



Career Ladder Considerations

1. Guidance to Consider Medical Assistant Career Ladder & Salary Determinations:

- Consider the current salary structure to proxy salary start and endpoints.
- Evaluate sunk costs with attrition of qualified medical assistants such as frustration among providers, increased training costs from perpetual and early attrition, productivity impact, etc.
- Challenge views that centers cannot afford to compete with other providers with revolving door sunk costs.
- Assess staffing model, ratios of MAs to providers, use of mid-level practitioners, cross-train opportunities, and career mapping to advance highly valued employees further.

Resources:

<https://www.salary.com/research/salary/opening/medical-assistant-salary/baltimore-md>

<https://www.indeed.com/career/certified-medical-assistant/salaries/Baltimore--MD>

2. Medical Assistant Career Ladder Structure Example

Health centers could set pay levels associated with increased capabilities and responsibilities. Laying out descriptions of each level could be associated with a pay increase through base salary or bonuses.

| Level | Description |
|--------------|---|
| 1 | Entry Level MA in Training |
| 2 | Completed MA Training Program with at least 80 percent score |
| 3 | Passed CCMA exam and proven on-the-job performance for two years |
| 4 | Peer leader to support new staff training and building competencies |



3. Resources to Inform Health Center Medical Assistant Salaries

MACHC's 2021 Salary Survey Results

| Job Title | MACHC Health Center Reported MA Pay | | | Bureau of Labor Statistics Benchmarks | |
|-------------------|-------------------------------------|-----------------------|-----------------------|---------------------------------------|------------------|
| | Health Center Average | Health Center Minimum | Health Center Maximum | Maryland Average | Delaware Average |
| Medical Assistant | \$37,579 | \$23,000 | \$47,040 | \$38,480 | \$34,750 |

Bureau of Labor Statistics Medical Assistant Occupational Outlook

| Quick Facts: Medical Assistants | |
|---|--------------------------------------|
| 2021 Median Pay | \$37,190 per year (\$17.88 per hour) |
| Typical Entry-Level Education | Postsecondary non-degree award |
| Work Experience in a Related Occupation | None |
| On-the-job Training | None |
| Number of Jobs, 2021 | 743,500 |
| Job Outlook, 2021-31 | 16% (Much faster than average) |
| Employment Change, 2021-31 | 117,800 |

Source: [Medical Assistants : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics \(bls.gov\)](https://www.bls.gov/occupational-outlook-handbook/)



4. Example Career Ladder Language for a Medical Assistant Job Posting

To attract candidates, it may be helpful to include language in the job posting to highlight MA career progression opportunities at your center. For example:

“CENTER NAME values employee growth and development. With a starting salary of \$35,000, through progressive training, on-the-job performance, and attainment of national certification, a Medical Assistant can earn up to \$50,000. Applying requirements are simple – a kind heart, a willingness to learn, and a desire to be part of a dynamic team healing communities, one patient at a time. A high school degree or GED is also required.”