

Leveraging Scribble for revenue generation and burden reduction

Client overview

A prominent multi-location east coast physical therapy group

Challenge

Physical therapists (PTs) were experiencing significant burnout due to the overwhelming burden of clinical documentation, and managing multiple patients simultaneously in a dynamic and often noisy environment. Physical therapists frequently switch between patients and conduct multiple simultaneous assessments, which need to be documented promptly to ensure clinical accuracy and compliant reimbursements.

Solution

- IKS Health partnered with a comprehensive approach to transform the documentation process.
- Clinical and implementation teams conducted thorough site assessments of daily operations of PT care teams.
- Encounters were observed from the perspective of therapists, patients, and receptionists to gain insights into the comprehensive documentation process required throughout the entire clinical journey.
- IKS Health implemented **Scribble™ for PT** – a tailored workflow designed to streamline documentation and reduce PT burnout with the following features:
 - **Ambient audio capture**
 - **Generative AI note drafting**
 - **Human-in-the-loop (HITL) finalization**

Impact delivered

30%

reduction in time to note closure, decreasing from an average of 64 to 45 hours

92%

clinicians reported improved quality of clinical documentation, with substantially lower edit rates

43

minutes of clinic time saved per day per clinician

Results

- Each PT achieved a **\$2,200 increase in potential monthly revenue** by **saving 43 minutes of in-clinic time daily**
- **Overall job satisfaction impact improved** as reported by 85% of PTs
- **Achieved a 100% adoption rate**, demonstrating robust integration and acceptance among PTs.
- Maintained a robust **utilization rate of over 75%**, ensuring consistent and effective use of the Scribble solution.