

Boost Physician Satisfaction: 5 Proven Methods

Let accurate & timely clinical documentation give providers their time back.



From soaring labor costs to rapidly shrinking margins, healthcare organizations have experienced a host of challenges since the start of the COVID-19 pandemic. One of the most profound byproducts of these rising pressures is an unnerving drop in the level of physician satisfaction nationwide.

From 2020 – 2021, physician satisfaction with work-life integration plummeted by **an alarming 15.9 percentage points**, dropping from 46.1% to just 30.2%, according to a survey of 2,500 physicians conducted by the American Medical Association, Mayo Clinic, Stanford University School of Medicine, and the University of Colorado. Even worse, physicians' professional fulfillment scores, which were a concerning 40% in 2020, tumbled to just 22.4% in 2021.

Some physician dissatisfiers are beyond the control of a hospital, health system, or physician practice. But here's one thing you can control: Easing the undue burden that clinical documentation puts on your providers.

In this white paper, you'll get a thorough understanding of the multiple problems linked to physician dissatisfaction. You'll also learn about the innovations and workflow improvements you can implement right now to create more accurate and timely clinical documentation, ease your providers' burdens, and boost physician satisfaction.



NEARLY 8 IN 10 PHYSICIANS
Feels professionally unfulfilled right now.

SOURCE

The Mounting Costs of Sagging Physician Satisfaction

Physician satisfaction—or a lack of it—carries over into every aspect of a hospital, health system, or physician group. It impacts the quality of care, operating margins, and even clinicians' perceptions of the organization that employs them.



1.8 HOURS / DAY

Time physicians spend completing documentation outside of work hours

SOURCE

A **Bain & Company survey** conducted in 2022 shows that Net Promoter Score (NPS)—a measure of clinicians' likelihood to recommend their employer to other clinicians—fell from **36 points** last year to just **19 points today**.

Bain researchers also dug into two key measures that show how physician dissatisfaction creates provider burnout. **Sixty-three percent** of clinicians told surveyors that they feel burned out by the end of the workday, and **51%** said they don't have time or energy for friends and families during their leisure time.

What can help ease these non-stop pressures? According to Bain researchers: "From scribes to coders to ancillary support services, **the right technology and personnel** can help reduce the draining administrative tasks that steal focus from clinicians' most valuable work."



5 Proven Methods to Boost Physician Satisfaction

While the reasons for physician satisfaction vary, one common frustration all providers share is the excess of time spent on clinical documentation. Put simply, every minute a provider spends making a few extra clicks in their EHR is another minute that they could've been doing something more productive—caring for patients or spending more time with their family—instead.

Yet while documentation tasks keep sapping providers' on-the-job happiness, too many healthcare organizations are slow to act. According to an early 2022 survey by the Medical Group Management Association and the website Stat, 86% of healthcare leaders have no formal plan or strategy to reduce physician burnout.

You can get ahead of the pack and jump-start your strategy to boost physician satisfaction right now. Following these five steps toward creating more accurate and timely clinical documentation workflows your providers will love.

1. Offer medical scribing as an option.

The problem: Physicians who do not use medical scribes spend too much of their time (**nearly 49%**) on EHR tasks and just **33%** of their time on direct patient care.

The proven solution: Literature shows that using medical scribes can help providers rebalance their time, allowing them to spend **75%** of their time on direct clinical interactions and **just 25% of their time on clinical documentation-related tasks.**

With a medical scribe, providers can better focus on patients during each encounter because they're not glued to a keyboard. Because medical scribes are documentation experts, they can help providers improve chart accuracy and thoroughness. They also improve chart turnaround times, which creates a positive downstream effect of accelerating the revenue cycle.



Should I use In-person or virtual scribes?

It's a key question you'll need to answer as you introduce your providers to scribes. While having a human in the room may sound ideal, this approach will increase your staffing and scheduling challenges.

Virtual Medical Scribing from DeliverHealth lets your providers record patient encounters in the room, in real time, with no wait. Recordings then get uploaded and completed by expert-level medical scribes.

All your providers have to do is review the note when it's done and provide signoff.

2. Give providers an effortless way to complete their documentation.

The problem: Providers' workdays are seldom routine. An orthopedic doctor may see patients in a clinic, round at a local hospital, and then perform procedures at an ambulatory surgery center (ASC) all on the same day. If that surgeon is locked into one rigid documentation method, she'll need to spend more time at home catching up on paperwork.

The proven solution: When you give your providers optionality—allowing them to choose between dictation or medical scribing, for example—they can spend **40% less time on clinical documentation.**

The **DeliverHealth Platform** is the only solution in the market that gives providers one-tap access to transcription and medical scribing in the same place. This lets providers complete their documentation whenever, from wherever, in a format that works best for them. Just tap on a patient's name in the schedule, choose your documentation method, and you're off and running.



How does documentation optionality work in real life?

An orthopedic surgeon can choose to record her clinic sessions and upload them for scribing immediately after each visit—no at-home documentation time needed. Then she can choose to dictate patient notes from a procedure while at the ASC later that same day—moments after the procedure—all while using the same device and following a **common, familiar, and simple workflow.**

3. Let providers use their mobile devices for documentation.

The problem: Literature shows that **85% of providers use mobile devices or apps** in their daily work. But when they have to do their clinical documentation, too many providers still have to hunt down different devices and learn how to use them, all of which takes precious minutes.

The solution: Let your providers complete their clinical documentation using their mobile device of choice. Solutions like the **DeliverHealth Platform Mobile App** let providers start documenting a patient encounter within seconds from the convenience of an iPhone or Android phone. Because today's mobile devices offer high-quality microphones, your providers will get clear audio recordings that they can upload to the cloud instantly so your HIM teams can code with confidence and get billing completed faster.

Clinical documentation on mobile delivers many proven benefits, including shorter time-to-record, less time waiting for dictation to start, and lower overall cost. Mobile also gives providers the flexibility to start and stop dictation in real time, all from the palm of their hand.

What about safety or Wi-Fi issues?

The DeliverHealth Platform Mobile App operates within a secure, cloud-based Microsoft Azure environment that's backed up by redundant data centers. Providers can access the platform through secure web browsers or a mobile app. The platform doesn't need a strong Wi-Fi connection. In fact, **providers can keep recording even if your practice's Wi-Fi signal goes down**, and then they can upload those recordings as soon as the Wi-Fi signal returns.

4. Make language access simpler.

The problem: Talking to patients in their language of choice sometimes means hunting down trained, in-person medical interpreters or carts with language-line telephone or video capabilities. In either case, providers and patients must wait, delaying the delivery of care.

The proven solution: Virtual Language Access solutions help on three fronts. For providers, they save time. For organizations, they reduce the staffing costs of in-person interpreters. And for patients with limited English proficiency, they allow for higher-quality physician encounters with fewer language gaps.

Virtual Language Access Services from DeliverHealth gives providers one-tap access to certified medical interpreters in more than 250 languages. Providers simply open the DeliverHealth Platform Mobile App, choose the patient's name and request an interpreter. Literature shows that remote video interpretation solutions like this satisfy both providers and patients, with patients ranking video interpretation as **higher in quality than ad-hoc or in-person interpretation.**



Can virtual language access help drive accurate reimbursement?

While physicians struggle with time lost when it comes to accessing medical interpreters, administrators cite another concern: The inability to get appropriate reimbursement for language access services. Virtual Language Access Services from DeliverHealth integrates into your EHR directly so you get the data you need (such as session time and call duration) to capture accurate reimbursements for every language access encounter.

5. Power up with a platform approach.

The problem: Healthcare organizations invest in multiple point solutions to help make physicians' lives easier. Yet each different solution requires a different login, password, and workflow. This makes things harder, not easier, for providers who must remember countless passwords and navigate several systems.

The solution: To ease point solution chaos, many hospitals, health systems, and physician groups today are embracing platforms, highly integrated systems that bring multiple solutions together. A platform approach helps drive physician satisfaction.

Here's why: With a solution like the DeliverHealth Platform, providers need to enter only one login and password. Once they're inside the platform, they get the option of using transcription, medical scribes, or language access services. No multiple logins. Less time wasted. More time to provide care. It all adds up to happier physicians.



What healthcare experts say about platforms.

Sara Vaezy, the Chief Digital Officer at Providence, is one of the healthcare industry's top thought leaders. In a recent Forbes article, she had this to say about platforms in healthcare:

“Simplified and standardized technology platforms can allow health systems to take full advantage of the speed and market investment to drive digital transformation.”



Turn Physician Satisfaction Around... and Drive Revenue Forward

Boosting physician satisfaction amid the pressures of the modern healthcare environment isn't easy. But when you make clinical documentation simpler with a highly integrated platform approach, you'll offer your providers an olive branch that shows you're listening and responding to their legitimate concerns.

With the DeliverHealth Platform, hospitals, health systems, and physician groups get another benefit: improved revenue cycle performance. Within the platform, organizations can combine clinical documentation with minimal-touch coding. This lets them bridge the mid-revenue-cycle gap, reduce denials, and improve coder satisfaction, too, organization due to burnout.

If you're ready to improve physician satisfaction and accelerate your revenue cycle, talk with our team at DeliverHealth today.

[Let's Talk](#)



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