Spreading Solutions That Work
Scribe Program

Idea Sharing
Webinar #2
Provider-Scribe Connection

6/13/17
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
Agenda

• Idea Sharing Webinar Format
• Announcements
• Shasta Training Highlights
• 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

• July 11: Idea Sharing Webinar #3 - On-board and Ongoing Training

• Next Up?
  – Scribe-Organization Connect (Job Description, HR, Supervisor, Pay)
  – Scribe Assignments – One or more providers?
  – Other?
Scribe 101: Provider-Scribe Connection

HIGHLIGHTS FROM SHASTA COMMUNITY HEALTH
What is a medical scribe?

- Personal assistant to the clinician (MD, DO, NP, PA)
- Performs documentation in Electronic Health Record
- Gathers information for the patient’s chart
- Allows for QUALITY documentation and patient care
- A scribe accompanies the clinician into the exam room and documents as the patient and clinician interact.
This 40 year old female presents for Back Pain.

History of Present Illness:

1. **Back Pain**
   Additional information: Pt is here today with c/o back pain. This onset 2 days ago after a MVA. Pt was seen in ER post MVA. Started on Norco, taking 2 tabs daily but still in severe pain. Wants more Norco.

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This 40 year old female presents for Back Pain.

History of Present Illness:

1. **Back Pain**
   Onset: 2 days ago. The problem is worsening. It occurs persistently. Location of pain is upper back, middle back and lower back. There is no radiation of pain. The patient describes the pain as an ache, burning, shooting and stabbing. Context: motor vehicle accident. Motor vehicle accident details: The patient was the driver. The accident occurred on a paved road. The air bag deployed. The vehicle hit another vehicle head-on. Symptoms are aggravated by bending and walking. Symptoms are relieved by Norco. Additional information: Pt was seen in the ER at Mercy Medical Center two hours after accident occurred. Prior to accident, patient denies any h/o back pain. Would like to consider physical therapy as a treatment option. Pt is currently taking 2 tabs Norco QD.

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How can a scribe help Clinicians?

- Documentation of visit
  - Symptoms, history, physical exam, and document the diagnosis and plan
- Order Labs
- Order Imaging
- Generate Referrals
- IT Support Staff
- Ensure Quality Measures Met
- Chaperone in Exam Room
- Prompt Clinician for Preventative Medicine
- Interdepartmental Role
- Another Person to Review the Medical Record
Communication is KEY

- Review the notes with your scribe
- Give feedback while reviewing your notes
- Dictate physical exam findings
- Create custom quick saves and “my phrases”
- Talk about preventative medicine before entering the exam room
- Encourage your scribe to read your last note and discuss plan for today’s visit
- Discuss quality measures and make goals with your scribe to meet them!
How can you be a successful clinician/scribe team?
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
• Describe your Provider-Scribe program:
  – The Scribes were the providers previous Medical Assistants who has all been trained on scribing.
  – The team has 1 Rooming MA who rooms all the patients and delegates the “Ancillary Services” as needed (i.e. IZZ, EKG, Urine POC testing).
  – Team RN and LVN available for assistance with Ancillary Services
  – Rooming MA is the “Flow Master”

• Do you plan any major changes to the program in the next 6 months?
  – In September we plan to roll out scribing to the Round Mountain Clinic (main site).
• What is working...
  – Clinicians are spending less time charting.
  – Clinicians are seeing patients in a timely manner.
  – Billing and documentation is completed the same day patient is seen.

• What is not working...
  – The Scribe writing triplicates for controlled substances; often missing next office visit with provider

• One question I have for the group...
  – How do other clinics handle triplicates in the Scribing
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
• Describe your Provider-Scribe program:
  – Small scale pilot with two providers. Initial target providers have had career transitions so identifying alternate providers.

• Do you plan any major changes to the program in the next 6 months?
  – Too early to know.
• What is working...
  – Recruiting for Alameda County sites

• What is not working...
  – Recruiting for Contra Costa County sites

• One question I have for the group...
  – If you have a small scribe program, how did you choose which providers received a scribe?
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
Describe your Provider-Scribe program:

We are piloting a scribe program with 2 scribes working with 2 providers, a PA and an MD. For the past 2 weeks, the scribes are primarily focusing on documenting HPI and exam findings, which we will build upon to include plan and orders over the next 2.5 months.

Do you plan any major changes to the program in the next 6 months?

No. We hope to demonstrate that the use of scribes has a positive impact for these 2 providers over the next 6 months in order to justify expanding and hiring additional scribes.
• What is working...
  Our scribes! They are doing a great job capturing pertinent clinical information and take provider feedback to heart in subsequent charts.

• What is not working...
  We are a small pilot program consisting of 2 providers, 2 scribes, and our office manager. Sometimes it is difficult to find the time with a busy clinic schedule to meet to discuss how things are going and begin to track the various metrics we hope to follow.

• One question I have for the group...
  If your scribe program has proven effective, how do you motivate additional provider buy-in to expand and hire additional scribes?
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
• Describe your Provider-Scribe program:
Beginning stages with one scribe working with one provider. Refining workflows and beginning to evaluate needs for future training.

• Do you plan any major changes to the program in the next 6 months?
Clearly define scribe role and a clear process and training program for other provider/MA teams.
• What is working...
  – Initial flow and documentation of HPI.
  – Scribe’s comfort and knowledge of where to document and ordering labs has improved.

• What is not working...
  – The scribe’s role – needs more clarification. Currently scribe is still performing MA duties.
  – End of visit flow – use of Treatment field. Need to coordinate scribe placing orders vs. provider ordering medications.
  – Coaching the provider to verbalize physical exam.

• One question I have for the group...
  – How to grow more as a scribe?
  – What other resources are available?
  – What are next levels scribes doing and how are they learning?
Questions?
Contact Us

meaghan@careinnovations.org
Meaghan Copeland
Program Coordinator

jimmeyersdrph@gmail.com
Jim Meyers, DrPH
Coach