

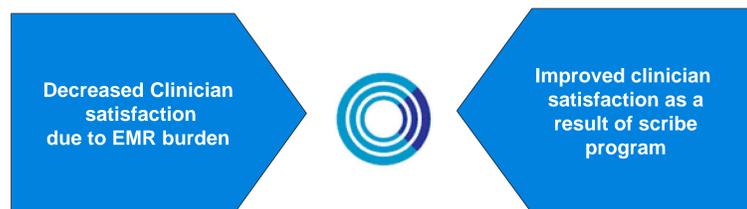
California Health Improvement Project (CHIP) Volunteer Scribes

Rakesh Patel, MD, FAAFP
Neighborhood Healthcare, El Cajon

Problem Statement and Underlying Causes

Problem: Clinician burn out has increased since transitioning to an electronic medical record.

Underlying Causes: Time needed for required documentation is cumulative and less satisfying than direct patient interactions.



Project Description

Create and evaluate a pilot volunteer based scribe program that will help complete documentation with the EMR for clinicians as they see patients. If successful, it can be replicated at all sites.

Goal and Objectives

Goal: Reduce provider burnout by reducing the burden of data entry into the EMR, allowing them more undivided time with the patients.

Output-oriented Objective: The time spent completing notes at the end of the day will be reduced by 50% by June 2014.

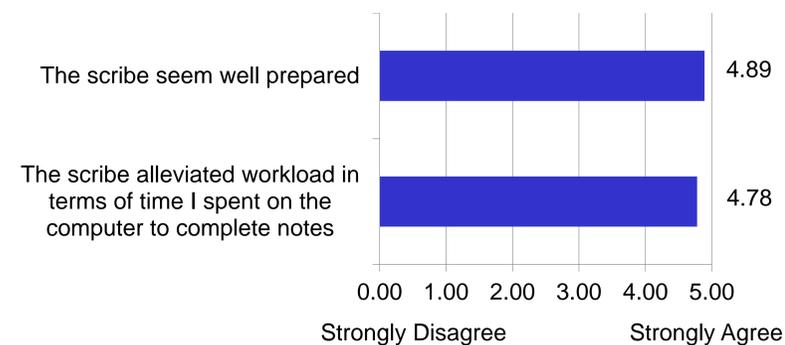
Outcome-oriented Objective: Reduce by 50% the number of clinicians who report their burnout is primarily caused by the EMR by June 2014.

Outputs & Outcomes

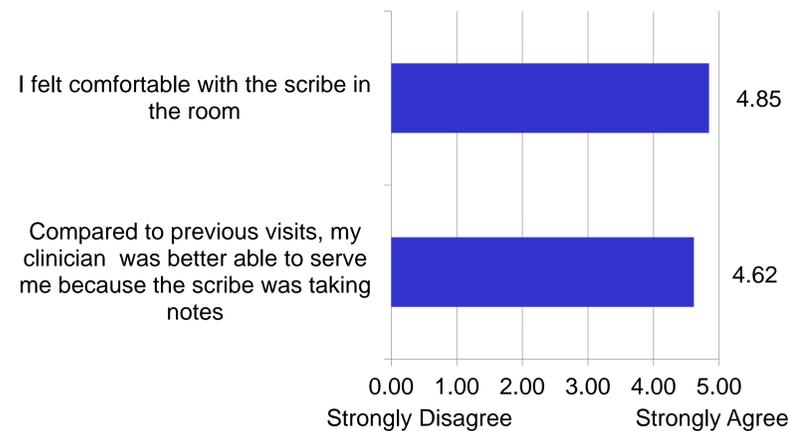
Outputs Achieved

- **Created a comprehensive training program for scribes**
- **Trained 6 scribes, who continue to volunteer on weekly basis**

Clinician Survey (n=50)



Patient Survey (n=50)



Outcomes Achieved

Key outcome: 3 clinicians actively using scribes report their progress notes are predominantly completed at the end of the session, allowing them more time to complete other tasks.

Lessons Learned

The training of scribes is an ongoing time intensive process. This is further complicated by the variation in clinician style.

Some clinicians when given the opportunity to use a scribe surprisingly opt out for various issues.

Clinician burnout is a multifactorial issue with the scribes being only a small part of the solution.

Consistent staffing with a volunteer based pool can be challenging, especially when bringing to scale.



About My Organization



Neighborhood Healthcare is a Non-profit 501(c)(3) community health organization

- Over 500 employees
- Clinics in Escondido, Temecula, Lakeside, El Cajon, Pauma Valley
- Serving 66,500 people a year including 20,600 children

Mission: Provide quality health care and promote wellness to everyone in our communities, focusing on those most in need.

Contact Me

Rakesh Patel, MD FAAFP
855 Madison Ave, El Cajon, CA 92020
619-440-2751
rakeshp@nchcare.org

CHCF HEALTH CARE LEADERSHIP PROGRAM

To learn more about CHCF go to:
<http://futurehealth.ucsf.edu/>