

National Certified Medical Office Assistant Job Analysis Executive Summary



A job analysis was performed in 2023 for the National Center for Competency Testing's (NCCT) National Certified Medical Office Assistant (NCMOA) examination. The purpose of the job analysis is to describe the job activities of the medical office assistant in sufficient detail to provide a basis for the development of a professional, job-related certification examination.

The National Center for Competency Testing (NCCT) facilitated the selection of a Job Analysis Committee (JAC) to conduct the activities necessary to identify the responsibilities of a National Certified Medical Office Assistant (NCMOA), and to develop the detailed test plan. The diversity of this group was reflective of the medical office 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 assistants, and an analysis of the responses. The detailed test plan for the Certified Medical Office Assistant was developed on the basis of these data. The JAC was responsible for the following six tasks:

1. Developing a definition of a Medical Office Assistant
2. Identifying tasks for the survey instrument
3. Determining the appropriate rating scales
4. Determining the relevant demographic questions
5. Pilot testing the survey instrument
6. Finalizing the detailed test plan based on the survey data

The survey was sent to 3,174 individuals who maintain or have maintained the NCMOA credential in the past 5 years. Of these, 140 (4.4%) individuals submitted usable responses. Of those who responded, 100% indicated that the survey instrument either adequately or completely addressed the important elements of a medical office assistant's job.

After the survey data were analyzed, the results were reviewed with the JAC and decision rules were established. These rules were used to determine which tasks and knowledge were appropriate for assessment, and therefore, inclusion in the final detailed test plan. Application of the decision rules resulted in the retention of 46 of the original 46 tasks and 21 of 21 knowledge statements.

The JAC determined that each multiple-choice test will be comprised of 125 scored items and 25 unscored, pretest items. Of those 125 scored items, 115 (92%) will be 4-option multiple-choice items and 10 (8%) will be alternative items (e.g., multi-select, drag-and-drop, hotspot). The resulting detailed test plan will be used as the basis for examination development until the next job analysis. NCCT's Board of Testing reviewed the new detailed test plan on April 11, 2023 and unanimously approved of its use for future test forms.