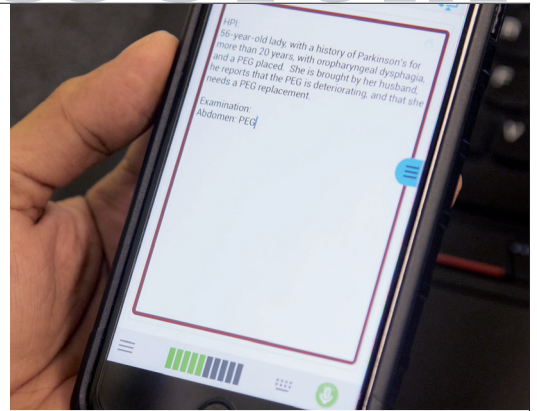


eClinicalWorks CUSTOMER SUCCESS STORY



Gastro Health Florida

Using a Virtual Scribe to Combat Burnout

The Challenge

In late 2016, Florida's Gastro Health, a rapidly growing practice that specializes in all aspects of gastroenterology, realized that meeting the demands of healthcare IT documentation without losing focus on patients would require a new, more powerful EHR that matched their philosophy of providing an outstanding experience for both physicians and patients.

The Solution

Gastro Health recognized that eClinicalWorks offered them the flexibility and power they needed for documentation. Staff are speeding workflows and reducing the risk of physician burnout by using eClinicalWorks Scribe and have attended three eClinicalWorks National Conferences to further expand the depth and range of their knowledge.

The Results

Providers have reduced the number of clicks needed to complete their documentation and are getting back precious minutes each day. They are achieving higher quality care for their patients, spending more time with their families, pursuing their hobbies, and striving to achieve the work/life balance that is essential to making them better doctors.

Florida's Gastro Health

Using a Virtual Scribe to Combat Burnout

Providing “An Exceptional Healthcare Experience”

At Miami-based Gastro Health, one of Florida's fastest-growing gastroenterology practices, the formula for success is as straightforward as it gets.



James S. Leavitt, MD

“Provide outstanding medical care and an exceptional healthcare experience,” said Dr. James S. Leavitt, who is president of Gastro Health and a Fellow of the American College of Gastroenterology.

“We are extremely mission driven, and

we take our mission seriously as physicians. Patients come first. So we try to drive everything around the patient and the patient experience.”

In just two years, Gastro Health has grown from 47 physicians to 120 across more than 50 locations. With that rapid growth came the realization they could go only so far with their previous EMR and analytics package.

“Also, we were on two different platforms,” Dr. Leavitt said. “Our Practice Management system was different from our Electronic Medical Record, and while it was usable, it wasn't the most efficient thing to do, and it wasn't giving us the best data. So we decided to do another search.”

That search led Gastro Health to eClinicalWorks.

Learning About eClinicalWorks

“It was clear that eClinicalWorks stood out to us in what they could do,” Dr. Leavitt added. “Again, on that vision of engaging the patient, on driving analytics, on the fact that they had thought about Population Health and they could see the future, that was where things were going. So, it impressed us.”

So impressed them, in fact, that Dr. Leavitt and some of his Gastro Health colleagues went to the 2016 eClinicalWorks National Conference in Orlando — months before going live with the product.

“We wanted to see what this is about and meet other people who were using it,” Dr. Leavitt said. After going live with eClinicalWorks in April 2017, Gastro Health attended the 2017 Conference in Dallas to learn still more.

It was there that providers began to realize exactly how many resources eClinicalWorks made available to them. They were particularly interested in reducing the amount of work they were doing in their EHR.

A Virtual Scribe to the Rescue!

“I learned about Scribe during the National Conference in Dallas,” said Dr. Jose Lavergne, “and I got hooked on it, because you don't need additional equipment, it's on your phone. So, that's a big plus. You don't have any additional expenses on mikes and programs that you have to download. And it's portable.”

What Dr. Lavergne, Dr. Leavitt, and thousands of other physicians are realizing is that as necessary as EHRs may be, they can become a distraction. And if patients don't feel their doctor is fully engaged in the visit — well, they're probably right.

“EMRs are tricky things,” Dr. Leavitt said. “It depends upon how you use them, and how you think about them. And if you can think about them correctly, it will decrease the stress and the burnout and increase the patient experience.”

In Dr. Leavitt's view, eClinicalWorks is a leader both in standardizing processes and turning raw data into useful information that promotes better patient care.

“We're developing the Gastro Health way with two things in mind,” Dr. Leavitt said, “What outcomes do we want to drive? And what data points do we need to put in there consistently that will drive those outcomes?”

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— Jose Lavergne, MD

The Problem of Burnout

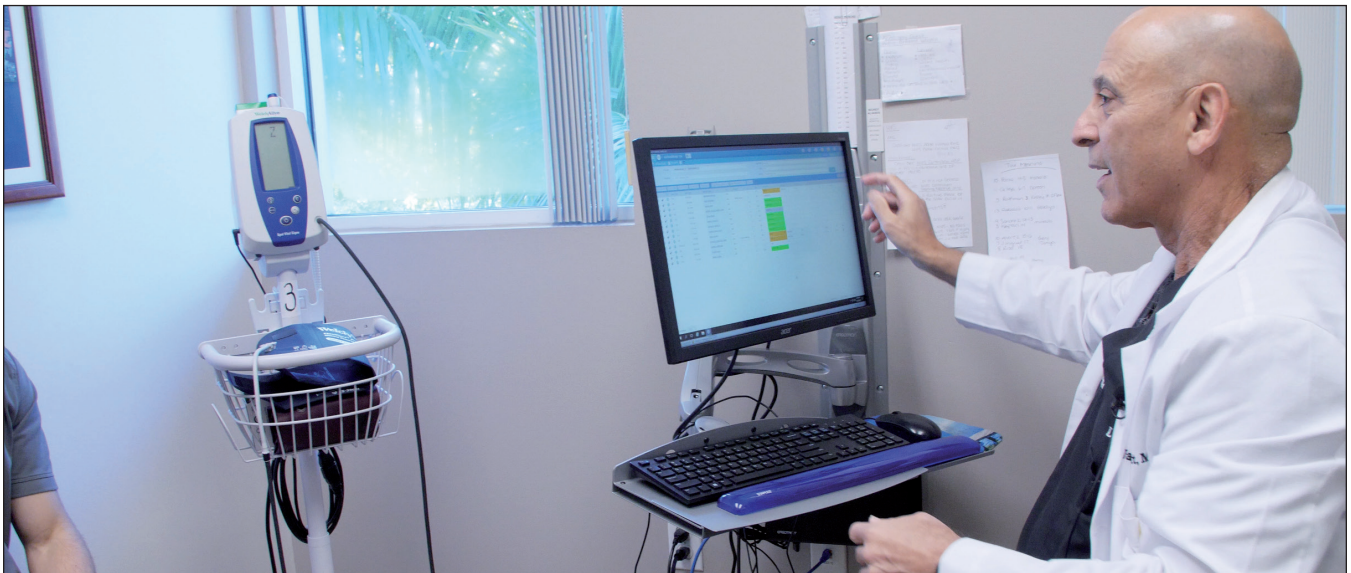
Gastro Health understands that one key threat to their mission is physician burnout, which plays a central role in both the quality of healthcare and the patient's experience of that care. After all, if doctors are overworked, they are more likely to make mistakes or give patients less than their full attention.

One secret to great care, Dr. Leavitt notes, is looking the patient in the eye, saying hello, and not letting the computer physically get in the way. But since all providers recognize that the EHR has a role in each patient encounter, Dr. Lavergne notes that the other key to reducing stress and battling burnout is simply saving time on documentation, including finding ways to allow doctors to get home a bit earlier, spend time with their families, pursue their hobbies, and recharge for the next day.

"It may not sound like a lot, but it is saving a lot of time," Dr. Lavergne said. "It used to take at least 20 minutes, now it's probably seven to eight minutes or less, depending on if you use templates and Order Sets that also save time. Two or three minutes here, a couple minutes there — you have to multiple by the number of patients you are seeing. That adds up. In the end, it can be an hour, an hour-and-a-half. That's time you can use to improve."

Another Gastro Health colleague, Dr. George Sanchez, agrees.

"Physician burnout is a real thing," he said. "It's something that we see more and more. So that's where technology can come in and kind of alleviate some of that burnout, some of that stress. In order to overcome my own personal burnout, I've set up templates and macros. And once I found out about Scribe, I started using it, and to me it's remarkable



Dr. James S. Leavitt recognizes that the EHR and a computer will play a role in each patient encounter, but uses eClinicalWorks Scribe to ease documentation, giving him more time for eye contact, conversation, and the one-on-one attention that each patients needs and deserves.

how accurate it is and how quickly you're able to speak. It's able to detect your voice and the language and everything that you're trying to say."



eClinicalWorks Scribe gives physicians a convenient, portable solution to their documentation needs, and can help reduce the risk of physician burnout.

How Three Doctors Benefit

Each of these three physicians has found that Scribe is allowing him to get back precious time each day, contributing to better work/life balance.

- **Dr. Laverne** has more time for martial arts: "I do martial arts, and now I can go four days a week to train, which is not something I would have been able to do in a sustained way when we had the previous EMR."
- **Dr. Sanchez** feels he's improving as a doctor: "I'm able to stop what I'm doing and listen to the patient. Thanks to Scribe, I'll be able to make up the time afterwards, when I dictate the History of Present Illness and some of the other components."
- **Dr. Leavitt** has more time for his many duties, as both physician and president of Gastro Health: "I can do my Note now in two or three minutes. I'm much more efficient now. And so, that's how it's helped me — by being more efficient, being able to leave a little earlier."

How Patients Will Benefit

Happier doctors lead directly to happier patients, and it's no surprise that a practice as dynamic as Gastro Health would have a roadmap for making continual improvements, in both the short term and the long term.

Gastro Health sent 18 of their employees to the 2018 eClinicalWorks National Conference — three physicians and 15 non-physicians — each of whom had specific sessions to attend so as to maximize the amount of new information the practice can take home and put to work.

"There's less stress in this office now as we become more efficient, as we find the 'Gastro Health way' to get our doctors to do Notes in the most efficient way," Dr. Leavitt said. "As they don't stack up all their Notes until the end of the day, as we build better macros and templates and Order Sets, and improve our workflow, we have a happier office."

Looking ahead, Dr. Leavitt knows there's more to do.

"You want to put in everything, but you can't do everything at the same time," he said. "Every year we go, as we know more about the product, we actually learn more, and it becomes even more useful every time."

But the real key to Gastro Health's success lies not in any one piece of software from eClinicalWorks. It lies in understanding one's medical mission.

"While physicians may understand the quality of the care, patients don't really understand the quality of the care," Dr. Leavitt said. "They understand the quality of the *experience*. So that's why our mission is both outstanding medical care and an exceptional healthcare experience." ■