking</u>	<u>College</u>
_____	Baker College
_____	Carnegie Institute
_____	Detroit Business Institute
_____	Dorsey Business Institute
_____	Henry Ford Community College
_____	Lawton School
_____	Macomb Community College
_____	National Institute of Technology
_____	Oakland Community College
_____	Ross Medical Education
_____	Schoolcraft Community College
_____	Other _____
_____	Don't know/indifferent

7. In your opinion, which local colleges or institutions have the highest quality Medical Assisting programs?

(Interviewer: don't read list, simply record all responses mentioned IN ORDER OF HOW THEY WERE MENTIONED i.e., if Detroit Business Institute was noted first, place a "1" in "ranking", if Carnegie Institute was second, place a "2" in "ranking", etc.)

<u>Ranking</u>	<u>College</u>
_____	Baker College
_____	Carnegie Institute
_____	Detroit Business Institute
_____	Dorsey Business Institute
_____	Henry Ford Community College
_____	Lawton School
_____	Macomb Community College
_____	National Institute of Technology
_____	Oakland Community College
_____	Ross Medical Education
_____	Schoolcraft Community College
_____	Other _____
88 _____	Don't know/indifferent

7a. Why do you think these schools have the highest quality programs? _____

88 *Don't know/indifferent*

8. From which colleges or institutions have your Medical Assistants graduated? (*Interviewer: don't read list, simply circle all responses mentioned*)

- 1 *Baker College*
- 2 *Carnegie Institute*
- 3 *Detroit Business Institute*
- 4 *Dorsey Business Institute*
- 5 *Henry Ford Community College*
- 6 *Lawton School*
- 7 *Macomb Community College*
- 8 *National Institute of Technology*
- 9 *Oakland Community College*
- 10 *Ross Medical Education*
- 11 *Schoolcraft Community College*
- 12 *Other* _____
- 88 *Don't know/indifferent*

Next I'd like to ask for your general opinions about the Medical Assisting field.

9. What are some of the most important trends and issues related to Medical Assisting as you see it today?

I'd like to ask you some questions about your facility.

10. How many Medical Assistants do you now have or typically have on staff, full and part-time?

- 1 _____ full-time (*record number given*)
- 2 _____ part-time (*record number given*)
- 88 *Don't know/indifferent*

11. Can you tell me approximately what percentage of your Medical Assistants are female?

- 1 _____%
- 88 *Don't know/indifferent*

12. In your opinion, will your future needs for Medical Assistants **increase, decrease or stay the same?** (*circle response given*)

- 1 *Increase*
- 2 *Decrease*
- 3 *Stay the same*
- 88 *Don't know/indifferent*

13. What is the **average pay rate** for Medical Assistants at your facility, excluding overtime?

- \$ _____ *per hour / year*
(*circle one*)
- 88 *Don't know/indifferent*

14. Compared to other healthcare professionals at your facility, do you consider the turnover rate of Medical Assistants to be **low, average or high?** (*circle one response*)

- 1 *low (continue to question #15)*
- 2 *average (continue to question #15)*
- 3 *high (go to question #14a)*
- 4 *this is not an issue, not applicable (continue to question #15)*
- 88 *Don't know/indifferent (continue to question #15)*

14a. *If response is high, ask:* Why do you think this is the case? (*Interviewer: don't read list, simply record all responses mentioned by circling "yes"*)

- 1 Yes 0 No *Low pay*
- 1 Yes 0 No *Number of jobs available*
- 1 Yes 0 No *Employees returning to school*
- 1 Yes 0 No *Decide to leave job market*
- 1 Yes 0 No *Family demands*
- 1 Yes 0 No *Other* _____
- 88 *Don't know/Indifferent*

15. Do Medical Assistants have opportunities for advancement at your facility?

- 1 Yes
 - 0 No
-

15a. *If yes, what types of jobs are available for advancement? (Interviewer: don't read list, simply circle all responses mentioned)*

- 1 *Medical Administrative Assistant*
- 2 *Office Manager*
- 3 *Medical Business Specialist*
- 4 *Medical Records Transcriptionist*
- 5 *Medical Biller*
- 6 *Other* _____
- 7 *All of the above*
- 88 *Don't know, indifferent (continue to question #15)*

I have just one more question. Can you please confirm the type of medical facility in which you work?
Interviewer: This may be evident from the name of the facility. Circle answer below.

Type of facility: (read list)

- 1 Clinic
- 2 Clinic or facility affiliated with an area hospital *Name of hospital* _____
- 3 Private practice *or clinic*

(3a) _____ specialty if known (i.e., OB/GYN, Dermatology)
 Specialties:

Allergy Immunology	Obstetrics/Gynecology (childbirth and women's reproductive issues)
Cardiology (heart)	Occupational Medicine
Endocrinology (diseases of glandular organs, such as diabetes)	Ophthalmology (disease of the eye)
Family practice	Orthopedic Surgery (skeletal deformities)
Gastroenterology (diseases of the digestive system)	Otolaryngology (ear, nose and throat)
General Practice	Pathology
General Surgery	Pediatrics (children)
Geriatrics (diseases and conditions of the elderly)	Physical Medicine
Hematology/Oncology (cancer)	Psychiatry
Infectious Disease	Pulmonology (diseases of the lung)
Internal Medicine	Radiology (x-rays)
Nephrology (kidney disease)	Rheumatology (treatment of osteoporosis and arthritis)
Neurology (nervous system disorders)	Urology (treatment of diseases of urinary function)
Neurosurgery (surgery of nervous system)	

- 4 Hospital
- 5 Other (please specify) _____

That's all the questions I have today. I'd like to thank you very much for your time.

Interviewer: Please write the person's name and title with whom you spoke.

Person's Name and Title _____