

Webinar Reminders

1. All lines will remain muted during the webinar.

*7 - Unmute Your Line

*6 - Mute Your Line

2. The webinar will be recorded, posted on CCI's website and sent out via email.



Spreading Solutions That Work

2018-19 Outcomes Celebration Webinar

Spreading Solutions That Work

In partnership with Blue Shield of California Foundation, CCI supports the spread and implementation of five successful solutions:

❖ Patient Portal Optimization

❖ Medical Scribes

❖ Group Visits

❖ Telephone Visits

❖ Texting Solutions



Patient Portal Optimization



Purpose of Grant

Learning community focused on optimizing patient portal enrollment and use

Participating Organizations

Westside Family Health Center

Altura Centers for Health

PATIENT PORTAL

Westside Family Health Center

Spreading Solutions That Work
2018-19 Outcomes Celebration Webinar



Who We Are

- **Where We Are Located:** Santa Monica, CA
- **Number of Clinics in the Organization:** 2 Clinical Sites
- **Total Number of FTE Providers:** 11
- **Solution/Technology Implemented:** Patient Portal
- **Date Patient Portal First Went Live:** November 2014
- **Patient Portal Vendor:** eClinicalWorks
- **Target Population:** Spanish-speaking patients; new and currently enrolled patients



Implementation Status

- Current phase of this work: Implementation

Original spread goal:

Our goal is to increase the number of Spanish-speaking patients enrolled into the Patient Portal by 400 by December 2019 and implement a new patient-to-provider messaging system.

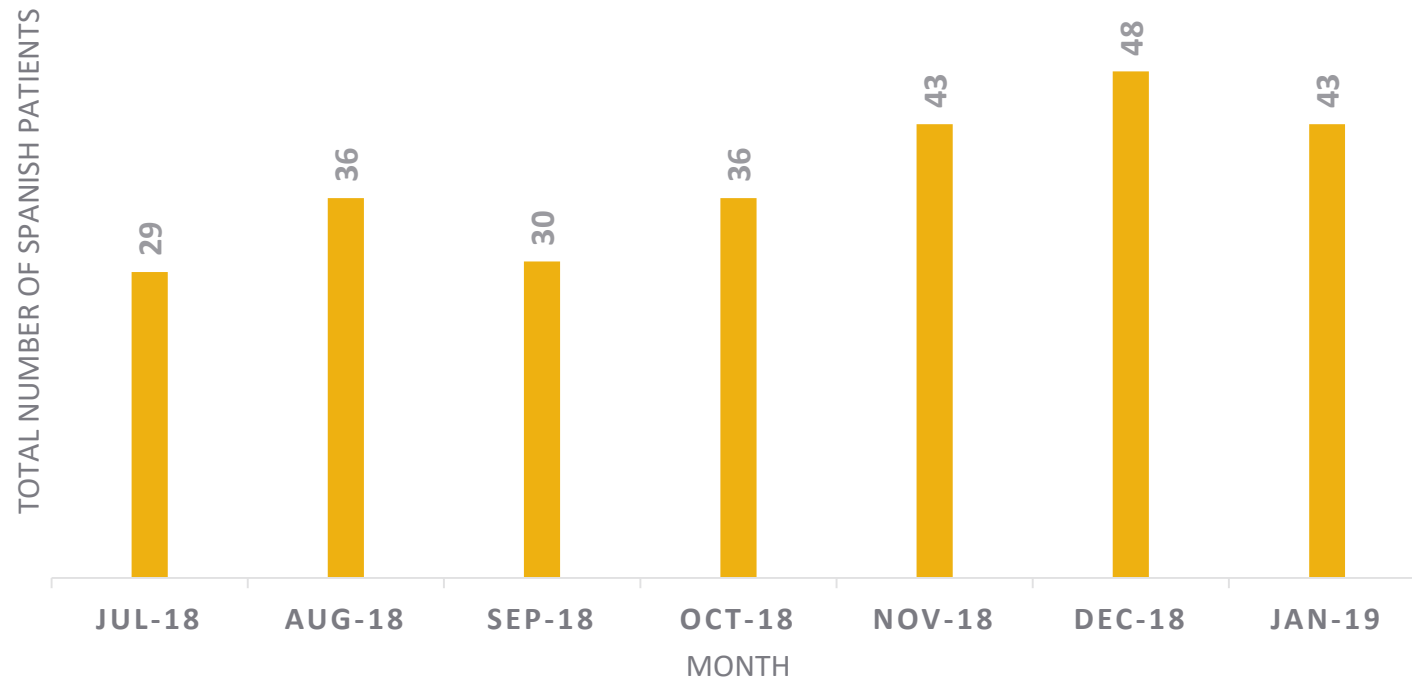
Current spread:

Since July 2018, we have launched our Spanish portal and have currently enrolled 265 Spanish-speaking patients and implemented access to messaging providers.



Data

TOTAL # OF WEB-ENABLED SPANISH-SPEAKING PATIENTS



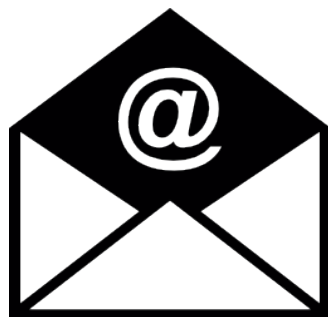
Our Value Proposition

Giving patients more control of their healthcare by gaining access to:

Viewing Labs



Messaging Providers



Requesting Refills



Accessing Health Education



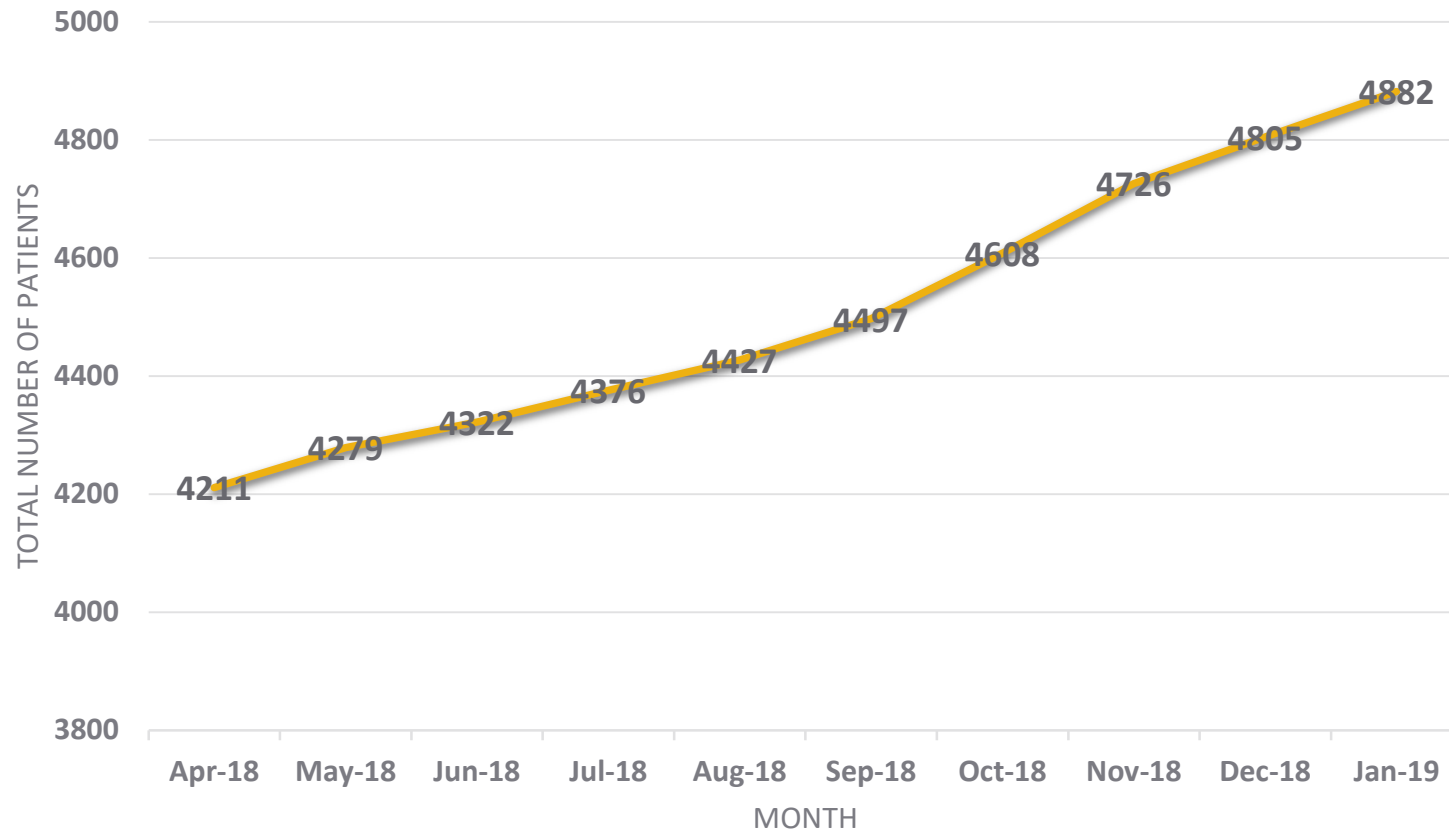
Data

Westside Family



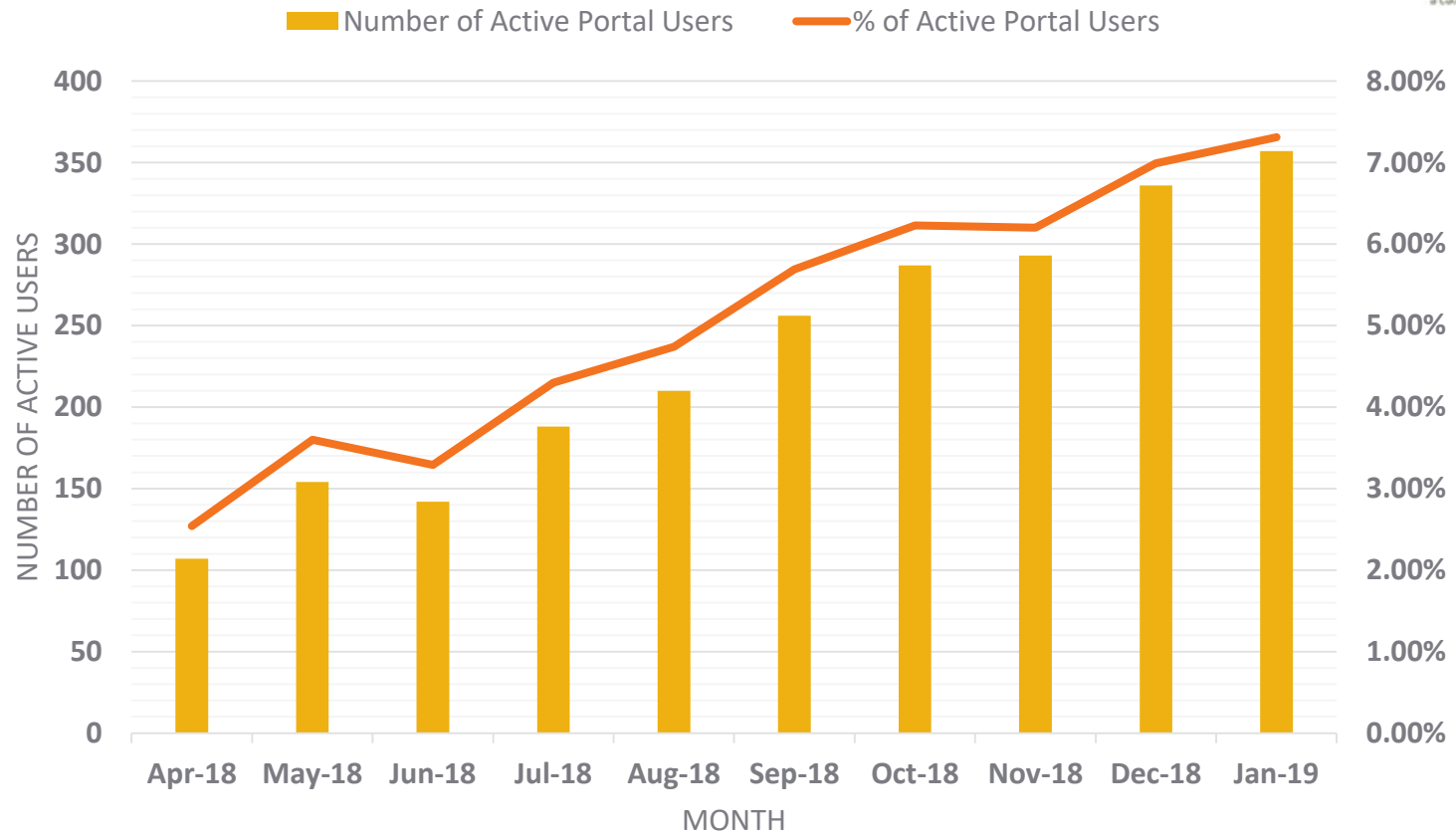
Health Center
a California **Kaiser** Center

TOTAL # OF WEB-ENABLED PATIENTS

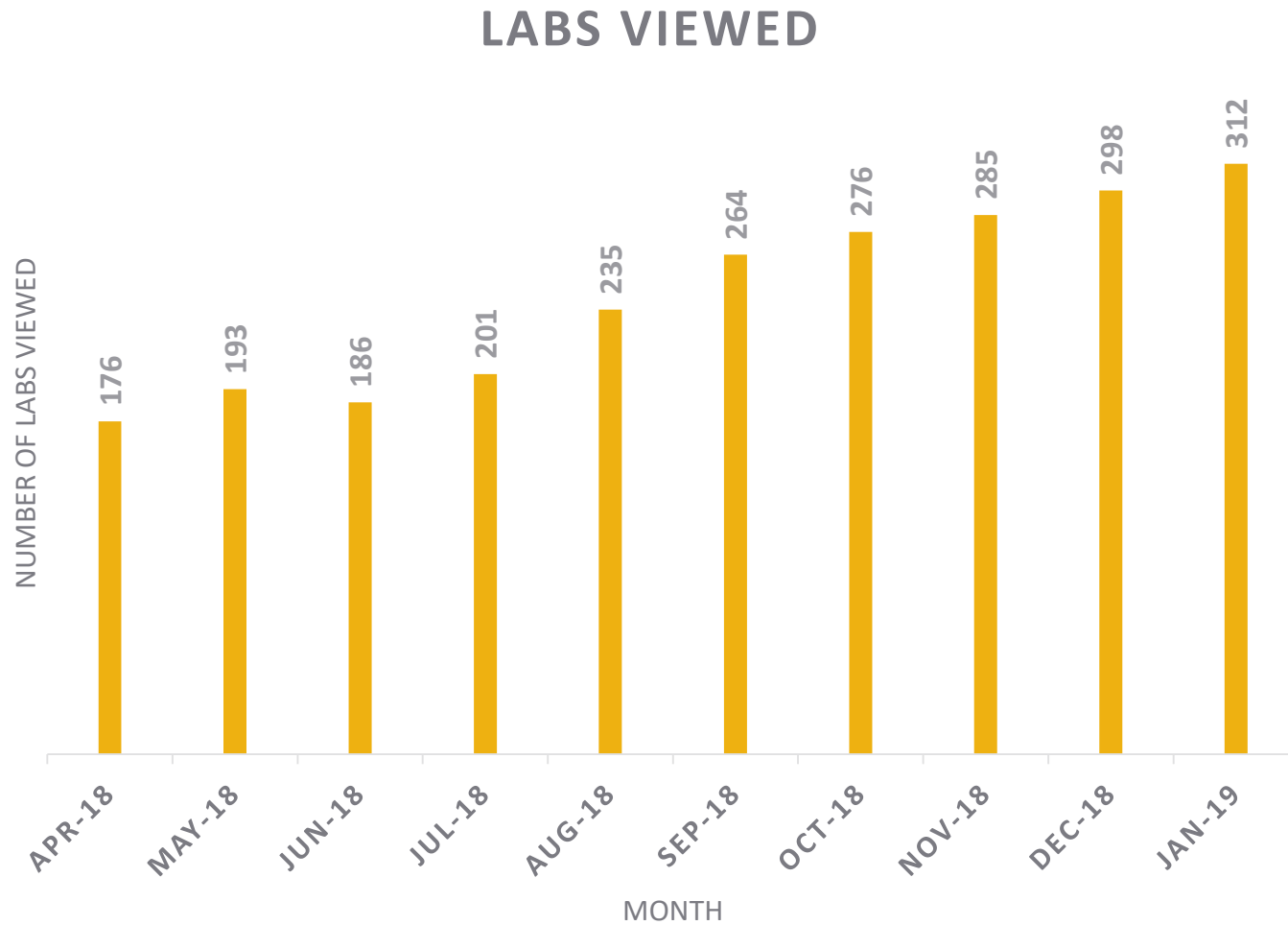


Data

Volume/Portal Use Measures



Data





What did you Accomplish?

Our biggest win in this last year:

Giving patients the ability to message providers

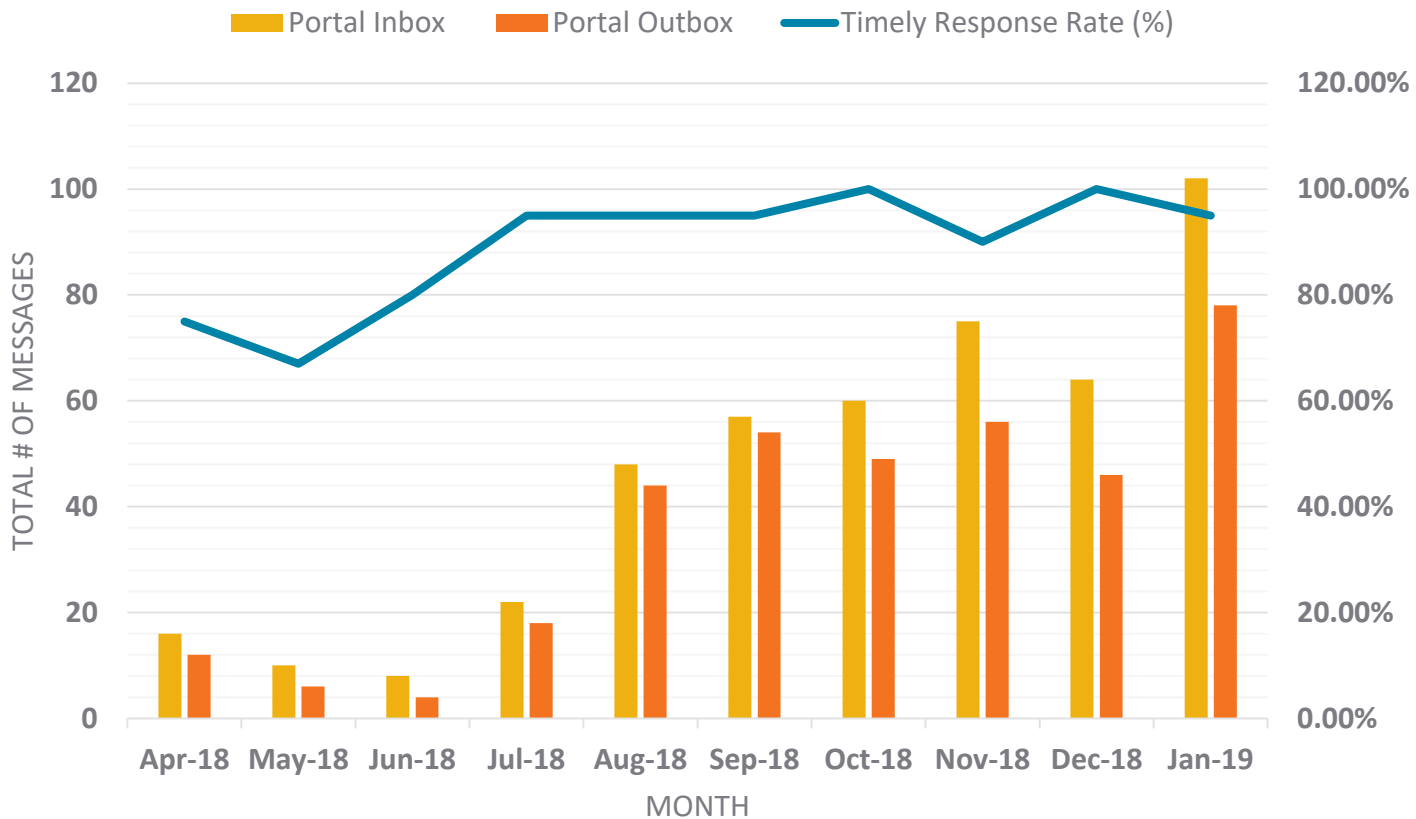
Other big wins:

- *Increased the Spanish-speaking web-enabled population by 25%.*
- *Web-enabled over 650 new patients to the Patient Portal.*
- *Establishing “champions” for the portal in the front and back office at both clinic sites*



Data

Messages Sent To/From Providers





Challenges and Solutions

Our biggest challenges:

- **Increasing the amount of Spanish-speaking patients into the portal**

We hired an Enrollment Specialist, who is bilingual in Spanish, that has been informing and web-enabling patients into the portal

Giving them a proxy option, so their family or care giver can enroll for them

- **Increasing the amount of active portal users**

Informed patients of new updates we have when they come in for their visit, which includes:

Messaging providers, Requesting refills, and Viewing lab results





Tips for Making an Impact

Biggest Impacts

- Increased patient and provider interactions
- Quick access to their reviewed labs anytime, anywhere
- Less calls made due to patients being able to message their providers

Tips & Tricks

- Each patient has different needs, find a way to pitch the Patient Portal in a way that is most useful to them
- Follow up with patients after you enroll them to see if they created their accounts (at their next visit; phone call; etc.)



Looking Forward



Our next major steps:

- Increasing the amount of unique patients logging in for the first time to more than 70%
- We are currently at about 250 Spanish-speaking patients in the portal and aim to surpass our original spread goal and enroll a total of 1000 patients by end of December 2019
- Maintaining an average of 85 new patients enrolled into the portal per month



Thank you

Westside Family Health Center



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PATIENT PORTAL

Altura Centers for Health

Spreading Solutions That Work
2018-19 Outcomes Celebration Webinar



Who We Are



- Where We Are Located: Tulare, California
- Number of Clinics in the Organization: 8 clinical sites
- Total Number of FTE Providers: 35+
- Solution/Technology Implemented: Patient Portal
- Date Portal First Went Live: 2014
- Patient Portal Vendor: NextGen Ambulatory
- Target Population: All Patients (Nearly 30,000 unique patients)

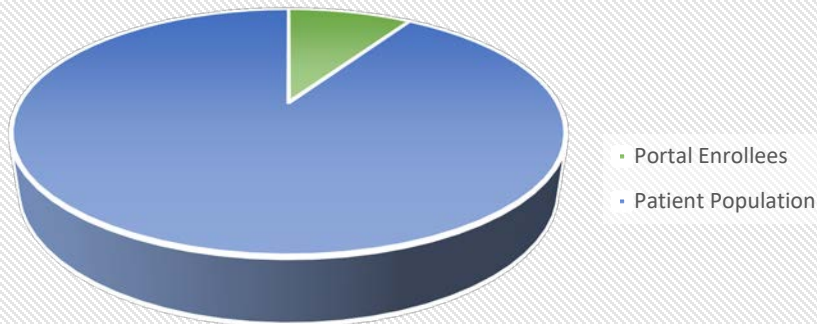


Implementation Status

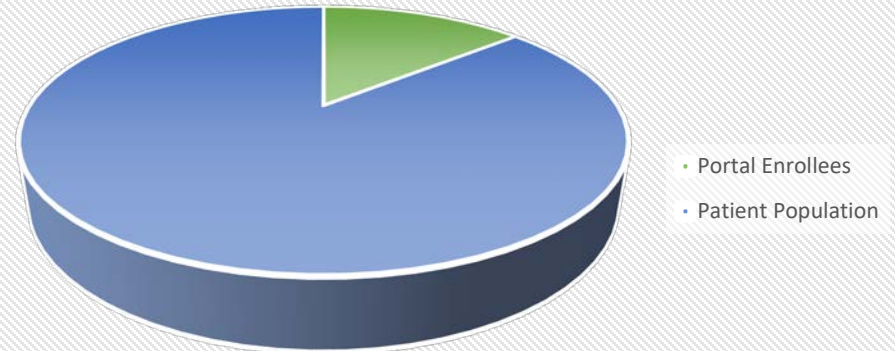


- Current phase of this work:
- Original spread goal: Improve portal utilization by 10% across the practice.
- Current spread: Annualized portal usage has increased by 3x and enrollments have increased by 2x.
- RXFill anticipated for Q2 2019.

Portal Users - 2017



Portal Users - 2018



Our Value Proposition



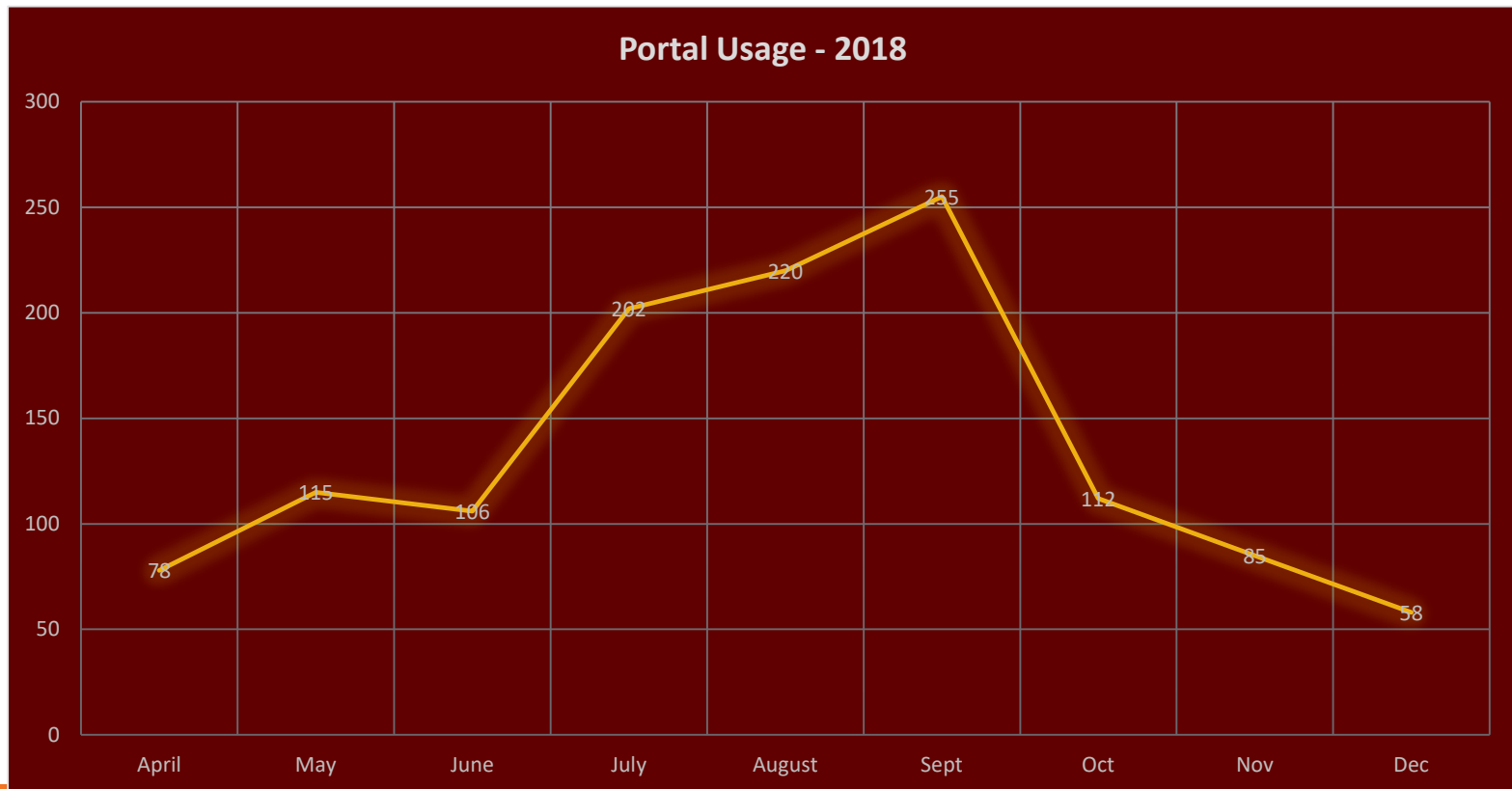
- *We are improving access to care through easy to use technology by streamlining workflow, increasing patient engagement, and improving patient/provider communication.*
 - *Embedding portal technology into existing workflows*
 - *Automation of manual tasks:*
 - *Referrals, labs, recall/reminders, preventative health outreach*
 - *Looking at additional use cases for patient portal.*



Data!



- The organizations Patient Portal project averaged at 300 active users during calendar 2017. In 2018 active usage nearly tripled. Peak months – Summer 2018 with increased utilization by providers & pediatric practice.



What did you Accomplish?



Our biggest win in this last year:

- *Increases in provider utilization of the patient portal*
- *Increases in patient utilization of the patient portal*
- *Clinical teams & providers discussing additional use cases (case management/ education etc.)*



Challenges and Solutions



Our biggest challenge in this last year:

One of the critical challenges to our patient portal project was that we nearly mirrored kickoff of new technology deployment at ALTURA (texting communication).

We determined that some tasks we're best suited for texting rather than the patient portal. The patient's realized this, and as a result, texting volume has increased steadily from month-to-month.

Use of texting does not require patient enrollment or any prereqs vs. patient portal which requires approval by the practice.

- Portal is better positioned for clinical discussion regarding care.

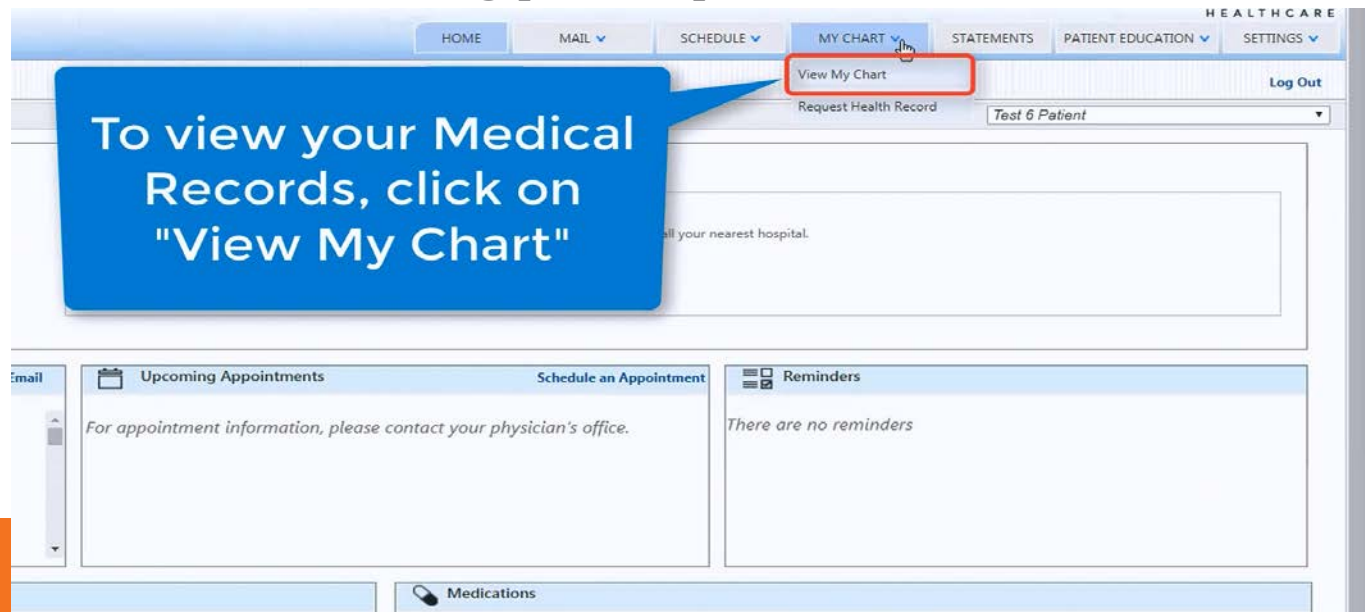


Tips for Making an Impact



The biggest impact we've seen from this solution:

- Focus on the “low hanging fruit”, determine what the practice does most consistently and apply portal technology to assist in existing workflows.
- Get a provider onboard early, having our CMO onboard with Patient Portal yielded increased utilization quickly.
- “Quick Vids”, record basic portal function workflows and make those recordings available to staff utilizing patient portal.



Looking Forward



- Continue with finding new ways to utilize patient portal functionality to support Altura Centers for Health.
- Work closely with clinical and administrative teams to keep momentum in usage and staff engagement.
- Launch additional functionality within the NextGen Patient Portal (RxFill, automated workflows)



Thank you

- Manuel Pedroza, CIO
 - Email: mpedroza@altura.org



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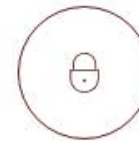
Request Your Records

Request your Medical Record



Schedule Appointments

Skip The Phones & Login To Schedule



Ask Us Questions

Not sure if your concern requires a visit?
Message Us Securely!

Medical Scribes



Purpose of Grant

Learning community focused on building operational medical scribe programs

Participating Organizations

San Joaquin General Hospital and County Clinics

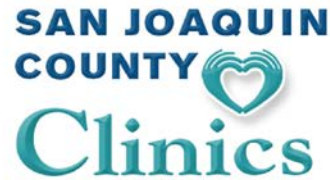
MayView Community Health Centers

Serve the People Community Health Center

Medical Scribes

San Joaquin General Hospital
San Joaquin County Clinics

Spreading Solutions That Work
2018-19 Outcomes Celebration Webinar



- Where We Are Located: 500 West Hospital Road French Camp, CA 95231
- Number of Clinics in the Organization: 4 clinical sites (French Camp, CA Street Stockton, Hazelton Ave Stockton, Manteca)
- Total Number of FTE Providers: 76
- Solution/Technology Implemented: Medical Scribes
- Date Medical Scribes First Went Live: 9/1/2018
- Target Population: Central Valley and San Joaquin/Stanislaus County Safety Net

Implementation Status



- Current phase of this work: Spread and sustainment
 - Original spread goal: *SJCC will have two scribes in place working with two providers by 9/30/18. SJCC will have operational support (training, policies, work environment, etc) in place for the program by 9/30/18.*
 - Current spread: *SJCC has three scribes working with three providers at one site (French Camp - Primary Medicine Clinic) as of 2/7/19. A fourth scribe has been hired and will begin on 2/18/19 at the second site (French Camp - Family Medicine Clinic)*

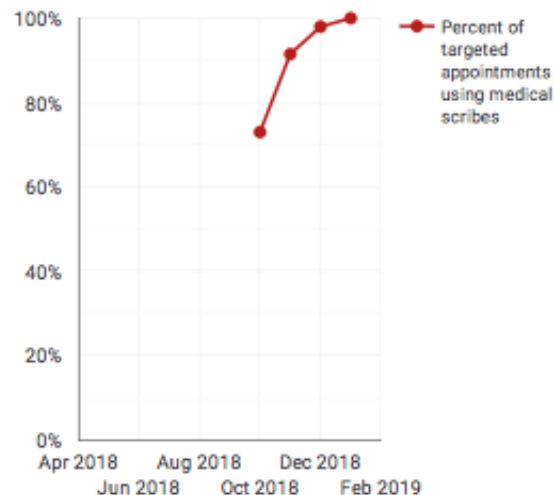
Our Value Proposition



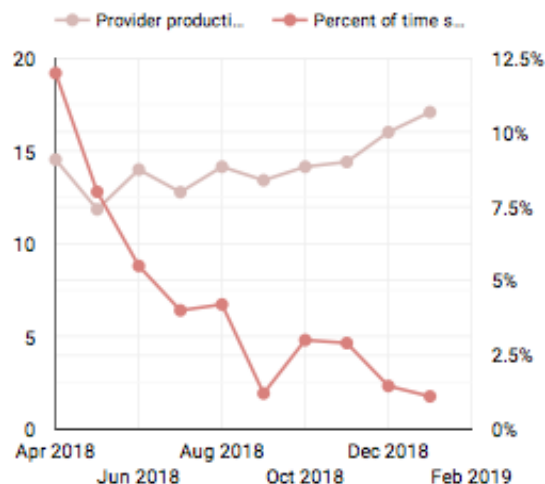
- *Use of scribes results in lower physician documentation burden and improved clinic efficiency*
- *Implementing scribes enhances provider productivity, quality of documentation, and patient and provider satisfaction*

San Joaquin General Hospital

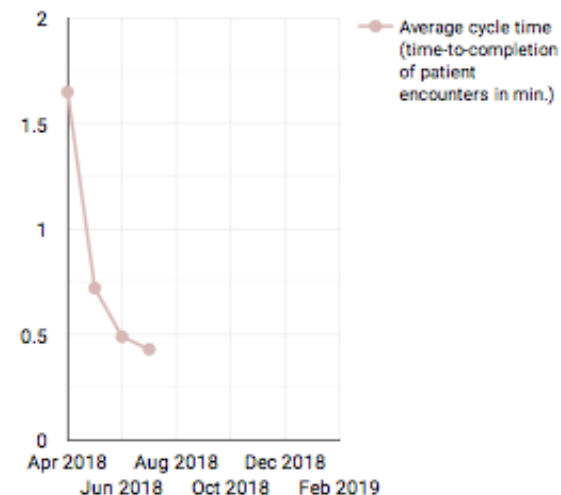
Volume Measure



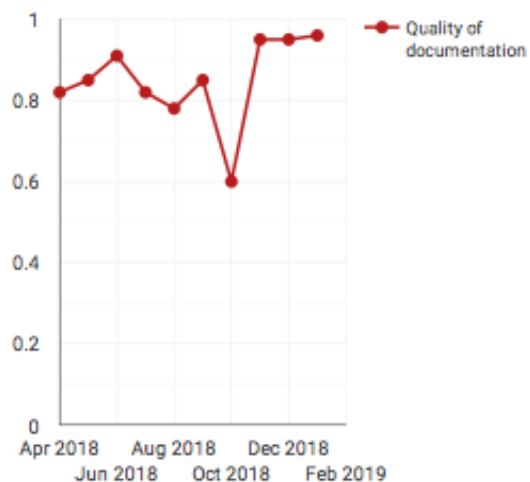
Efficiency Measures



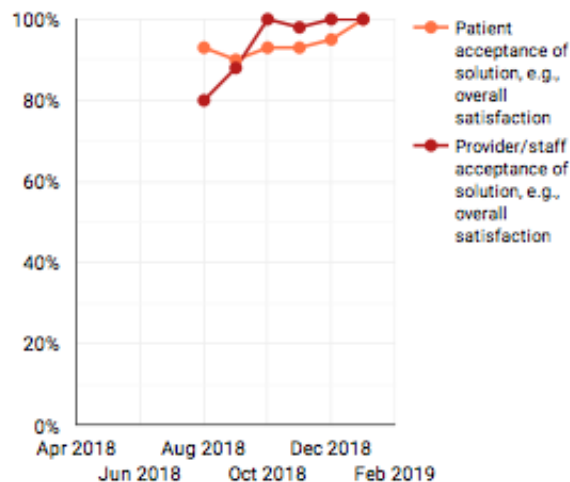
Efficiency Measures



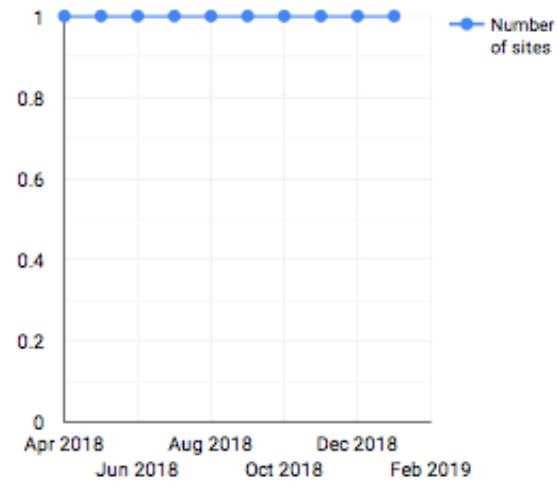
Quality Measure



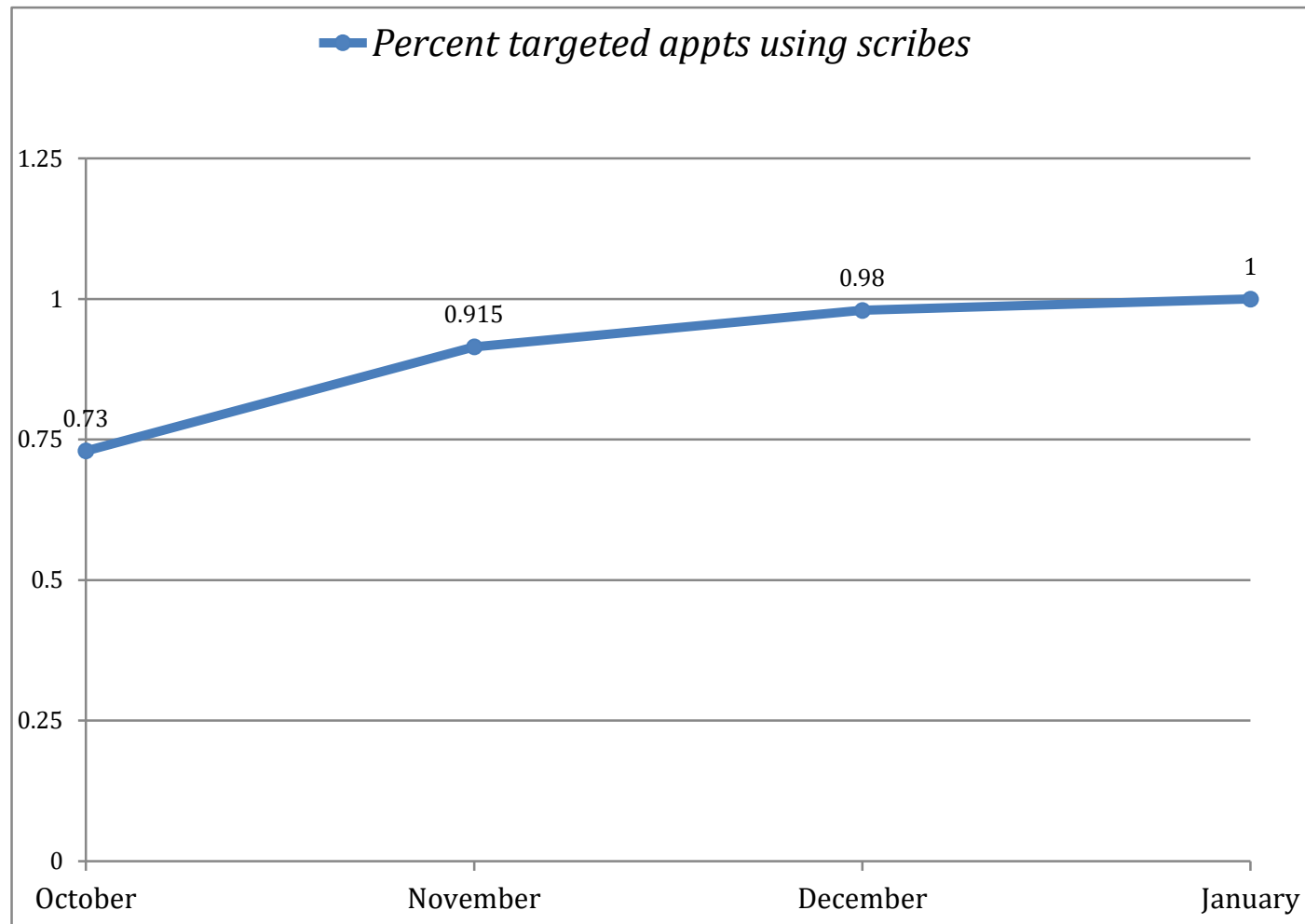
Satisfaction Measures



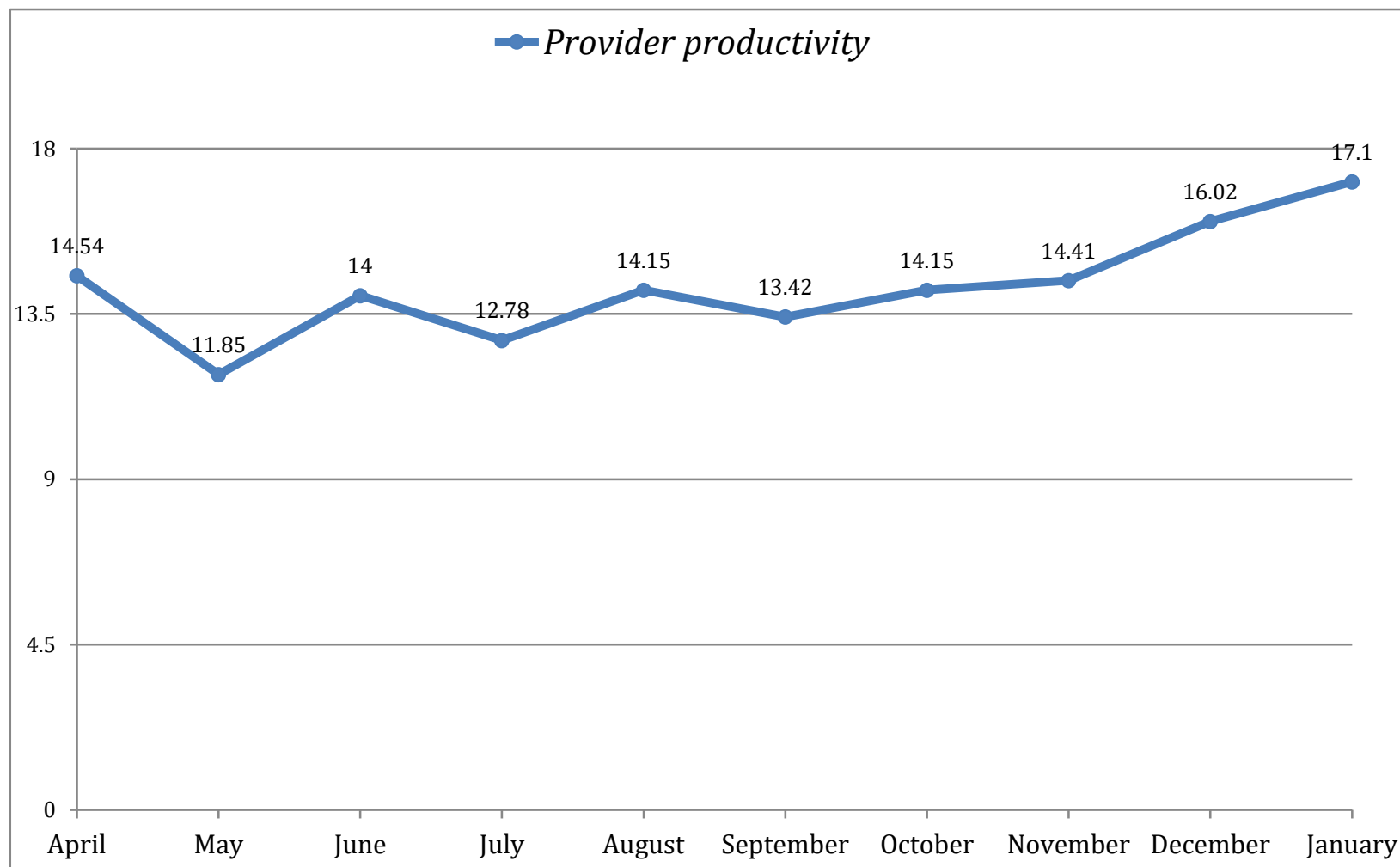
Spread Measure



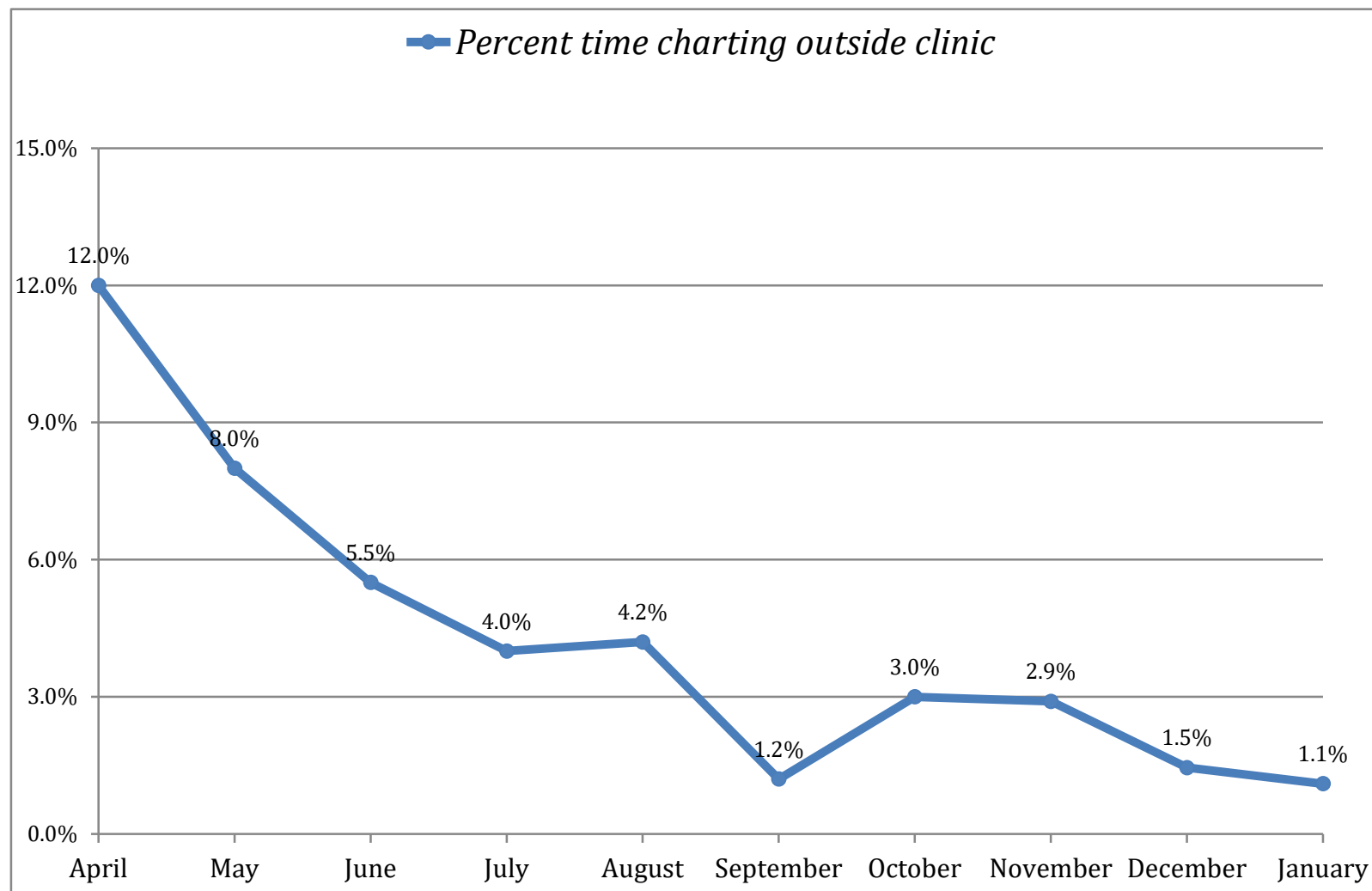
SJCC Medical Scribes Measures 2018-2019



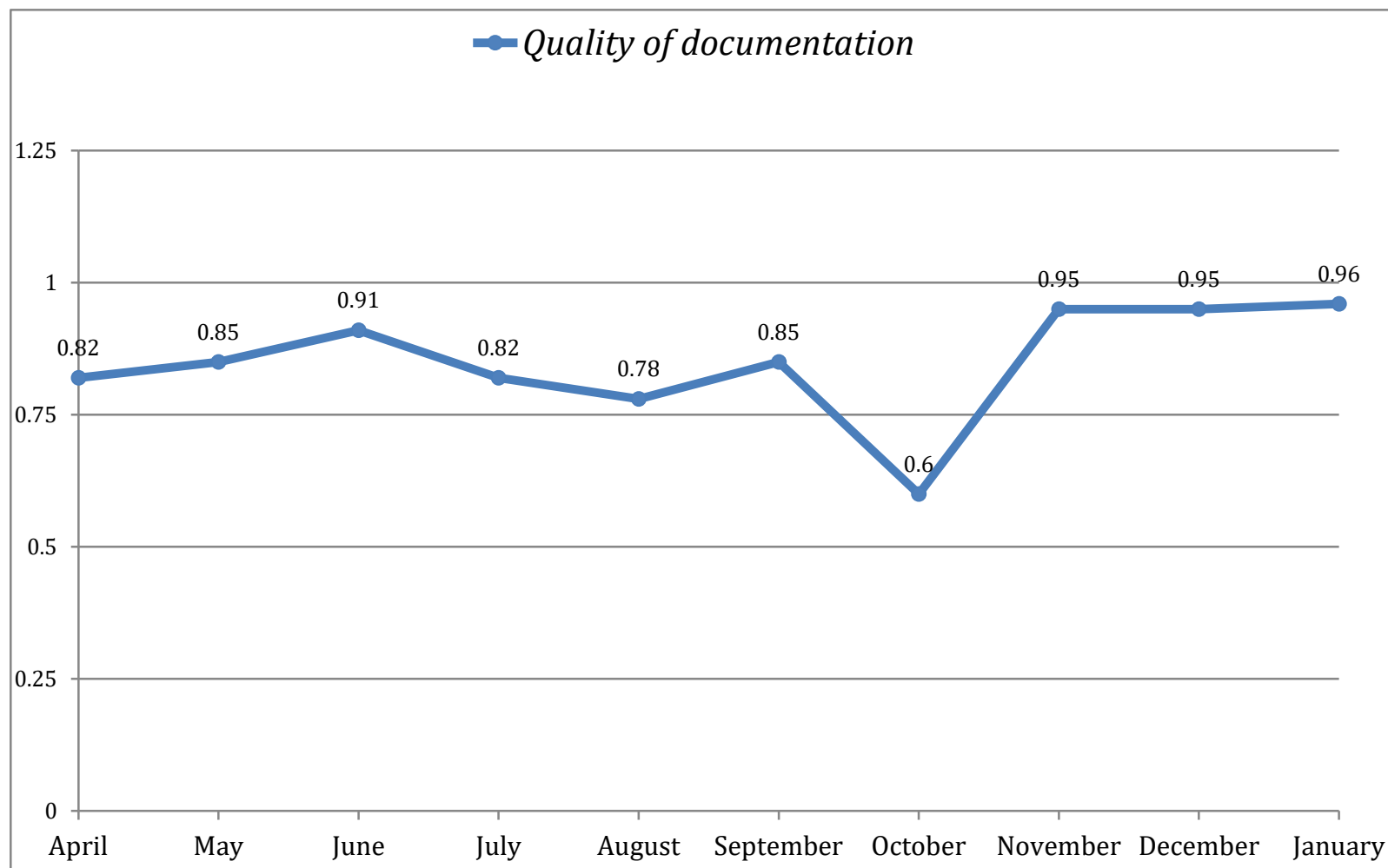
SJCC Medical Scribes Measures 2018-2019



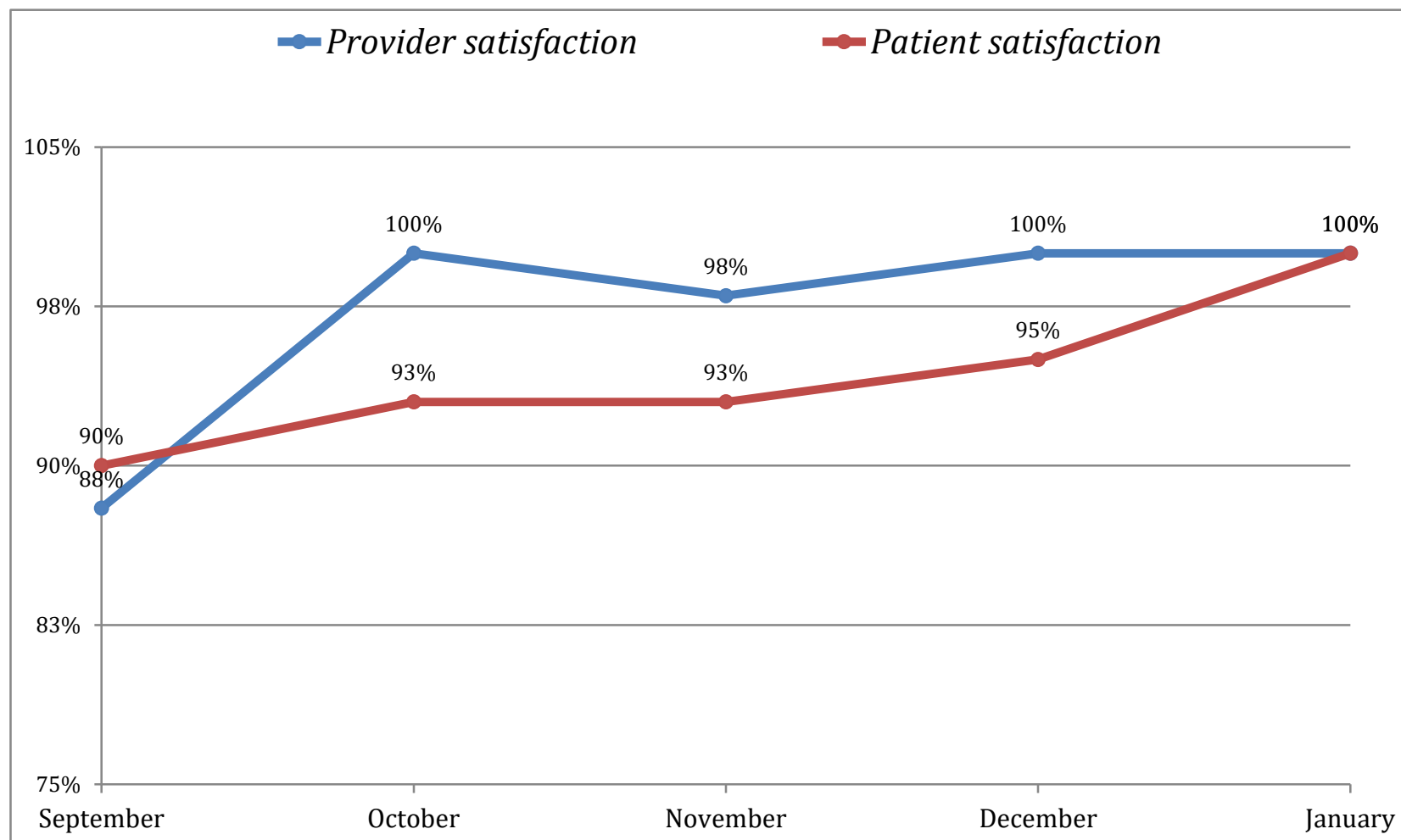
SJCC Medical Scribes Measures 2018-2019



SJCC Medical Scribes Measures 2018-2019



SJCC Medical Scribes Measures 2018-2019



What did you Accomplish?



Our biggest wins in this last year:

- *Overall provider and patient acceptance of scribe program*
 - *13.6% improvement in provider satisfaction*
 - *11.1% improvement in patient satisfaction*
- *Improvement in provider productivity by 18%*
- *Improvement in quality of documentation by 17%*
- *Reduction in percent time providers spend charting outside the clinic by 91%*

Challenges and Solutions



- Our biggest challenge (and solution) in this last year:

Early in the grant period, we experienced resistance from the County regarding the hiring of MAs to serve as scribes since the County does not have a job classification for the scribe role. With guidance from grant leadership and hospital HR, we were able to secure two scribes that were hired as MAs using the MA (OCA - outpatient clinical assistant) job classification.

Another challenge surrounded data integrity for the metric for average cycle time. The analytics platform to our EHR, Cerner Discern Analytics, returned inaccurate data for this measure beginning in July 2018 so was not usable. This data would have demonstrated further value of the scribe program since provider productivity and efficiency both increased during the grant period for providers involved in the scribe pilot.

Tips for Making an Impact



The biggest impact we've seen from this solution:

- *Increase in provider productivity, efficiency and in patient/provider satisfaction*

Other key tips for an organization starting to implement scribes?

- *Effective teamwork with informatics department is vital for data procurement*
- *Using volunteers as scribes may cause challenges for scribe-provider relationships unless volunteers are available to scribe full-time for their providers*
- *Using part-time staff as scribes may lead to increased turnover as scribes leave to take other employment opportunities with benefits*

Looking Forward



- What are your major next steps for this body of work?
 - *To hire more scribes and to pair with more providers in order to demonstrate added value by using an increased cohort size*
 - *To monitor the financial impact of using scribes by utilizing revenue KPIs*
 - *To transition one of the scribes into the role of lead scribe before our current lead scribe leaves for graduate studies*
 - *To codify a County approved job classification for the scribe role in order to build a robust, full-time scribe team that is capable of using scribe substitutes to mitigate the effects on provider productivity, efficiency, and satisfaction when scribes are unavailable*
 - *Research and communicate with other scribe grantee participants to gain organization specific insights*
 - *To formalize a role for a scribe trainer and to develop standardized, digital training materials*



Thank you

Ahad Yousuf - Team Lead

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Soriah Saadat - Lead Scribe

Jeff Slater - Administrative Lead



Medical Scribe Program

MayView Community Health Center

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Who We Are



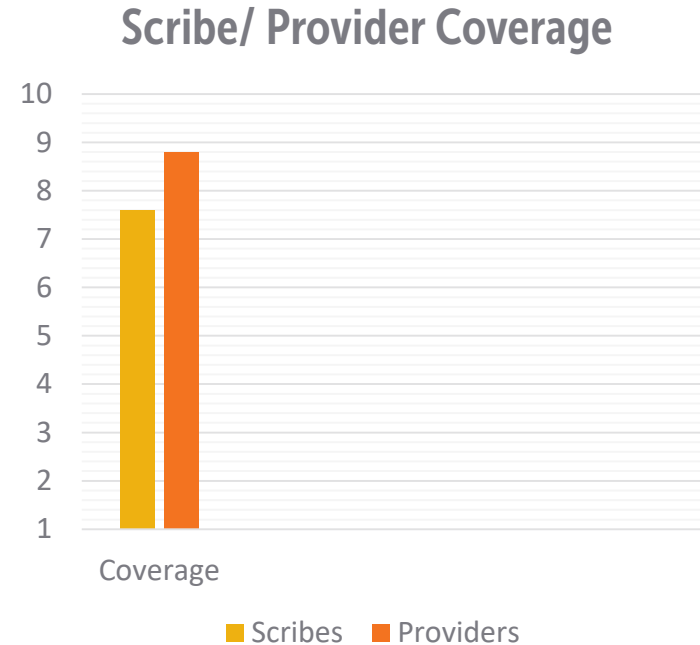
- Where We Are Located: Palo Alto, Mountain View, and Sunnyvale CA
- Number of Clinics in the Organization: 3 clinical sites
- Solution/Technology Implemented: Medical Scribes
- Date Medical Scribe Program First Went Live: April 2018
- Volunteer Program: March 2017

Our Beginnings:

We started as a volunteer scribe program borrowing the scribe program from RotaCare, Free Clinic. We began outreaching to local post- baccalaureate programs for scribes and gained provider acceptance through our volunteer program

Implementation Status: Team Based Care

- Teams comprise of a Provider, Scribe and MA
- Original spread goal: Full scribe coverage for all providers
- Current spread: 11 Scribes/ 7.6 FTE, 14 Providers/8.8 FTE
- Current gap: 1.2 FTE Scribe



Target Population: Underserved communities from all cultural and ethnic backgrounds, regardless of ability to pay.

A Shout Out to Provider Team 5, MV



Dr. Richard Foy



Jessica Viteri-Kirton



Dora Diaz



Jennifer Chavez

Provider team 5 is headed by Dr. Richard Foy, one of our full-time Family Medicine physicians; Jessica Viteri-Kirton, MA; Dora Diaz, MA; and Jennifer Cabello Chavez, Medical Scribe. This is a highly efficient, reliable and dependable team. They work very well together, treating each other with mutual respect and camaraderie. They handle the day-to-day pandemonium without drama and with the upmost efficiency. The team is always on time and prepared to ensure a positive experience for their patients and a safe, predictable day for staff members. Many thanks to this role-model team!

— Aarti Gupta, MD



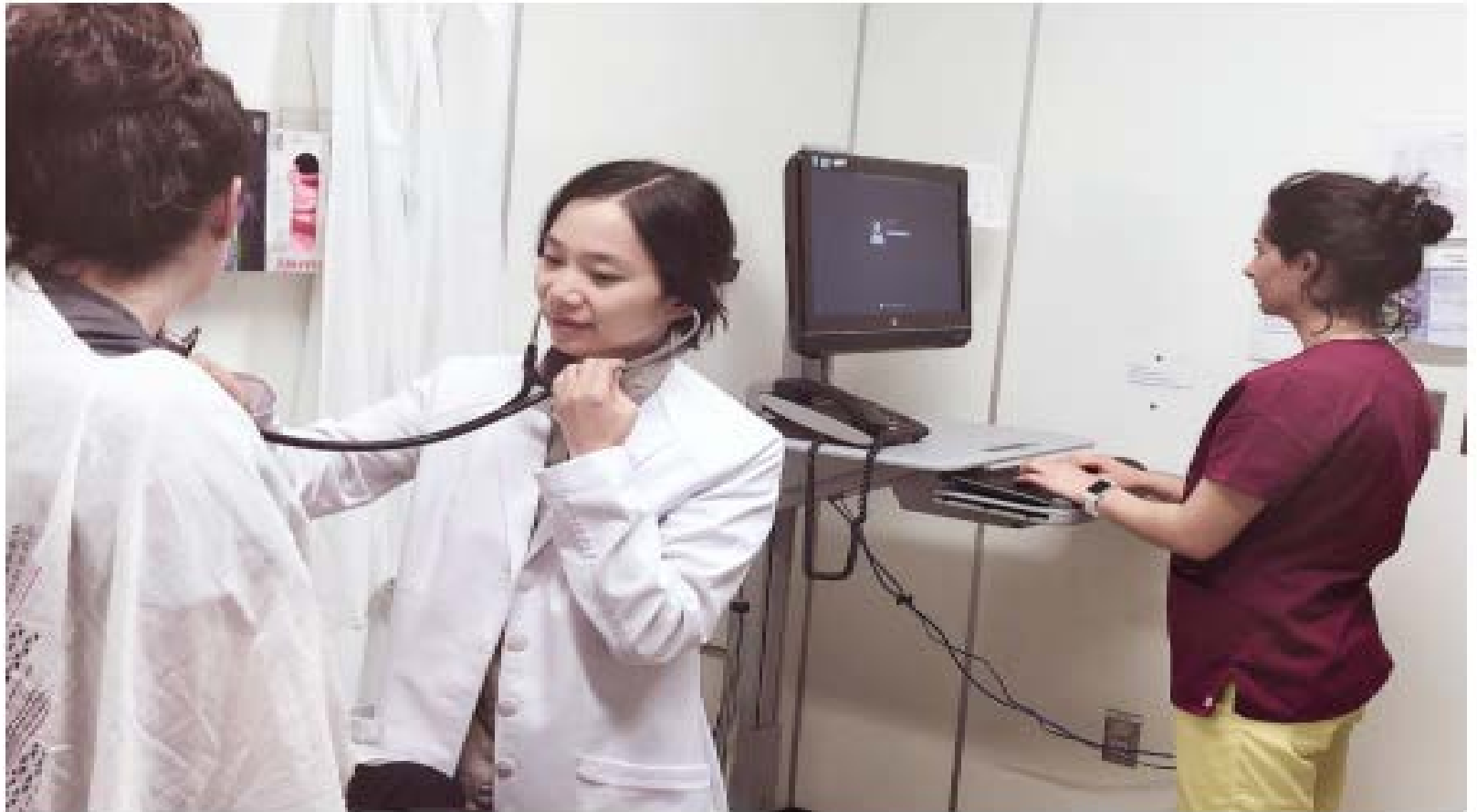
Our Value Proposition

The scribe program enables high-quality patient care by:

- Enabling providers to give their patients their undivided attention
- Improving efficiency in day-to-day clinical workflow
- Enabling comprehensive patient care through integration of in-house behavioral health* and lifestyle coaching programs
 - **Scribes are responsible for documenting PHQ-9 scores and notifying provider of scores that are out of range to ensure the appropriate care is provided.*
- Prevent provider burnout by ensuring charts are completed in a timely manner



Medical Scribes Making a Difference

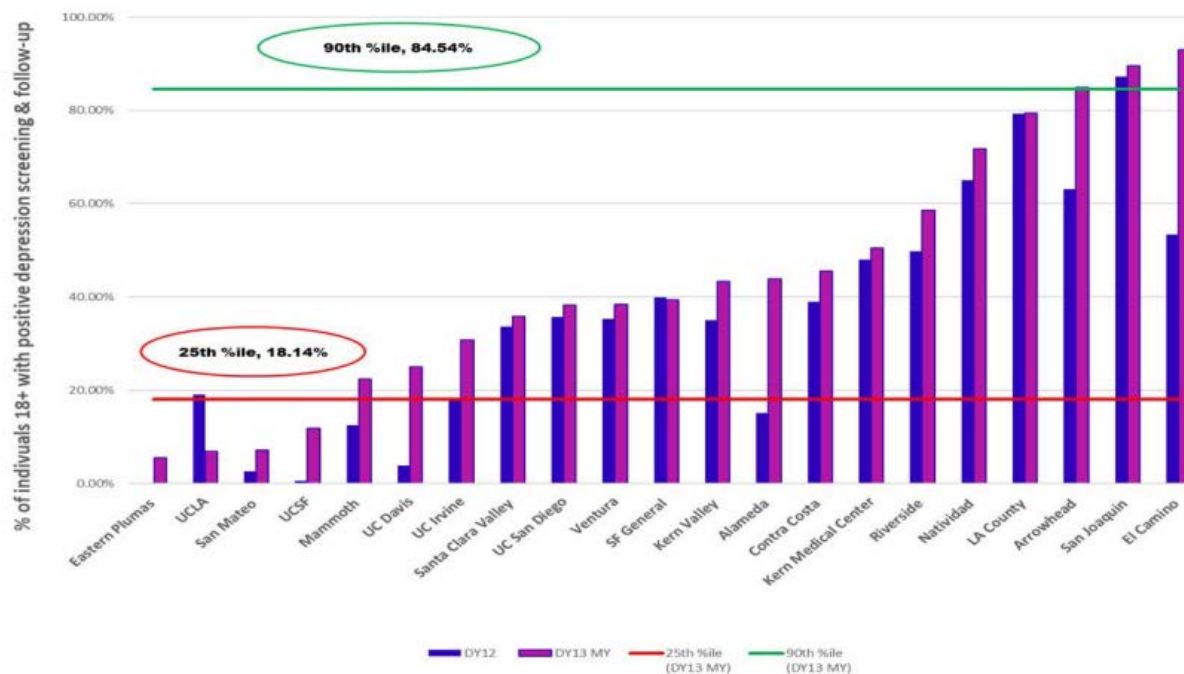


From left facing camera: Dr. Tiffany Trieu and Scribe, Melody Khosravi

Data: PHQ9 screening 84%, 90th percentile



1.1.5.f NQF 0418: Screening for Clinical Depression and Follow-Up



What did you Accomplish?



Our biggest win in this last year:

MayView was recognized by the California Department of Health Care Services in Sacramento for being the best organization to screen patients for depression in the State PRIME program for MediCal patients.

*"We are proud to share that El Camino Hospital **through MayView** was the top performing hospital for "Screening for Clinical Depression and Follow-Up"*

Positive impact also seen in other areas including:

- Provider Satisfaction
- Reduced providers' charting time
- Billing Accuracy



Challenges and Solutions



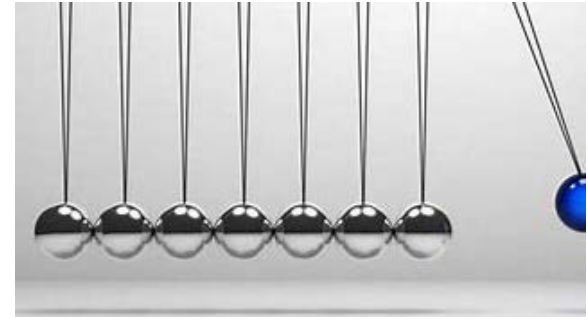
Our biggest challenges (and solution) this last year:

- Schedule management and shift coverage, which was addressed by:
 - Establishing team-based care, simplifying scheduling by assigning one scribe per provider
 - Increasing number of FTE scribes
 - Scribe Supervisor for scheduling, questions, and concerns
 - Scribe Trainers for training
- Computer shortage (funding) and lack of ergonomic equipment
- Administrative support for the scribe program and its needs such as data analytic support
- Data was difficult to mine in our medical record; have since received a major medical record upgrade





Tips for Making an Impact



- Establish team-based care early to:
 - ❖ Develop strong working relationship between providers and scribes
 - ❖ Removes cost and time needed to adapt to a new providers' individual workflow, pace, and style
- Identify a dedicated leadership team member to support the program to:
 - ❖ Understand the time and financial commitments
 - ❖ Advocate for the needs of the program to ensure success
- Understand the metrics and develop a partnership early on with data analyst to:
 - ❖ Determine how these metrics can be pulled from the medical record
 - ❖ Create templates and documentation standards for ease of data pull and to ensure accuracy of data

Looking Forward



What are your 1-2 major next steps for this body of work?

- Continue hiring scribes until we have full coverage
- Enhance training program to increase competency and consistency among our scribes
- Find solutions to continue to enhance our value to MayView and our community



Thank you



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Clinical Lead: Anthony Yeh, ayeh@mayview.org

Administrative Lead: Amy Welch awelch@mayview.org

Shasta Trainer/ Guru: Evan Bouille, ebouille@shastahealth.org

Medical Scribes

*Serve the People Community
Health Center*

Spreading Solutions That Work
2018-19 Outcomes Celebration Webinar



Who We Are



- Where We Are Located: Santa Ana, California.
- Number of Clinics in the Organization: Three fixed clinic sites: medical/behavioral health, dental, vision; Four mobile units: medical, behavioral health, dental, vision.
- Total Number of FTE Providers: Three full-time medical providers, two behavioral health providers, four dental providers, two-and-a-half vision providers.
- Solution/Technology Implemented: Medical Scribes.
- Date Scribing First Went Live: August 2018.
- Target Population: Low income adults with chronic disease and the homeless population.



Implementation Status



- Current implementation status
 - Original spread goal was to have scribing implemented at our medical clinic site across all providers with as many encounters as possible.
 - Scribing is currently implemented at our fixed medical clinic site as well as our mobile medical unit. We have one scribe, who will work with one of three medical providers, accompanying them to at least 85% of patient encounters.



Our Value Proposition



We saw value in implementing a scribing program in our clinic as we wanted to:

- Increase the quality of our provider-patient encounters, by increasing access to our population, provider productivity, and provider satisfaction.
- Have a scribe dedicated to the documentation of an encounter - we can free our providers to focus on the reason we are here, our patients, while also caring for our providers and improving their satisfaction and accuracy of documentation.

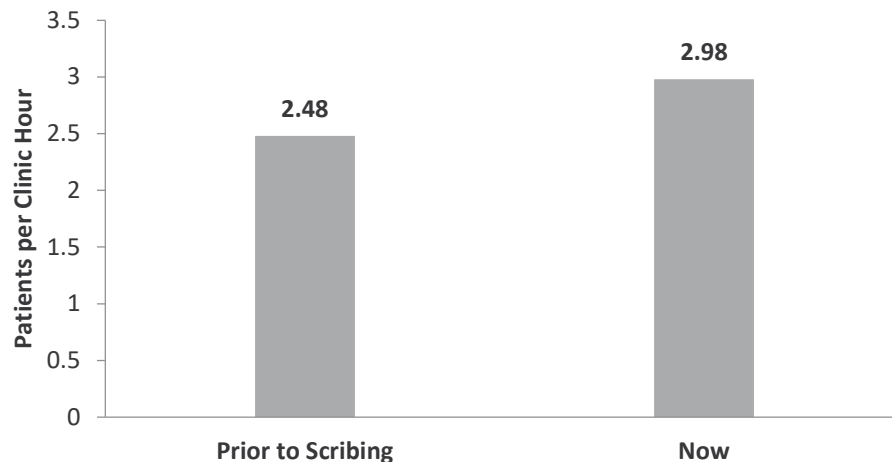


Data!

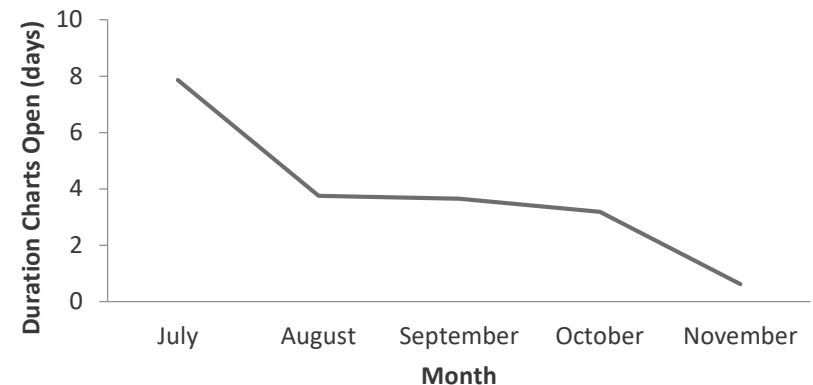


- Provider productivity has increased 20% since starting our scribe program
- Average chart close time went down from an average of 7 days to a little over half a day.

Provider Productivity



Average Close Time of Charts 2018



What did you Accomplish?



Our biggest win in this last year:

- We have increased provider productivity at our medical clinic, thereby increasing patient access.
- We have increased provider satisfaction, contributing to less burnout.
- Increased the percentage of charts closed on the same day, charts are more detailed and contain accurate diagnosing and coding.



Challenges and Solutions



- Finding the right person to be our pilot scribe: We found our scribe through one of our community partners, the Health Scholars Program, which is a workforce development program aimed at exposing pre-health students to underserved communities in Orange County.
- Through this program we found our current scribe who was a good fit for us given his background with the underserved community, his understanding of our community, bilingual, work ethic, and initiative.
- Choosing the scribe with all of these traits contributed to the success of the project for us.



Challenges and Solutions



- Limited space within our exam rooms: We tried looking at different solutions such as laptops vs. wall-mounted computers; we found that using laptops along and allowing the biggest room available for scribed encounters has worked out the best for us.
- Provider Buy In: We had a provider who was somewhat hesitant to take on a scribe. What worked for us was having him work with the scribe little by little, meaning the scribe would gradually take on more responsibility of the note, progressing at a rate that the provider was comfortable with.



Tips for Making an Impact



- Being aware of the amount of time required to successfully implement a scribing program and the administrative work that comes with it
- Knowing provider preferences ahead of time will save time and effort involved with training a scribe with a new provider.
- Know your EHR well. Know what metrics can be collected and what cannot with your current EHR to avoid wasting time and effort collecting data manually.



Looking Forward



- Our next steps involve securing the long-term sustainability of this project. This will involve two main components:
 - Expansion of scribing program – we have been working on a training curriculum for our future scribes. We have already begun the process of searching for more scribes to interview and train. Our goal is to have one scribe per provider within the next 12 months.
 - Improved metric collection, to be facilitated by our new EHR. We plan on working with our new EHR to ensure that we are able to collect what we need with minimal .



Thank you

- Isela Soriano, Clinic Manager - isoriano@servethepeoplehc.org





Thank you!



A few words from the CCI team...



Jaclyn Lau
Program Coordinator



Jennifer Wright
Program Manager

