

Virtual Scribes at Atrius Health

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WHY VIRTUAL SCRIBES?

- Virtual Scribes (VS) are a promising approach to reducing provider burnout by decreasing provider documentation time.
- VS have also been shown to:
 - Improve the patient experience by allowing providers to focus on the patient rather than their notes.
 - Improve Efficiency by optimizing provider workflows.
- VS allow providers to continue to have exam room support even with capacity restrictions.

PILOT PROGRAM 2020-2021

Fifty Pilot providers from across Service Lines:

- 22 IM/FM providers
- 12 Pediatricians
- 16 Specialists

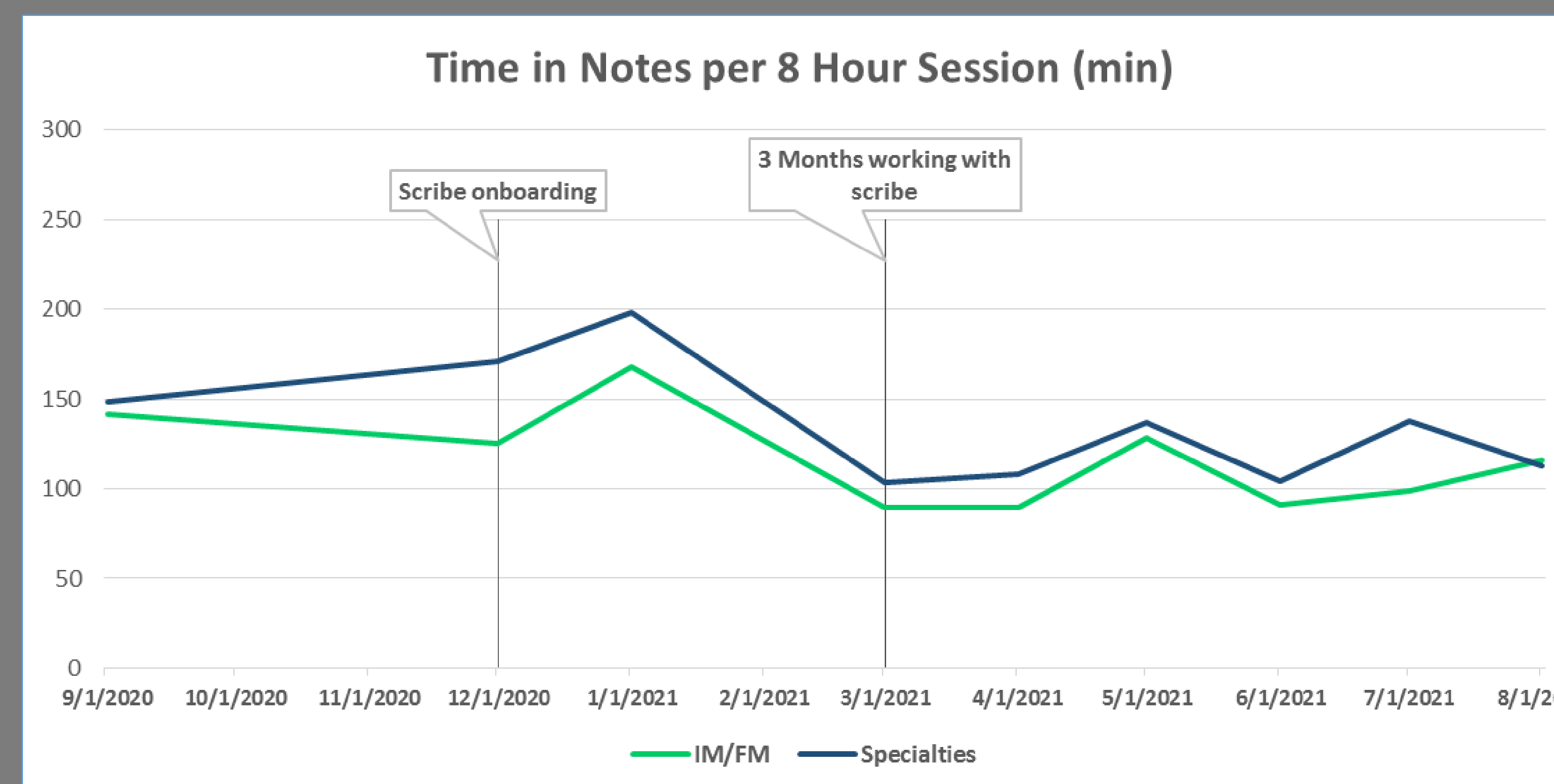
Providers matched with a scribe who best meets their specialty, cadence, and schedule.

Program Overview:

- Providers connect with 3M/M*Modal VS using portable device (tablet, laptop or cellphone).
- Screen-sharing allows providers to watch and/or review, and sign encounters.

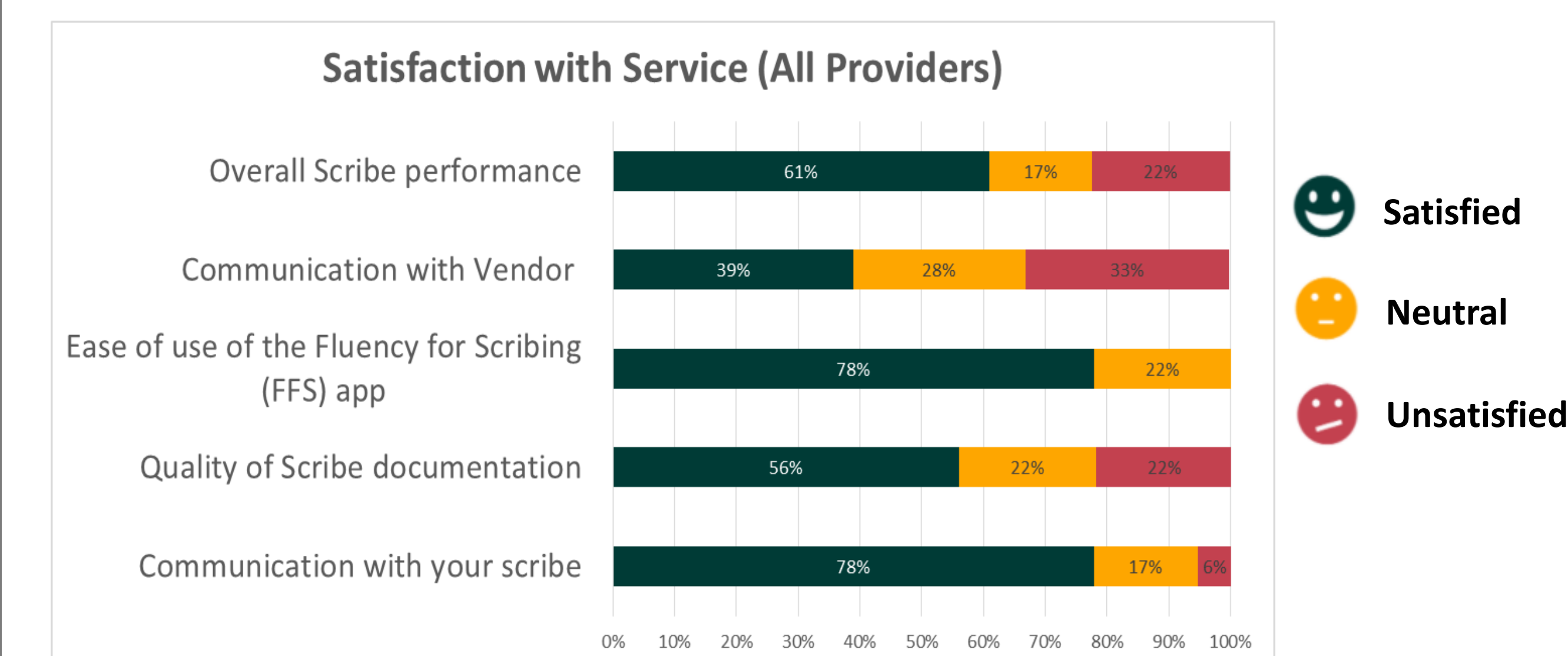
Using a scribe can create:

- Improved provider experience and retention
- Improved patient experience
- Increased provider productivity



> 95% Pilot providers report Virtual Scribes as beneficial

HOW IT'S GOING



OTHER METRICS

- Provider Professional Fulfillment and Burnout.
- Work After Work per 8 hour session.
- Orders created by VS.
- Face to Face encounters closed within 48 hours/7 days.
- Encounters per 8 hour session.

DISCUSSION

- Virtual Scribes are only one path to accelerating Thriving Workforce.
- Time Investment – Training a new scribe to fit provider preferences takes time, and scribe turnover can pose a challenge.
- Next steps: Beyond Pilot providers – Determining funding, and ensuring equity among service lines.

REFERENCES

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