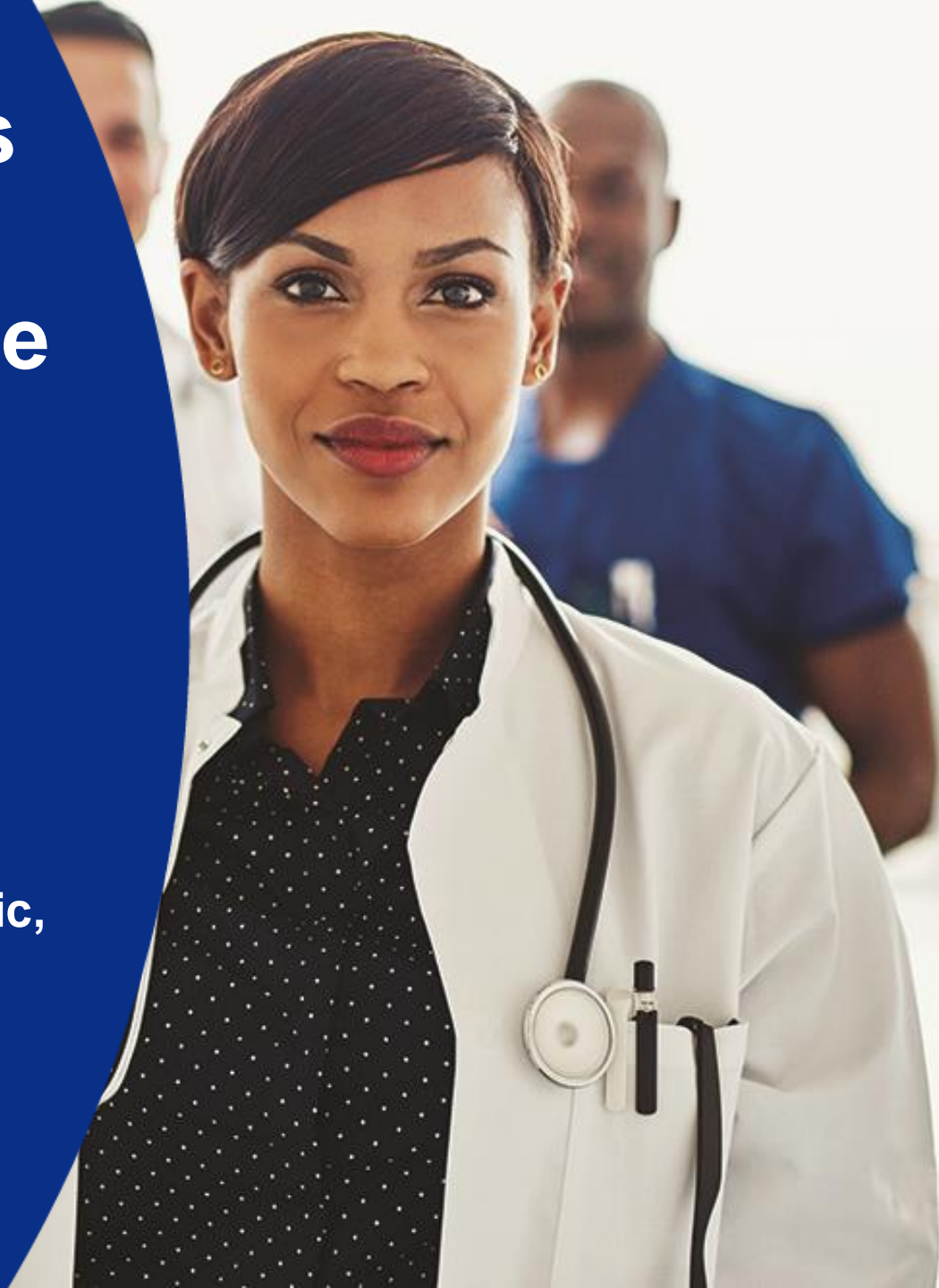


# How Scribes Have Influenced the Quadruple Aim

**Samaritan Family  
Medicine Resident Clinic,  
Corvallis OR**



**Samaritan  
Health Services**



- Introduction
- Improved Patient Access/Satisfaction
- Improved Quality Metrics
- Contained Cost
- Reduced Burnout
- Sustainability / Recommendations

# Introduction - Who We Are

- Scott Balzer
  - Operations Manager
- Miranda Miller
  - Director of Primary Care
- Dr. Rob Hughes
  - Attending Physician

# Introduction - About Our Clinic

- Samaritan Family Medicine Resident Clinic, Corvallis OR
- 8 Providers, 15 Residents, 11 CMA's, 7 Receptionists, 2 Care Coordinators
- 9,000 patients
  - 23,000 visits per year



# Introduction - Major Project Goals

- Originally the *CMA* scribe pilot was to improve provider and staff satisfaction and reduce burnout. The “4<sup>th</sup>” aim.
- Quality of care was to be improved while cost was offset by increased productivity.
- Pilot was to be replicable.

# Introduction - Our Key Findings

- Lack of qualified Certified Medical Assistants (CMA)
- No standardized scribe training
- Good benefits to using a vendor
- High patient satisfaction
- Cost can be offset solely by increased productivity
- Additional opportunity to catch quality metrics
- Increased provider satisfaction and reduced burnout

# Improved Patient Access/Satisfaction

## Increased Access

	Clinic Days	Clinic Half Days	# Days an Extra Slot Was Filled	% of Days Increased Access	# Extra Appt Slots Filled	% Extra Appt Slots Filled
Dr. A	43	79	27	63%	39	49%
Dr. B	33	39	23	70%	25	64%
Dr. C	16	17	8	50%	8	47%
Dr. D	32	42	18	56%	19	45%
Dr. E	33	65	24	73%	31	48%
<u>Total</u>	157	242	100	<b>64%</b>	<b>122</b>	<b>50%</b>

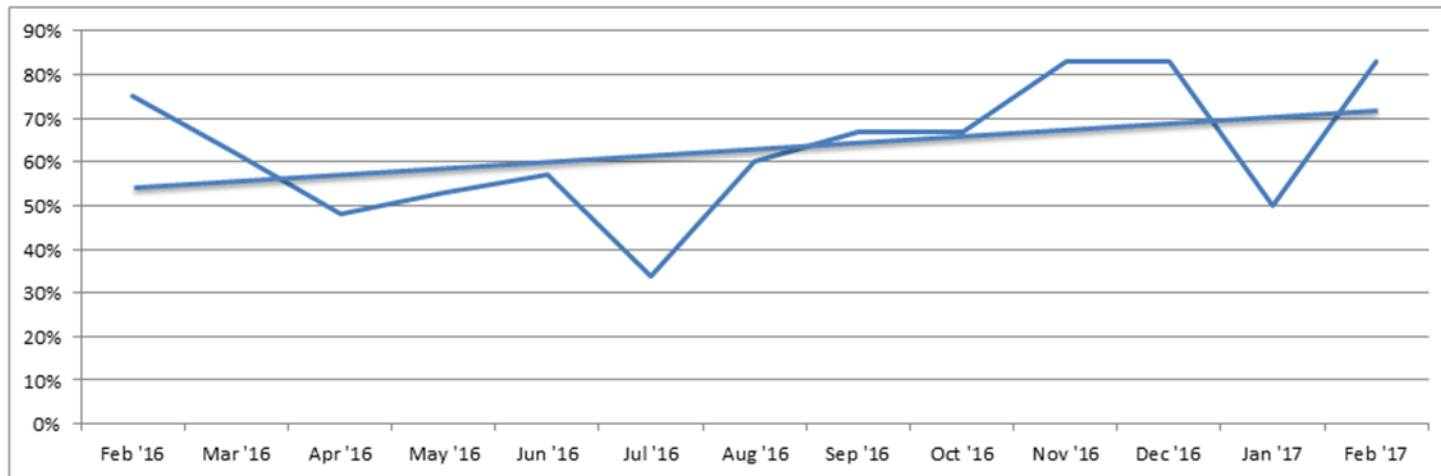
# Improved Patient Access/Satisfaction

## Increased Satisfaction: Access

Patient Satisfaction Score: Access to Care

Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17
75%	62%	48%	53%	57%	34%	60%	67%	67%	83%	83%	50%	83%

Pilot Implementation





# Improved Patient Access/Satisfaction

## Increased Satisfaction

Were you introduced to the entire patient care team: medical assistant, medical scribe and provider?

Yes	35	100%
No	0	0%

Total 35

Do you understand the role of a medical scribe?

Yes	34	97%
No	1	3%

Total 35

Did you have more face-to-face time with your provider?

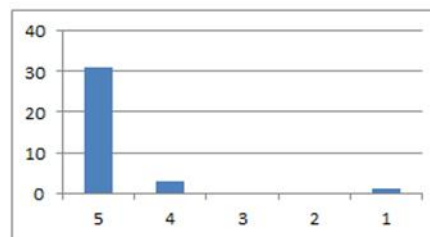
Yes	35	100%
No	0	0%

Total 35

Please rate your overall patient experience with the new patient care team: medical assistant, medical scribe and provider

5	31	89%
4	3	9%
3	0	0%
2	0	0%
1	1	3%

Total 35



Comments:

**Great**

New pt appt caused online research but beside that great time

Ashraf (the scribe) was great! You need to keep these guys

I really like the scribe program. Seems like a great idea

**Top Notch**

Referral process was incomplete, not by my team here



**Samaritan  
Health Services**

# Improved Patient Access/Satisfaction

## Patient Comments

“Best thing Samaritan ever did! More doctor time. I love it!”

“I don’t mind the scribes, the more friends the merrier.”

“The scribes are a welcome and friendly addition to the staff. Saves time and we learn more at the visit.”

“I like knowing the doc is focused on me and not the computer.”

“They help out the doctor, don’t bother me none.”

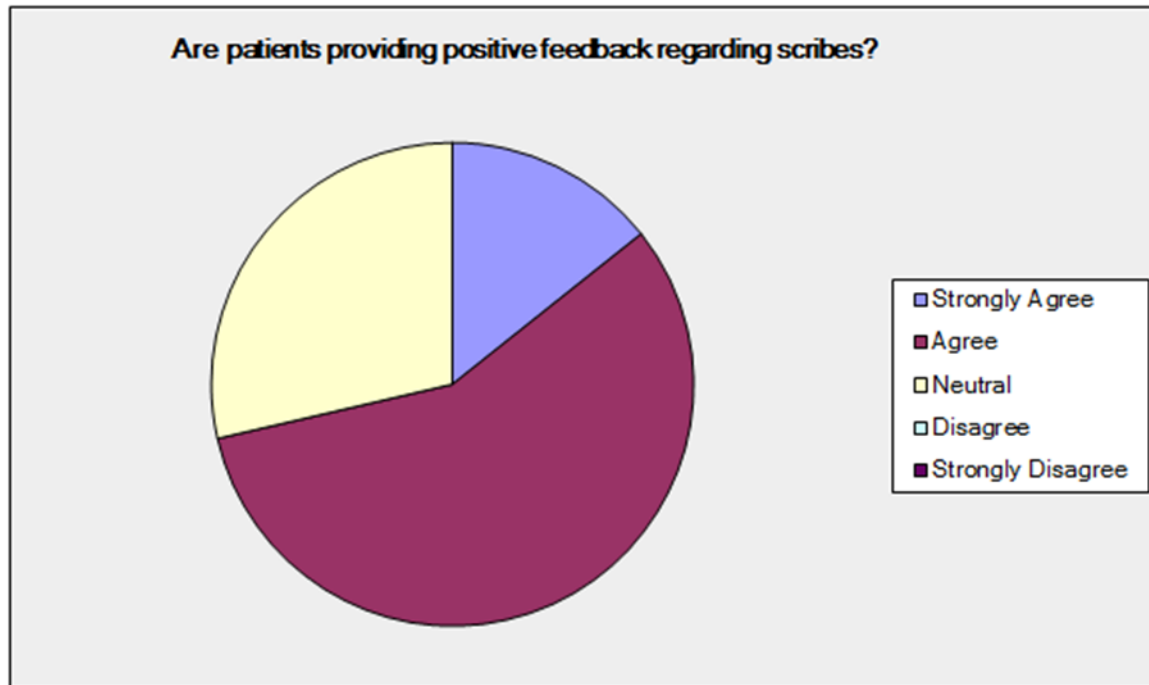
“Doesn’t bother me, feel like it saves the doctor time so he can spend more time with the patient.”

“Enjoy that the doctor can spend more quality time with me and not the computer.”

\*“Makes me feel uncomfortable. I felt like I couldn’t talk openly to the doctor.”\*

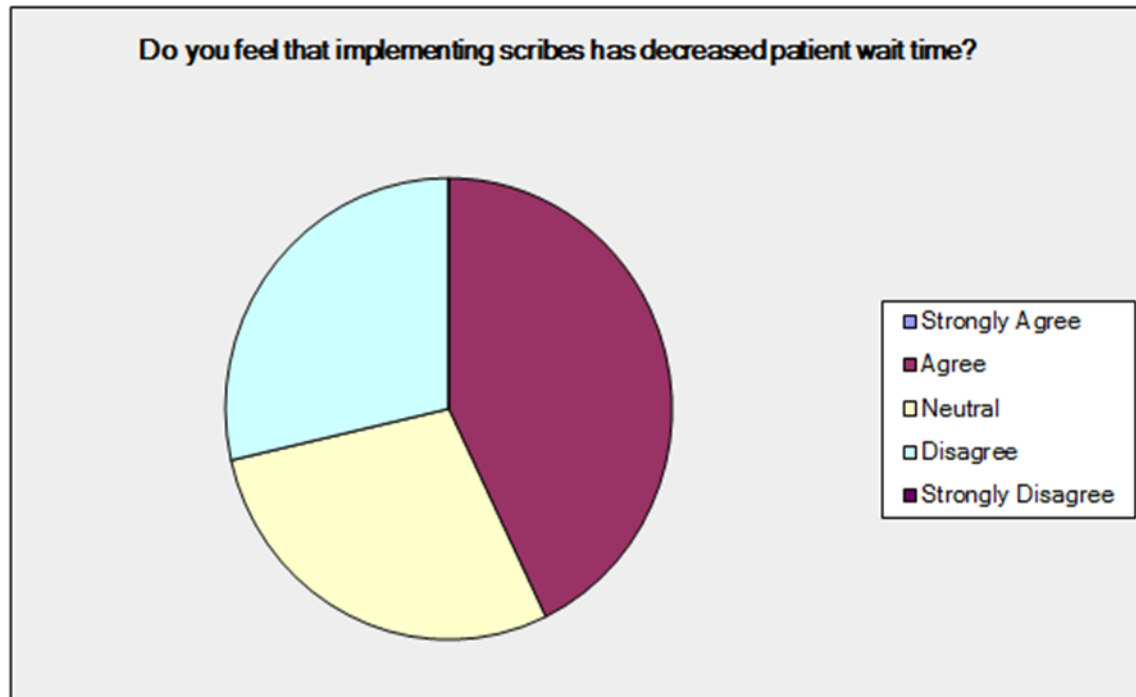
# Improved Patient Access/Satisfaction

## Increased Satisfaction: Provider/CMA Survey



# Improved Patient Access/Satisfaction

## Increased Satisfaction: Provider/CMA Survey



# Improved Quality Metrics

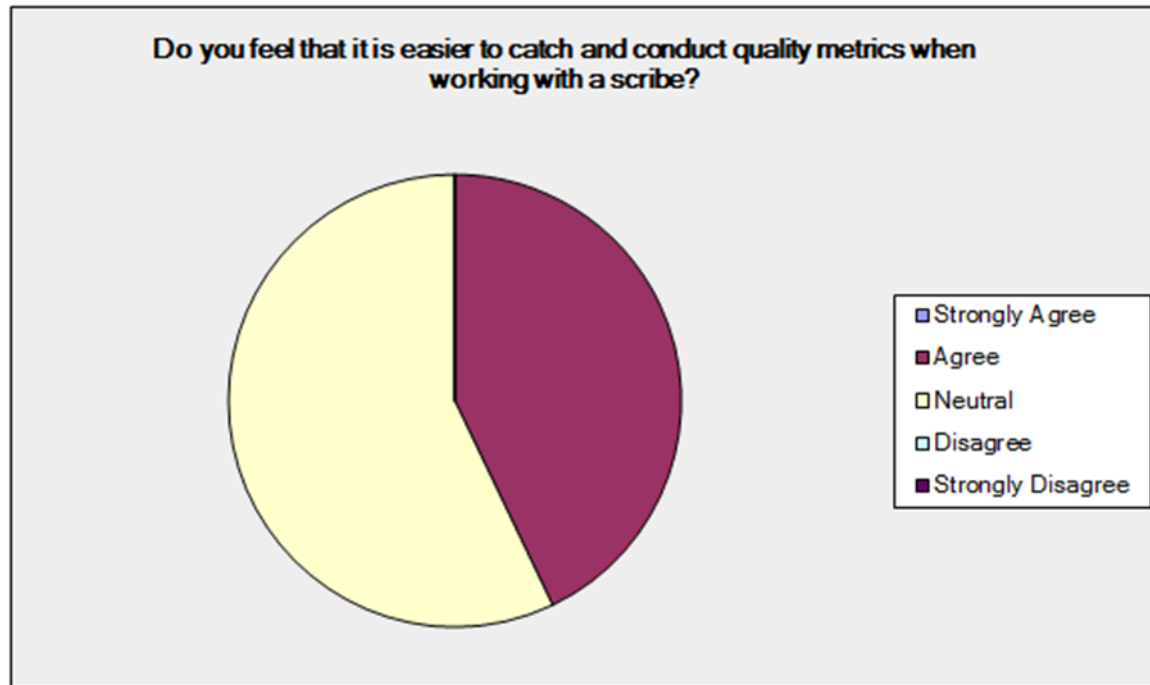
- Improvement was seen in quality metrics, however lacking control group.
- Many overlapping efforts regarding the same metrics skew the results.
- There may not be a direct correlation, but more opportunities are presented to capture/discuss quality metrics.

# Improved Quality Metrics

	End of 2015	End of 2016	End of 2017
Adolescent Well-Care Visits	32%	36%	42%
SBIRT	21%	36%	38%
Colorectal Cancer Screening	66%	66%	70%
Developmental Screening	22%	30%	40%
Eff. Contraceptive Use	N/A	30%	36%
Tobacco Screening and Cess.	88%	87%	89%

# Improved Quality Metrics

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# Contained Cost

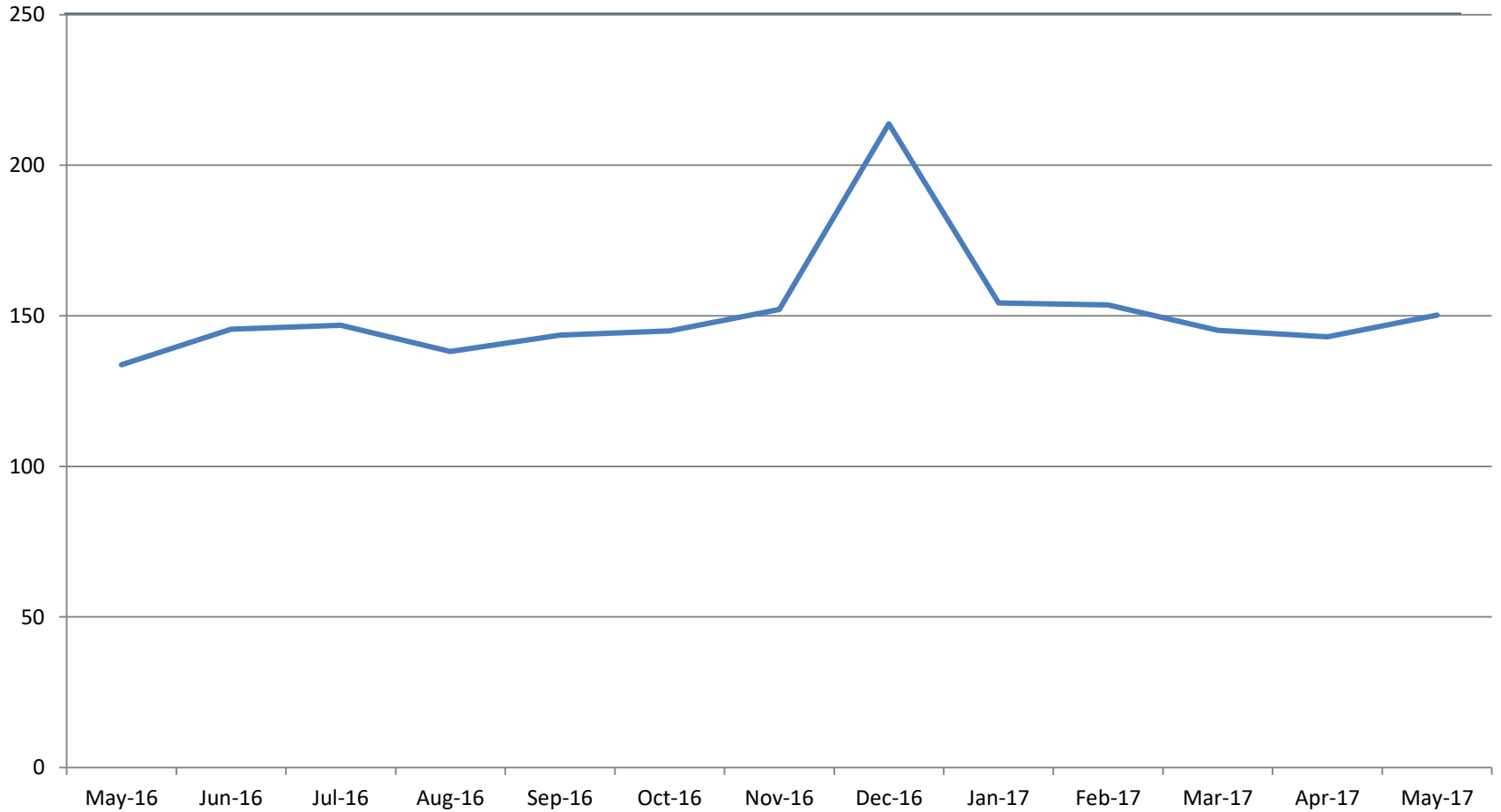
- We did not want to 'contain cost' by solely improving quality.
- Providers were already on the same schedules.
- We added 1 appointment slot per half day to offset cost.



# Contained Cost (By 97%)

	Cost \$25/hr - 4 hours/half day	Revenue \$187/Appt	Revenue - Cost	Cost if \$23/hr	Revenue - Cost if \$23/hr
<b>Provider A</b>	\$ 7,900.00	\$ 7,293.00	\$ (607.00)	\$ 7,268.00	\$ 25.00
<b>Provider B</b>	\$ 3,900.00	\$ 4,675.00	\$ 775.00	\$ 3,588.00	\$ 1,087.00
<b>Provider C</b>	\$ 1,700.00	\$ 1,496.00	\$ (204.00)	\$ 1,564.00	\$ (68.00)
<b>Provider D</b>	\$ 4,200.00	\$ 3,553.00	\$ (647.00)	\$ 3,864.00	\$ (311.00)
<b>Provider E</b>	\$ 6,500.00	\$ 5,797.00	\$ (703.00)	\$ 5,980.00	\$ (183.00)
	<b>Total Cost</b>	<b>Total Revenue</b>			
Estimated	\$ 24,200.00	\$ 22,814.00	\$ (1,386.00)		\$ 550.00
Actual	\$ 23,581.78		\$ (767.78)		2%
			-3%		

# Labor Expense / Visit



# Reduced Burnout

- Probably the biggest achievement
- Mostly seen with providers
- Indirectly impacting staff
- Used Maslach burnout survey over 3 year period

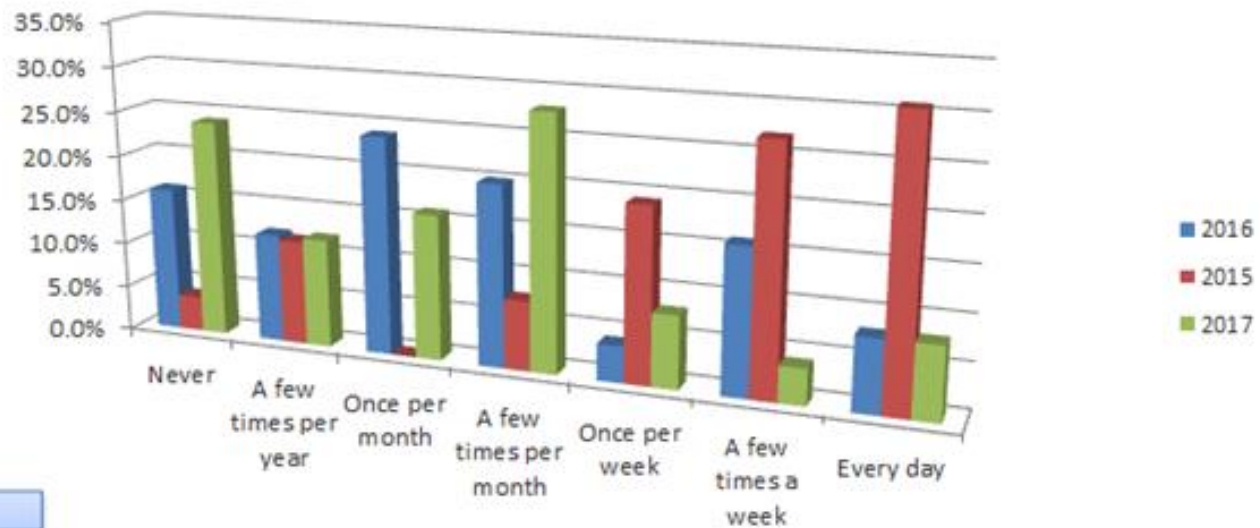
# Reduced Burnout

I feel I'm working too hard on my job

2017

2016

2015



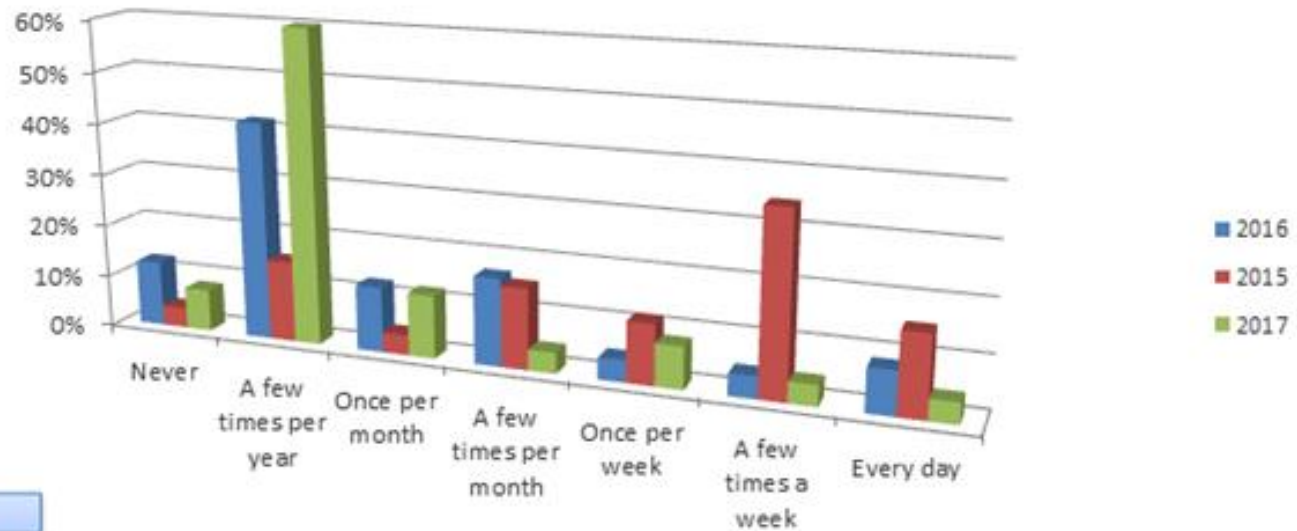
# Reduced Burnout

I feel burned out from my work

2017

2016

2015



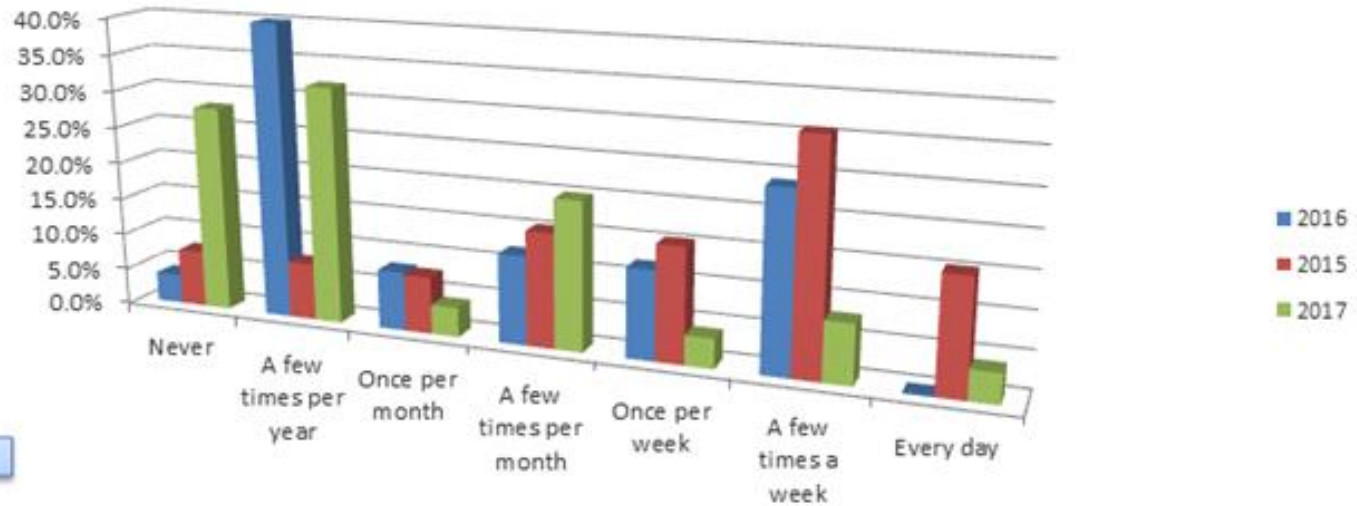
# Reduced Burnout

I feel fatigued when I get up in the morning and have to face another day on the job

2017

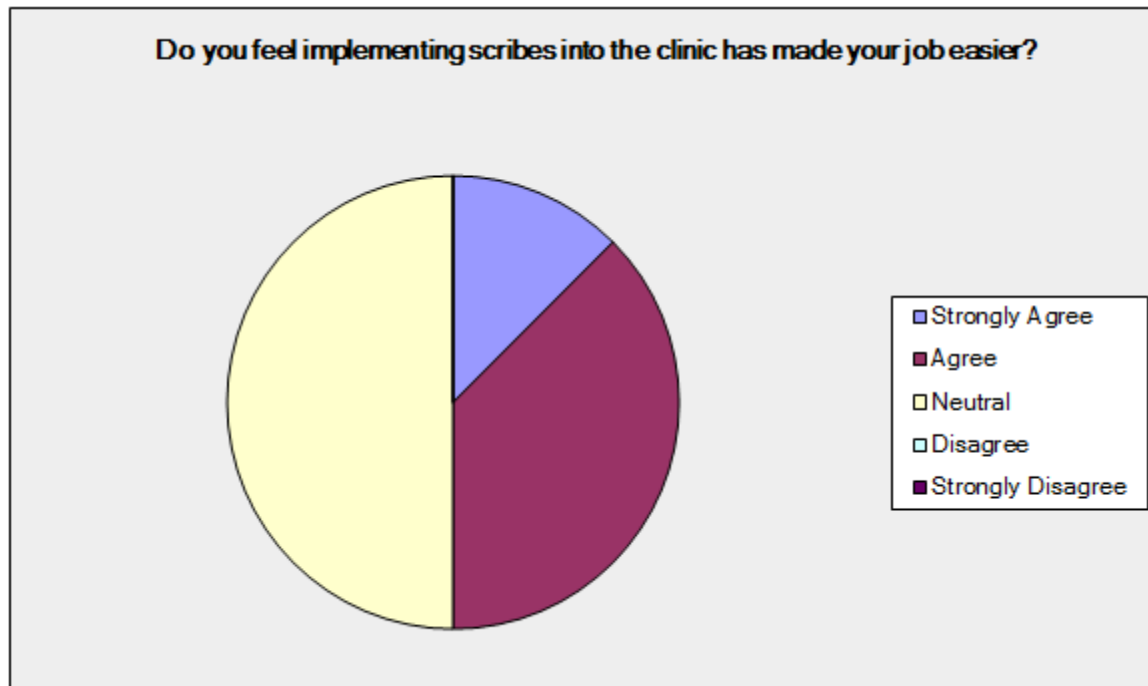
2016

2015



# Reduced Burnout

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# Sustainability / Recommendations

- Remaining Challenges
- Successes
- Now Post Pilot



# Remaining Challenges

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- Sustained productivity
  - Provider schedules must reflect increased productivity
- Scribe applicants in other communities
  - Corvallis is a university town
- More robust study of quality improvement w/ scribe
  - Results are convoluted

# Successes

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- Increased access
- Provider time with patient and personal time
- Ease of using a vendor
  - Reduced human resources, labor hours, training, etc.
- Offset cost
- Patient Satisfaction
- Provider/staff satisfaction and reduced burnout remains at an all-time high within the clinic.

# Post Pilot Sustainability

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- The scribe pilot will be sustained moving forward pending:
  - Reduced cost and sustaining increased productivity.
- Use of vendor
  - Costs, availability of scribes. proportional to productivity

# Recommendation

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