

Spreading Solutions That Work  
Scribe Program

Idea Sharing  
Webinar #3  
**Scribes and HR**

7/11/17

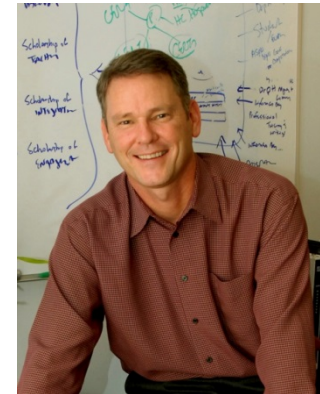
# Welcome



Jennifer Wright  
Improvement Advisor



Meaghan Copeland  
Program Coordinator



Jim Meyers, DrPH  
Coach

## Housekeeping

- ❖ Webinar is being recorded and will be emailed with slides
- ❖ Line is not muted; please control your own muting to eliminate background noise
- ❖ Use chat box for questions

# Agenda



- Announcements
- Lessons From The Field – Shasta Community Health Center, Michaela Boucher and Charles Kitzman
- Grantee Idea Sharing
- Discussion

# Idea Sharing Webinar Format



- Just-in-time!
  - Your Top Topics
  - TA – Solid Examples
  - Learning Community Sharing
- Sharing Common Examples, the Good and the Bad
- Record Webinar for Future Sharing
- Follow-up With Each Other

# Announcements



## Next Up:

- Aug 8, 11am: Idea Sharing Webinar – Finish HR sharing; On-board and Ongoing Training
  
- Team Calls in August (not the second week for most)
  - Wed, Aug 9<sup>th</sup>, 9:20am, Hill Country
  - Wed, Aug 23<sup>rd</sup>, 10am, La Clinica de la Raza
  - Wed, Aug 23<sup>rd</sup>, 1pm (MT)/noon (PT), Rocky Mt Youth Clinic
  - Wed, Aug 23<sup>rd</sup>, 1pm, CommuniCare

# Lessons From The Field



# Scribe 101: Scribes and HR

**MICHAELA BOUCHER &  
CHARLES KITZMAN**  
*SHASTA COMMUNITY HEALTH CENTER*



# Key Topics



- Job Description Essentials
- Hiring Lessons Learned
- Supervision – Admin and Clinical Oversight Lessons
- Pay – Compared to MAs, Extra Pay For Shadow Days
- Career Progression



# Job Description Essentials



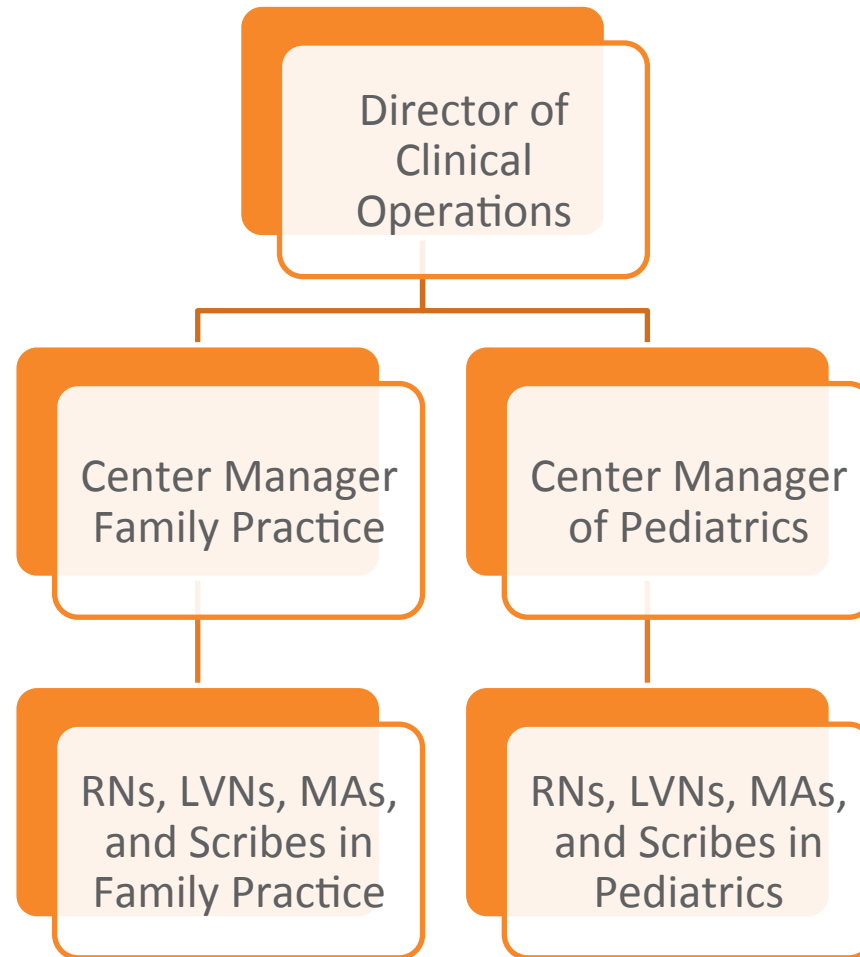
- ✓ **Computer and Typing Skills:**
  - At least 45 WPM. The higher the better.
  - Basic computer proficiency in Windows environment
- ✓ **Spelling and Grammar:**
  - A spell check feature is very helpful (We use Spell-ex).
  - Ask for sample paragraph at interview
- ✓ **Attention to Detail**
- ✓ **Organization**
- ✓ **Works well under stress and in a fast paced environment**
- ✓ **Good listening and communication skills**
- ✓ **Confidence**
- ✓ **Comfortable with sensitive psych-social situations**
- ✓ **Good customer service**
- ✓ **Tech Savvy**
- ✓ **Interested in healthcare**
- ✓ **Some college- Note taking and condensing conversations**
- ✓ **Unique Skill- Transcription vs. Scribing- Learning modalities**
- ✓ **Preferred Qualifications**
  - Medical Terminology/Anatomy/Physiology courses, Medical Transcription background
  - Typing speed faster than 55 WPM, any previous experience working in the medical field

# Hiring Lessons Learned



- Where to Advertise?
  - Local community colleges, Health Center website, internal recommendations, internal staff, etc.
- Who Has Been Applying
  - Recent grads wanting exposure to medical field, transcriptionists, previous back office or other experience, all walks of life, etc.
- Who Interviews Scribe?
  - HR, Center Manager of Department hiring, Scribe Trainers.
- Interview Questions
  - How do you prioritize? (Fast paced-environment)
  - Future Plans? (Consider personal goals and turnover rate)
  - Family support? (Sick calls need to be minimized as much as possible, doctors will go home when their scribe calls in sick)

# Supervision – Admin



# Supervision – Admin and Clinical Oversight Lessons



- **Center Managers Role**
  - Manage Schedule
  - Handle Disciplinary Action
  - Enforce Policies and Procedures
- **Scribe Trainers Roles**
  - All Training and scribe development
  - Ongoing workflow assessment and reviews
  - Attend quality meetings to educate scribes
  - Liaison for all training concerns
- **Lessons Learned**
  - Lead Scribe completed above, with growth CMs took over.
  - Scribe Manager could encompass all of the above.
  - Center Managers lack the experience in scribing, therefore feedback and training development comes from trainers.



# Pay – Compared to MAs, Extra Pay For Shadow Days



- Starting Pay - \$13 Probably too low given the impact they have.
- Pay Growth - Merit increases are usually 2-4% depending on performance review.
- Comparison to MA
- Extra Pay
  - Shadow Days
  - Other

	2016 before Merit	2016	2017
Medical Scribe	\$ 13.76	\$ 13.81	\$ 13.67
Medical Scribe Lead	\$ 16.93	\$ 17.31	\$ -
Medical Scribe Trainer	\$ -	\$ 16.17	\$ 16.17

# More HR Data



Medical Scribe	2014	2015	2016
Average length of employment	1.15	1.36	1.67
Medical Scribe	2014	2015	2016
Annual Turnover Rate	68.0%	23.3%	33.1%

Medical Scribe		2014	2015	2016
Age	<25	20.7%	20.0%	26.2%
	25-34	65.5%	56.7%	57.1%
	35-44	3.4%	6.7%	4.8%
	45-54	10.3%	13.3%	11.9%
	55-64	0.0%	3.3%	0.0%
	>64	0.0%	0.0%	0.0%

# Career Progression



- Levels of Scribes – Lessons
  - Level 1: Basic Provider Support Scribing
  - Level 2: Scribing and Scribe Supervision
  - Level 3: Organization Lead Scribe



# Career Progression



- Building a career model for scribes is a challenge
  - Pay often not enough to sustain long-term growth
  - Once exposed to team activity, temptation too great to return to school
  - Ceiling is nearly always there. Limited options – Cultural concern
- Your community resources will likely define the challenge
  - Do you have enough college-educated interested applicants?
  - Careful about perception if you lower the bar on requirements
    - Ex. College experience vs customer service
    - Ex. In and Out Burger/Baristas as previous employment
    - “Can’t unring the bell”



# Professional Certification Expectations



- Medical Scribe Certification and Aptitude Test (MSCAT) Process
  - Eligible for this test after 90 days probationary period and 200 clinical hours
  - Admin Assistant sign up scribe with ACMSS
  - Trainer to Proctor Exam
  - “General” FPEXam (Specialties Available)
  - We provide study guides
  - Requirement for CPOE



# Grantee Idea Sharing

**Please keep comments under 5 minutes**



# Rocky Mountain Youth Clinics

**KAITLIN AHERN, PA-C**

*CERTIFIED PHYSICIAN ASSISTANT*

*[KAHERN@RMYCLINICS.ORG](mailto:KAHERN@RMYCLINICS.ORG)*

# Who We Are



- Where We Are Located: Aurora, CO
- Number of Clinics in the Organization: 3 main clinics, 3 school-based clinics
- Total Number of Providers: 30
- Total Number of Scribes: 2
- Date Scribe Program Was Started: May 1st, 2017
- EHR/EMR Vendor: Athena Health



# Scribe-HR Experience To Date



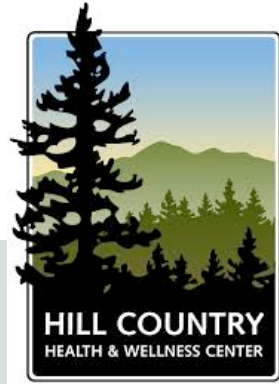
- Job Description – sent via e-mail to all
- Hiring Process
  - Attributes of those who applied: interested in medical field, previous experience working in some area of medical field, Spanish-speaking, good computer skills
  - Attributes of those we selected: same as above. We hired the first 2 applicants we interviewed.
- Pay – Compare in General Terms to MA Pay (unknown at time of completing these slides will inquire)



# Scribe-HR Experience To Date



- What is working...
  - Other providers are open and willing to take on a scribe while one of the main providers is out on vacation.
  - Slowly advancing scribe skills
- What is not working...
  - Difficult to measure certain metrics for providers who use scribes (I.e. time to chart completion for charts that have been scribed).
- One question I have for the group...
  - Have you encountered challenges in regards to having enough physical space for scribes in exam rooms and clinic areas and if so, how have you addressed these issues?



# Hill Country Community Clinic

**SUSIE FOSTER, MSN, FNP-BC**

***CHIEF MEDICAL OFFICER***

***SFOSTER@HILLCOUNTRYCLINIC.ORG***

***530-337-6243***

# Who We Are



- Where We Are Located:
  - Main Site in Round Mountain (35 miles east of Redding)
  - Satellite Site in Redding
- Total Number of Providers
  - 9 Providers
    - 2 Doctors
    - 5 Family Nurse Practitioners
    - 2 Physician Assistants
- Total Number of Scribes
  - 4 trained Scribes
- Date Scribe Program Was Started
  - 5/1/2017
- EHR/EMR Vendor:
  - GE's Centricity

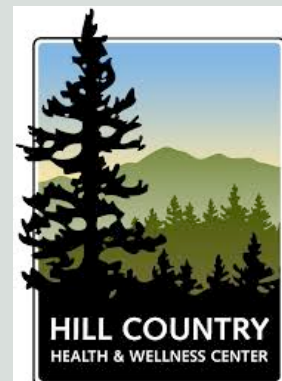




# Scribe-HR Experience To Date



- Job Description – sent via e-mail to all
- Hiring Process
  - We have not hired on any new staff to implement the scribes at this point.
  - As we think about rolling scribes out in Round Mountain we are starting think about hiring new medical assistant staff.
- Pay – Scribes and MAs are paid on the same scale.



# Scribe-HR Experience To Date

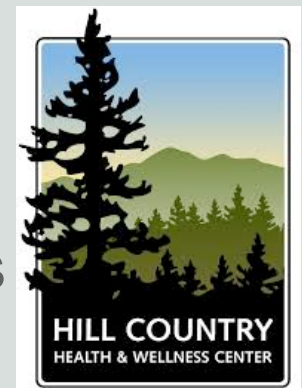


What is working...

- Use of scribes themselves. Our production has greatly improved, patient wait times have improved, provider satisfaction has improved, billing department is happier.

What is not working?

- When a MA/Scribe is out sick we do not have the staff to cover their duties, therefore the providers do not get scribes for the day.
- Question?
- How do other clinics that have implemented scribes handle staffing issues when a scribe is out sick?





# CommuniCare Health Centers

**MELISSA MARSHALL, MD**

*CHIEF MEDICAL OFFICER*

*MELISSAM@COMMUNICAREHC.ORG*

*(530) 753-3498*

**AILEEN BARANDAS**

*CHIEF QUALITY OFFICER*

*AILEENB@COMMUNICAREHC.ORG*

*(530) 204-5242*

# Who We Are



- Where We Are Located: Davis, CA
- Number of Clinics in the Organization: Three (Davis, West Sac, Woodland)
- Total Number of Providers: ~3.5 FTE at Davis, 23 FTE overall
- Total Number of Scribes: 1 working as a scribe, 2 with initial training
- Date Scribe Program Was Started: May 2017
- EHR/EMR Vendor: eClinicalWorks



# Scribe-HR Experience To Date



- Job Description – still under development
- Hiring Process
  - Attributes of those who applied – n/a
  - Attributes of those we selected
- Pay – to be determined.

Likely defined as an MA III position with a pay differential.



# Scribe-HR Experience To Date



- What is working...
  - Scribe is more comfortable with documenting the physical examination and with completing the assessment/diagnosis.
  - Chart completion by end of clinic day.
- What is not working...
  - Provider and scribe find it difficult to find the time to provide consistent feedback.
  - Clearly defined roles between the scribe and MA. Struggle with who should manage the administrative tasks for the PCT outside of the visits for that day.
- One question I have for the group...
  - When translation is required do other sites have an additional person in the room?



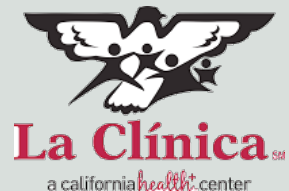
# La Clinica De La Raza

**JOHN MURPHY, MD**  
***MEDICAL INFORMATION OFFICER***  
***JMURPHY@LACLINICA.ORG***  
***510 535 3902***

# Who We Are



- Where We Are Located: Oakland, CA
- Number of Clinics in the Organization: 19
- Total Number of Providers: 140
- Total Number of Scribes: goal start of two
- Date Scribe Program Was Started: July 2017
- EHR/EMR Vendor: NextGen





# Scribe-HR Experience To Date



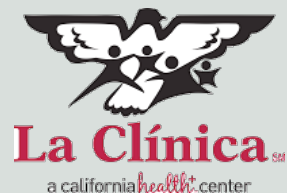
- Job Description – sent via e-mail to all (thank you SCHC!)
- Hiring Process
  - Attributes of those who applied
    - Pre-professional track
      - Several looking for part-time, volunteer work
    - Seeking first healthcare job
    - Long-time back-office; medical records, referral staff, etc
  - Attributes of those we selected
    - Pre-professional
    - Bilingual
- Pay – Equal to starting MA



# Scribe-HR Experience To Date



- What is working...
  - Initial strong scribe hire
  - Use of training/orientation materials from SCHC
- What is working less well...
  - Managing some non-scribe provider resentment
- One question I have for the group...
  - How to deploy the scribe when their usual provider is out of the office



# Questions?



# Contact Us



[meaghan@careinnovations.org](mailto:meaghan@careinnovations.org)

Meaghan Copeland  
Program Coordinator

[jennifer@careinnovations.org](mailto:jennifer@careinnovations.org)

Jennifer Wright, MPH  
Improvement Advisor and Spreading  
Solutions Program Manager

[jimmeyersdrph@gmail.com](mailto:jimmeyersdrph@gmail.com)

Jim Meyers, DrPH  
Coach