

Medical Professionals' Administrative Burdens: A Less Talked About Issue

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Abstract

The modern-day clinical practice extends a step further than traditional patient care that focuses primarily on clinical issues. It requires additional administrative responsibilities, and documentation. Physicians often get overwhelmed with the non-clinical tasks expected of them, adding to their existing burden of providing clinical care to a high volume of patients.

Viable solutions to alleviate the burdens discussed in this article include equipping physicians with necessary administrative skills by providing them adequate software training, making virtual scribe services more uniform and easily accessible, and developing artificial intelligence and advanced voice-gesture-based interfaces. In addition, insurance companies and regulators should consider implementing changes that are physician friendly.

The extensive administrative tasks that physicians handle on a day-to-day basis lead to an increased risk of burnout and a sense of dissatisfaction among health providers as they struggle to divide time between patient care and office work.

Introduction & Background

The phrase "rheumatic disease" refers to a broad range of conditions that primarily impact the joints, tendons, ligaments, muscles, and bones but also manifest in a wide variety of extra-skeletal symptoms. Pain, stiffness, and swelling in the affected areas are the distinctive signs [1]. RA is more of a focus of this article since it affects a large portion of the population.

The physicians should be aware of how they can make effective use of the programmer, and the programmers should get feedback from the physicians so that they can make the program more user-friendly and improve the quality of their work. ([3] Haas et al., 2019)

The second option is to use a virtual scribe service, also known as a VSS. VSS is a modern alternative to the traditional scribes that are used in hospitals and clinics to reduce the workloads of the medical staff and improve communication between the medical staff and their patients. A random controlled trial of level II demonstrated that there was a significant decrease in documentation without corresponding decreases in quality metrics. This was demonstrated by the findings of the trial. Time is saved, and the number of satisfied customers does not seem to go down. ([1] Benko et al., 2022)

Thirdly, it is possible for payers and regulators to change to less burdensome paperwork requirements for payment and quality reporting if they keep in mind that the primary job of clinicians is to care for patients. This is one condition that must be met before this change can take place. For this reason, record-keeping software that is less complicated and that is short and concise should be introduced.

At the end of the day, doctors feel an emotional toll in addition to weariness; as a result, clinicians must give priority to their mental health. Physicians need to have access to high-quality psychological education and training. Not only will this improve their practices, but it will also allow them to provide superior counselling to their patients.

Opinion

The provision of high-quality medical care to patients should be a physician's top priority. However, practitioners face more pressure than at any other time in history. Every single medical professional, regardless of whether they are sole proprietors or are a part of a larger health system, is confronted daily with the same difficulties. These difficulties include, but are not limited to, issues regarding salaries, staffing, communication, technology, long hours, and burnout. Patients, as well as third-party payers like Medicare and private health insurance, will be subjected to a higher level of scrutiny than they have ever been before. In addition to this, rising patient loads, increased use of electronic health records, and concerns over potential legal liability will all contribute to an increase in the administrative workloads of doctors. Burnout is a condition that can affect doctors who work too much due to the emotional toll that comes with providing continuous care for their patients. In the current medical system, it is not enough for doctors to simply examine their patients; in addition, they are required to meticulously document all the interactions they have with their patients. Also, most doctors have not had any formal training in administration. If they oversaw both taking care of patients and taking care of the paperwork related to those patients, it is possible that they would forget about the paperwork.

Although there might not be a straightforward solution to these issues, medical professionals can still help make their patients' lives easier. In this article, we will discuss some suggestions that have been made for simplifying the precondition approval process, as well as how those suggestions might be put into action.

First, the paper and electronic authorization paperwork for the procedures and medicines that are used the most frequently and need to be approved in advance should be easy to find. This applies to both paper and electronic forms. To create the record and interact with it, voice-and gesture-based user interfaces will need to take the place of the keyboard and mouse. Artificial intelligence (AI) should be used more to make compliance with rules, billing, and coding easier to handle. ([2] Briganti and Le Moine, 2020)

Physicians should be provided with the proper training to use all the features of the software, and these workshops ought to be held regularly to assist physicians and make the software function more effectively.

According to doctors, the amount of time spent on administrative responsibilities reduces the amount of time they spend with patients, which in turn reduces their sense of professional fulfillment and raises the risk of burnout for the doctors themselves. Because of the complexity of the situation, it is necessary to conduct additional research into interventions that target numerous aspects of academic clinical practice to make those practices better. Also, doctors should hire staff or try to handle these administrative tasks smartly so they can handle as much work pressure as they can.

Reference

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