

Spreading Solutions That Work  
Scribe Program

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

8/8/17

# Welcome



Jennifer Wright, MPH  
Improvement Advisor and Spreading  
Solutions Program Manager



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
- 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

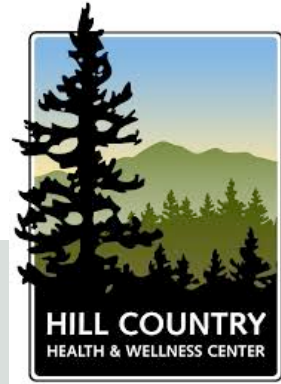
# Announcements



- Sept 12th, 11am: Idea Sharing Webinar #4 - On-board and Ongoing Training
- Team Calls
  - 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
  - Wed, Sept 13th, 9:20am, Hill Country

# Grantee Idea Sharing

**Please keep comments under 10 minutes**



# Hill Country Community Clinic

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

***CHIEF MEDICAL OFFICER***

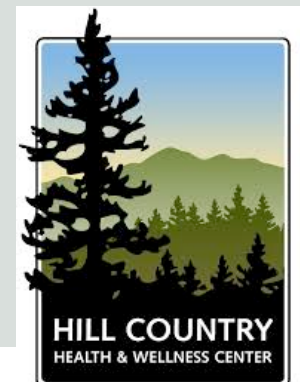
***SFOSTER@HILLCOUNTRYCLINIC.ORG***

***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

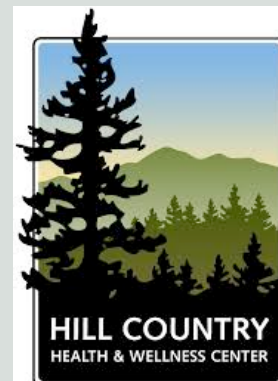




# Scribe-HR Experience To Date



- 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

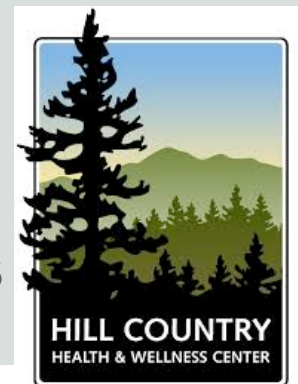


What is working...

- 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?



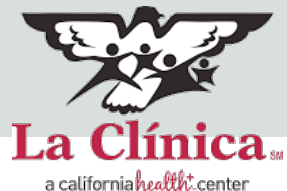
# La Clinica De La Raza

**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



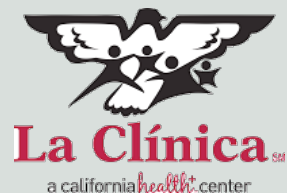
- Job Description – sent via e-mail to all (thank you SCHC!)
- Hiring Process
  - Attributes of those who applied
    - Pre-professional track
      - Several looking for part-time, volunteer work
    - Seeking first healthcare job
    - Long-time back-office; medical records, referral staff, etc
  -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





# Rocky Mountain Youth Clinics

**KAITLIN AHERN, PA-C**

***CERTIFIED PHYSICIAN ASSISTANT***

***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?



# Questions?



# Contact Us



[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