Employing Medical Scribing to Increase Revenue and Decrease Physician Burnout

October 2, 2018

“Experience the joy of practicing medicine again”
Agenda

I. Introductions
II. Background
III. Definitions
IV. Virtual Scribes SW overview & Demo
V. Return on Investment
VI. Summary / Q&A
Goals - Will you be able to achieve?

This presentation will offer a look into establishing a Scribe(s) Program in your organization.

At the end of the presentation you will be able to discuss:

• How to prevent MD burnout?
• What is a Virtual Scribe?
• What is the Return on Investment?
• Would you be interested in a trial?
I. Introductions

**Dr. Andrea Caliri**
Dr. Caliri is the medical consultant to MindLeaf. She is an out-of-practice OB/GYN. She received her BA from Brown University and her MD from Robert Wood Johnson Medical School (Rutgers).

**Dr. John Kemp**
Dr. Kemp is a subject matter expert in virtual scribes. He is an Orthopedic Surgeon and finished his MD from Virginia Commonwealth University. He also has M.S. degree in Informatics from Northeastern University. Dr. Kemp is the CMO of SkywriterMD.
Background: Did You Know?

• Up to 50% of physicians are not happy with their job and would not recommend the medical field to their children.

• Physicians currently spend 50% of their time documenting visits and only 27% with patients

• More than 50% of physicians report significant burnout

• The use of EMRs can reduce productivity by as much as 25-33%
Health Care Industry Oversight Contributing to Physician Stress and Burnout

- EHRs
- Inherently stressful job
- Payer/Pre-Authorization
- Regulatory Compliance
- Work/Life Balance
- Loss of Autonomy/Control
- Decline in Pt:MD relationship
Challenges

- Increasing EHR Adoption
- Regulations: HITECH, ACA, MACRA
- Lower Revenue
- Declining Quality of Care
- Plummetering MD Satisfaction

EHR vendors are focused on regulatory compliance vs. clinical/physician efficiencies
Effects of Physician Burnout

- Clinical Ineffectiveness/medical errors
- Depersonalization
- Low personal accomplishment
- Emotional and Physical Exhaustion
- Poor Patient Experience/outcomes

- Physician burnout is greater than 50%
- Physician burnout increased in ALL medical specialties between 2011 and 2014
- The disparity between physician burnout and other professionals also increased between 2011 and 2014
Medical Leadership to Combat Physician Burnout

- Mass Medical Physician Burnout Task Force
- National Task Force for Humanity in Healthcare
- AMA Step Forward Initiative
- AAFPH Health First Portal
- ACP Patients before Paperwork
Are there any consequences of not using medical scribes?

- More Charting Work for MD's
- Can't Establish Rapport with patients
- Decreased Patient Satisfaction

- 59% increase in patients seen per hour
- Fourfold increase in time directly spent with patient
- Increased revenue was due to seeing more patients, not from increased billing/coding
Harris, Russ. Are Medical Scribes Worth the Investment? Becker’s Hospital Review. June 13, 2013

- 7.6-8.5% increase in patients per hour
- 22.3-41.4% improvement in door-to-dr time
- 14.8% improvement in average RVU/hour
- 72.5-87% improvement in down-coded charts
Review of Medical Literature

Urological Institute of Northeastern New York, Albany

- Patients were accepting of a scribe
- Physician satisfaction dramatically increased from 19% → 69% with the use of a scribe
Medical Scribes assist doctors in administrative tasks, as filling patient’s EHR

- Reduce Doctor burn-out
- Reduce administrative burden
- Improve efficacy of doctor & patient interactions
III. Definitions

**Medical Scribe Types**

- **Physical**: Trained and certified physical person with the doctor.
- **Virtual**: Trained and certified person operating remotely that is directly connected to the doctor.
- **Dictation**: Software that allows doctor to dictate directly into EMR with templates & smart phrases.
- **Total Solution**: Combination of other types offering increased versatility and flexibility.
Why Virtual Scribes?

Are there any concerns regarding the adoption of scribes in your practice you (or your staff) have?

- Takes time to train and get used to a scribe with our work, and I hope that they will stay!
- We still need to review the scribes work and make sure its correct
- Space is limited
- If there is a budget crunch they will be the first to go!

We eliminate all your concerns?
Skywriter MD software is dedicated to helping physicians increase the amount of time they may spend with patients while decreasing the administrative burden of the EMR.

How it works?

• Providers connect with Skywriters using a portable device (tablet or laptop) or exam room based PC.
• Skywriters navigate the EMR, enter discrete data into the EMR’s progress notes and H&Ps, execute tasks and write orders as directed.
• Screen-sharing technology allows the provider to watch and/or review, and sign the record within their native EMR.
• Upon completion of the administrative tasks, the Skywriter is immediately available to support other providers.
Implementation (At a high Level)

Implementation Requirements Include:

• **Meet the minimum network bandwidth requirements**

• **Create Skywriter user logins with appropriate permissions within the Electronic Medical Record systems.**

• **Access Skywriter through web app (app.skywritermd.com) or download app (and desktop link) from app store.**

• **Pre go-live workflow review (15-30 min), will occur 1 week prior to go-live date.**
Demo

I. Case Study:

Family Practice/ Specialist
Efficiencies Gained Per-Patient

Pre-Scribes time per visit: **16:20 minutes**
- Spread across day
- Delayed documentation

Post-Scribes (SkyWriterMD) time per visit: **11:45 minutes**
- Finished during visit
- Real-time documentation

*MD free to move to next patient while Skywriter finishes note*
Efficiencies Gained per Provider

• Due to increased efficiencies:
  – Specialists increased patient visits 10-37 patients/month
  – Primary Care decreased their documentation/EMR navigation time by about 1 hour/day which also gave the opportunity for increased patient time, increased volume or decreased office time.
V. Return on Investment

Utilization of providers for EMR navigation and data entry is a very costly proposition, at a median salary of $90 per hour, according to the US Bureau of Labor and Statistics.

Additionally, provider competency with computers, EMR navigation, and coding and billing is generally far less than providing patient care.

MindLeaf assists in the transition from fee-for-service to value-based purchasing by improving data quality, optimizing billing and ensuring discrete data entry for compliance and tracking.
Virtual Scribes – Benefits evaluation

Provide virtual scribes

- Required Metrics we collect
- Monitor
- Have a trial Period – 30 days
- SW – SkywriterMD software
- Monitor, and Obtain impact On Providers workflow
- Quantify – Documentation changes / improvements
  Reimbursement changes/ improvements
Demo

ROI Calculator
Re: Virtual Scribes
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