



## **Certified Clinical Medical Assistant (CCMA) Practice Analysis Study EXECUTIVE SUMMARY**

The practice analysis described in this report was completed in 2016 for the National Healthcareer Association's (NHA) Clinical Medical Assistant (CCMA) examination. The purpose of the practice analysis was to collect qualitative and quantitative data regarding medical assistant (MA) practice in sufficient detail to support the development of a professional, job-related certification examination.

Ascend Learning, the parent company of NHA, facilitated the selection of a Practice Analysis Task Force (PATF) of 12 subject-matter experts (SMEs) to conduct the activities necessary to identify the responsibilities of Certified MAs and to develop the detailed test plan and test specifications. The PATF was representative of key professional and demographic characteristics of MAs in practice.

The study involved the development of a job analysis survey, distribution of the survey to current MAs, and an analysis of the responses. The detailed test plan for the Certified Clinical Medical Assistant exam was developed on the basis of these data. The PATF, independent SMEs and MA identified the following seven domains:

- Domain 1: Foundational Knowledge and Basic Science
- Domain 2: Anatomy and Physiology
- Domain 3: Clinical Patient Care
- Domain 4: Patient Care Coordination and Education
- Domain 5: Administrative Assisting
- Domain 6: Communication and Customer Service
- Domain 7: Medical Law and Ethics

A Large-scale online survey was administered to verify the delineation and to gather data to be used in creating a revised content outline and test specifications for the CCMA examination. Ten thousand less- and more-experienced MAs from across the United States were sampled from NHA's database of CCMA's, and an additional 90 volunteer MAs were recruited to respond to the survey. Of the one thousand six hundred and thirty-two respondents (1,632) who completed the survey, data from one thousand five hundred and thirteen (1,513) respondents were retained for analyses.

After the survey data were analyzed, the results were reviewed with the PATF 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. The PATF judged that the validation evidence was sufficient to recommend the inclusion of 95 tasks in the updated test content outline for the CCMA examination. Each multiple-choice test will be comprised of 150 scored items and 30 un-scored pretest items. The resulting detailed test plan for NHA's CCMA certification program will be used by Ascend Learning to assemble examinations.