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Supplementary material for

Feasibility evaluation of a pilot scribe-training program in an Australian emergency department

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Scribe Performance Score

Trainer - Please fill out after each scribe shift for each scribe.

* 1. Date Of Shift

Date

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

* 2. Doctor's name?

* 3. Scribe Name

* 4. Overall Impression

	Novice	Trainee	Borderline Competent	Competent	Expert
What was your overall impression with the scribe's performance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5. Performance: Content

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe capture content? (Comprehensive history capture, Medical language skills, Synthesis of information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Very basic content, No/minimal ability to capture history, Medical language skills basic, Large gaps in most areas of history template, No synthesis
- Trainee: Able to capture most background history details, Substantial editing required in more than 50% of histories, Medical language better than basic, Minimal synthesis of history, Struggles with HPC
- Borderline Competent: Capturing majority of history including HPC (Substantial editing required in at least 25% of histories), Captures simple presentations well, Medical language good for common conditions, struggles with unusual words, Able to synthesize straightforward information
- Competent: Captures history reliably with minimal editing required (10% of histories require 1-2 lines adjustment), Medical language accurate and broad, Good synthesis of complex information
- Expert: Captures all histories with occasional editing required, Medical language excellent, Expert synthesis of complex presentations (eg psych and confused patient presentations)

* 6. Performance: Accuracy

	Novice	Trainee	Borderline Competent	Competent	Expert
How accurate was the content?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Hard to assess for accuracy as so little data to interpret
- Trainee: Major inaccuracies requiring substantial correction
- Borderline Competent: Frequent inaccuracies requiring careful editing, physician unable to trust information in initial form
- Competent: Minimal inaccuracies, reliable capture of information
- Expert: Almost no inaccuracies, reliable capture of information

* 7. Performance: Speed

	Novice	Trainee	Borderline Competent	Competent	Expert
How quick did the scribe capture content?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Needs a long time per patient to write a chart, Physician needs to complete most electronic tasks
- Trainee: About 25-50% of HPI captured in the room
- Borderline Competent: 50-75% of HPI captured in room
- Competent: 90% of HPI captured in room, Bed/billing captured in room
- Expert: Notes mainly completed during consultation, All electronic requests completed in room

* 8. Performance: Presentation

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe present the content? (Spelling, Structure/Order, Grouping)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Poor spelling, No clear idea of where information should be reported, No grouping of information
- Trainee: Learning more common medical language, large deficit remains, Beginning to learn where to place info, Beginning to group information
- Borderline Competent: Spelling frequently requiring correction, Order understood but sometimes incorrect, Grouping some information correctly
- Competent: Spelling usually accurate, Understands clearly the history order and usually correct in placement of topics, Grouping information/symptoms reliably
- Expert: Spelling excellent, Information always in correct place, Excellent structure to history, Well grouped symptom recording

* 9. Performance: Decision Making

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe capture decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Doesn't understand when decisions are being articulated
- Trainee: Sometimes understands decision making discussions, sometimes captures the decisions
- Borderline Competent: Captures decisions when directed but not otherwise, no anticipation of next steps after decisions
- Competent: Good decision capture in room during consultations, anticipates tasks generated by each decision
- Expert: Expert decision capture and anticipates tasks generated by each decision

* 10. Performance: Assisting Investigations

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe assist and facilitate investigations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Learning names of investigations and how to facilitate each type
- Trainee: Able to facilitate investigations when directly instructed
- Borderline Competent: Understands how to complete tasks but these are not reliably undertaken
- Competent: Good at arranging investigations, following them up, putting results and interpretations into the notes
- Expert: Expert at investigation facilitation, troubleshoots effectively, documentation is complete every time

* 11. Performance: Data and Computer Systems

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe manage with the data and computer systems ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Beginning to learn about hospital software functions
- Trainee: Learning to navigate the computer system
- Borderline Competent: Understands how to navigate but often struggles with specific tasks
- Competent: Good at managing computer data and all systems
- Expert: Expert at managing computer data and all systems

* 12. Performance: Billing

	Novice	Trainee	Borderline Competent	Competent	Expert
How accurate was the scribe's billing ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Beginning to learn billing categories, not yet applying them
- Trainee: Basic understanding of billing principles, beginning to undertake basic billing
- Borderline Competent: Understands billing however usually is often inaccurate, supervision required
- Competent: Mainly bills accurately, tends not to understand complex billing, includes later billable decisions
- Expert: Always bills accurately as soon as possible, captures extra billing items as these arise

* 13. Performance: Discharge

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe assist with discharging ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Learning what is required to discharge a patient and how to facilitate each component
- Trainee: Beginning to assist with patient discharge, needing direction for each component of the discharge
- Borderline Competent: Discharges patients, requires check-list, physician needs to check that each task has been performed
- Competent: Discharges patients well and thoroughly when directed, able to facilitate most tasks required
- Expert: Anticipates discharge and pre-empt most tasks – expert discharge facilitator

* 14. Performance: Information Flow

	Novice	Trainee	Borderline Competent	Competent	Expert
How well did the scribe support information flow ? (e.g. - finding people, knowing what information to convey and when)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Novice: Learning the roles of various hospital workers and how and when to contact them
- Trainee: Able to begin to find people and information
- Borderline Competent: Understands how to find information and people but often needs direction when not straightforward
- Competent: Good at finding information/people and clearly understands when/not to convey information
- Expert: Expert at finding people, knowing what information to convey and when, makes the physicians job easier

15. What did the scribe do well?

16. What areas does the scribe need to improve on?

17. Do you have any other comments to share?