

BRIGHT LIGHTS AWARDS

2023

Nomination: 2. Optimising teams' capacity and creating efficiencies

Tilbury District Family Health Team

Optimizing Scribes in Team-Based Care: Better Practice Management



At the TDFHT, scribes have allowed physicians to offload documentation burden, and avoid having to navigate the EMR, which generally require additional training and frequently demand a degree of technical skill to fully optimize the EMR. Scribes can also reduce the need for redundant follow-ups and inquiries. To date, our experience is consistent with the available literature that reports increased time spent with patients; higher satisfaction with the team; and increased chart quality, accuracy, and efficiency. This achievement extends beyond the work of a scribe, since the entire team has had to adapt its workflow to accommodate the changes associated with scribing. Team members have been diligently working through the significant changes and adapting their workflow to establish effective processes that will benefit both team and patients.