

New Research: The Clinical Documentation Challenge

The accuracy and completeness of clinical documentation is essential for joined-up, effective and safe delivery of care within a Health Trust. But what measurable impacts do accuracy and completeness of clinical documentation along the care pathway have on patient experience, doctors' and nurses' ability to care and on the economics of the Trust?

Why is the research important?

→ **NHS England**
→ **Paperless**
by 2018

→ **NHS England**
→ **Five Year**
Forward View

→ **NHS England**
→ **Digital Health**
Services by 2020



Aligned with these goals, the accuracy and completeness of clinical documentation are essential ingredients for the achievement of **integrated, effective, efficient and safe delivery of care.**



However, there's currently no research relevant for the UK healthcare environment that **quantifies the impact of clinical documentation on patient care, doctor and nurse efficiency or Trust economics.**

Who will find the research useful?

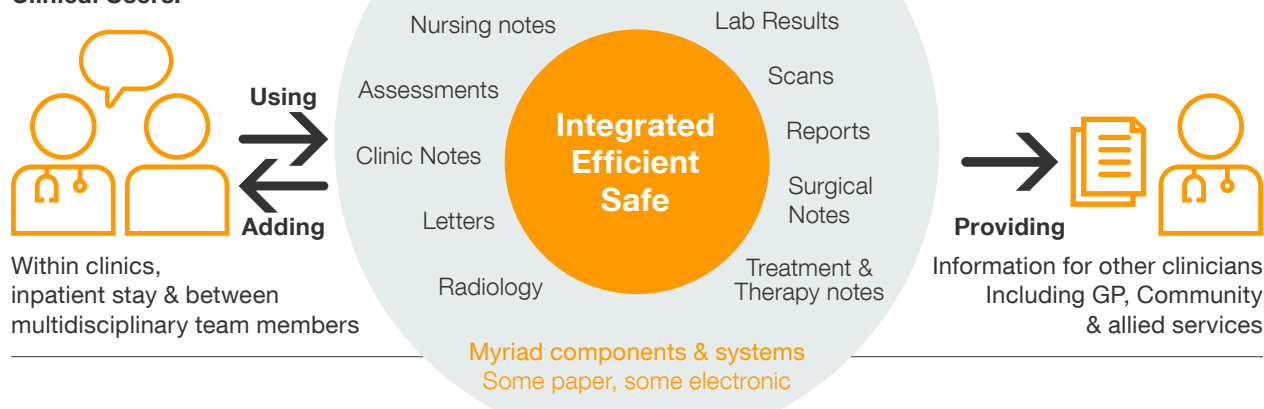
Management, Clinical, Data and Governance Leaders in Health Trusts seeking to maximise the return on their EPR and other clinical documentation investments.

The research helps to understand the clinical process impacts

Secondary Users:



Clinical Users:



Understanding the true story of a person's health is becoming increasingly critical, but is also more complex than ever before. Where clinical information is incomplete or inaccurate the study found that multiple challenges can arise incurring additional work, process delays, potentially duplicated activities or risks associated with clinicians operating without the full information.



Research Results

The report aims to provide Trusts with business value performance indicators for accuracy and completeness of clinical documentation to positively impact:

→ Patient care pathways

→ Doctor/nurse productivity

→ Trust-wide economics



50% or more of a doctor's time is spent on clinical documentation.



42% of all respondents document with pen & paper



52 minutes per day alone is spent searching for information.



27.4% the required information was not available or had insufficient detail.



68% of all documentation is narrative.



58% of the doctors highlighted that their notes were likely or very likely to be more complete if there was more time to spend on them.



The value of time for a doctor searching for missing information is nearly **£20,000** per doctor per annum.

→ **The Clinical Documentation Challenge Report** helps you to identify new benchmarks to improve:

1. Data & information flow across patient care pathways
2. Doctor and nurse productivity to free up time for their patients
3. Trust-wide economics and hospital performance

This research has been commissioned by Nuance and carried out by specialist research company, **Ignetica**. To download your copy of the full report, visit www.nuance.co.uk/healthcare or follow us at www.twitter.com/voice4health

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