

## When Physicians aren't Happy with Your EMR Choice

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# HOW TO MANAGE PHYSICIAN STAFF PERFORMANCE



Effectively managing clinical staff takes a lot of work and can be stressful at times. However, taking the proper steps to manage physicians and staff will boost revenue and decrease your turn-over rate. There are six steps that every practice should employ in order to create a productive and stress free work environment:



## 1) Shared Goals

Physicians and staff should all share the same goal which is providing quality care for all patients. This is an overall goal for your practice as well as an individual goal for each physician and member of the nonclinical staff. In order to create shared goals amongst doctors and staff, there has to be guidelines and a mission statement for staff. Creating a specific office culture that encourages growth and hard work will ultimately benefit how your practice operates. Connect with members of the staff during meetings in order to form cohesive goals that will have measurable outcomes.

## 2) Clearly Defined Roles

For any practice to function, and function well, roles need to be clearly defined prior to an employees' start date. A lot of the issues that arise between healthcare professionals have to do with confusion about job responsibilities. However, cross-training staff to learn your current EMR system may be a good idea; if someone is out sick then you won't have to worry about jobs not getting done.

It's easy to say that doctors treat the patients and the staff controls the filing and scheduling, that's true, but there is a lot more to the daily operations than just patient flow. When hiring an employee there needs to be a clear set of job skills and responsibilities that need to be met not just so they can understand their role, but the employer can organize daily operations of the practice better.

## Findings

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### 3) Effective Communication

Communicating effectively may seem like the easiest part about managing clinical staff, this is not the case; you'd be surprised to hear that many practices flounder because of poor communication. Communication needs to start with the practice manager and trickle down from there. If the practice manager does not communicate well with staff, then other aspects of the practice will suffer; revenue might decrease and the turnover rate will be high. Employees do not want to work in a setting where they are not given proper direction; the environment becomes chaotic and no practice can afford that.

### 4) Physician Productivity

How the physician is able to conduct his/her work on a daily basis greatly affects the entire staff. Dividing tasks into two categories: clinical and non-clinical, so the physician isn't doing tasks that take away from seeing patients. Reducing unnecessary inbound calls and interruptions by nurses will help give the physician more structure throughout the day and maximize the amount of face-to-face time with patients.

### 5) Evaluation

Evaluating staff regularly and consistently can help you stay on top of staff performance. From the start of employment, a physician should know about your evaluation system and that they will be evaluated on regular basis. This will help doctors and nonclinical staff know that you will be evaluating them in order to better their job performance and better the practice overall. If you notice an employee is underperforming, there should be a set time limit for improvements. Documenting problems with a staff member will help you in the long term in case termination is necessary.



**“TAKING THE PROPER STEPS TO MANAGE PHYSICIANS AND STAFF WILL BOOST REVENUE AND DECREASE YOUR TURN-OVER RATE.”**

### 6) Mutual Respect

Holding weekly staff meeting will help develop respect between clinical and nonclinical staff. Meetings are a good way to keep in touch and stay on top of things. This does not mean your staff should feel like they are being micromanaged.



Giving your staff enough room to excel at their jobs while staying on track of their performance will have a positive effect on your office culture.

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# 5 Steps

## When Physicians aren't Happy with Your EMR Choice



The implementation of an EMR system should relieve the overall workload for the practice, but this is not the case for many medical offices. More often than not, physicians are displeased with their choice in EMR system, and there are many reasons why this has become the case. Some practices may not have the right system in place for their specialty or staff has not been properly trained to use the system. No matter what the reason is for your current frustration, there are several ways to help EMR become successful for your practice.

### Proper Training

Many of the issues hospitals and private practices are facing stem from improper training of the staff. Setting aside only a few hours to introduce and train medical staff may not be enough; there has to be a prolonged training period in order to ensure understanding and productivity. Assign a few staff members to become in-house experts on the system and then they can assist co-workers who may not need extra assistance during a time of transition.



### Finding the Right System

Whether you've installed an EMR system in your office, or you are looking to install one in the future, spend the time looking for a system that best fits your practice. There are many different EMR's to choose from but that doesn't mean all of them are going to work well for your practice. Let's say you start off with a small staff of three doctors and now you have ten; that same EMR system may not be suitable for your growing business.

### Assess the Costs

Researching and procuring a new Electronic Medical Records system can be especially difficult if you haven't assessed the costs. Map out how much it will cost to implement and how much it will cost for tech support if and when there are troubleshooting issues. If you are diligent from the start about expenses, the medical staff will feel more confident about using the technology and its effectiveness.

### Implement

Implementing a new system after discarding your previous EMR may feel daunting. Physicians and staff may be leery of the new system in place and this can cause an issues. Yes, it might be difficult to start from scratch but realize that this will only help your office's organization and boost revenue.

### Evaluate

Once you have fixed the issues from the EMR system, it is time to make careful evaluations to see if your practice will be satisfied with EMR in the long term. Evaluate the system's performance regularly, and evaluate how well medical staff is using the system. Ask for feedback from staff and have tech support in place in case there are kinks to be worked out.

# Events



April 3-5, 2014  
NERVES Annual Meeting  
J.W. Marriott  
San Francisco, CA

We're Exhibiting!  
Contact Us for a Booth Number



May 24-28, 2014  
AAPA IMPACT 2014  
Boston Convention and Exhibition Center  
Boston, MA

We're Exhibiting! Visit us in Booth #1307



May 31-June 3, 2014  
AAOE Annual Conference  
Washington Hilton  
Washington, DC

We're Exhibiting! Visit us in Booth #209

## Connect with Us

To arrange a meeting with the SpineSearch team at any of the above events. Call Us:

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# MEDICAL SCRIBES

## HOW TO

# UTILIZE

Hospitals and private practices are utilizing medical scribes in order to fill the gap left by EMR systems. With EMR systems becoming more prevalent, there is now a way for physicians to effectively treat patients and document their visit in real time. Emergency physicians are finding that scribes are becoming an asset in healthcare rather than a cost. However, the use of scribes has not caught on with private practice physicians, and since EMR systems are a new challenge with physicians, there has become an increasing need for medical scribes in hospitals as well as private practices.

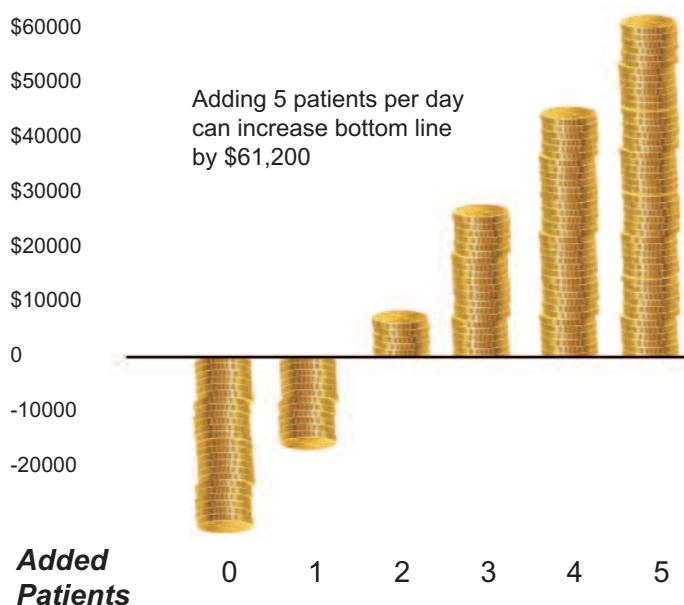
Physicians are still unsure about how to properly use EMR systems. In some cases the interest level may not be particularly high, but in other cases, there may be lack of trust with a system and inclusive amount of training time needed. Doctors run on busy schedules and are often rushing from patient to patient. They frequently get stuck doing after hours dictation, and this increases the doctor's stress level, exhaustion and could lead to burnout. Scribes are able to take on the clerical aspects of patient care. The average pay for a scribe could be anywhere from \$9-\$25/hour, but a lot of the benefits of having scribes on staff are non-monetary; Medical scribes are able to cut a lot of the stress felt by physicians and increase patient satisfaction.

Becoming a medical scribe can be a great move for students who are interested in attending medical school. Working as a scribe looks great on a resume, and scribes learn important terminology and training that will ultimately help them in medical school. Scribes also build up a professional network of doctors and nurses that could lead to great letters of recommendation; the extra experience prior to residency can be invaluable to any med student or anyone who is looking for a long term career in healthcare. However, scribes usually have a high turnover rate because students that are in medical school cannot commit to being a scribe for more than a year or two; but usually scribes are highly motivated and willing to go through the training process so there

is little to no problem finding a replacement. Scribes are able to have a first-hand account of what it's like working in a fast paced setting with a preview for how physicians think.

Medical scribes are nonclinical or clinical employees that work under a doctor's supervision. Medical scribes generally have an interest in medicine but are not licensed to provide healthcare. Since the scribe is in the room with the doctor and patient, the doctor does not have to do after hour's dictation.

**Adding a Scribe - The Bottom Line**  
Average Reimbursement \$75 per patient



Scribes are able to boost the EMR productivity since offices and hospitals are in a period of transition where the learning curve is high.

The daily responsibilities of a scribe include: taking patient histories, transcribing details of the physical exam and patient orders, documenting procedures performed by the physician, recording physician-dictated diagnoses, prescriptions and instructions. Some patients fear that scribes are not adept enough to pick up on drug interaction warnings. However, this can be avoided with proper training and routine performance evaluation. In order to make EMR's more successful in hospitals and private practices there needs to be proper training for physicians, nurses and nonclinical staff and utilizing medical scribes is one way to help reinforce and stay on top of quality patient care.

# TOP 10 Reasons To Recruit a Scribe



SpineSearch predicts major growth in the need for medical scribes with the implementation of EMR systems

- 1. Increase Patient Satisfaction*
- 2. Increase Daily Patient Volume*
- 3. Improve Patient Flow*
- 4. Decrease Patient wait time*
- 5. Optimize utilization of your EHR*
- 6. Improve documentation*
- 7. Decrease physician workload*
- 8. Allow more physician patient 'face to face' time*
- 9. Avoid back up or delayed documentation completion*
- 10. Improve your bottom line!*





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