



AMERICAN ACADEMY OF FAMILY PHYSICIANS

F O U N D A T I O N

Abstract of Study Funded by the Joint Grant Awards Program in 2017

Medical Scribes in a Family Medicine Residency Program: An Implementation Outcomes Study. G1701JG

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Abstract

Medical scribe programs have emerging empirical support with demonstrated improvements in patient-provider communication, time-related efficiencies, and improved note quality. As with any innovation, however, there are barriers to implementation, which are exaggerated in the context of a medical residency program where clinical operations are balanced with training objectives. Training new family practice physicians in cutting-edge team technology is important, however, particularly if that strategy can improve their job satisfaction. The proposed study evaluates the implementation outcomes of a pilot trial of medical scribes in team-based care. Importantly, the study site is well-positioned to be successful: it has history of progressive team-based care and has piloted an effective implementation strategy for developing new team care processes. We suspect that, like ours, many residency programs are curious about implementing a scribe program but will need to conduct a feasibility pilot to demonstrate its potential value in their clinic. In this study, we will use an established implementation science-based framework known as RE-AIM to evaluate a team documentation approach using scribes in one residency. Results will demonstrate strong uptake of the team documentation in terms of RE-AIM, or **R**each, **E**ffectiveness, **A**doption, **I**mplementation (quality), and **M**aintenance. Additional products of this work will include: an articulated pilot implementation strategy and a business model for determining the feasibility of growing the program.