



## Solution to Improve Documentation and Reduce Physician Burnout

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# How does iScribes work?

- “Learn” provider’s documentation flow by being onsite prior to go live.
- A smartphone with iScribes app installed is used for recording
- A pebble watch controls recording during the day
- Provider communication to patient is recorded and has enough information for a dedicated scribe to complete progress note from off-site location
- The physician can easily review and approve the completed records at his or her convenience. Normal TAT is within 24 hrs
- Encrypted recordings are uploaded to a HIPAA-compliant server and deleted after 30 days

# iScribes Trial in Orthopaedics

- Conducted Nov 30<sup>th</sup>-Dec 18<sup>t</sup>, 2015.
- During the trial providers had a consult with iScribes to download app, receive equipment and provide directions. They also reviewed provider documentation preferences and formatting.
- An iScribes employee works with provider to educate them on how to make sure all content of the exam is captured and to review the first few dictations.
- Each of the 5 providers used the iScribes app to record encounters on 10 patients for 3 clinic days apiece and also completed their note in Epic. During the trial the provider actually does double work.

# iScribes Trial in Orthopaedics

- iScribes staff completed the provider transcription in a Word document and placed it in the providers' Duke Box.
- iScribes note was compared to providers' Epic note to make sure all relevant information was included in the note.
- Changes needed by provider or iScribes were discussed after documentation for each clinic day

# Trial Documentation Example

- Physician HPI generated in Epic

**History of Present Illness:**

Patient returns for follow-up regarding left total knee arthroplasty revision. Surgery was performed 3 years ago. She states that her knee is unchanged at this point. She continues to have pain and stiffness in her knee.

- iScribes HPI generated by remote scribe

**History of Present Illness:**

Peggy is a 68-year-old female who is here 3-years status post left total knee arthroplasty revision. Overall, she states that she is doing the same since her last visit. She continues to have severe, intermittent pain generalized to the left knee. She continues to be unhappy with the results of her knee. She reports no real change. She does tell me that a recent bone density scan, by her report, showed osteopenia.

# Results of iScribes Trial

Final set of documents for each provider reviewed by iScribes, pilot providers and PDC Compliance. The findings were unanimous:

- Very high physician satisfaction with quality of notes and reduction in work load.
- PDC Compliance very happy with additional details included in the documentation to support LOS billed.

# Approval for Contract with iScribes

- Leadership- Paul Newman, Dr. Newman, Dr. Poon and Dr. Attarian
- Compliance- Colleen Shannon approved concept of remote scribes. Tammy Clay was very pleased with results of the trial.
- Security Office- Chuck Kesler
- PSSC Committee- Dr. Owens

# Target Go Live

- Targeting March 2016 to offer iScribes solution to the Dept. of Orthopaedic providers
- The providers who used iScribes in the trial would go live first
- Rollout schedule would be to bring 4 providers live every 2-3 weeks
- Each provider would complete a trial prior to using iScribes independently



# Paying for iScribes

- Cost of the service will be charged directly to the physician at a rate of \$5 per encounter note.
- The \$5 fee is based on provider scribing all their encounter notes (all in).
- A bill will be sent by iScribes for each physician monthly with a list of files scribed and a total cost for the physician.
- Many providers feel they could increase patient volume to pay for most of the service due to decreased workload.

# iScribes Implementation for Orthopedics

- 22 of 57 Ortho providers choose to use it and were brought live over 6 weeks.
- Initially note completion was taking 2-3 days due to iScribes not hiring scribes as quickly as we brought providers live
- iScribes changed philosophy to hire scribes in advance and we slowed implementation schedule
- Notes are guaranteed to be scribed by 5PM next day
- Some providers have been able to add a few more patients each day to their schedule to offset cost of iScribes
- Providers live on iScribes no longer spending nights and weekends finishing notes
- Cost is \$5 per encounter with “All In” philosophy

# Recap of Ortho Go Live Process

- Provider must participate in a pre-implementation meeting 1 week prior to go live to review their Epic templates and train the “iScribe” staff on their documentation workflow.
- Provider’s Epic content is modified and shared to iScribes.
- Morning of Go Live:
  - Meet with provider to review process
  - Modify provider schedule in Epic to show status of scribed notes.
  - iScribes rep participates in the first few encounters to assist provider and also relays info to the scribe
  - First 4-5 notes are reviewed with the provider to make sure they are satisfied with structure and content
  - Phone calls with the scribe occur at end of morning and afternoon sessions to review notes for issues

# Operational Support Needed

- Need operational support to:
  - Conduct pre-implementation meeting and copy/modify templates to iScribes
  - Be present for Go Live to provide support for new workflow
  - Understand how to use the equipment (done by iScribes)
  - Follow-up with providers to get feedback on workflow and quality and timing of scribed notes
  - Place support tickets to get new scribes Net IDs and trained on Epic through online training developed for the remote scribes

# Benefits of iScribes for Duke Ortho

- Providers are saving an hour in clinic daily
- Reduces patient wait times, increasing patient satisfaction
- Improves work culture as efficient clinics result in: less patient complaints, ability to take lunch breaks and finish day timely
- Reduces staff overtime
- Providers have stopped spending nights and weekends completing chart documentation
- Fellows & residents feel service improves training
- Improved documentation