



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

The National Healthcareer Association (NHA) conducted a job task analysis (JTA) of Clinical Medical Assistant practice. The goal of the study was to describe the tasks performed and knowledge needed in the clinical medical assisting role, and to validate that description with a broad sample of practitioners working in the role. The study was designed and carried out to ensure that future examinations of the NHA Certified Clinical Medical Assistant (CCMA) examination will validly reflect contemporary practice. Conduct of the JTA adhered to accepted psychometric principles and met credentialing industry accreditation standards.

The study was overseen by a Steering Committee that provided conceptual guidance and oversight. The primary work of the JTA was completed by an appointed task force of subject-matter experts (SMEs) representative of the clinical medical assisting profession. The Task Force met virtually over multiple sessions and participated in numerous email-based assignments during the 9-month study to update the CCMA test content outline (AKA "Test Plan," "delineation of practice") to ensure it was comprehensive, contemporary, and clear. Additional SMEs provided feedback on the ongoing work of the Task Force during the iterative update process.

Subsequent to the qualitative phase of the study leading to the updated CCMA test content outline, the quantitative phase of the study began. The revised test plan was uploaded into an online survey for collection of validation evidence from the profession. The survey was distributed to 30,000 CCMA certification holders via individualized password-protected invitations. Customized rating scales were used to gather evidence related to practice. Survey respondents provided task-, knowledge- and domain-level ratings as well as qualitative feedback on the completeness of the content outline and completed a background questionnaire.

The PATF reviewed the results of the validation survey during a series of virtual meetings and developed recommendations regarding the final content outline and updated test specifications for the CCMA certification examination. They made recommendations for the updated test plan and test specifications for subsequent forms of the CCMA exam based on data derived from survey responses.

The updated and validated CCMA test plan comprises two knowledge-based domains and five process-based domains that include both tasks and knowledge. The updated content outline and test specifications for the CCMA examination resulting from the conduct of the JTA were endorsed by the NHA Board in February 2022. The structure of the updated CCMA test plan, including the domains and subdomains, the numbers of associated tasks and knowledge statements in each domain or subdomain, and the percentage of the CCMA exam that will focus on content related to each domain are shown in the following table.

Domains and Subdomains	# tasks	# Ks	% of exam
1. Foundational Knowledge and Basic Science A. Health Care Systems and Settings B. Medical Terminology C. Basic Pharmacology D. Nutrition E. Psychology	NA	34	10%
2. Anatomy and Physiology A. Body Structures and Organ Systems B. Pathophysiology and Disease Processes	NA	8	5%
3. Clinical Patient Care A. Patient Intake and Vitals B. General Patient Care C. Infection Control and Safety D. Point of Care Testing and Laboratory Procedures E. Phlebotomy F. EKG and Cardiovascular Testing	<u>68</u>	<u>115</u>	<u>56%</u>
4. Patient Care Coordination and Education	10	12	8%
5. Administrative Assisting	22	23	8%
6. Communication and Customer Service	13	21	8%
7. Medical Law and Ethics	7	9	5%
Total	120	222	100%