

Patient Flow Coordinator Role Evaluation

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Patient Flow Coordinator Requirements

Requirements	Criteria
Education	High School Diploma
Experience	Preferred previous experience in healthcare environment
Certification(s)	Current AHA Healthcare Provider Basic Life Support Certification

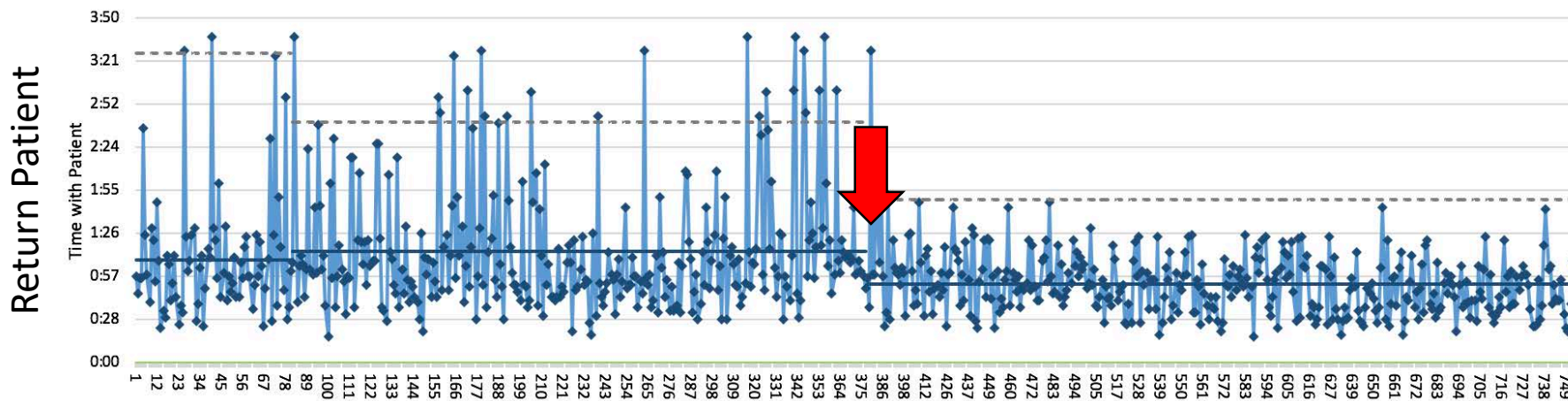
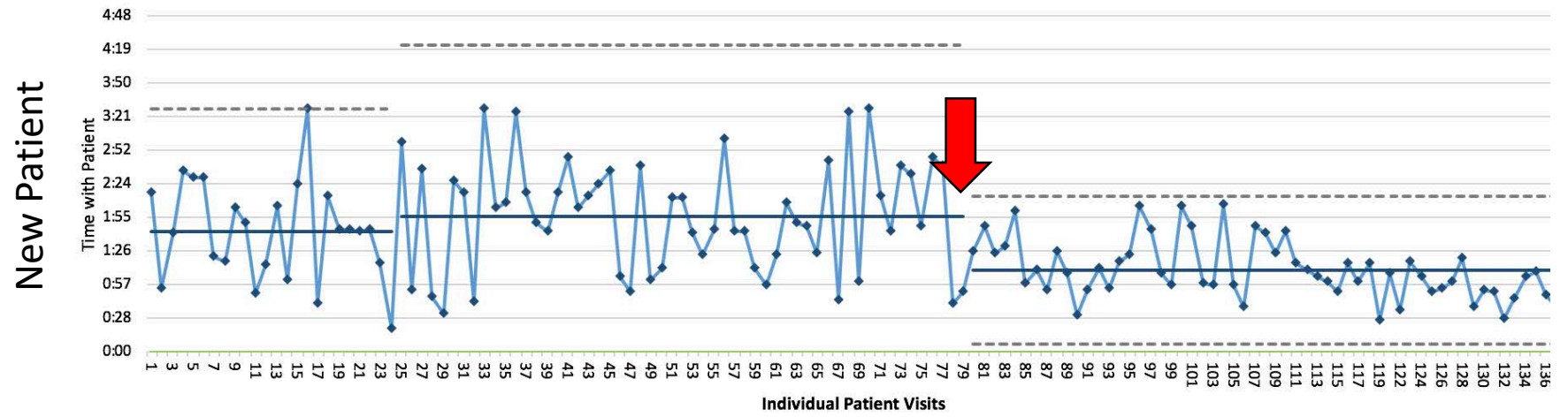
Patient Flow Coordinator Role Overview

Employment Status	Full-time
Weekly Commitment	M-F – 8 hours/day
Average Length of Employment	18 months
Average Age	22-26 years old
Employee Attrition Reason	Accepted to Medical School
Current Gender Breakdown	13 Female, 7 Male
Benefits + salary	\$70,000 + full benefits

Reduction in Visit Duration Wait Times Following Scribe Program Implementation

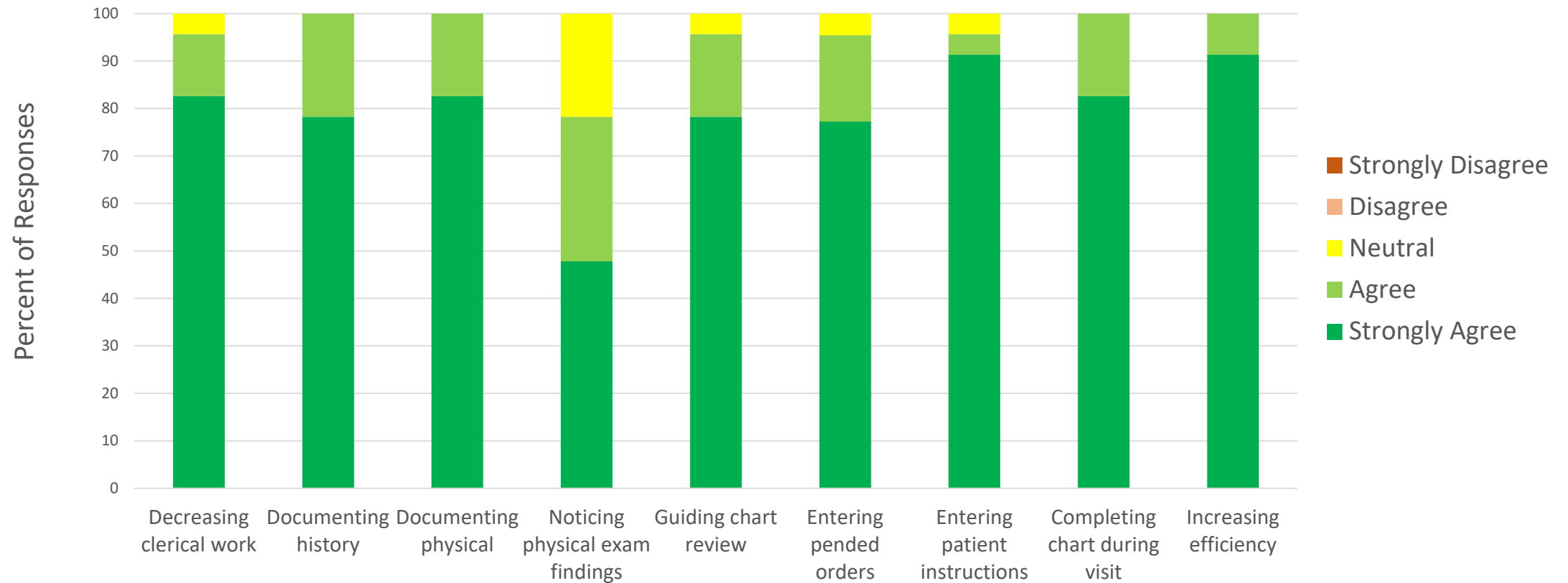
		Percent Change in Visit Duration	
Providers	Visit type	Post scribe	Peers without scribes
Medical Oncologists	All patients	-28%	-18%
	New patients	-39%	-19%
	Return patients	-18%	-17%
Surgical Oncologists	All patients	-23%	-10%
	New patients	-25%	-1%
	Return patients	-21%	-11%
Overall		-38%	-13%

Sample surgical oncology provider

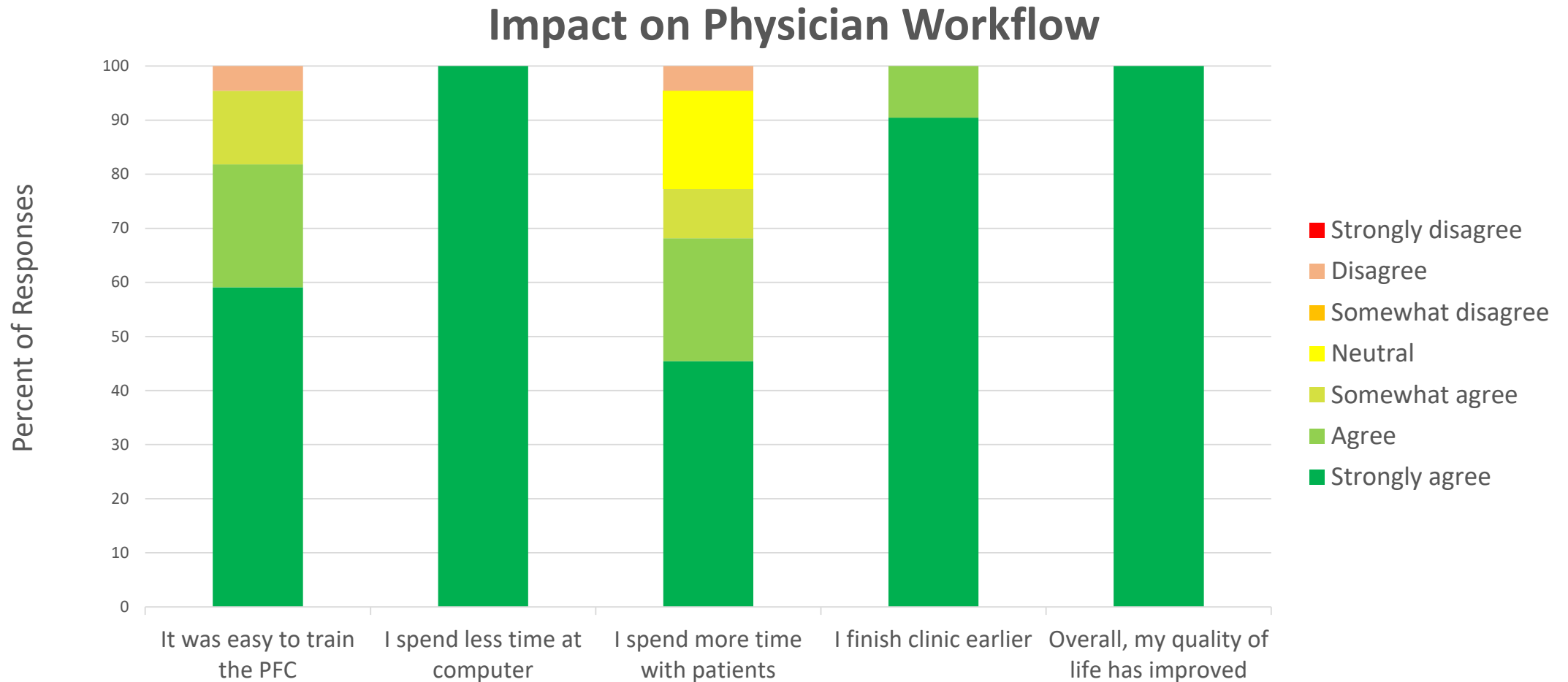


Physician Satisfaction Survey Results

The Scribe Helps Me With...



Impact on Physician Workflow



Physician Perception of Time Savings

How long does it take you to review and sign your notes at the end of the day?

	< 5 min	5-10 min	11-20 min	21-60 min	> 60 min
Before PFC	0	2 (9%)	2 (9%)	6 (26%)	13 (56%)
With PFC	0	0	1 (4%)	1 (4%)	21 (92%)

$p = 0.044^*$

Take-Aways

- Works best for surgeons
- High volume (>6 notes per session)
- Consistency, relationship, and communication critical
- Decreases physician time at the computer
- Increases physician efficiency and quality of life

- Added expense
- High scribe turnover

Scribing is not a solution; it is a work around for a poorly functioning EMR