

MOA SURVEY FINDINGS



MOA 2025 Surveys and 2022 Toolkit Data Comparison

TOOLKIT COMPARISONS

Wage Comparison

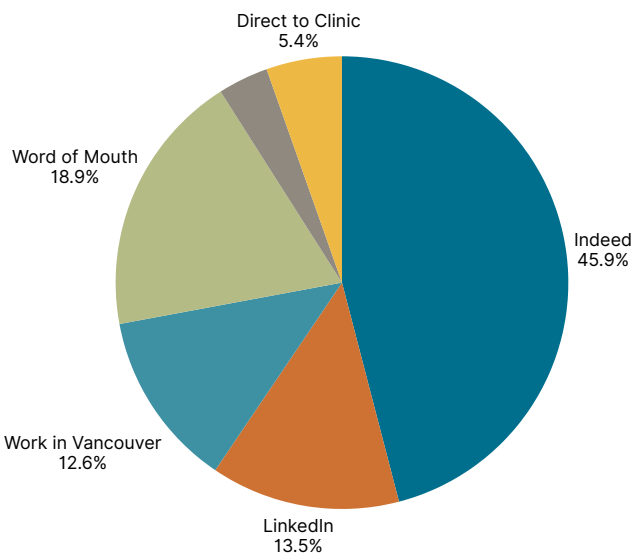
Job Title	MOA Toolkit 2022 Wage Range	2025 Wage Range	2025 Average
Junior MOA	\$16.40 - \$22	\$18 - \$23	\$20.9
Mid-Level MOA	\$17.40 - \$22.80	\$22 - \$26	\$24.03
Senior-Level MOA	\$18.20 - \$25.60	\$24 - \$32	\$27.61
Clinic Manager	\$24.30 - \$32.80	\$28 - \$40	\$31.85

Task Comparison

- Generally, MOAs agree with the 2022 Toolkit breakdown of tasks for MOA levels.
- 3/20 MOAs mentioned that having a second language would be useful for communicating with patients.
- 1 MOA said that MOA workload is too high for anything below Senior-Level MOA.

APPLICATION & HIRING METHODS

Common Platforms to Apply for Jobs

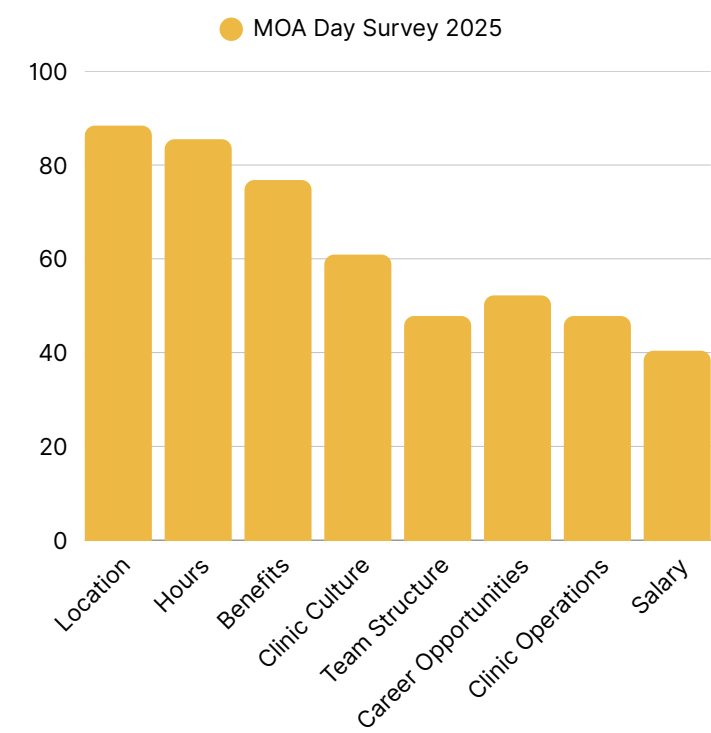


Some of the Best Hiring Methods:

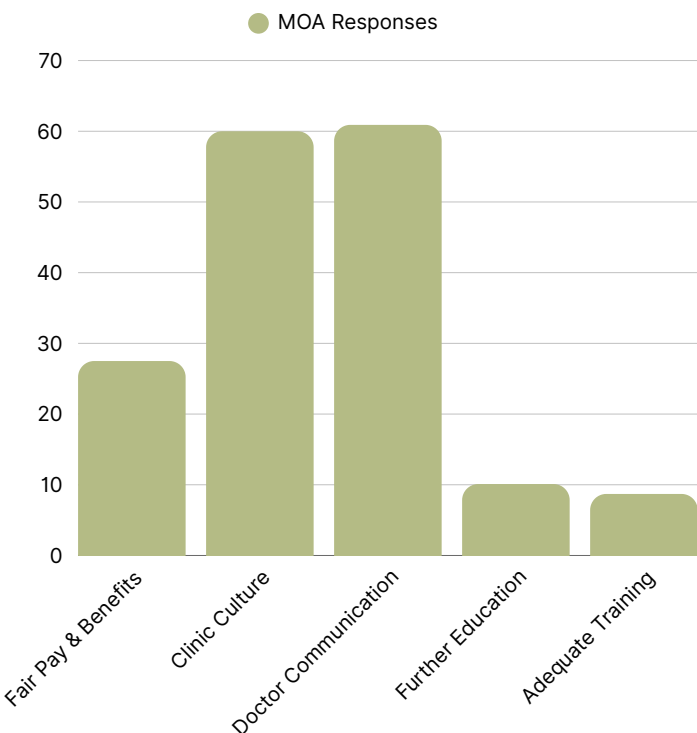
- Clear and accurate job description
- Scenario-based interviews
- Shadow/trial shifts
- Written and clear onboarding processes
- Virtual first-round interview
- Timely and transparent hiring
- Hands-on EMR training

FACTORS DETERMINING MOA APPLICATION

Factors Determining MOA Application



Retention Methods



CONCLUSIONS

- **Wage is still the determining factor:** despite clinic culture being rated as a high retention method, MOAs reported that if a fair wage is not present, they will leave when a better opportunity presents itself.
- **Adequate training is essential:** MOAs who felt their onboarding was complete and accurate to their work felt they were better set up for success.
- **Pay grade does not reflect task assignment:** many MOAs report their clinic does not have designated MOA levels, MOAs are often asked to perform senior level tasks at a junior pay grade.