

Spreading Solutions That Work  
Scribe Program

Idea Sharing  
Webinar #5

Mid-project Check-  
in

8/10/17

# 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
- 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  
a californiahealth+center



CCI  
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INNOVATIONS

# 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





# Mid-Point Check-in



- 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

# 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.
  - 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

**KAITLIN EHRLICH, PA-C**

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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.

# 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.
  - 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

**JOHN MURPHY, MD**

***MEDICAL INFORMATION OFFICER***

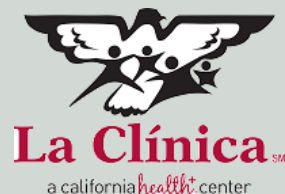
***JMURPHY@LACLINICA.ORG***

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# Who We Are



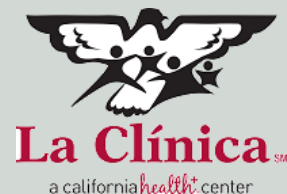
- Where We Are Located: Oakland, CA
- Number of Clinics in the Organization: 19
- Total Number of Providers: 140
- Total Number of Scribes: two
- Date Scribe Program Was Started: July 2017
- EHR/EMR Vendor: NextGen



# Mid-Point Check-in



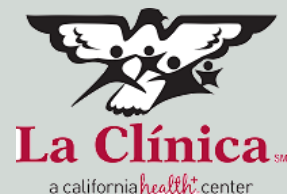
- Tell us 1-3 good things about your Scribe program as we go past the mid-point in the project
  - High level of acceptance of scribes by providers, care team
  - Rapid level of scribe acclimation



# 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

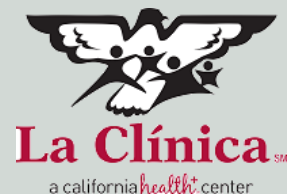


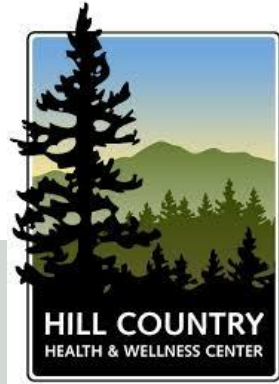
# Mid-Point Check-in



- What is one comment or question you have for the team leaders as you go into the second half of the grant?

Which providers are most likely to benefit from a scribe program?





# Hill Country Community Clinic

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

**CHIEF MEDICAL OFFICER**

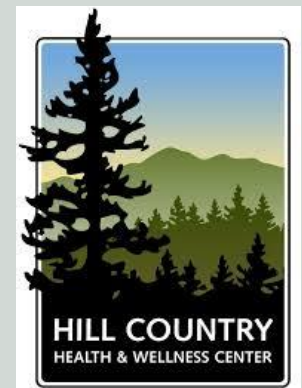
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# Who We Are



- 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



# Mid-Point Check-in



- 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



# 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
  - Training staff at the Round Mountain site for scribes.
  - Creating the time or allocating monies to train additional staff.

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# 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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