



Certified Medical Administrative Assistant (CMAA) Job Analysis Study EXECUTIVE SUMMARY

The job analysis described in this report was performed in 2014 by Alpine Testing Solutions for the National Healthcareer Association's (NHA) Certified Medical Administrative Assistant (CMAA) examination. The purpose of the job analysis is to describe the job activities of the medical administrative assistant in sufficient detail to provide a basis for the development of a professional, job-related certification examination.

Ascend Learning, the parent company of NHA, facilitated the selection of a Job Analysis Committee (JAC) to conduct the activities necessary to identify the responsibilities of a Certified Medical Administrative Assistant (CMAA), and to develop the detailed test plan. The diversity of this group was reflective of the medical administrative assistant's job. All JAC members demonstrated expertise in the duties and activities associated with this profession.

The study involved the development of a job analysis survey, distribution of the survey to current medical administrative assistants, and an analysis of the responses. The detailed test plan for the Medical Administrative Assistant was developed on the basis of these data. With the direction provided by Alpine Testing Solutions, the JAC was responsible for the following six tasks:

1. developing a definition of the entry-level medical administrative assistant,
2. identifying job tasks and task groups for the survey instrument,
3. determining an appropriate rating scale,
4. determining the relevant demographic variables of interest,
5. integrating the definitions, tasks, rating scale, and demographics into a survey instrument, and
6. developing the detailed test plan based on the data from the survey.

The draft job analysis survey was distributed via an emailed website link to the JAC for pilot testing. Modifications were made and the final survey was prepared for distribution.

Fourteen thousand, five hundred two (14,502) medical administrative assistants were invited by email to respond to the survey. Of these, 1,626 individuals submitted responses in time for analysis. For the purposes of this study, analyses were completed with the 334 respondents who reported that they were currently employed as a Medical Administrative Assistant. These results were compared with the 819 respondents who consistently indicated that they had current (334) or past (485) work experience in the field.

After the survey data were analyzed, the results were reviewed with the JAC and recommended weights by task group and job task level were computed from the survey results. The weights were computed by calculating the mean weight and computing the 99% confidence interval about the mean. A review of the respondents' comments did not result in the addition of any tasks. Each multiple-choice test will be comprised of 100 scored items and 20 un-scored pretest items. The resulting detailed test plan for NHA's Certified Medical Administrative Assistant (CMAA) will be used by Ascend Learning to assemble examinations.