IIHMR UNIVERSITY

A Study on **Medical Scribing Errors** at IKS Health, Mumbai

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Introduction

- A Medical Scribe is essentially a personal assistant to the physician; performing documentation in the EHR, gathering information for the patient's visit, and partnering with the physician to deliver the pinnacle of efficient patient care.
- Prescribing faults and prescription errors are major problems among medication errors. They occur both in general practice and in hospital, and although they are rarely fatal they can affect patient's safety and quality of healthcare.

- Medication errors are among the most common medical errors in the hospitals. Scribing error is a specific type of medication errors and is due to data entry error that is commonly made by the human operators.
- Prescription errors encompass those related to the act of writing a prescription, whereas prescribing faults encompass irrational prescribing, inappropriate prescribing, under prescribing , overprescribing, and ineffective prescribing, arising from erroneous medical judgment or decisions concerning treatment or treatment monitoring.

OBJECTIVES

- To measure the percentage of medical scribing error.
- To identify the causes leading to medical scribing errors.

Methodology

- Study design: Descriptive, Cross- Sectional Study.
- Setting: IKS Health, Mumbai.
- Duration of Study: 5th Feb 2018 - 5 May 2018.
- Sample Size: 450 medical chart notes.(150 medical chart notes per month)

  30 Medical Scribe.
- Sampling Technique: Randomized sampling.
- Data Collection: A US group of Hospital and IKS Health (Mumbai).

Results

Classification of Errors:

Critical - Client SLA
Critical - Incorrect data - Patient Safety
Critical - Missed data - Patient Safety
Critical - Patient ID error

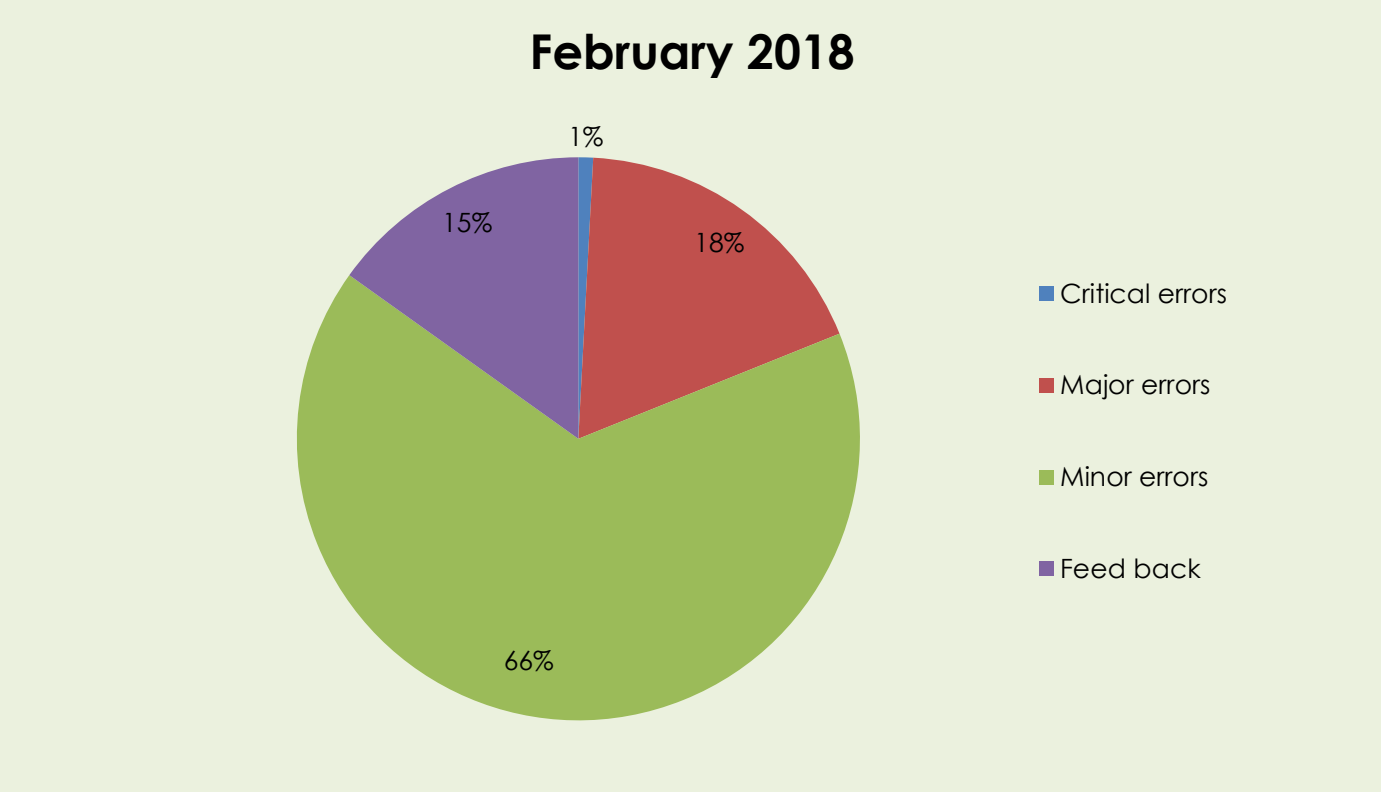
Major- Failure to Flag
Major - Incorrect Word
Major - Incorrect Doctor Name
Major - Incorrect Gender
Major - Incorrect Data Capture
Major - Missed Data
Major - Plan - Use of layman terminology

Minor - Formatting Error
Minor - Grammar Error
Minor - Spelling - Medical
Minor - Spelling - Non Medical
Minor - Omitted Word/s
Minor - Incorrect Word/s
Minor - Historian captured incorrectly
Minor - Patient words not captured (HPI)
Minor - Punctuations

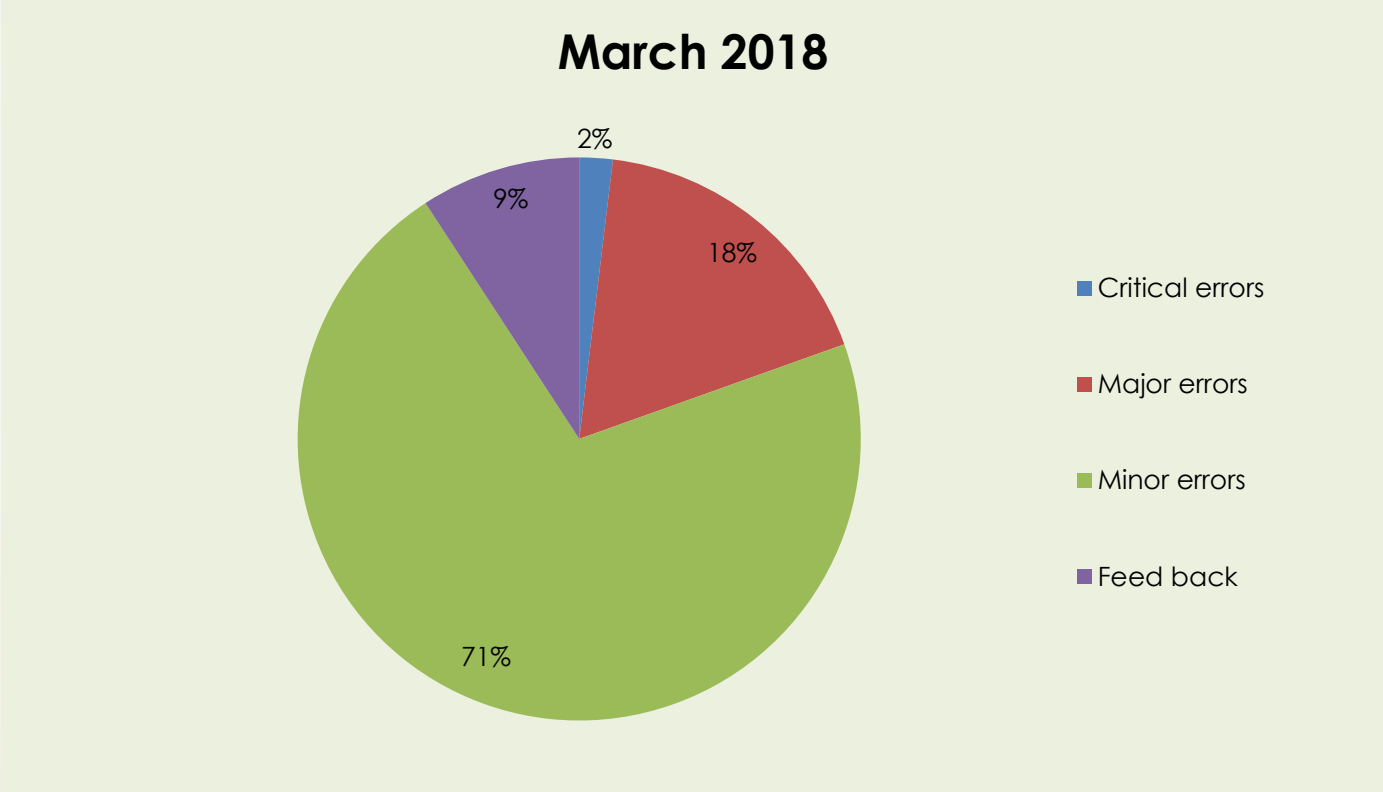
Feedback - Others
Feedback - Storyline
Feedback - Crispness

Month-wise distribution of errors:

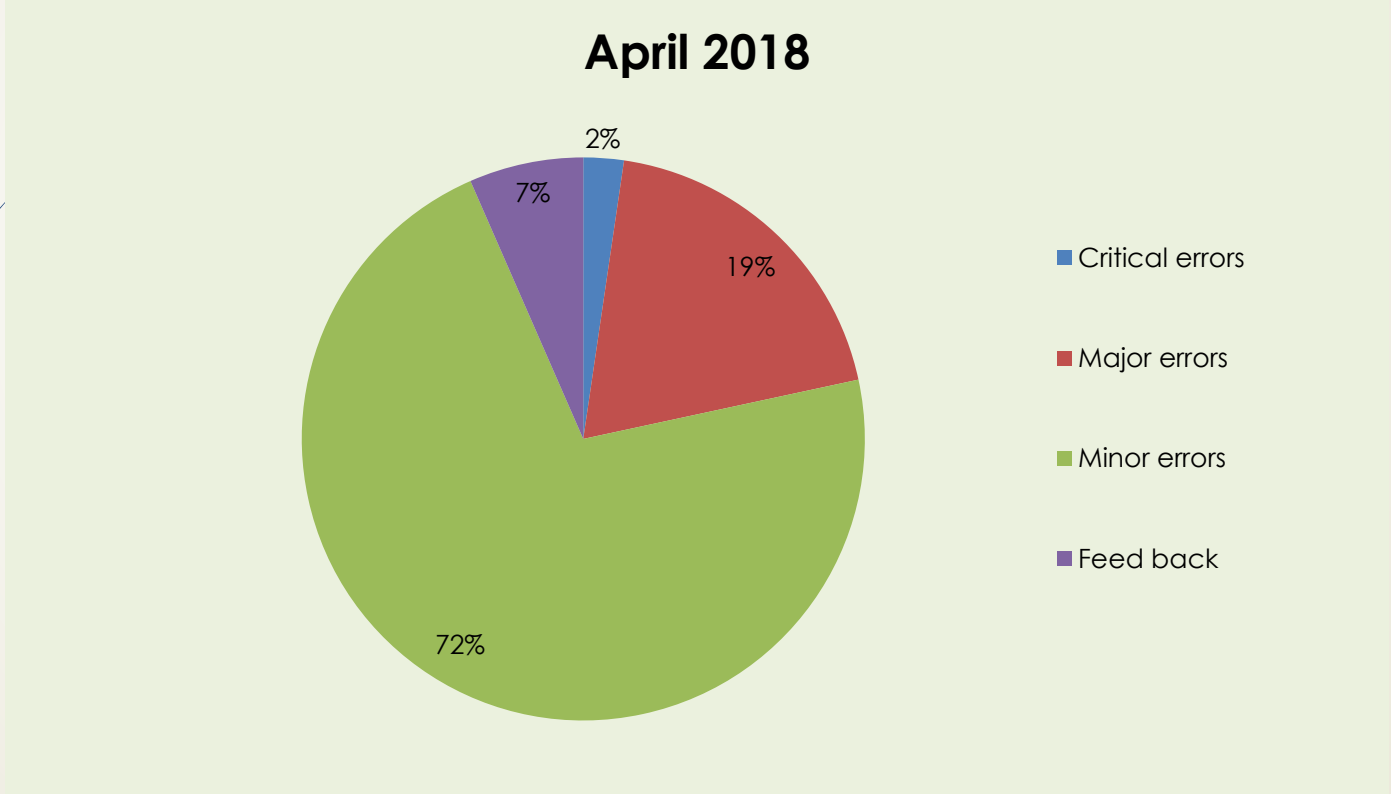
Distribution of errors in February 2018



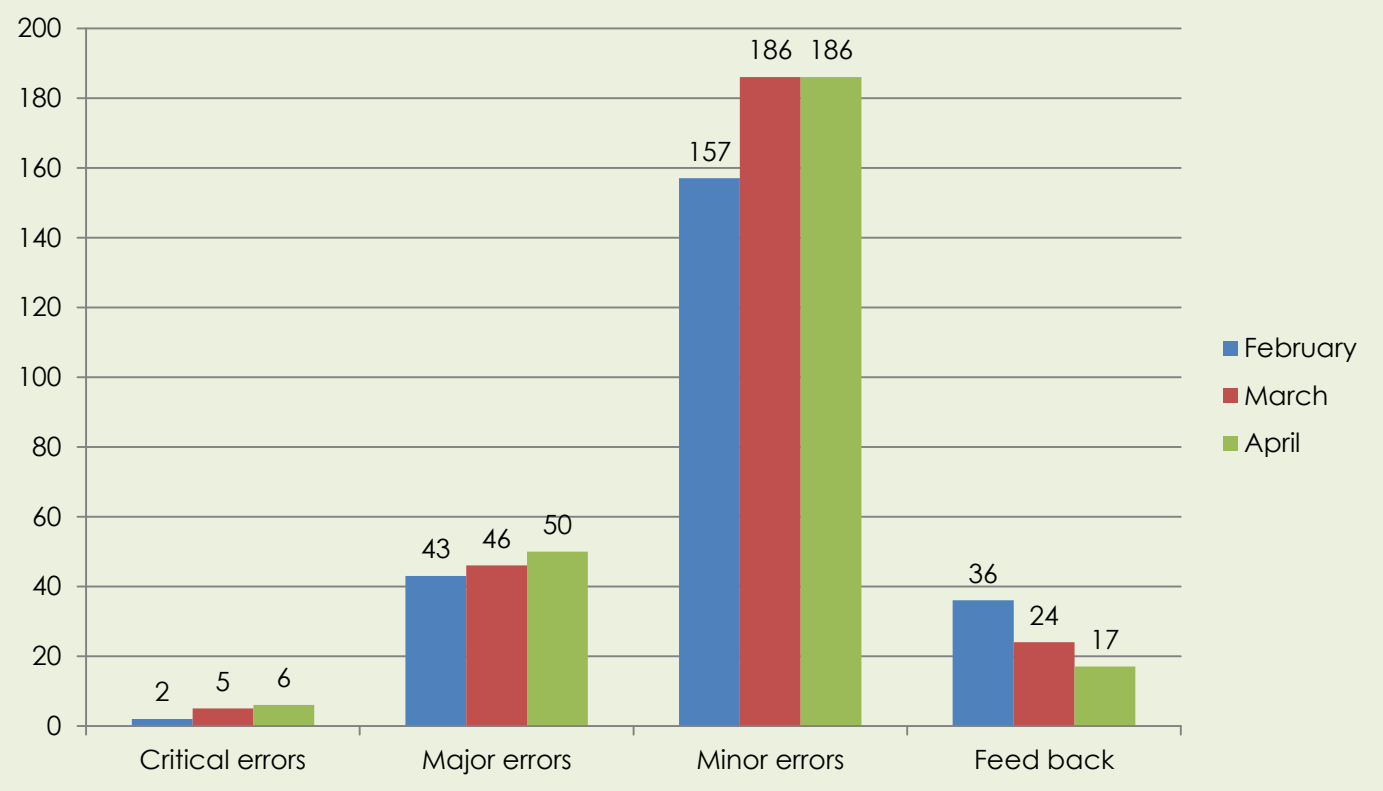
Distribution of errors in March 2018



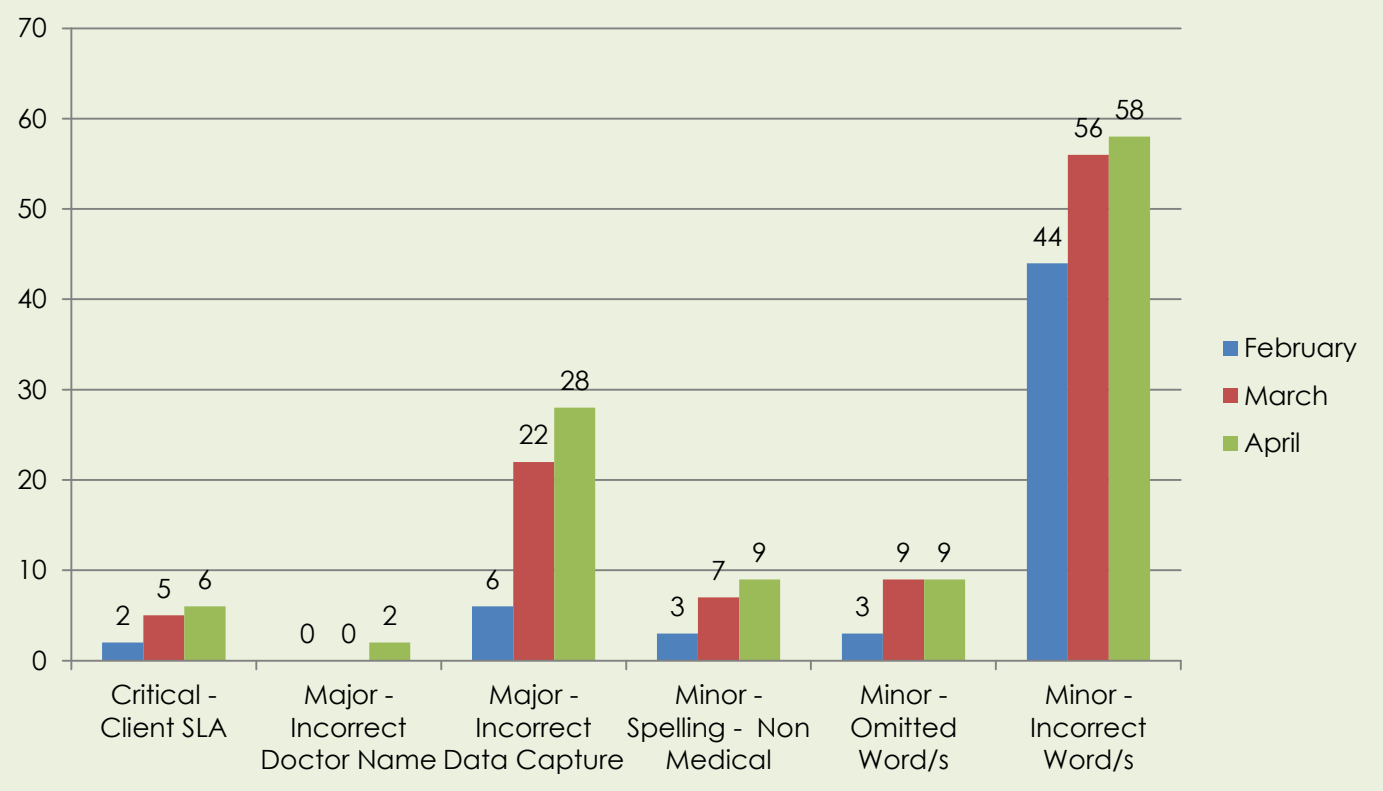
Distribution of errors in April 2018



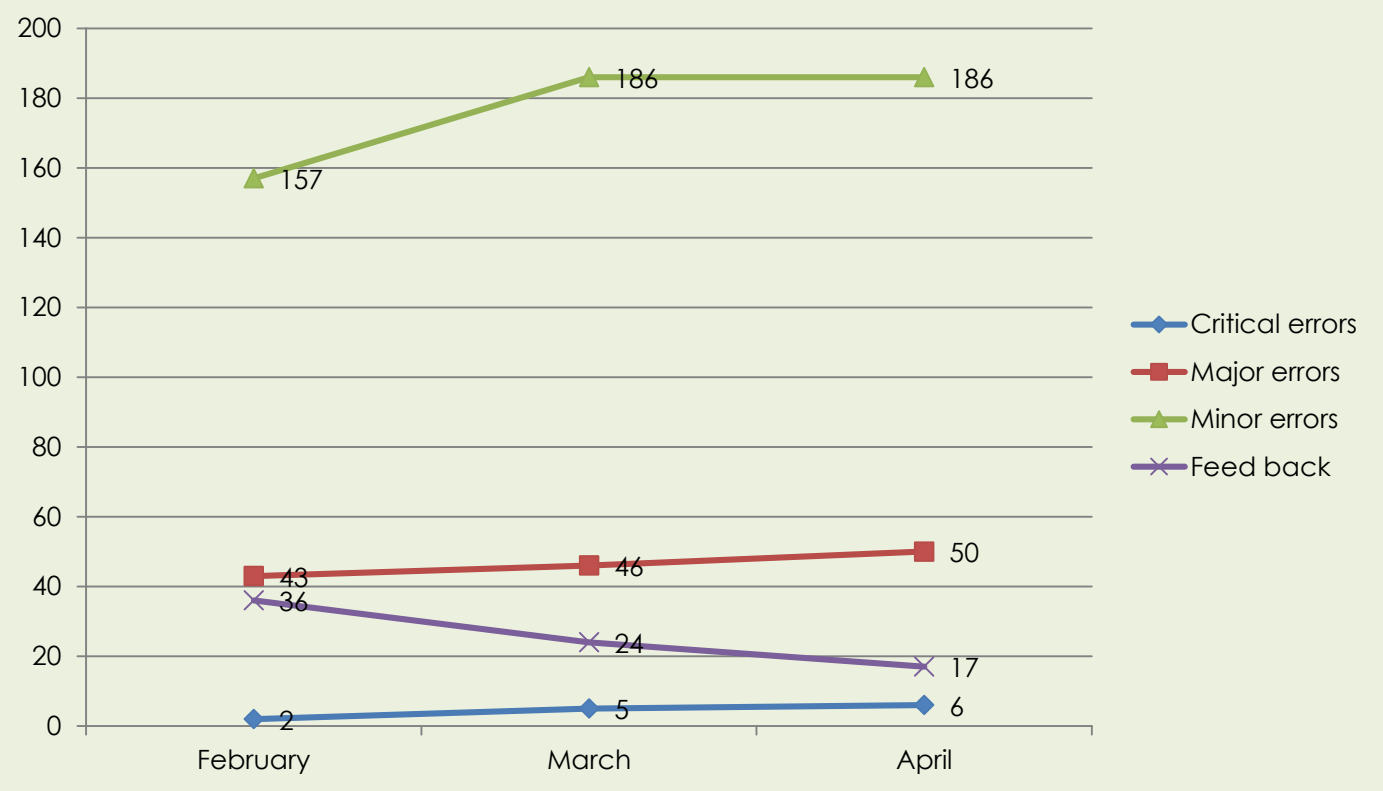
Comparison of distribution of errors in February, March and April (2018).



Types of Errors increased in the period; February to April (2018).



Total number of errors occurred of different category per month



Reasons for errors

- High attrition rate.
- Lack of one to one feedback system between quality analyst and scribe.
- Relatively less time for proof reading of the medical chart note due to over productivity.
- Variation in training methodology.
- Technical issue.

Suggestions:

- Create an employee friendly working environment to reduce the high attrition rate.
- Establish a process of one to one feedback between quality analyst and scribe.
- Reduce little work load on the scribe, which increases the time for proof reading of the medical chart note.
- Standardized training process, which reduces the variation in the training methodology.

Conclusion:

- There is remarkably increase in the scribing errors seen in the given time duration (February 2018 to April 2018). A slight change in company policy in creating an employee friendly working environment along with standardized training process may well reduce many of the errors.
- Interventions that are based on a sound theoretical understanding of the causes of errors are potentially more likely to be successful. Certainly, from what we currently know, such interventions must also address human factors, in addition to offering technological solutions.

References

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Thank you