Patient Advocate Certification Board
Job Task Analysis Brief Summary

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The Patient Advocate Certification Board (PACB), an organization chartered to develop and maintain the Board Certified Patient Advocate (BCPA) Credential conducted a job task analysis (JTA) study to obtain descriptive information about the tasks performed in the job of patient and health care advocate and the knowledge needed to competently perform those tasks.

- Initiated in 2019
- First formal job analysis of individuals working in the profession of health and patient advocacy
- Purpose is to provide the first detailed overview of job-related competencies required to perform as a patient or health care advocate

The BCPA exam focuses on areas of professional practice critical to ensuring patient and health care practitioners have the knowledge necessary to perform tasks critical for safe and competent practice as an **entry-level** patient and health care advocate. For certification purposes, the JTA seeks to define the current tasks, knowledge, skills, and abilities (KSA) that must be demonstrated by entry level advocates to provide these services effectively and safely. KSAs are validated based on both importance and frequency of use in performance of the job. More simply, a profession can be broken down into performance domains which broadly define the profession being delineated. Each performance domain is then broken down into tasks which help define each performance domain. In turn, each task is delineated further and broken down into knowledge and skill statements which further elaborate on each task.

All professional organizations supporting specific professions or industries must continually seek to define roles and functions in a way that uses the evidence-based literature and knowledge from practice to identify the roles and functions of the profession. The information is then used to give guidance to the construction or revision of the Body of Knowledge. The establishment of a valid job analysis is essential to the integrity of a credentialing program and its associated exam.

The job analysis translates practice into a usable format for test development and outlines the important tasks and knowledge deemed necessary for competent practice. In other words, a job analysis helps ensure a certification exam is both job-related and has content validity. (Standards for Educational and Psychological Testing, 2014).

Methodology:
- A group of subject matter experts (individuals representative of the field of practitioners) in patient and health care advocacy gathered to begin the process of organizing job tasks, related KSAs, creating demographic questions, and reviewing the requirements and literature for best practices for a JTA for a certifying agency.
- Identification of eligible survey participants that included individuals currently practicing in the fields, regardless of education or specialty. Participation was NOT LIMITED to those holding the BCPA credential. The goal was to seek the widest range of respondents possible.
- Sampling - Used convenience, snowball sampling with an anonymous link to the survey and distributed through known organizations and distribution lists
- Survey creation:
    - Used known KSAs that aligned with domains outlined in *Competencies and Best Practices for Board Certified Patient Advocates* and *Ethical Standards for a Board Certified Patient Advocate*; gathered information from government databases related to job types (Onet and OPM); compiled inventory of patient advocate job descriptions.

- o Compiled and reviewed job-related task and knowledge statements.
- o Task and knowledge statements were reviewed by TWO subject matter expert groups, and feedback was incorporated into the survey.
- o The following task domains were identified: Delivering patient advocacy services; Access finance and management of healthcare services; Coordinating services; Adhering to ethical, legal and practice standards; Hospital- or facility-based tasks.
- o The following knowledge domains were identified: healthcare access finance and management; Psychosocial concepts and support systems; Patient advocacy skill and abilities; Ethical, legal and practice standards; Communication and interpersonal relationships.

Survey Distribution: Launched February 2021. Concluded August 31, 2021.
- Survey launched with the help from
    - o Alliance of Professional Health Advocates
    - o Greater National Advocates
    - o HealthAdvocateX
    - o NAHAC
    - o Other individuals and organizations

Results: Total Surveys Received: **405.** Incomplete surveys: **267**. Total USABLE SURVEYS: **138**.
- Total BCPA as of 4-25-2022: **1040**.
- Patient advocacy is still an emerging profession.
- This was the first organized JTA for patient advocacy.
- **Reliability:** Coefficient alpha = .99   **Standard Error of Measurement:** 16.22 (1.3%)
- **Gender:** Male 15.6%; Female 81.5%; No response 3.0%
- **Race:** Asian 0.7%; Black or African American 3.7%; Multi-racial 3.0%; White 86.7%; Prefer not to answer 5.9%
- **Age:** 25-29 1.4%; 30-34 2.9%; 35-39 3.6%; 40-44 8.0%; 45-49 9.4%; 50-54 16.7%. 55-59; 16.1%; 60-64 17.5%; 65-69 19.0%; 70+ 5.1%
- **Primary Practice Setting:** Independent 29%; Private 27%; Medical 16%; Other 10%; Consulting 9%; Agency 9% (Other includes: academics, employers serving members, insurance, military, research, and those not currently practicing).

Top Areas of Practice
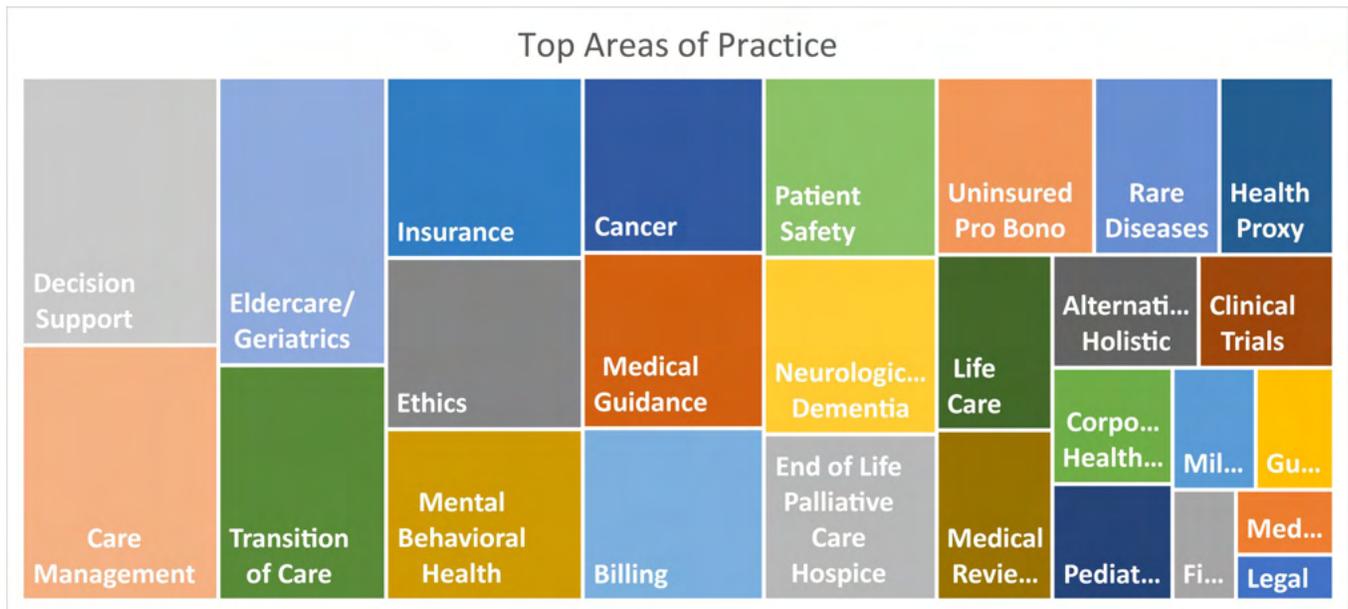
For a complete report and up-to-date information regarding the PACB Job Task Analysis, please go to:
https://www.pacboard.org/jta-report-phase-one/