



# How ScribeConnect's Scribe Management & Education Platform Helped Integritas Improve Their Medical Scribe Program

How do you successfully deploy and manage medical scribes across several healthcare systems?

If you have looked into or attempted to deploy a medical scribe program of any size, you may have run into some challenges with medical scribe recruitment, training, management, and retention. These challenges are often compounded when the medical scribe program spans multiple specialties in urban and rural facilities throughout a region.

This was the case with **Integritas**, a professional medical staffing group that contracts with emergency departments, hospitals, urgent cares, and ICUs throughout urban and rural areas of Illinois. Integritas has a strong commitment to the populations they serve and the people who serve them. CEO and Founder Dr. Dan Doolittle understands and appreciates the benefits medical scribes provide in furthering his company's mission.

So how does Integritas keep their high quality of service across a team of physicians deployed across multiple hospitals, emergency departments, and clinics? One aspect of their success has been the development and advancement of their own internal medical scribe program. Dr. Doolittle's promise of *"unwavering commitment ... to provider support and client hospital support,"* is what drives Integritas, their mission, and their programs, including their medical scribe program.



## Integritas

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**Website:**

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**Revenue:**

\$3.59 million

**Year Started:**

2016

### The Issue at Hand

Integritas values integrity, healthy relationships, joyfulness, agility, and growth throughout their organization. One way Integritas supports and strengthens these core values is by making available in-person medical scribes to providers in high volume facilities and to any provider who requests them.

Vetting, hiring, training, and managing a scribe team can demand a significant amount of time and resources. Alex Morris, the Clinical Documentation and Scribe Manager at Integritas, used to allocate a significant amount of her time to hands-on training and management of scribes. The amount of time she spent increased significantly as Integritas expanded into new contracts and facilities and had a need for a larger scribe program. Alex needed a way to maintain the quality of education for her scribes while reducing the workload required to manage a quality medical scribe program.

So how does Alex ensure Integritas maintains a high level of medical scribe performance that meets and exceeds their providers' expectations, improves workplace satisfaction, and strengthens documentation efficiency?

### And then 2020 Happened

In-house scribe programs are difficult enough, but as 2020 began to unravel, the healthcare industry was hit especially hard and a shift in employee training, management, and retention began to occur. These changes were amplified for in-house scribe programs at healthcare organizations when they realized they didn't have the resources in place to remotely educate and train their medical scribe workforce.

By 2020, ScribeConnect had already identified the need throughout healthcare to provide medical scribe education and management support to healthcare organizations of all sizes. Early in 2020, that need became painfully evident and ScribeConnect accelerated the development of their web-based SaaS platform that provides hiring, training, and management support for in-house medical scribe programs at healthcare facilities nationwide. The ScribeConnect medical scribe Training and Management Platform provides resources so that *"any provider, any time, anywhere"* can successfully establish, maintain, and improve their own scribe program, whether it was previously contracted out or built internally.

For Alex, even though she was not the scribe manager when Integritas initially started their in-house scribe program, it was evident to her that the ongoing hiring, training, and management of Integritas' medical scribe program would require a significant amount of her dedicated time. Having the ability to remotely assign eLearning courses and monitor scribe training progress, review evaluations submitted by her scribe training team, and ensure her scribes were regularly engaging in continuing scribe education, allowed Alex to focus on other areas at work that needed attention without eroding quality in the company's scribe program.

### How ScribeConnect's Medical Scribe Training & Management Platform Helped

When Alex began using the ScribeConnect Medical Scribe Training & Management Platform, it allowed her to efficiently manage the decentralized scribe workforce more than ever.

**Medical Scribe Training** – Integritas deploys ScribeConnect's online medical scribe training curriculum in conjunction with in-person training to reduce the amount of time and resources required for new scribes to be adequately prepared to work in their role. New scribes at Integritas now complete the online and on-demand Comprehensive Medical Scribe Training Course and a specialty-specific Medical Scribe Training Course prior to starting EHR and floor, or bedside, training. Alex figures each scribe completes the eLearning courses on the ScribeConnect Platform in about 20 hours and then progresses to 4-6 weeks of floor training prior to working directly solo with providers. The 20 hours of on-demand eLearning a scribe completes on the ScribeConnect Platform is 20 hours that she does not need to spend directly in person training scribes on the fundamentals of medical scribing. In addition, Alex can monitor their training progress during the onboarding process to ensure the necessary basic training is met and each newly deployed scribe is competent in their work.

**Scribe Management** – In addition to hiring and onboarding new medical scribes, existing scribes can be assigned tasks and reminders, they can be enrolled in continuing scribe education courses, and Alex can conveniently review scribe evaluations submitted by her training team from any of her remote facilities. Alex is able to create and edit evaluation forms specific to each facility her scribes work at. With a simple-to-use evaluation tool, Alex and Integritas can track scribe performance to drive quality throughout her scribe program.

Alex said of the Scribe Management Platform: *"I have found the management aspect to be most useful. We did not previously have any set way established to keep track of training progress or even ongoing tracking of performance. Previously, the majority of our training was all hands-on and I have discovered that the online courses have been a huge asset for new hires to complete prior to their floor training."*

On the Platform, Integritas primarily uses the following features to help manage and maintain their scribe program:

**Teams:** Scribes can be assigned to a specific team or to multiple teams depending on the location(s) they work. For example, if a scribe works at two different emergency departments, they will have access to two teams on the Platform. The scribe can be assigned training, evaluations, and a role-specific to their position in any given team.

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-Alex Morris

Clinical Documentation and Scribe Manager, Integritas

**Training Center:** The ScribeConnect Medical Scribe Management & Training Platform contains a full course catalog including the Comprehensive Medical Scribe Training Course, specialty-specific Medical Scribe Training Courses (for most medical specialties), and an ecosystem of Continuing Scribe Education (CSE) courses based on medical specialty. Training can be assigned to team members and their progress and scores can be viewed by managers.

**Forms:** Employee evaluations forms are available to the training team to evaluate employee training progress. Form templates are available to be used without any modification. Managers can also choose to develop their own evaluation forms or modify existing evaluation templates. Evaluations can be used to evaluate a new hire's progress, audit charts, or evaluate a Trainer's performance. Submitted evaluations are viewable to the training team.

**Branding:** Integritas uses Custom Branding features to display their logo, company colors, and company labels on the Platform. This allows their employees to view the platform as an integrated tool that reflects Integritas' look and feel and is consistent with the terminology and employee roles within the company.

**Custom Roles:** Additional roles can be customized and created to suit Integritas' unique needs.

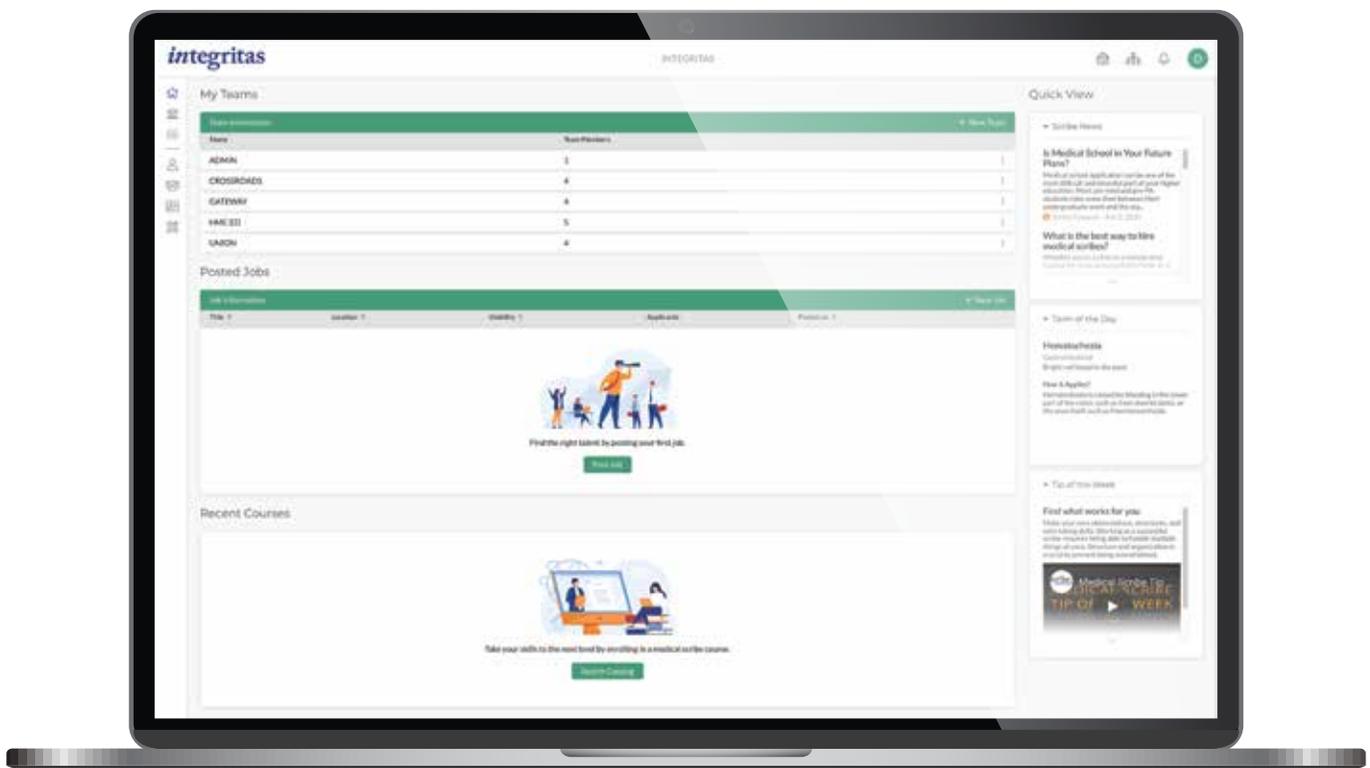
## Tangible Results that Can Be Measured

The quality content and features provided by the ScribeConnect Platform directly help Alex manage her scribe teams with tangible results. According to Alex, "Approximately up to 6-8 hours are saved per week on management tasks, but more when we are in the hiring and training stages." In addition to the time saved for the management team, "the training is more goal-focused and efficient with the ScribeConnect platform" leading to more efficient and well-performing medical scribes.

In the last 6 months, Alex figures that Integritas has saved hundreds of hours in scribe program training and management by utilizing the ScribeConnect Platform.

In addition, Alex can monitor scribe training and performance remotely in real-time from anywhere saving her valuable time and considerable logistical effort.

When asked if she would recommend the ScribeConnect Medical Scribe Training & Management Platform to other healthcare professionals and organizations, Alex enthusiastically answered: "Definitely! Especially now that we see more and more remote work environments, this online platform could be essential to managers and leaders to ensure a successful start-up and ongoing scribe training and support."



## Results at a Glance

Assuming an average independent doctor's network, with a team of 15 physicians working across 5 sites, and 10 medical scribes each working up to 25 hours a week.

- Average of 6-8 hours saved per week on management tasks
- 20 hours saved per onboarded medical scribe, eliminating face-to-face training time using ScribeConnect's online training.
- Each medical scribe returning to their graduate studies after 6-12 months, resulting in hiring and training of up to 10 scribes per year.

7 hours x 52 weeks  
= **364 hours**

10 scribes x 20 hours each  
= **200 hours**

**550+**

hours saved total per year  
\*from management tasks

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