



## Employing Medical Scribing to Increase Revenue and Decrease Physician Burnout

October 2, 2018

*“Experience the joy of practicing medicine again”*

# Agenda

I	Introductions.....	4
II	Background.....	5
III	Definitions.....	13
IV	Virtual Scribes SW overview & Demo.....	15
V	Return on Investment.....	18
VI	Summary / Q&A.....	22



# 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%

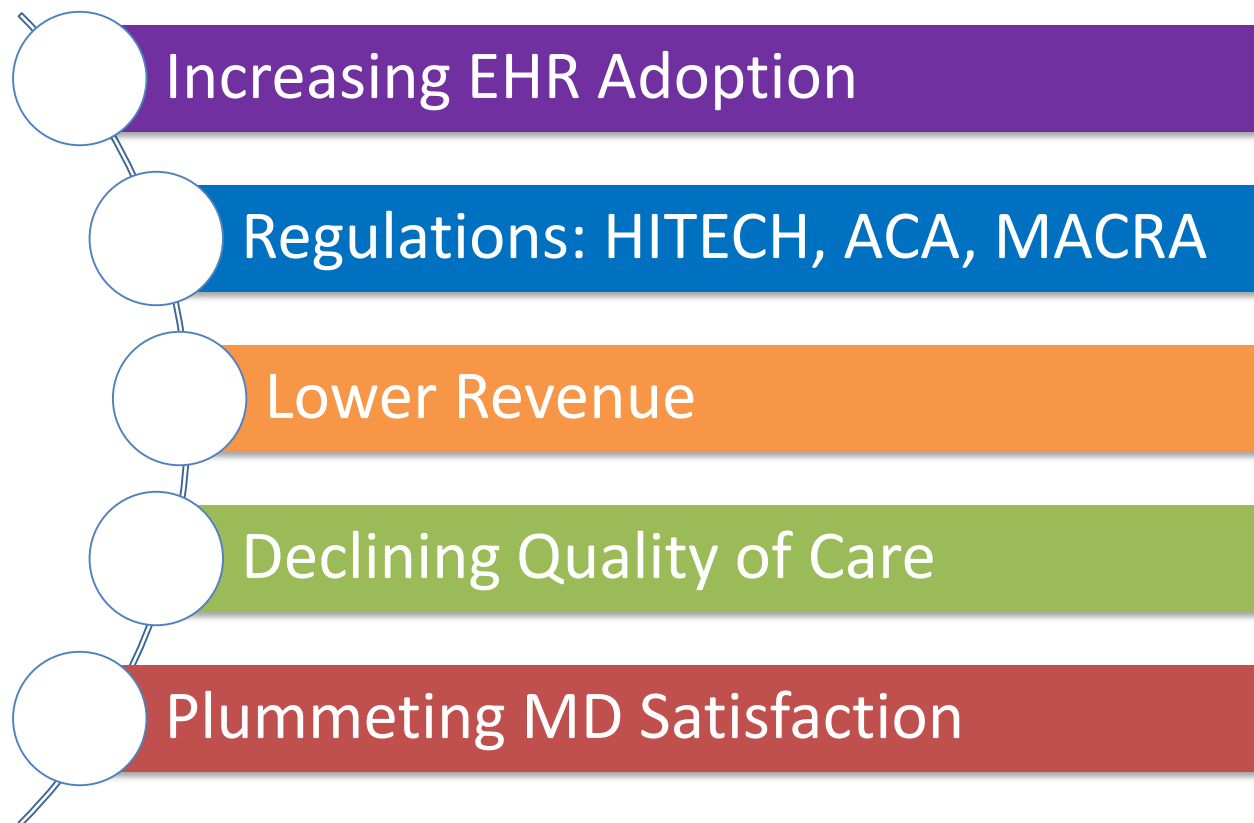


# Health Care Industry Oversight Contributing to Physician Stress and Burnout



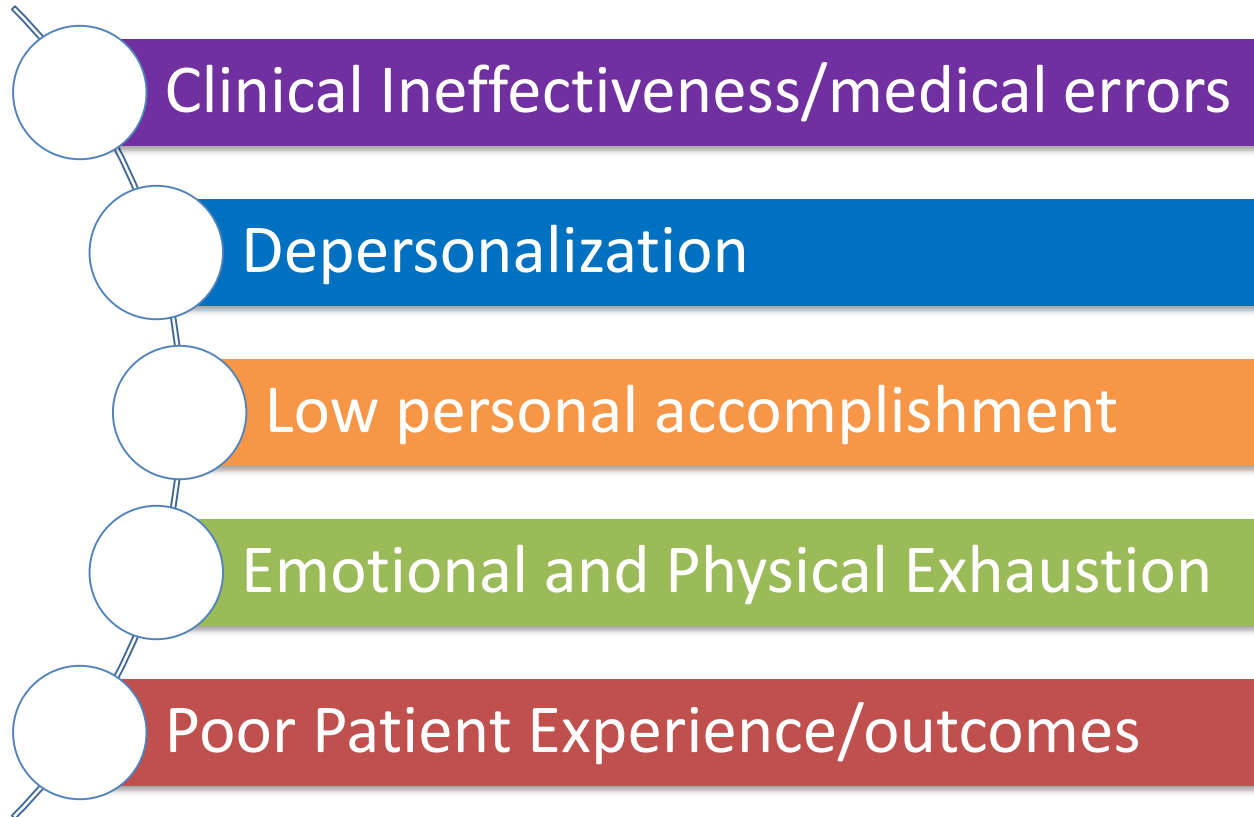
- EHRs
- Inherently stressful job
- Payer/Pre-Authorization
- Regulatory Compliance
- Work/Life Balance
- Loss of Autonomy/Control
- Decline in Pt:MD relationship

# Challenges



EHR vendors are focused on regulatory compliance vs. clinical/physician efficiencies

# Effects of Physician Burnout





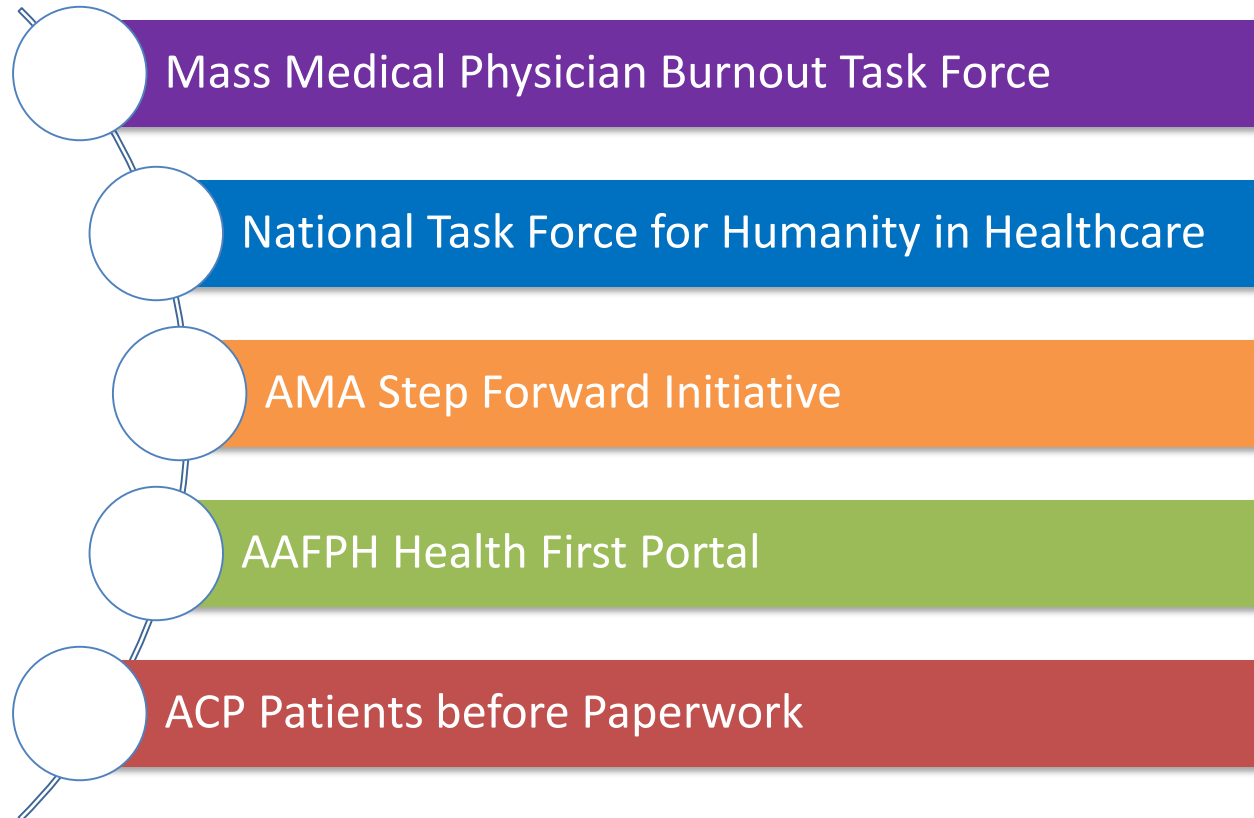
# Review of Medical Literature - Burnout

Shanafelt, TD, et.al. Changes in Burnout and Satisfaction with Work-Life Balance in Physicians and the General Working Population between 2011 and 2014. Mayo Clinic Proceedings, 2015

- 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



Are there any consequences of not using medical scribes?

More Charting  
Work for MD's

Cant Establish  
Rapport with  
patients

Decreased  
Patient  
Satisfaction



22

# Review of Medical Literature

Bank, AJ, et.al. Impact of scribes on patient interaction, productivity and revenue in a cardiology clinic.

- 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



# Review of Medical Literature

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

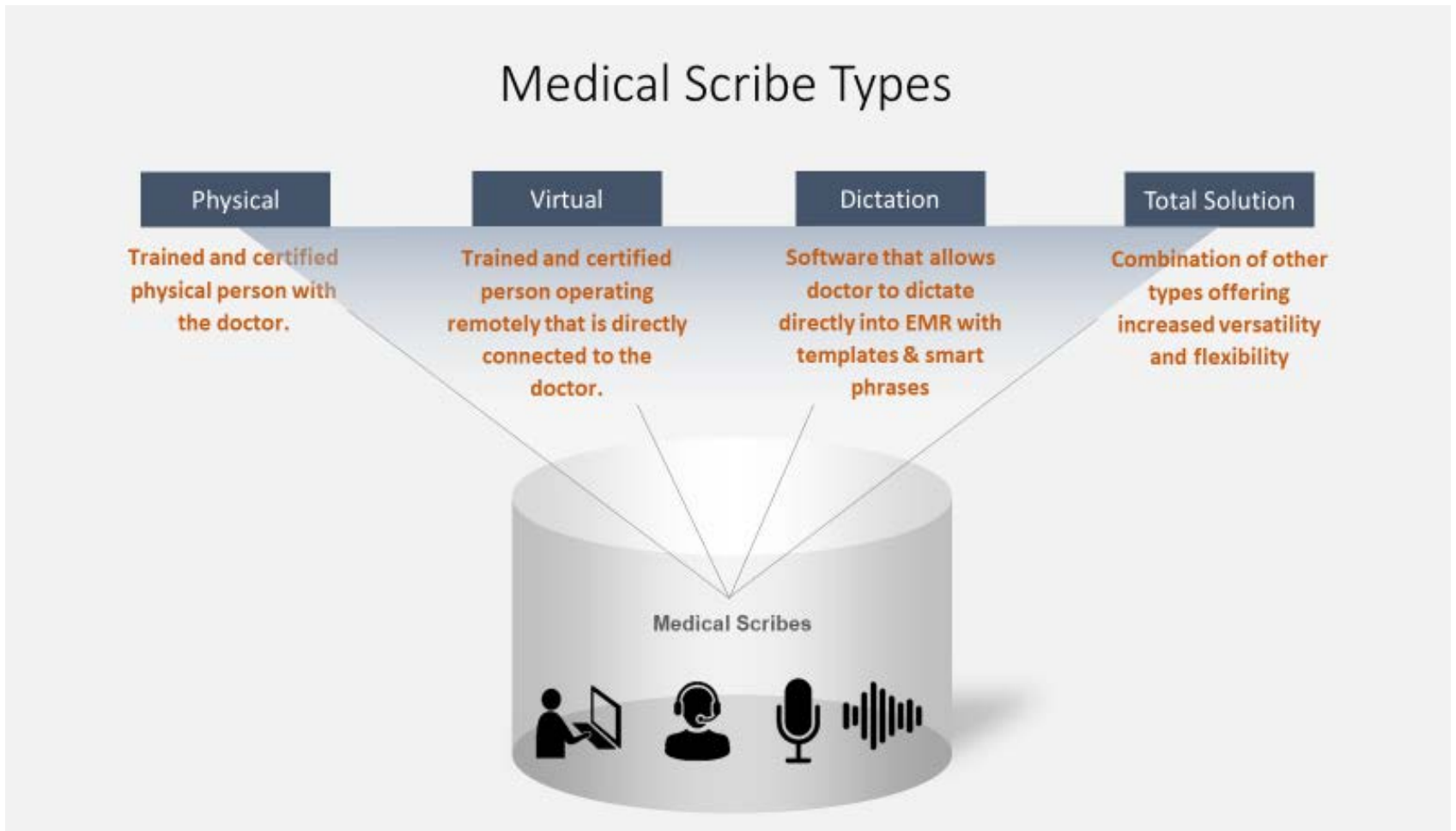


Reduce administrative burden



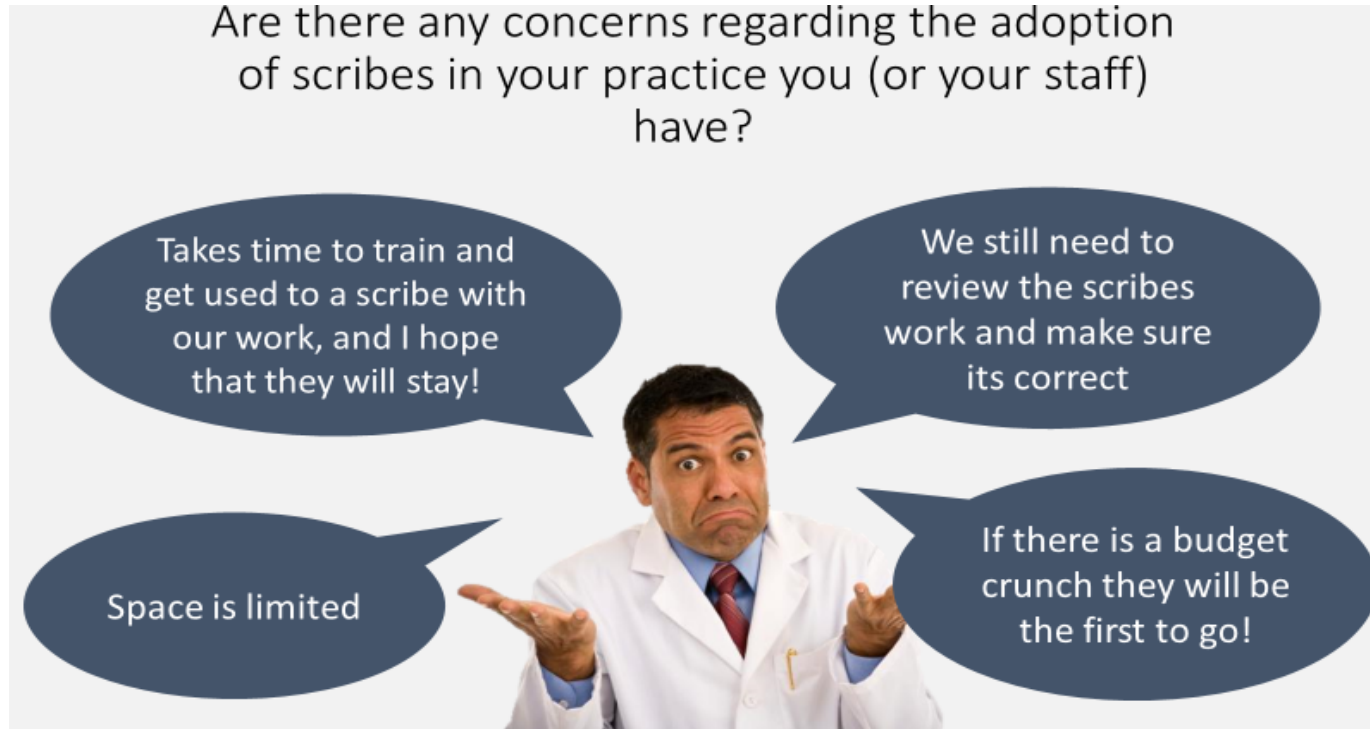
Improve efficacy of doctor & patient interactions

# III. Definitions





# Why Virtual Scribes?



**We eliminate all your concerns ?**

## IV. Virtual Scribes – 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 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](http://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

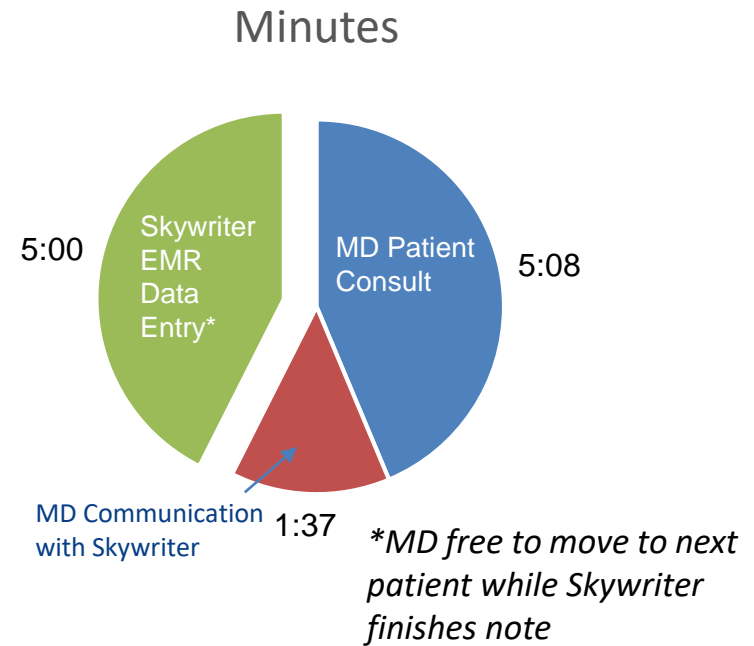
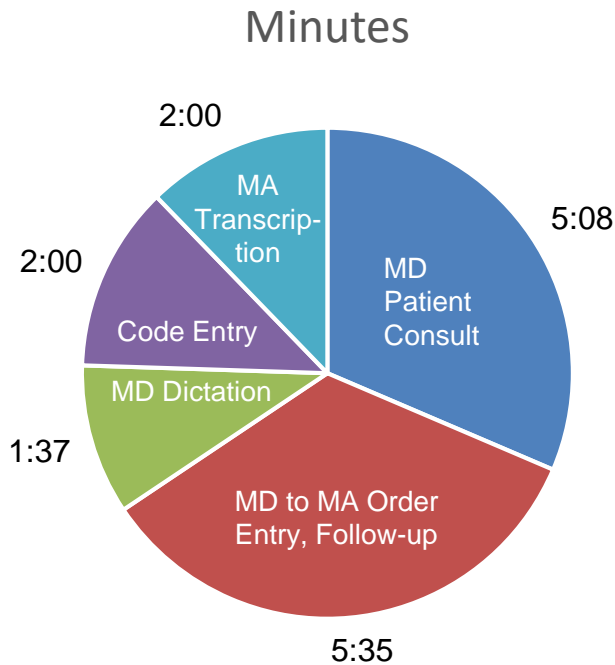
# Efficiencies Gained Per-Patient

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



# 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](#).

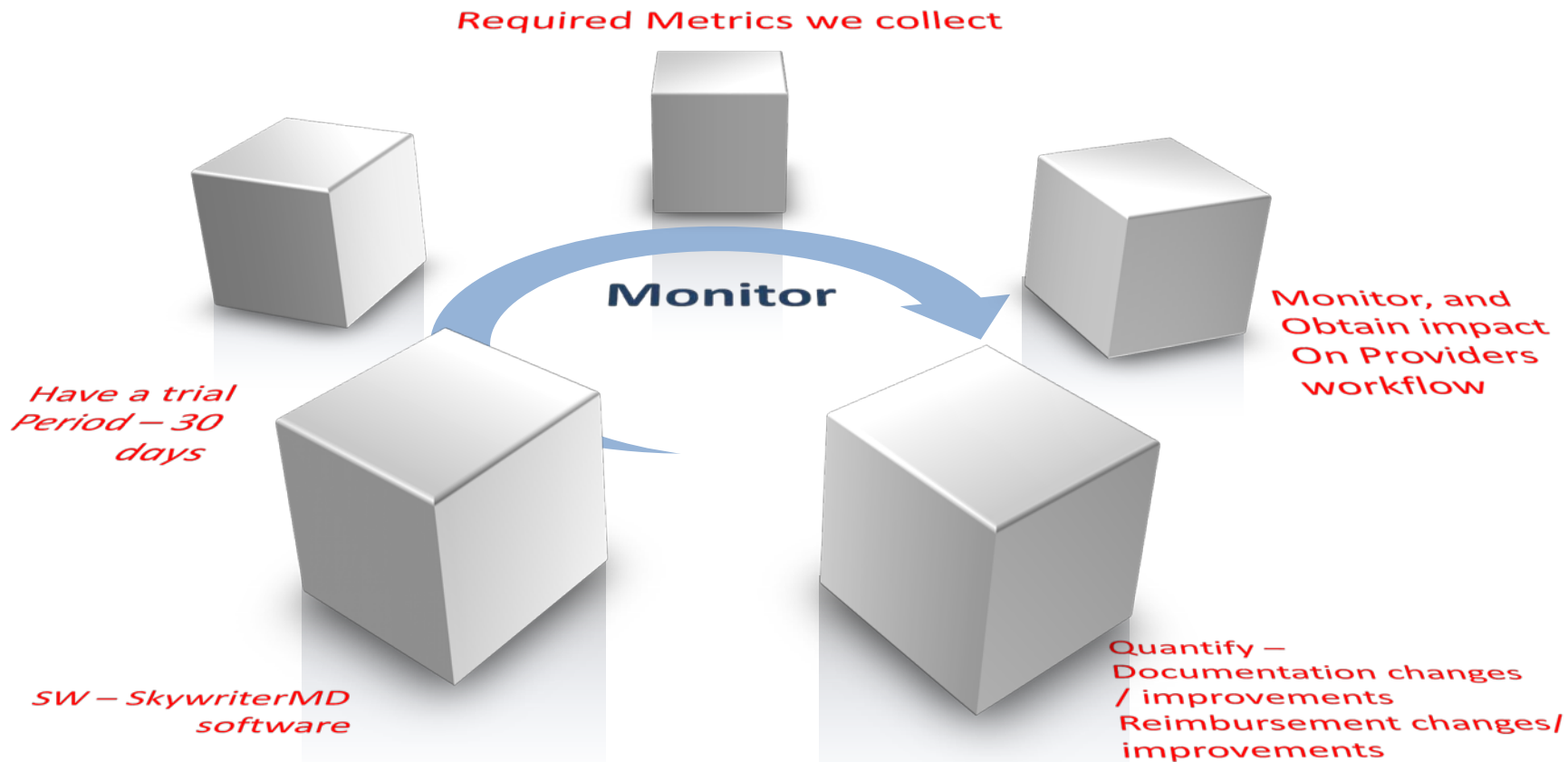
Additionally, [provider competency](#) with computers, EMR navigation, and coding and billing is generally far less than providing patient care.

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*





# Demo

## ROI Calculator

# V. Summary/ Q & A

Re: Virtual Scribes





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