

A hand is shown typing on a laptop keyboard. The laptop screen displays a business report with a line chart at the top showing data from January to December, a table titled 'BUSINESS REPORT' in the middle, and a bar chart at the bottom showing data from January to June. The background is a blurred office setting.

1

Introduction

Although critical thinking skills require effective communication, critical thinking is fundamentally an independent process. **Like the Clinical Scribe role, Critical Thinking is “self-directed, self-disciplined, self-monitored, and self-corrective”²⁹.** You are responsible for applying your critical thinking skills to the clinical setting.

Although Critical Thinking involves the **Acquisition of Subject Knowledge and Information** (as identified above), it more potentially pertains to the **Application** of that information. The PHASE I CSAT platform provides opportunities to practice applying Subject Knowledge to the clinical setting conceptually; however, most of the application process occurs during PHASES II – IV Training, and while working independently as a Clinical Scribe.

Below, we offer a more in-depth introduction to the importance of Critical Thinking in the Clinical Scribe Role. We have designed the CSAT platform to help highlight opportunities to practice Critical Thinking Skills during PHASE I training, and we also highlight situations in which it will be beneficial and important to apply Critical Thinking Skills during your role as an Independent Clinical Scribe.

Like the Clinical Scribe role, Critical Thinking is:

- Self-directed²⁹
- Self-disciplined²⁹
- Self-monitored^{5,29}
- Self-corrective²⁹



SuperScribe Tip: Critical Thinking in Clinical Practice

The Critical Thinking Skills outlined in this section are CRITICAL for successful scribe integration into the clinical setting (for new scribes and new scribe programs alike)⁹. However, these skills are not unique to the scribe role; the assessment, communication, and problem-solving skills outlined in this section provide a foundation for successful conduct in any setting and in regard to any problem.

Moreover, the **Assessment, Communication, and Problem-Solving processes** outlined below closely parallel the provider’s **Medical Decision Making process**, in which:

- Problems and questions are clearly identified and articulated
- Subjective and Objective information are obtained, synthesized, and assessed
- Information is communicated with others (ex: the patient and specialists)
- **Problems are methodically solved by:**
 - ▶ Identifying all possible causes for each problem
 - ▶ Methodically conducting studies to accept or reject each possible cause
 - ▶ Selecting the most likely cause and Implementing a Solution
 - ▶ Identifying measurable outcomes to assess the solution’s efficacy
 - ▶ Identifying a specific reassessment plan

Critical Thinking & Integration: Tying It All Together

Scribes do not work in isolation. Scribes work one-on-one with clinical providers, and also become part of a team of medical professionals. Successful integration of new scribes and new scribe roles into an existing medical team requires teamwork, adaptability, open communication, and mutual trust and respect among all team members^{5,9,41,46,47}. While some of these traits – such as resilience and adaptability – may be inherent, others – such as the ability to cultivate trust and respect with a provider – may take time.

Ultimately, the goals of this manual and of the ScribeConnect CSAT platform are to provide you with more than instructional training on scribe efficiency. Our goal at ScribeConnect is to provide you with the foundational tools you will need to integrate an excellent scribe program into your current workflow. We hope that the resources we provide in this manual, in the CSAT Course and Workbook, and in the online supplementary resources will help you develop **ScribeConnect's attitude of confidence, professionalism, reliability, and service**. By cultivating a **culture of employee excellence**, we aim to cultivate a role each employee can take pride in.

Note on this Manual as a Learning Tool

At ScribeConnect, we believe our focus on Critical Thinking skills sets us apart from other scribe companies and service providers. Throughout this CSAT manual, you will encounter sections and exercises dedicated to helping you understand the importance of strong Critical Thinking Skills within the clinical setting. These sections will also provide guidance on ways in which you can succeed as a Clinical Scribe by applying your critical thinking skills.

Throughout this Manual, you will find key Subject Information (Terms and Concepts) bolded and underlined. You will also find SuperScribe Tip- and SuperScribe Application Boxes that are designed to help you conceptualize how you will apply the Subject Knowledge conveyed in the manual to your role as a Clinical Scribe.



SuperScribe Tip:

Throughout this Manual you will note SuperScribe Boxes that serve as conceptual tools, helping you to integrate primary content information presented in various modules and chapters together, forming a greater understanding of their relevance. SuperScribe boxes also help facilitate Critical Thinking Skills. We encourage you to familiarize yourself with all the information emphasized within each SuperScribe box.