



## How Clinicians and Rooming Staff Are Working Together in Virginia

Last month's ACORN *Clinical and Policy Perspective* asked practices to tell us about how rooming staff and clinicians are working together in care teams. We had a total of 45/283 survey respondents from 25 different practices. Most of our respondents were physicians with a nice representation ranging from front desk supervisors to nurse managers. We think the findings about what is happening in Virginia is really interesting!

1. The percentage of practices who said that they had rooming staff with the following credentials.

RNs 67%    LPNs 89%    Medical Assistants 82%    Nursing Assistants 40%    Other 4%

2. The majority of respondents said that...

### **Rooming Staff :**

Record the reason(s) for the visit in the note

Review and update the medication list

Obtain and record vital signs

### **Clinicians**

Review and update the past medical history

Review and update the family history

Perform and record a physical exam

Record the treatment plan in the note

Review the treatment plan with the patient

Order tests

Order treatments

Order consultations

**Shared by Clinician and Rooming Staff** (\* reported 50-50)

Review and update the social and behavioral history\*

Order immunizations\*

Discern chronic disease management and preventive service needs

Obtain and record the history of the present illness

Refill medications

**The percent of practices who standardize rooming staff roles through standing orders and consistent expectations:**

3. Practices have a set of standing orders established for rooming staff

Yes 24%

No 76%

4. All rooming staff are responsible for the same tasks

Yes 100%

No 0%

5. All the clinicians work with their rooming staff the same way

Yes 92%

No 8%

6. Practices feel like rooming staff help clinicians...

A lot 65%

Some 20%

Not much 9%

In closing, a special thanks to everyone who participated in the survey. We like hearing from our ACORN partners.

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