



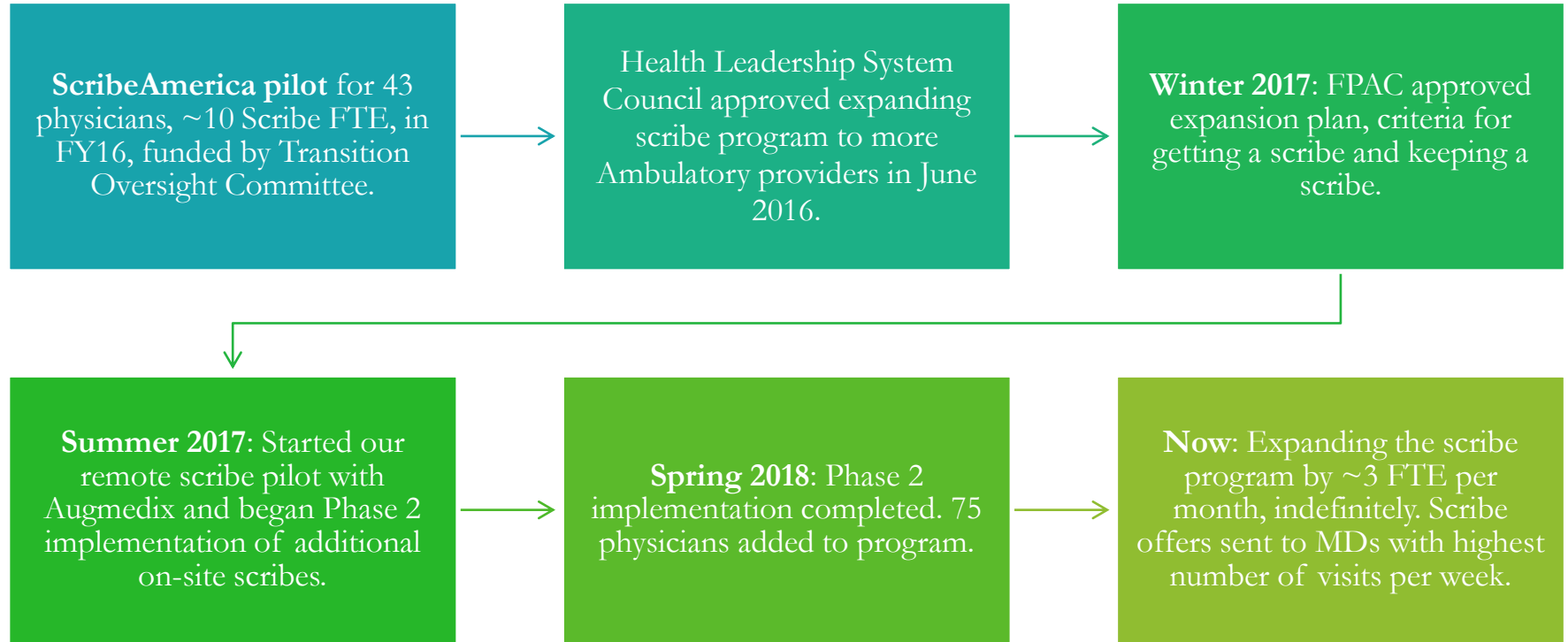
Scribe Program

Susan Smith, MD – Chief Faculty Practice Officer

Zareh Gasper – Scribe Program Manager



Scribe Program Background

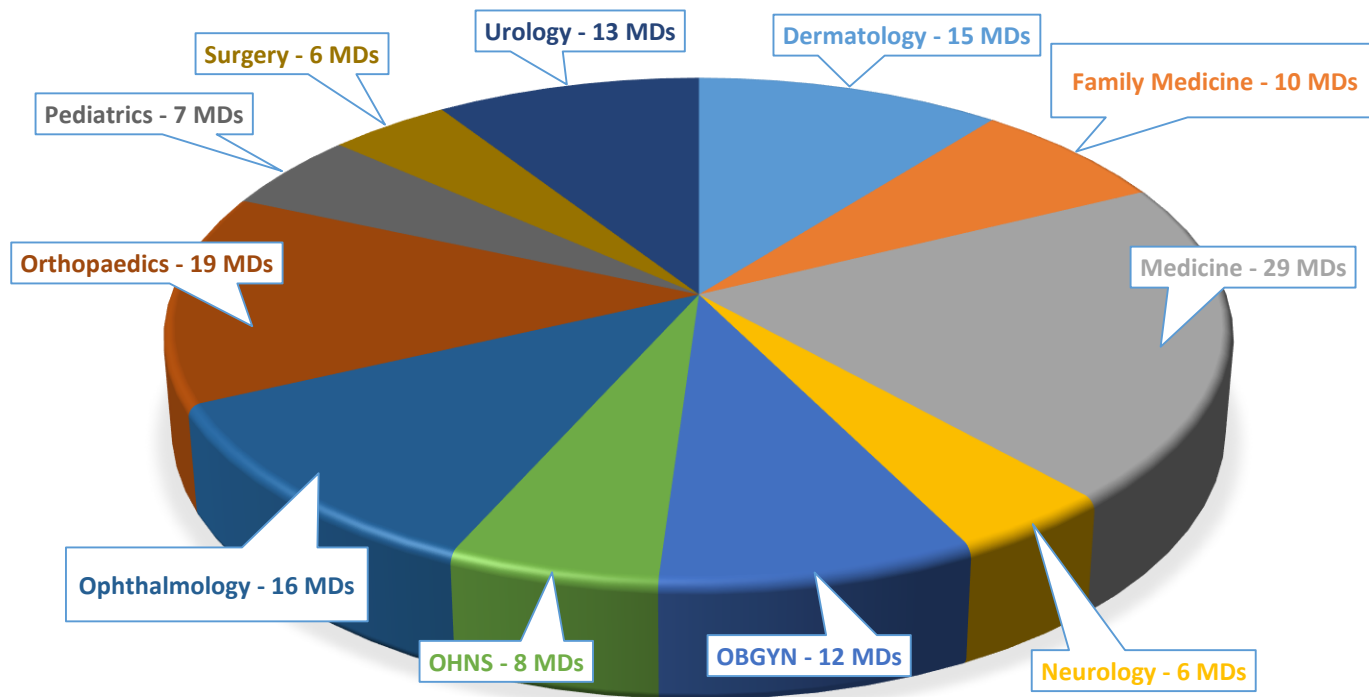


Current State of Scribe Program

- 141 Physicians
 - 137 with in-person scribes
 - 4 with remote scribes
- 154 Scribes (~50 scribe FTE)
- Growth of 98 Physicians and 40 scribe FTE over last year



Scribe Program MDs by Department



Physician Satisfaction Data

(Pre-Scribe vs. Post-Scribe)

Physician Satisfaction Overview

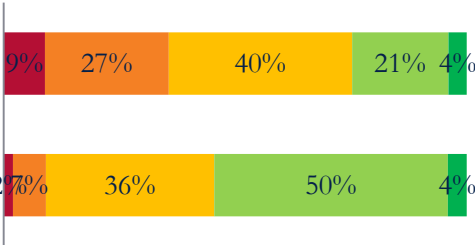
Efficiency

■ Never ■ Rarely ■ Sometimes ■ Often ■ Always

Pre Scribe

Post Scribe

Leave Work at Acceptable Time



Often or Always

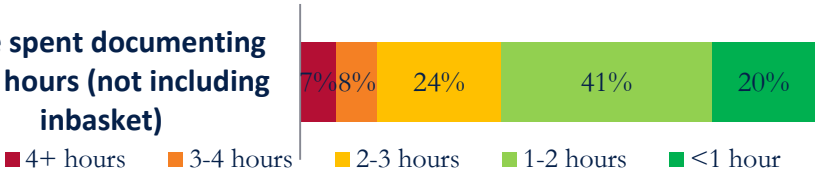
↑ 35%

Feel Productive when Leave Work



↑ 61%

Time spent documenting after hours (not including inbasket)



Less than 2 hours

↑ 25%

Physician Satisfaction Overview

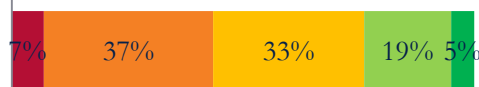
Experience

Pre Scribe

Post Scribe

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

Ambulatory clinical work feels sustainable to me.



Agree or Strongly Agree

↑ 39%

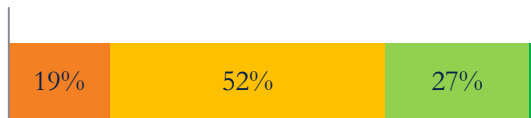
I give patients as much personal interaction (such as sitting down with them or eye contact) as I'd like to.



↑ 37%

Percent of time (in a patient encounter) I spend doing physician level tasks

■ 0% time ■ 25% time ■ 50% time ■ 75% time ■ 100% time



More than 75% MD tasks

↑ 44%

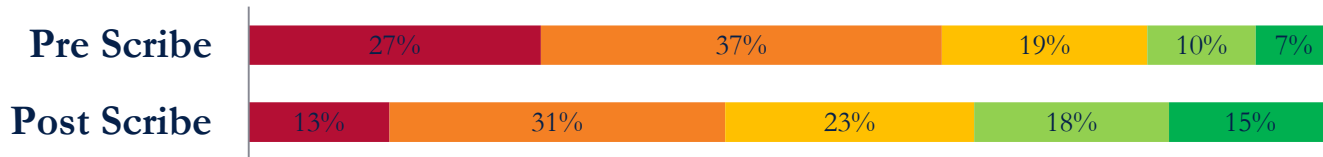
Physician Satisfaction Survey

n = 126 (pre), 61 (post)

How often do you complete all patient documentation while the patient is present in the clinic?

17% → 33%
often or always complete
documentation

■ Never ■ Rarely ■ Sometimes ■ Often ■ Always



I feel burdened by the amount of documentation required for each patient.

2% → 36%
Rarely or never feel
burdened

■ Always ■ Often ■ Sometimes ■ Rarely ■ Never



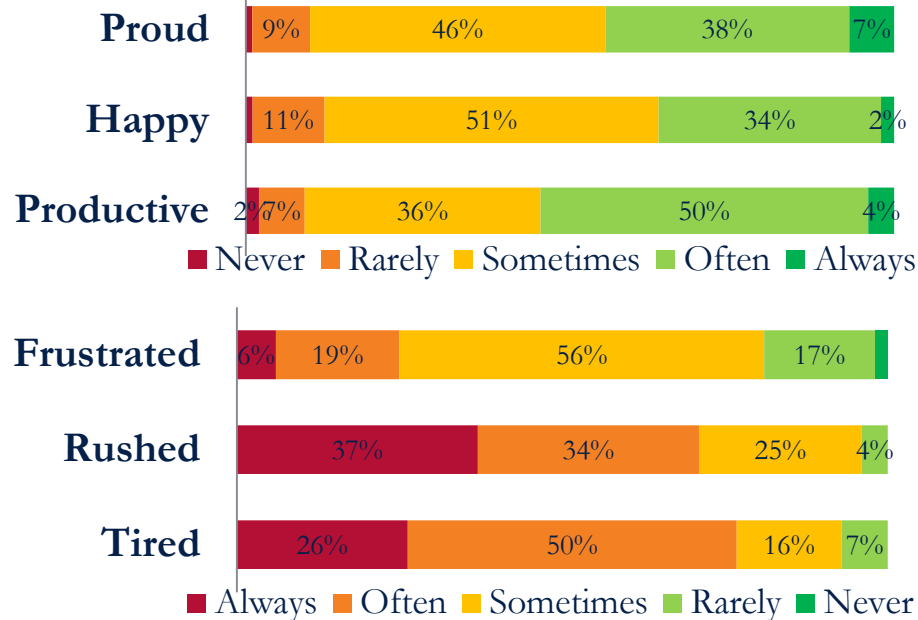
Physician Satisfaction Survey

n = 126 (pre), 61 (post)

Pre Scribe

Post Scribe

When I leave work, I usually feel:

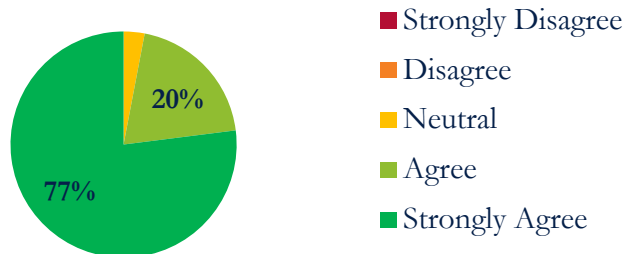


Physician Satisfaction Survey n = 61 (post)

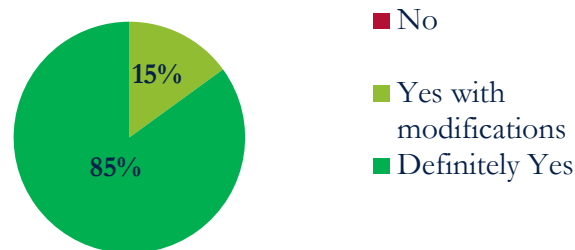
Post Scribe

97% want to continue using a scribe and 100% recommend expansion.

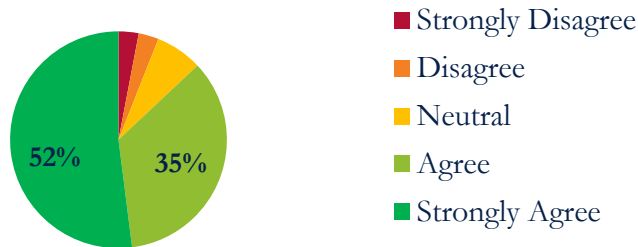
I want to continue using a scribe.



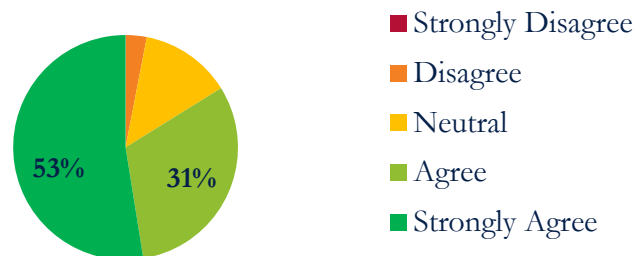
I would recommend that UCSF expands the scribe program to more clinics.



Working with a scribe reduces the total time spent on each encounter.



I feel more productive now that I have a scribe working with me.



Physician Feedback – Post Scribe

Primary Care

“This experience has been absolutely life changing. Having a scribe has not only improved the patient’s experience, but also made me happier as well because I get to focus on what I enjoy most - working with families. I now have more time to call patients back/respond to emails and deal with my in-basket.”

Ophthalmology

“Working with a scribe has been transformative for my practice. My patients have commented on the improved quality of their interactions with me because I am no longer occupied with charting. I find myself able to spend more time talking with patients, teaching, and enhancing the detail of my documentation. I can’t imagine functioning without one.”

Ortho Surgery

“Having a scribe takes a lot of pressure off the visit. All the details are recorded, nothing gets missed and I can focus entirely on my patient.”

OBGYN

“I am able to get my charts done timely and spend my time answering patient questions and going through important results- all things that I previously had trouble getting to. I feel much less overwhelmed.”

Head & Neck Surgery

“A scribe allows me to focus on the patient in front of me, saves time during clinic and later, decreases the stress of needing to remember certain details of the visit, has increased my clinic volume, and made me excited about clinic again. Please keep the program and expand it to other faculty. This is an important and wonderful program.”

Scribe Program Goals

Short-Term Goals

- Continue to expand indefinitely
 - Current rate: 3 FTE per month
 - Increased rate with new vendor
- Meet with Faculty Practice Advisory Council (FPAC) this month to ensure qualification criteria and distribution of scribes is fair
- Sign contract with new remote scribe vendor
 - This will allow us to grow program more quickly and eventually drop qualification criteria.

Long-Term Goals

- Offer scribes to UCSF faculty – regardless of clinic site
- Transition primarily to remote scribe services
- **End goal:** Drop qualification criteria and offer resource to all UCSF faculty

