Spreading Solutions That Work
Scribe Program

Idea Sharing Webinar #5
Mid-project Check-in

8/10/17
Welcome

Jennifer Wright, MPH
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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
- 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

• Nov 14th, 11am: Idea Sharing Webinar #5 - On-board and Ongoing Training

• Other?
Mid-Point Check-in
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
Tell us 1-3 good things about your Scribe program as we go past the mid-point in the project

- Provider satisfaction is increased despite limited scribe function
- Evaluating options for increased number of scribes through Scribe America (or similar) contractor
After you saw the summary of the Scribe comments on the last “Scribe-only” Idea Sharing Webinar and based on the status of the program today, what 2-3 issues are most important for you to work on in the second half of the grant year.

- Identify additional paths for onboarding scribes
- Evaluate ergonomic accommodations
Mid-Point Check-in

- What is one comment or question you have for the team leaders as you go into the second half of the grant?
  
  - Data component of the grant continues to be a challenge
  
  - Training of new scribes and spread to other providers are upcoming challenges
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
Mid-Point Check-in

• Tell us 1-3 good things about your Scribe program as we go past the mid-point in the project
  – We are at a point where the scribes are completing most of the note including the plan section.
  – Scribes are adding labs, referrals, medications and printing appropriate school forms to have ready by the end of the visit.
  – Other providers have worked with a scribe for a day and really enjoyed it.
• After you saw the summary of the Scribe comments on the last “Scribe-only” Idea Sharing Webinar and based on the status of the program today, what 2-3 issues are most important for you to work on in the second half of the grant year.

– From personal experience with my scribe, I'm not surprised that ergonomics was a leading issue. I would love to work on this however finances would be the limiting step.
Mid-Point Check-in

• What is one comment or question you have for the team leaders as you go into the second half of the grant?
• Is everyone in a position where they can build upon their scribe programs or did anyone else start this on a trial-basis? Do you know how your clinics plan to off-set the cost of a scribe if you plan to advance your program?
• If planning to continue, who have you identified for training future scribes?
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: two
- Date Scribe Program Was Started: July 2017
- EHR/EMR Vendor: NextGen
Mid-Point Check-in

• Tell us 1-3 good things about your Scribe program as we go past the mid-point in the project
  
  • High level of acceptance of scribes by providers, care team
  • Rapid level of scribe acclimation
Mid-Point Check-in

• After you saw the summary of the Scribe comments on the last “Scribe-only” Idea Sharing Webinar and based on the status of the program today, what 2-3 issues are most important for you to work on in the second half of the grant year.

• Hardware
  • Laptop for provider, scribe, or both?
• Space
What is one comment or question you have for the team leaders as you go into the second half of the grant?

Which providers are most likely to benefit from a scribe program?
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
Tell us 1-3 good things about your Scribe program as we go past the mid-point in the project

- Happier Providers. Not so much charting after hours
- Quicker billing turn around (Happier Billers)
- Less calls to the front office due to Rx and referrals or labs (Happier Front Office staff)
- Better chart notes
After you saw the summary of the Scribe comments on the last “Scribe-only” Idea Sharing Webinar and based on the status of the program today, what 2-3 issues are most important for you to work on in the second half of the grant year

– Training staff at the Round Mountain site for scribes.
– Creating the time or allocating monies to train additional staff.
Mid-Point Check-in

• What is one comment or question you have for the team leaders as you go into the second half of the grant?
  – To increase staffing, do you increase the patient appointments per day?
Questions?
Contact Us

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