

Spreading Solutions That Work
Scribe Program

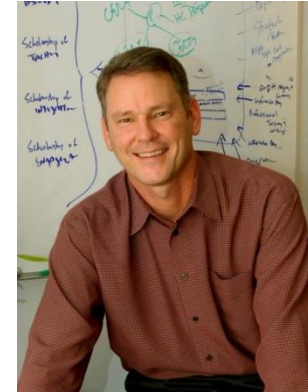
Idea Sharing
Webinar #1
Scribe Duties and
Workflows

5/9/17

Welcome



Meaghan Copeland
Program Coordinator



Jim Meyers, DrPH
Coach

Housekeeping

- ❖ Webinar is being recorded and will be emailed with slides
- ❖ Line is muted
- ❖ Use chat box for questions or press *7 to unmute (*6 to re-mute)

Agenda



- Idea Sharing Webinar Format
- Announcements
- Michaela Boucher, Shasta Community Health Center
- Grantee Example Sharing
- Discussion

Idea Sharing Webinar Format



- Just-in-time!
 - You asked for it
 - 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



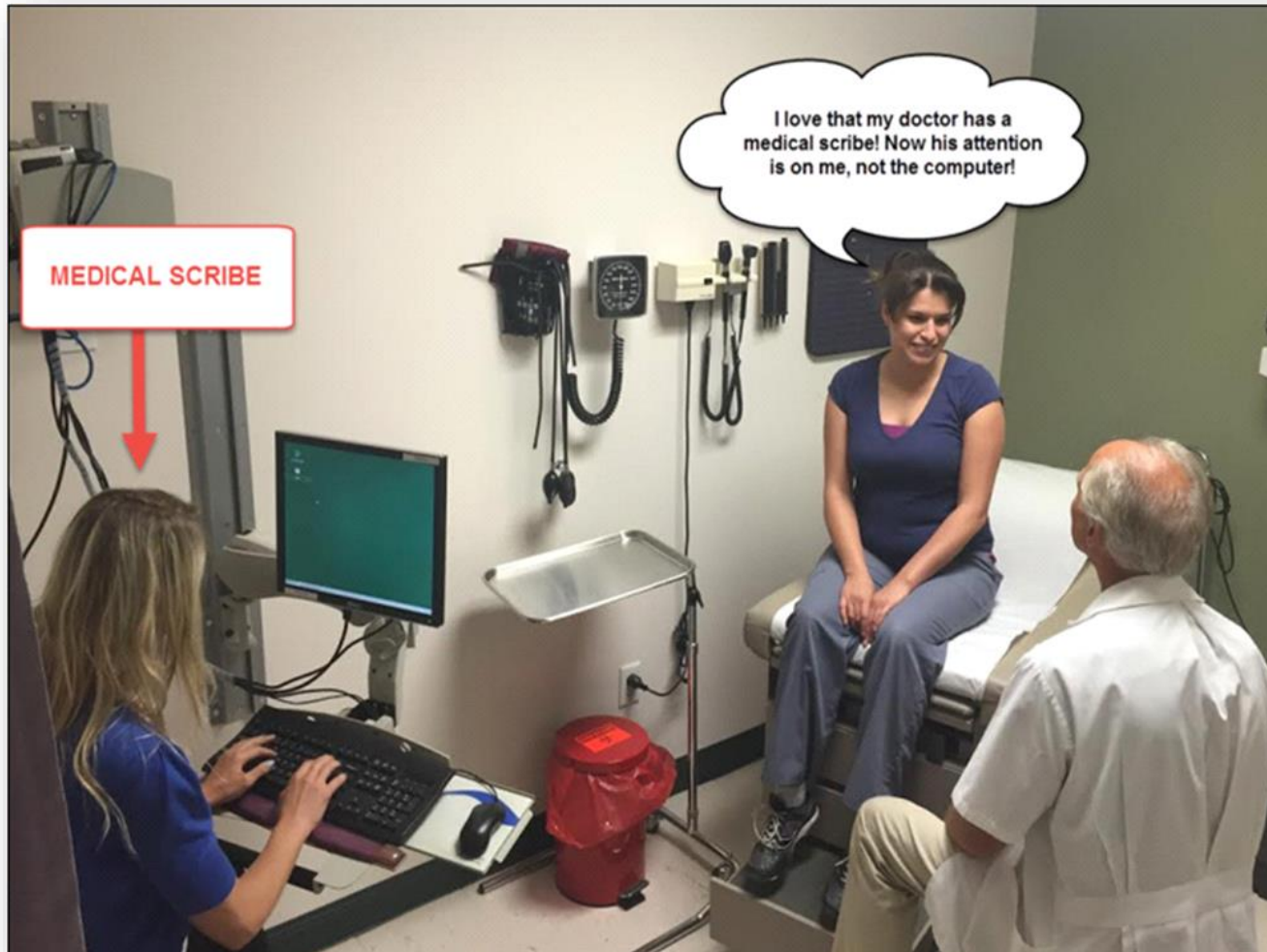
- Work Plans and Metrics are Due
 - Thank you to: CommuniCare, Hill Country and RMYC
- June 13: Idea Sharing Webinar #2 - Providers and Scribes Connecting
- July 11: Idea Sharing Webinar #3 - On-board and Ongoing Training



Scribe 101: Duties and Workflow

MICHAELA BOUCHER
SHASTA COMMUNITY HEALTH CENTER



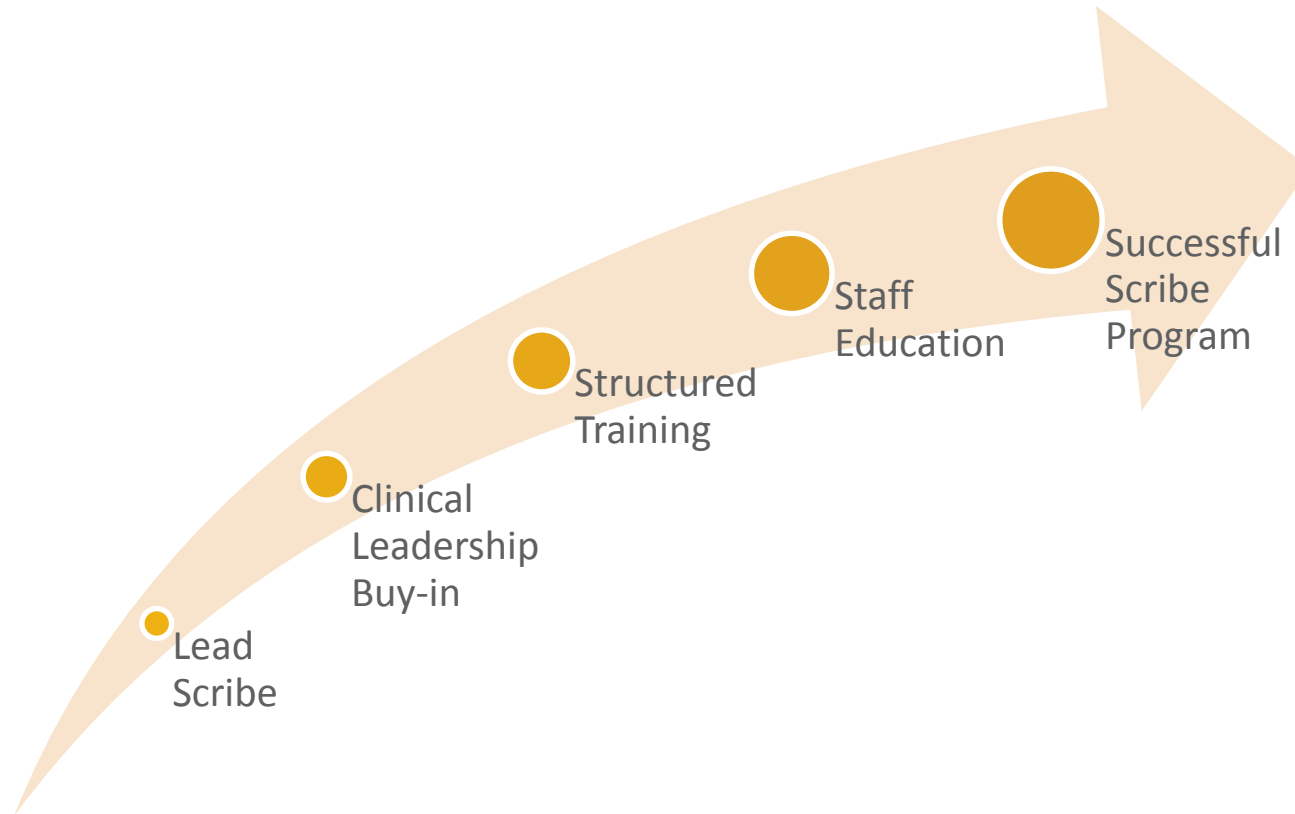


AGENDA

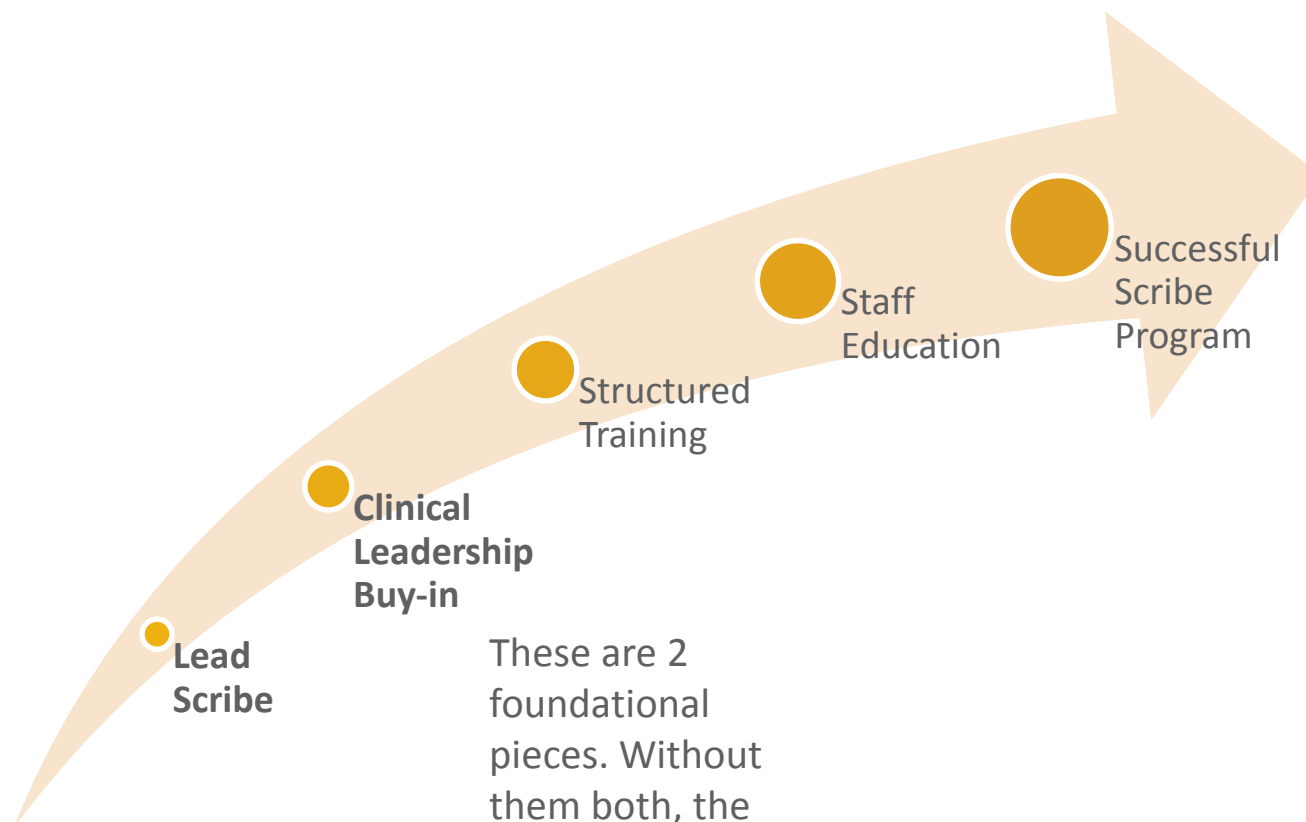


- **Program Construction**
- **Choosing the Lead Scribe**
- **Getting Clinician Buy-In**
- **Evolution of Scribe Expectations**
- **Medical Assistants in the Scribe Role**
- **The Clinical Team**
- **Scribe Workflow**
- **Clinician Introduction**
- **Managing Scribes**
- **Lessons Learned**

Scribe Program Construction



Scribe Program Construction



Lead Scribe

Clinical Leadership Buy-in

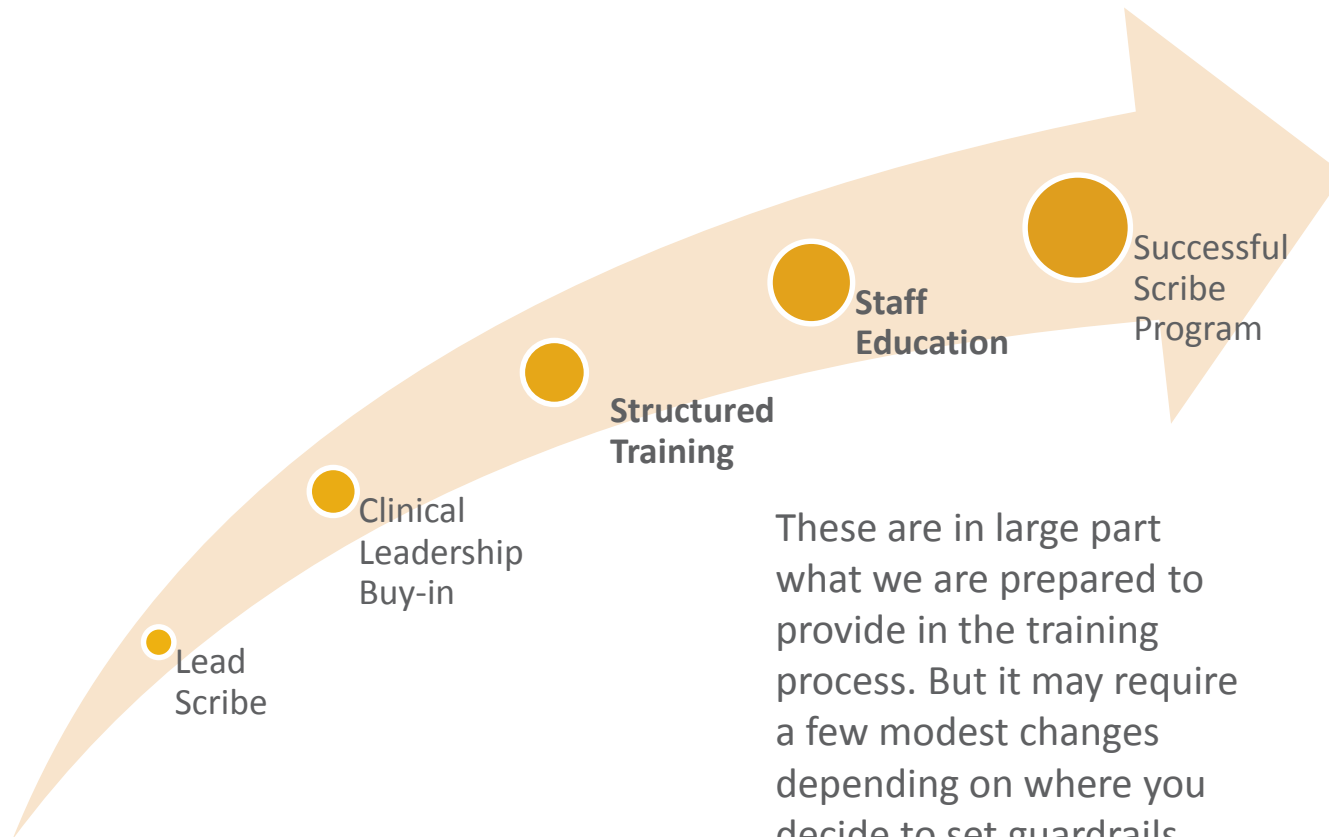
Structured Training

Staff Education

Successful Scribe Program

These are 2 foundational pieces. Without them both, the program will struggle to succeed.

Scribe Program Construction



These are in large part what we are prepared to provide in the training process. But it may require a few modest changes depending on where you decide to set guardrails.

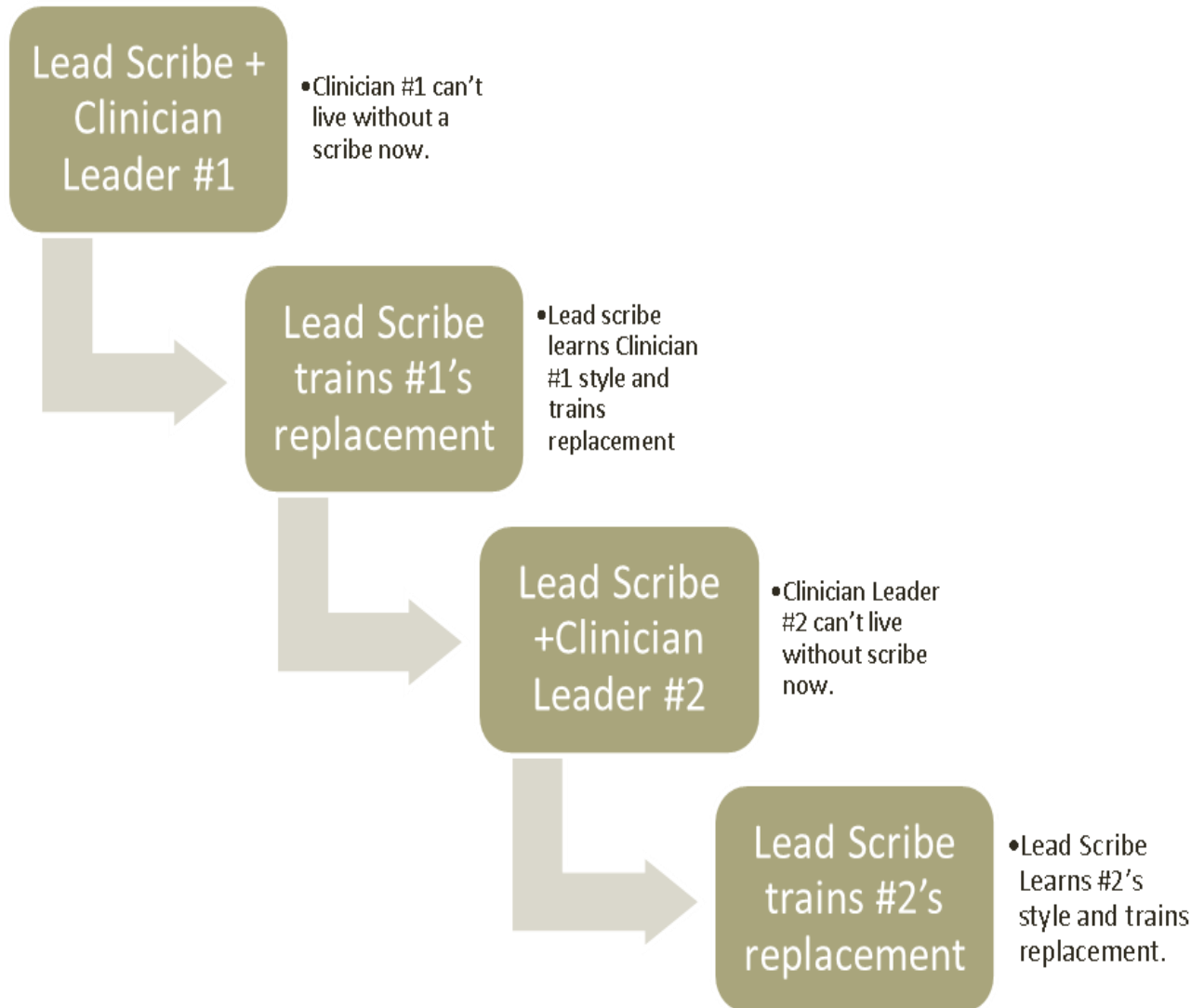
Choosing Your Lead Scribe



- Medical Experience
- Medical Terminology
- Leadership Skills
- Science Background (Anatomy/Physiology)
- Internal Candidates = Opinion Leaders
- Excellent Soft Skills



Getting Clinician Buy-In



The Evolution of the SCHC Medical Scribe



2010

- HPI
- Physical Exam
- Some Assessment and Plan
- Chaperone in the Exam Room

2012

- *SOAP Note
- Chaperone in the Exam Room
- ICD10 coding
- Ordering labs, imaging, referrals
- Procedural Documentation

2014

- *SOAP
- Orders
- Procedural Documentation
- Pre-visit Planning
- Care Guidelines
- Hospital/ER/Specialty Note Abstraction
- Scheduling
- EHR Training Assistant
- IT Support Staff

2017

- *SOAP
- Orders
- Pre-Visit Planning
- Care Guidelines
- Outside Record Abstraction
- Scheduling
- EHR Training Assistant
- IT Support Staff
- Inbox Management
- PAQ Management
- Patient Portal Enrollment and Management
- Paperwork/Indirect Patient Care
- Quality Assistant/Quality Brain

Medical Assistant in the Scribe Role

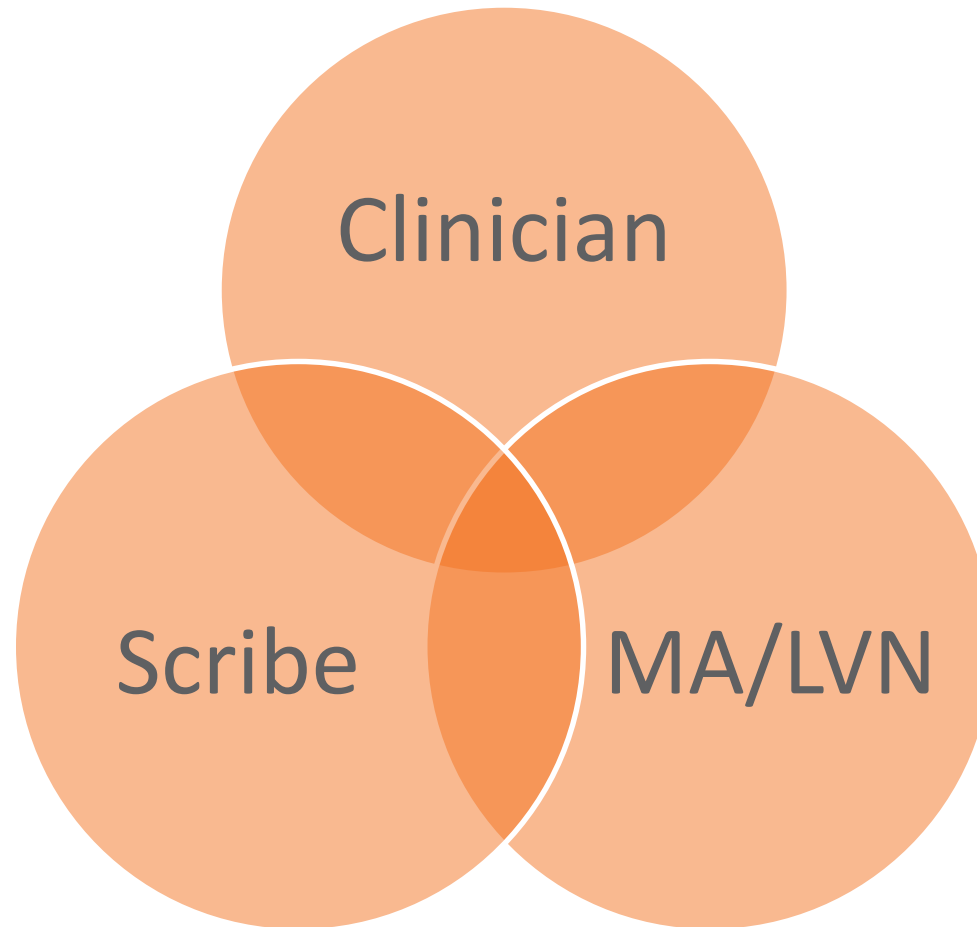


- Cross-Training- Early “Scribe University”
- What have we learned?
- Potential Barriers
- Workflow

Scribe University Week #1				
MONDAY Lunch 12-1	TUESDAY	WEDNESDAY Lunch 12-1	THURSDAY	FRIDAY Lunch 12-1
Topics of Discussion	STUDY DAY	Topics of Discussion	STUDY DAY	
Intro to Scribing Power Point	*Observe Scribe	Anatomy of a *SOAP note	*Observe Scribe	Watch Video- HPI Focus
Medical Term Handout #1		*SOAP note navigation		Question and Answer
Discuss Syllabus		Intro to HPI		**Collect Note #1
Week #2				
MONDAY Lunch 12-1	TUESDAY	WEDNESDAY Lunch 12-1:30	THURSDAY	FRIDAY Lunch 12-1
Topics of Discussion	STUDY DAY	Topics of Discussion	STUDY DAY	
HPI/Videos	*Observe Scribe	Medical Terminology Test #1	*Observe Scribe	Review Test #1 with video & feedback
Some PE and A/P preparation		Basic Complexity Level Patient		Intro to Physical Exam
**Collect Note #2		System Navigation #1		PE findings on board- match to correct body system
		Medical Term Handout #2		

WEEK #3				
MONDAY Lunch 12-1	TUESDAY	WEDNESDAY Lunch 12-1	THURSDAY	FRIDAY Lunch 12-1:30
Topics of Discussion	Trial 2 Encounters	Topics of Discussion	Trial 2 Encounters	
PE with video practice		PE Navigation		Medical Term Test #2
Review and Instruct using Video		Practice matching again		Moderate Patient Video
Collect Note #3		Intro to Assessment/Plan		Navigation #2
				Medical Term Handout #3
WEEK #4				
MONDAY Lunch 12-1	TUESDAY	WEDNESDAY Lunch 12-1	THURSDAY	FRIDAY Lunch 12-1
Topics of Discussion	Trial 2 Encounters	Topics of Discussion	Trial 2 Encounters	
Test #2 Review		Review Ordering		Charles- MU and Quality
Alexis- Coding		Labs/Diagnostics		
		Referrals/ In-office Services		

The Clinical Team



Identify the lane you swim in!

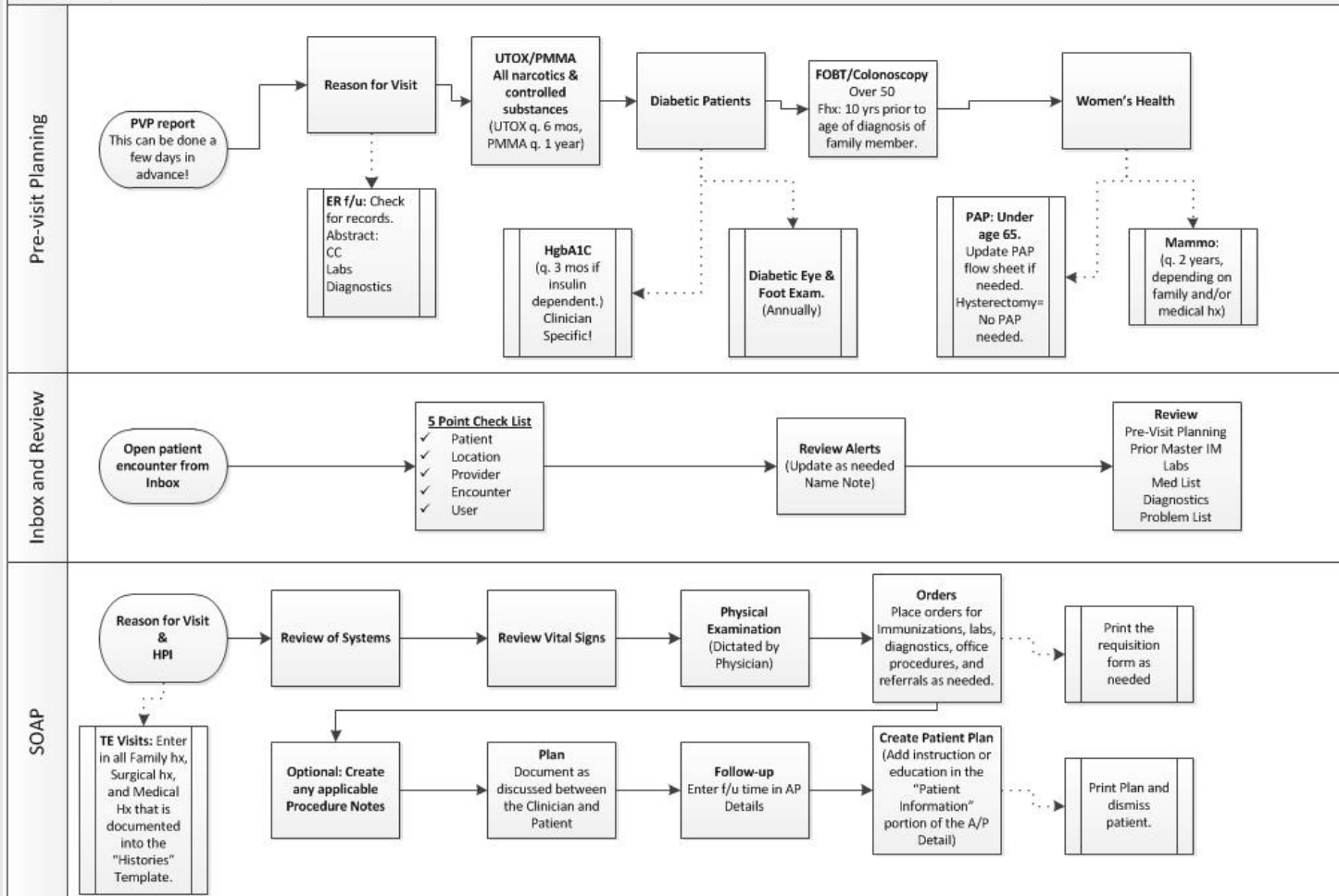


Scribe Workflow



Scribe Office Visit Work Flow

Specialty: Family Practice Visit Type: Office Visit



Clinician Introduction



*Introduction from clinician before every visit.

"Hi, John. Good to see you again, this is my scribe Tabitha, she will be documenting our visit today."

*Moderate interaction with patient when appropriate.



Managing Scribes



- Our development – Early it was us, now Dept. Managers
- Helps with accountability
- Need Trainer feedback to be effective/Managers often don't know how to differentiate a good/bad scribe
- If left with just anecdotal evidence, hard to avoid bias
- Peer Review process results can be helpful.
 - Quarterly
 - Blinded Notes – Evaluated with a Rubric
 - Results are cataloged and shared
- Warm handoffs are rare. Clinician Preference Files are helpful.

Lessons Learned



- Never send an untrained scribe to work with a clinician solo
- Lead Scribe to work with clinician prior to training
- Communication is KEY
- Follow-up with new hires/Know when to cut bait
- Create a Review Process
- Interdepartmental Collaboration
- Role Expansion
- Educate Clinicians and Staff





CommuniCare Health Centers

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Who We Are



- Where We Are Located:
- Number of Clinics in the Organization
- Total Number of Providers
- Total Number of Scribes
- Date Scribe Program Was Started
- EHR/EMR Vendor:



Our Scribe Duties and Workflow



In preparation for a common provider visit...

- Our MA's do this:
 - xxx
 - xxx

- Our Scribes do this:
 - xxx
 - xxx

- Our LVN/RN's do this:
 - xxx
 - xxx



Our Scribe Duties and Workflow



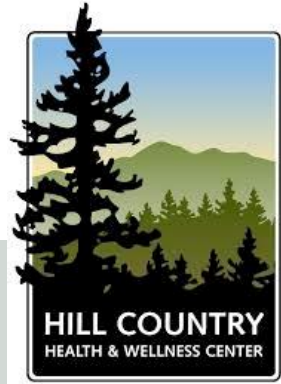
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- If a Scribe has an HR question regarding their job, they go to:

Our Scribe Duties and Workflow



- What is working...
 - xxx
 - xxx
- What is not working...
 - xxx
 - xxx
- One question I have for the group...
 - xxx



Hill Country Community Clinic

SUSIE FOSTER, MD

MEDICAL DIRECTOR

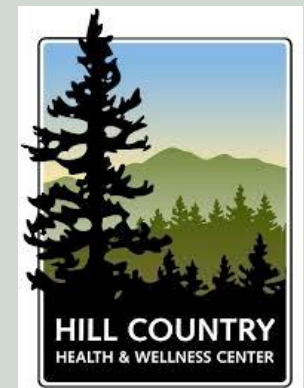
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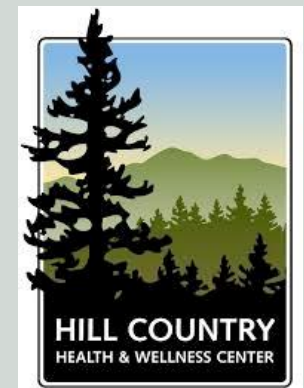


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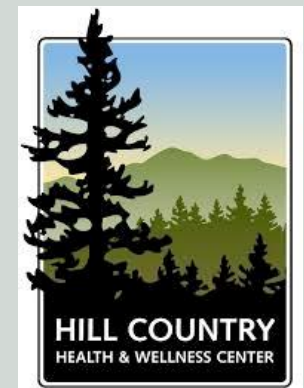


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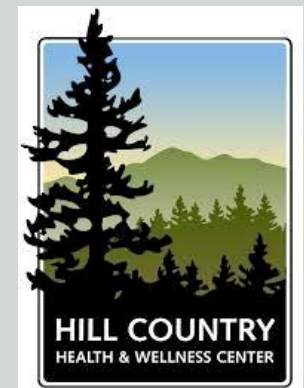
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a california *health*.center

La Clinica De La Raza

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Rocky Mountain Youth Clinics

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Questions?



Contact Us



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