Clinic-letter quality — 250 returns for correction

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6.2 % → 1.8 % · fictional document

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Fictional document, produced for the demonstration. **This is the figure the agent publishes about itself.** Of 4,030 clinic letters laid out, **250 were returned by doctors for substantive correction — 6.2 %**. Here is the real cause, then the correction and its measurement.

The cause, in three blocks

Cause	Returns	What was actually happening
Respiratory medicine — abbreviations and equipment	**178**	**61 in-house abbreviations missing from the initial lexicon, and a dictation microphone clipping at the end of sentences**
End-of-day dictations	**48**	**Error rate of 11.4 % in the evening against 4.1 % in the morning — longer and faster**

Cause	Returns	What was actually happening
Legitimate rereadings by the doctor	**24**	**The doctor changed their mind on rereading. Not errors: proofreading that works**

The microphone would not have been found on its own: it emerged from cross-referencing the error rate by consulting room, and the error always fell at the same point in the sentence. **The doctor's speed had carried the suspicion for months — it was not him.**

The correction, and its measurement

Action	Coverage	Measured result
61 respiratory abbreviations added to the lexicon	Collected in one hour from the two doctors	**Main cause removed**
Dictation microphone flagged and replaced	One consulting room	**A hardware fault, invisible without the cross-reference**
Wider highlighting on end-of-day dictations	All specialties	**Two highlights too many beat one unflagged misreading**
Substantive-correction return rate, last six weeks	—	**6.2 % → 1.8 %**

> **This rate will not fall to zero, and it should not.** A letter reread by the doctor who dictated it will always produce corrections: that is the sign the proofreading is happening. **The day this figure hits zero, worry about the proofreading rather than celebrating the tool.**

To be settled

Monthly monitoring of the return rate by specialty, presented at the departmental review — owner: _____

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