Employing Medical Scribing to Increase Revenue and Decrease Physician Burnout

September 24, 2019

“Experience the joy of practicing medicine again”
Agenda

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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.

Amanda Stacy
Amanda is the Director of Sales, Contracting and Project Management at SkywriterMD.
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 the cost of replacing a physician
• What is a Virtual Scribe?
• What is the Return on Investment?
• How to get help for struggling physicians through Mindleaf’s free consultation and assessment
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
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%.

• 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
Challenges

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

EHR vendors are focused on regulatory compliance vs. clinical/physician efficiencies
Physician Burnout – The Symptoms

CLINICAL INEFFECTIVENESS

DEPERSONALIZATION – where the physician treats patients like objects and may come across as callous or cold. This is further complicated by physicians spending a great deal of time looking at their computer to complete the EHR.

LOW PERSONAL SENSE OF ACCOMPLISHMENT According to the RAND Health Quarterly, “When physicians perceived themselves as providing high-quality care or their practices as facilitating their delivery of such care, they reported better professional satisfaction.”
Effects of Physician Burnout

- Emotional and physical exhaustion
- Poor patient experience and outcomes
- Physician substance abuse
- Early retirement
- Transition to part-time work
- Physicians are less productive and efficient
Physician Early Retirement – The Facts

- 2032 estimated physician shortage is between 50,000 and 120,000
- 42% of physicians retire before age 65
- Not only are MDs retiring earlier there is also a trend toward working few hours
- Physician burnout plays a large role

How can we make practicing medicine appealing again?
Cost to Replace a Physician

Lost Revenue, Travel Costs, Onboarding Costs

Affects Practice Morale

Affects Practice Reputation

Affects Patient Care

Total Cost is between $250,000 and $1 million
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
How Scribes Can Help Retain Physicians

- Reduce documentation burden
- Improve work-life balance
- Improve provider satisfaction
- Allow physicians to focus on patient care

How can we make practicing medicine appealing again?

- 59% increase in patients seen per hour
- Fourfold increase in time directly spent with patient
- Increased revenue was due to seeing more patients
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
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.
Are there any consequences of not using medical scribes?

- More Charting Work for MD's
- Can't Establish Rapport with patients
- Decreased Patient Satisfaction
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!
IV. Virtual Scribes – Skywriter MD Software Overview

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 pend orders as directed.
• Screen-sharing technology allows the provider to watch and/or review the Skywriter’s work
• 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 URL for the web-based version (prod.skywritermd.com) or download Skywriter MD app from iOS app store**

• **Pre-Go Live overview and workflow review (15-30 min), will occur 1 week prior to go-live date**
What Makes Skywriter MD Unique?

- Skywriter MD Team Model
- Ease of Use
- Quality Assurance
- Availability
- US-based
Synchronous Recordings, also known as the Live Call which is conducted in real-time

Asynchronous Recordings, also known as Dictation, where the providers can record the information to be transcribed and entered directly into the EMR
Efficiencies Gained Per-Patient

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

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

- **Minutes**
  - MD Patient Consult: 5:08
  - Skywriter EMR Data Entry*: 2:00
  - MD Communication with Skywriter: 1:37
  - MD to MA Order Entry, Follow-up: 5:35
  - MA Transcription: 2:00
  - Code Entry: 2:00

- **Minutes**
  - MD Patient Consult: 5:08
  - Skywriter EMR Data Entry*: 5:00
  - MD Communication with Skywriter: 1:37

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

• Due to increased efficiencies:
  – Increased patient visits ranging from 10-37 patients/month (specialty dependent)
  
  – Primary Care decreased their documentation/EMR navigation time by about 1 hour/day. With this extra time providers have the opportunity to increase the face-to-face patient time, increase volume, and/or decrease office time maintaining a better work-life balance.
Virtual Scribes – Benefits evaluation

Provide virtual scribes

Required Metrics we collect

Monitor

Monitor, and Obtain impact On Providers workflow

SW – SkywriterMD software

Quantify – Documentation changes / improvements Reimbursement changes/ improvements
V. Return on Investment

Cost per hour of a physicians time is approximately $240.

Cost of a scribe is $14-20 per hour.

It is difficult to understand why the most expensive employee in a medical practice is performing tasks that can be completed by a less costly alternative.
## ROI Calculator

### Sample

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<th>Each Day</th>
<th>Each Month (22 days)</th>
<th>Year (264 days)</th>
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<td></td>
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<td>5,280</td>
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<tr>
<td>Patients seen with scribe</td>
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<td>Additional Patients seen</td>
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<tr>
<td></td>
<td>5</td>
<td>110</td>
<td>1320</td>
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<td>Additional revenue($80/visit)</td>
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<td></td>
<td>$400</td>
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<td>Cost of Physical Scribe</td>
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Re: Virtual Scribes
Point of Contact:

Paresh K. Shah
MindLeaf Technologies Inc.
781-275-1845
pshah@Mindleaf.com

Or

Dr. Andrea Caliri
MindLeaf Technologies, Inc.
781-275-1845
acaliri@mindleaf.com