



## **Certified Patient Care Technician/Assistant (CPCT/A) Job Analysis Study EXECUTIVE SUMMARY**

The job analysis described in this report was performed in 2011 for the National Healthcareer Association's (NHA) Certified Patient Care Technician/Assistant (CPCT/A) examination. The purpose of the job analysis is to describe the job activities of the patient care technician/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 Patient Care Technician/Assistant (CPCT/A), and to develop the detailed test plan. The diversity of this group was reflective of the patient care technician's/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 patient care technicians/assistants, and an analysis of the responses. The detailed test plan for the Certified Patient Care Technician/Assistant was developed on the basis of these data. The JAC was responsible for the following six tasks:

1. developing a definition of the patient care technician/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, 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.

Three thousand, eight hundred sixty-six (3,866) patient care technicians/assistants were invited by email to respond to the survey. Of these, 262 individuals submitted responses in time for analysis. Of those who responded, 98.9% of the group indicated that the survey instrument either adequately or completely addressed the important elements of a patient care technician's/assistant's job. Additionally, the respondents' ratings displayed a high level of inter-rater reliability (0.855) 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 152 of the original 155 tasks. 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 10 un-scored pretest items. The resulting detailed test plan for NHA's CPCT/A will be used by Ascend Learning to assemble examinations.