



National Center for Competency Testing

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Medical Office Assistant Job Analysis **EXECUTIVE SUMMARY**

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A job analysis was performed in 2019 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.

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 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 Office 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 the medical office assistant
- 2 Identifying tasks 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
- 6 Developing the detailed test plan based on the data from the survey.

The 1,695 recipients of the survey were current NCMOA credential holders who had certified at least six months before the survey was mailed. Of these, 133 individuals submitted usable responses in time for analysis. Of those who responded, 99.% of the group indicated that the survey instrument either adequately or completely addressed the important elements of a Medical Office Assistant's job. Additionally, the respondents' ratings displayed a high level of inter-rater reliability (0.99) for the survey.

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 were appropriate for assessment and therefore inclusion in the final detailed test plan. Application of the decision rules resulted in the retention of 116 of the original 117 tasks and all of the original 21 knowledge statements. A review of the respondents' comments did not result in the addition of any tasks. Each multiple-choice test will be comprised of 125 scored items and 25 un-scored pretest items.

The resulting detailed test plan for NCCT's NCMOA will be used as the basis for the examination until the next job analysis study is conducted. NCCT's Board of Testing reviewed the new test plan on January 30th, 2020, and unanimously approved of its use for future test forms.