Spreading Solutions That Work
Scribe Program

Idea Sharing
Webinar #3
Scribes and HR

7/11/17
Welcome

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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
• 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
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 9th, 9:20am, Hill Country
  • Wed, Aug 23rd, 10am, La Clinica de la Raza
  • Wed, Aug 23rd, 1pm (MT)/noon (PT), Rocky Mt Youth Clinic
  • Wed, Aug 23rd, 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 minimized as much as possible, doctors will go home when their scribe calls in sick)
Supervision – Admin

- Director of Clinical Operations
  - Center Manager Family Practice
    - RNs, LVNs, MAs, and Scribes in Family Practice
  - Center Manager of Pediatrics
    - RNs, LVNs, MAs, and Scribes in Pediatrics
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

<table>
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<th>Role</th>
<th>2016 before Merit</th>
<th>2016</th>
<th>2017</th>
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<tr>
<td>Medical Scribe</td>
<td>$13.76</td>
<td>$13.81</td>
<td>$13.67</td>
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<tr>
<td>Medical Scribe Lead</td>
<td>$16.93</td>
<td>$17.31</td>
<td>$   -</td>
</tr>
<tr>
<td>Medical Scribe Trainer</td>
<td>$   -</td>
<td>$16.17</td>
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### More HR Data

#### Medical Scribe

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<tr>
<th>Average length of employment</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<tr>
<td></td>
<td>1.15</td>
<td>1.36</td>
<td>1.67</td>
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<table>
<thead>
<tr>
<th>Medical Scribe</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>Annual Turnover Rate</td>
<td>68.0%</td>
<td>23.3%</td>
<td>33.1%</td>
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#### Medical Scribe

<table>
<thead>
<tr>
<th>Age</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>&lt;25</td>
<td>20.7%</td>
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<td>25-34</td>
<td>65.5%</td>
<td>56.7%</td>
<td>57.1%</td>
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<td>35-44</td>
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<td>45-54</td>
<td>10.3%</td>
<td>13.3%</td>
<td>11.9%</td>
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<tr>
<td>55-64</td>
<td>0.0%</td>
<td>3.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>&gt;64</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
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
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.
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?
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?
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
Contact Us

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