Spreading Solutions That Work
Scribe Program

Idea Sharing
Webinar #3 - Continued
Scribes and HR

8/8/17
Welcome

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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 23rd, 10am, La Clinica de la Raza
  - Wed, Aug 23rd, 1pm (MT)/noon (PT), Rocky Mt Youth Clinic
  - Wed, Aug 23rd, 1pm, CommuniCare
  - Wed, Sept 13th, 9:20am, Hill Country
Grantee Idea Sharing

Please keep comments under 10 minutes
Hill Country Community Clinic

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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?
CommuniCare Health Centers

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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

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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

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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

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