

Internship at
IKS Health, Mumabi

By

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INTRODUCTION

IKS Health is the premier partner for ambulatory care organizations nationwide. Bringing an integrated solutions set, coupled with insight into industry trends and direction, the team at IKS helps organizations perform more effectively for better clinical, financial, and organizational outcomes.

Our global delivery system couples domestic, executive healthcare experience with a worldwide delivery team which brings round the clock services and solutions to our clients. Connecting with a dynamic, educated and growing workforce around the world, allows IKS to bring resources to our clients that the US healthcare shortage has struggled to fulfill.

Led by the founding partners and a dynamic team of veteran healthcare change-makers, the more than 5,000 employees of IKS stand ready to manage annual client revenue of more than \$6 billion and supporting a total of 14,500 US providers.

Goals of internship

- To understand mission and vision of the organization.
- To learn the process of virtual scribing.
- To understand importance of virtual scribing in patient care.
- To understand medico legal aspect of preparing chart note by virtual scribing.
- To understand roles and responsibilities of physician partner- Team Lead.
- To determine differences between US healthcare and Indian healthcare.
- To learn physician preferences and style of preparing chart notes.
- To provide valuable inputs to the organization by applying knowledge gained during MBA.

Organizational profile

Physician partner – Team leader

Overview

This position leads a team of scribes. The scribe is a physician who would be responsible for managing the US physician's documentation on the electronic platform. The scribe would listen to the physician patient interaction and summarize the same in the electronic health record. This summarized note would reflect the patient's problem and physician's plan around the same. The chart note generated by the scribe would be used by the physician as a reference document.

Roles and responsibilities

Roles

In this role, a successful candidate will be expected to play the following role:

- Become a trust-based service provider for our US-based client physicians by helping him or her with a suite of clinical services (such as note scribing, clinical coding, and prescription management). As part of this role, he or she shall be required to conduct these activities, deliver the end-products and collaborate with his or her client physician to help improve his overall care

- Candidate shall be expected to have a strong learning orientation, learn about global and US healthcare, and acquire other critical thinking skills
- Conduct analyses, problem solving and data management of the client physicians- practice and identify ways and means for him or her to further improve the care s/he provides, improve patient satisfaction and run a higher quality practice
- Over time, manage a team of healthcare professionals to complete the delivery of services to the client physician. This will include coaching, guiding and mentoring younger professionals to do these tasks, with the aim of helping them get ready to play bigger roles, including taking on parts of ones- own responsibilities
- In addition, candidates in this role will be expected to play key roles in a variety of situations. Some potential situations that may emerge include the following:
 - Building epidemiological, statistical and analytical skills to support our clients
 - Coaching, teaching and training younger professionals
 - Learning and mastering aspects of service delivery such as quality management
 - Contribute to bigger efforts such as process automation, IT enablement and other corporate efforts.

Responsibilities

Manage daily work allocation for the scribes within his/her team

- Daily reconciliation and mapping of output
- Set and Revise team targets
- Track productivity and quality within the team
- In charge of all weekly/monthly quarterly presentation data
- Conduct recruitment and appraisal within the team
- Manage attrition and employee satisfaction

- Report on query logs and manage the logs
- Ensure that minimal abstractions and filing to be done.

Services provided by organization

There are three verticals of IKS health:

IKS CARE

Clinical Data Management

Enhanced Documentation and Coding

Enhanced Care Delivery

IKS PRACTICE

Proprietary Software Solutions

Software Development and Implementation

Practice Efficiency and Excellence

Help Desk Support

IKS MARGIN

Revenue Generation

Revenue Capture

Cash Collections

Cash Maximization

DEPARTMENTS VISITED

IKS CARE - OPERATIONS

At IKS clinical solutions are designed to give overburdened physicians the time to care – for their patients and for themselves. These critical solutions ensure improved outcomes, higher productivity, happier doctors, and satisfied patients. Whether we're bringing better, safer care, or adding time to the physician's day, IKS solutions are a key tool for an engaged clinical team and an integral step on the move to value.

IKS Care Solutions:

- **Enhance Documentation**
- **Capture Data**

Creating clinically, financially, and legally accurate documentation makes the job of the physician easier.

- IKS Scribble – a virtual scribe solution
- IKS Coding

Ensuring the right data is at the right place at the right time.

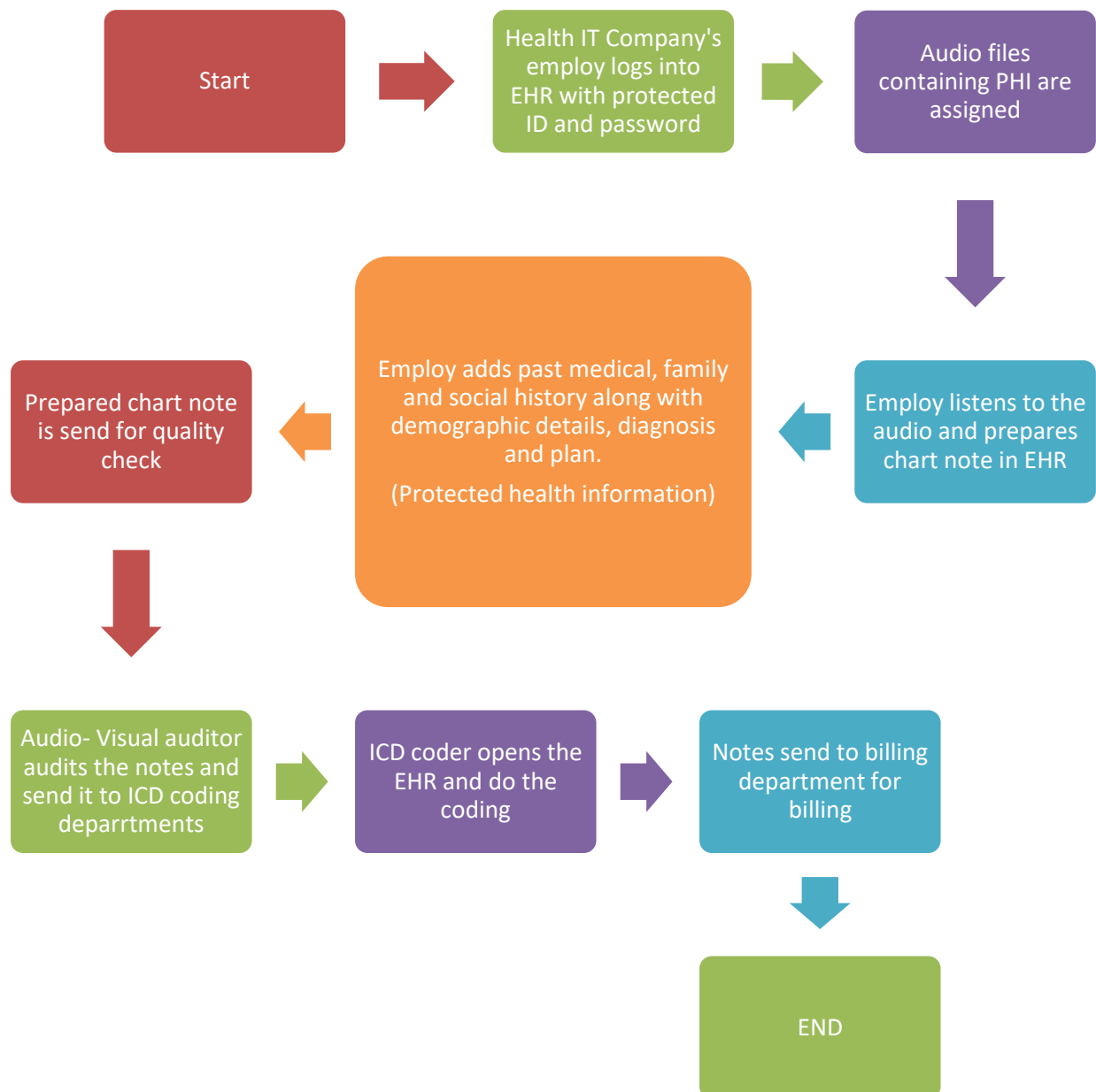
- IKS Migrate
- IKS Abstract

- **Coordinate Care**
- **Elevate Care Delivery**
- Coordinating patient services across the continuum of care.
 - IKS Referrals
- Enhancing care delivery before, during and after the visit.
 - IKS Rx Refill

Scribble: a virtual scribe solution

Scribble is an asynchronous virtual scribe service that pairs physicians with a Virtual Physician Partner (VPP) who creates an accurate, comprehensive clinical note for each patient visit. Freeing physicians from the computer terminal, they're able to return to the bedside interaction and clinical decision-making that inspired them to enter healthcare at the start.

PROCESS FLOW



WHAT IS SCRIBBLE?

Scribble is a virtual scribe service that pairs you with a Virtual Physician Partner (VPP) who creates an accurate, comprehensive clinical note for each of your patient visits.

HOW DO I SCRIBBLE? §

Your exam room is equipped with a microphone and the secure Scribble application is installed on the desktop computer § After obtaining patient consent, the visit is recorded § Your VPP accesses the encrypted audio file and listens to the visit, replaying as often as necessary to obtain all significant details § He or she creates a comprehensive clinical note that is tailored to your style, specialty, and existing EHR template, and also provides feedback on coding accuracy § You review, edit, and sign off on the note within 24hours

HOW MUCH TIME DO I NEED TO COMMIT TO SCRIBBLE?

A trusting relationship between you and your VPP is the foundation of our work. In the beginning, you will hold daily calls to align on documentation style, strengths, and areas of opportunity. After ~4 weeks, this transitions to weekly discussions for ongoing collaboration.

HOW IS SCRIBBLE GOING TO MAKE MY LIFE BETTER?

§ Increase focus on patient care § See more patients and open up same-day access § Have time to meaningfully engage with your clinical team § Spend more time with family + friends

WHO ARE THE VIRTUAL PHYSICIAN PARTNERS?

Virtual Physician Partners are all highly-trained clinicians, proficient in numerous medical specialties. You will keep the same VPP throughout, so he or she truly becomes an extension of your clinical team, fluent in your group's specific processes, standards, and culture.

WHAT DO PATIENTS THINK ABOUT THE SERVICE?

Physicians report that patients regularly thank them for spending more one-on-one time with them, rather than typing on the computer during the visit. Many see an uptick in patient satisfaction scores. Also, compared to a live scribe, a Scribble microphone is much less invasive in the exam room!

ARE THERE ANY COMPLIANCE OR SECURITY ISSUES?

Scribble and Virtual Physician Partners are fully compliant with HIPAA and all other healthcare regulations. Audio files are encrypted, created with unique identifiers, and stored on U.S. server

TRAINING PROCESS

WEEK 1 – WEEK 4

Classroom training-

- Learned basics of scribing.
- Difference between US health care and Indian health care
- HIPAA compliance
- Medico-legal aspect of scribing
- Protected health information and its significance.

WEEK 5

Language assessment and Chart note assessment

WEEK 6- WEEK 8

Classroom training

Task- Virtual scribing

Productivity: 80 minutes/day

Quality: 90 percent accuracy.

WEEK 9

Tollgate for scribing

Target score- 90 %

Achieved score- 90%

WEEK 10- WEEK 12

On floor training

TASK – Virtual scribing

Productivity- 120 minutes/day

Quality- 98% accuracy.

IMPEDIMENTS

IKS health is under US jurisdiction and breach of data is biggest law offence for which there are serious punishments, thus I was instructed to carry out dissertation using secondary data and not to use name of the organization in the dissertation.

Only limitation to the dissertation process was use of limited data which implies to organization only and to generalize it in research was a task in itself.