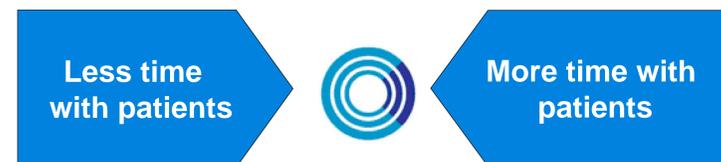


California Health Improvement Project (CHIP) Medical Scribes in Primary Care

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Problem Statement and Underlying Causes

After adopting an Electronic Medical Record system in 2012, clinicians at Maxine Hall Health Center (MHHC) were spending less time interacting with patients and more time typing into the computer. Outside of clinic, NPs and MDs were spending hours of personal time documenting patient visits. The burden of increased clerical work and decreased time for face-to-face patient interaction increases the risk of burnout and job dissatisfaction among primary care clinicians.



Project Description

Develop a medical scribe program for primary care in which unlicensed staff or volunteers document the patient visit in real time. This allows clinicians to spend more time interacting with their patients instead of the computer. If successful, the model could be expanded to other primary care clinics in our health network.

Goal and Objectives

Goal: Improve patient experience and provider engagement by using medical scribes to help clinicians document the patient visit. Scribes will also serve as Health Coaches to further patient education efforts.

Output-oriented Objective: By September 2014, train 2 pre-health profession students as medical scribes who will document some clinician visits.

Outcome-oriented Objective: By September 2014, decrease the time NPs and MDs spend outside of the scheduled patient visit writing notes and orders by 20% and increase clinician satisfaction reported in surveys.

Outputs & Outcomes

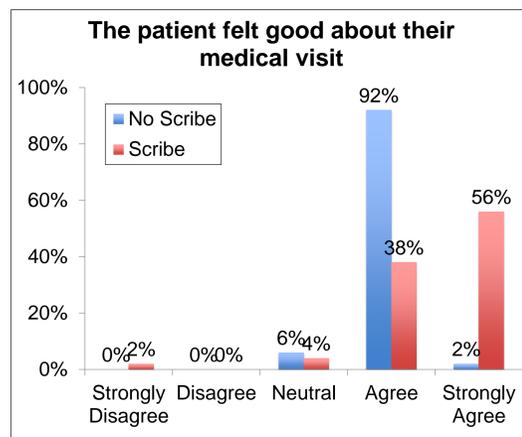
Outputs Achieved

3 scribes trained at MHHC,
10 scribes trained at SEHC

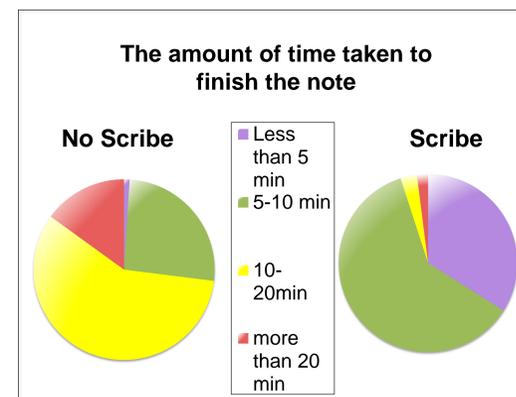
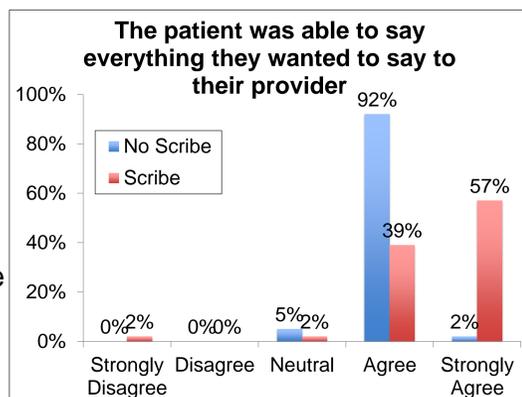
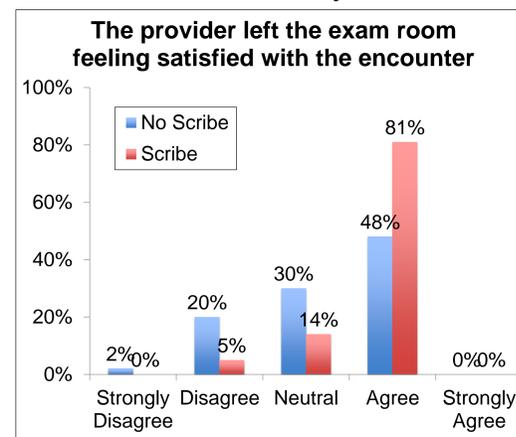


Outcomes Achieved

Patient Surveys



Clinician Surveys



Lessons Learned

Offering medical scribes to offload some of the clerical work incurred by moving to an EHR is attractive to prospective primary care clinicians.

There are obstacles to adopting scribe policies and procedures that satisfy compliance officers.

It is difficult to sustain a medical scribe program without consistent funding for the scribes.

Login restrictions made it difficult to have one person act as both a scribe and a health coach during a visit.

Clinicians prefer scribes act as Health Coaches for certain patients who need intensive support.



About My Organization

Maxine Hall Health Center (MHHC) is a safety net clinic run by the San Francisco Department of Public Health. MHHC is dedicated to providing culturally competent, multi-disciplinary health services accessible to low-income, underserved persons living or working in San Francisco. MHHC staff serve over 4000 patients. Primary care services include pediatrics, adult medicine, prenatal and HIV care, nutrition counseling, podiatry, behavioral health and social work. Thirty eight percent of MHHC patients are uninsured, and 64% live at or below the Federal Poverty Level. MHHC patients are racially diverse, speak over 24 languages and 56% of our patients are women.

The top diagnoses are Hypertension, Diabetes, Obesity, Chronic Pain, Depression and Anxiety.

Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM

To learn more about CHCF go to:
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