



Administrative & Data-Focused Health Care Career Pathways

Jobs in health care administration
and medical records management



WHAT IS ADMINISTRATIVE AND DATA-FOCUSED HEALTH CARE?

Workers in administrative and data-focused health care perform administrative and clinical duties as well as manage health information through the entirety of the data life cycle in various health care settings to support the functioning of any facility that provides patient care.

AREAS IN ADMINISTRATIVE AND DATA-FOCUSED HEALTH CARE

Jobs in administrative and data-focused health care span a variety of job duties and skill sets. Workers can enter the field as medical secretaries and administrative assistants who exclusively handle clerical duties in a medical office setting, or medical assistants who perform both administrative and clinical tasks. The area of health information technology and medical records management includes more advanced opportunities, consisting of professionals who code, organize, and maintain patient information data. With the right combination of education, certifications, and experience, workers in these health care support careers can advance to managerial roles. Although there are clerical jobs for those who don't have a lot of specialized training, most jobs in this career map require training that leads to an occupational license, certificate, or degree.

WORK ENVIRONMENT

Most healthcare professionals in this field work full-time, and they may need to fill night, weekend, and holiday shifts in medical facilities that are always open. They can work at either public (unionized labor), or privately owned facilities, and there are advantages to each. Public facilities often offer shorter and more predictable work hours and job security, while private facilities often offer higher wages and faster promotions up the career ladder.

EMPLOYMENT OUTLOOK

Because of breakthroughs in medical knowledge and the rising need for medical services due to an aging population, the field has developed significantly and is expected to continue to grow in the future. Most jobs in this career map have "favorable" or "very favorable" employment growth prospects from 2018 through 2028 according to the New York State Department of Labor.

HEALTH CARE ADMINISTRATION AND DATA JOBS & POSSIBLE ENTRY POINTS

MEDICAL SECRETARIES AND ADMINISTRATIVE ASSISTANTS

Medical secretarial personnel perform administrative and clerical duties to ensure the smooth operation of medical offices. Their typical tasks include greeting patients, answering phones, scheduling and confirming appointments, compiling medical information, and processing insurance claims, billing, and payments. These job duties fall under a variety of civil service and non-union titles that provide opportunities to entry-level candidates, including medical clerks, secretaries, or medical receptionists. These jobs are obtainable with a high school-level education, but most employers prefer candidates with some experience in medical office procedures. Workers can advance to become senior clerks or secretaries, or even become health services managers (with additional education).

Critical skills: administrative support, scheduling, customer service, billing, invoicing, occupational health and safety, and basic patient care skills; knowledge of medical records and Microsoft Office and productivity tools

MEDICAL ASSISTANTS

Medical assistants' job responsibilities include both administrative and clinical duties. On one hand, they handle traditional office work including scheduling appointments, answering phones, and managing paperwork. On the other hand, they also assist with hands-on medical tasks such as taking vital signs, recording patient information, administering medications, and phlebotomy.

Public health assistants perform both types of duties in places that promote public health, including schools, public clinics, government agencies, and non-profit groups. Patient care associates or technicians and nurse aides work in traditional health care settings; they have a larger focus on clinical duties so could be good jobs for workers who want to transition into a direct patient care role. Patient care associates/technicians may have higher-level responsibilities than nurse aides, such as performing EKGs.

Critical skills: administrative & medical support, scheduling, basic patient care, patient physical measurements, analytical, interpersonal, and detail-oriented; knowledge of medical records

MEDICAL RECORDS AND HEALTH INFORMATION

Medical record specialists and librarians code, index, abstract, and analyze patients' health information, including medical history, symptoms, tests, and medicines, and librarians also focus on maintaining and improving the accuracy and efficiency of coding systems. Experienced workers can move into the supervisory roles of associate or supervising medical record specialists, and eventually on to managerial positions. Medical utilization review analysts evaluate patient records, talk with clinicians, and apply knowledge of diagnoses and treatments to monitor appropriateness of the care provided and assess trends compared to accepted standards of care. Health information management specialists code, process, and validate a broad array of data (including medical records and billing and payment information), conduct comparative studies to determine data quality, and educate staff in the use of coding classification.

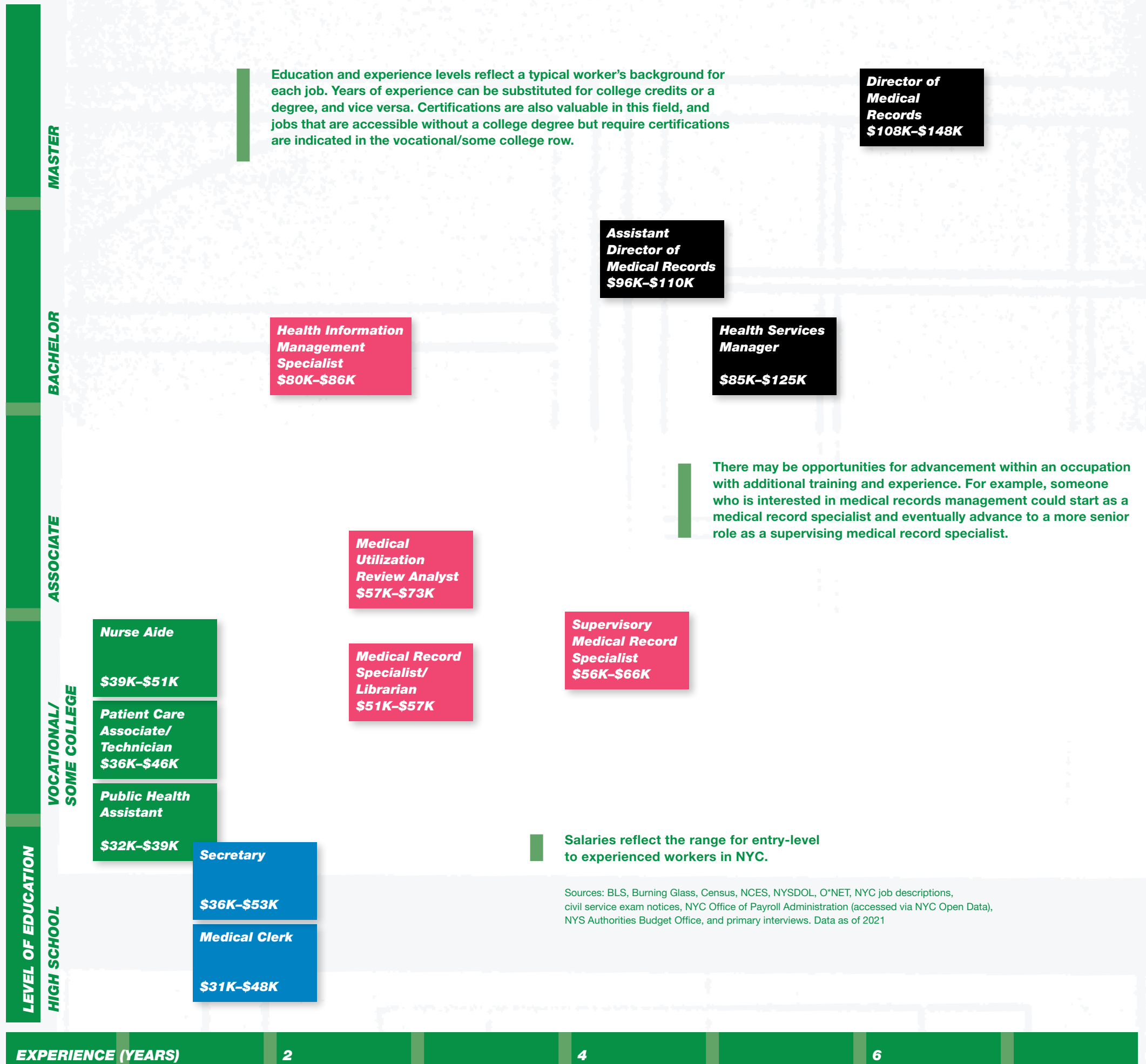
Certifications may be needed from the American Health Information Management Association, including Certified Coding Specialist, Registered Health Information Administrator, and Registered Health Information Technician.

Critical skills: medical billing and coding; general administrative, clerical, and customer service skills; knowledge of Microsoft Office and productivity tools, health information management and security, and clinical informatics

MANAGERIAL

Health services managers plan, develop, and implement health services or programs at health care providers, managed care organizations, and public health or government agencies. They may assess challenges with provision of health care services and evaluate existing policies or programs, and partner with medical groups, community organizations, and other public or private stakeholders to improve or design health programs or systems. Administrative responsibilities include supervising staff, contracting, budgeting, and overseeing payments. Other duties vary depending on the specific position, but can include leading the planning, creation, and promotion of public health programs; being the head administrator of a health and wellness program within a city agency; or managing oversight of computerized record management systems used to store and process patient data (e.g., the role of someone with the Assistant Director or Director of Medical Records title). With leadership qualities, managerial skills, and experience, all other jobs in this career map can advance to these management titles.

Critical skills: personnel, budget, and project management; leadership, detailed-oriented, analytical, problem-solving, business strategy, and interpersonal skills; knowledge of Microsoft Office and productivity tools; a license is typically not required except for nursing home administrators



Education and experience levels reflect a typical worker's background for each job. Years of experience can be substituted for college credits or a degree, and vice versa. Certifications are also valuable in this field, and jobs that are accessible without a college degree but require certifications are indicated in the vocational/some college row.

There may be opportunities for advancement within an occupation with additional training and experience. For example, someone who is interested in medical records management could start as a medical record specialist and eventually advance to a more senior role as a supervising medical record specialist.

Salaries reflect the range for entry-level to experienced workers in NYC.

Sources: BLS, Burning Glass, Census, NCES, NYSDOL, O*NET, NYC job descriptions, civil service exam notices, NYC Office of Payroll Administration (accessed via NYC Open Data), NYS Authorities Budget Office, and primary interviews. Data as of 2021

HEALTH CARE ADMIN AND DATA PROGRAMS IN PUBLIC INSTITUTIONS

COLLEGE NAME	PROGRAM NAME	Certificate /Training	Associate Degree	Bachelor's Degree	Advanced Certificate	Master's Degree	Doctoral Degree
NYC							
CUNY BARUCH COLLEGE	Healthcare Administration						●
CUNY BOROUGH OF MANHATTAN CC	Health IT	●	●				
	Public Health		●				
CUNY BRONX CC	Medical Office Assistant/Public Health		●				
CUNY BROOKLYN COLLEGE	BA-Health Professions/Health and Nutrition Sciences			●			
	Health Informatics						●
CUNY CITY TECH	Healthcare Policy & Management/Health Service Admin			●			
	Health Sciences		●				
CUNY COLLEGE OF STATEN ISLAND	Health Care Management						●
CUNY HUNTER COLLEGE	Public Health			●			
CUNY KINGSBOROUGH CC	Community Health		●				
CUNY LAGUARDIA CC	BA-Healthcare Management/Public and Community Health		●				
CUNY LEHMAN COLLEGE	Health Services Administration/Public Health			●			
	Health Education and Promotion			●	●	●	
CUNY QUEENSBOROUGH CC	Health Science/Public Health		●				
	Health Care Office Admin: Managing, Coding, and Billing/Office Admin Assistant (Healthcare Office)	●					
	Medical Assistant	●	●				
CUNY YORK COLLEGE	Health Science/Public Health/Community Health Education/Health Promotion Management			●			
SUNY DOWNSTATE HEALTH SCIENCES UNIVERSITY	Public Health				●	●	●
	Medical Informatics						●
HUDSON VALLEY							
ROCKLAND CC	Public Health/Natural and Physical Sciences		●				
SUNY WESTCHESTER CC	Health IT/Health Studies		●				
	Medical Coding/Billing; Community Health & Case Mgmt		●				
LONG ISLAND							
NASSAU CC	Health Studies/Medical Assistant		●				
	Administrative Business Technology—Medical/Health IT	●	●				
	Healthcare Data Analytics	●					
STONY BROOK UNIVERSITY	Health Science				●		
	Applied Health Informatics/Health Admin/Public Health						●
NEW JERSEY							
BERGEN CC	Medical Office Assistant		●				
HUDSON COUNTY CC	Medical Assisting/Science; Health Science/Services		●				
	Medical Billing and Coding		●				
NEW JERSEY CITY UNIVERSITY	Public Health Education			●	●		
	Health Administration/School Health Education					●	
RUTGERS UNIVERSITY	HIM		●	●	●		
	Health Science/Public Health		●				
	Health Administration			●	●		
	Health Informatics				●	●	●
	Medical Coding	●					
	Health Care Management						●
ONLINE							
CHARTER OAK STATE COLLEGE	HIM	●	●	●			
	Health Care Administration			●	●		
	Health Ins Cust Svc/Med Coding/Health Info Fundamentals	●					
COLORADO STATE UNIVERSITY-GLOBAL CAMPUS	Healthcare Administration and Management		●			●	

Abbreviations: CC — Community College; BA — Business Administration; IT — Information Technology; HIM — Health Information Management

Certificate/training programs listed in this table reflect those that directly lead to an accredited certification. Schools may also offer courses or programs that prepare students for certification exams offered by other organizations, such as the American Health Information Management Association (AHIMA) and the National Healthcareer Association (NHA). Schools may list these programs under the Continuing Education or Workforce Training sections of their websites.

Private institutions also offer related programs. Check in your local area or for online programs.