

2019 National Benchmark Performance Score Averages

CMAS	
Subsection	Percentage
Basic Clinical Concept	59.1%
Office Financial Management	54.4%
Medical Assisting Foundations	75.0%
Information Processing	68.3%
Insurance Processing, Coding, Billing	62.7%
Medical Records Management	69.1%
Office Management	57.2%
Office Clerical Assisting	70.0%
CMLA	
Subsection	Percentage
Chemistry	73.0%
Clerical Skills/Duties	81.8%
Communications/Interpersonal	89.6%
Hematology	71.7%
Immunology/Serology	74.0%
Legal/Ethical/Confidential/Professional	83.0%
Microbiology	71.0%
Microscopy	65.2%
Patient Test Management/Specimen Collection	77.8%
Phlebotomy	84.3%
Quality Assessment/Quality Control	65.7%
Safety Standards/OSHA	89.1%
Terminology/Anatomy/Physiology	82.1%
Urinalysis	71.6%
MDT	
Subsection	Percentage
General Molecular Diagnostics Theory	67.5%
General Laboratory Knowledge	76.4%
Molecular Laboratory Procedures	66.7%
Diagnostic Methods	53.0%



MLT	
Subsection	Percentage
Clinical Chemistry	54.8%
General Laboratory	70.3%
Hematology and Coagulation	63.1%
Immunology, Serology, & Immunohematology	60.6%
Microbiology	49.9%
Urinalysis	54.2%

MT	
Subsection	Percentage
Clinical Chemistry	63.6%
General Laboratory	72.8%
Hematology and Coagulation	60.2%
Immunology, Serology, & Immunohematology	64.8%
Microbiology	57.5%
Urinalysis	57.3%

RDA	
Subsection	Percentage
Clinical Procedures	73.9%
Dental Imaging	68.1%
Dental Sciences	71.8%
Office Assisting	78.9%

RMA	
Subsection	Percentage
Administrative Medical Assisting	70.1%
Anatomy and Physiology	62.5%
Clinical Patient Interactions	65.3%
Clinical Procedural Tasks	66.7%

RPT	
Subsection	Percentage
Clerical Skills and Duties	77.8%
Legal, Ethical, and Professional Considerations	90.1%
Obtaining Blood Samples	76.4%
Professional Communication	82.8%
Safety Standards and Procedures	76.7%
Specimen Collection and Processing	65.6%
Terminology, Anatomy, and Physiology	70.4%
Time Management and Assignment Organization	75.6%