



Clinic-letter quality — 250 returns for correction

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6.2 % → 1.8 % · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This figure does not flatter the agent and it is published by the agent.** 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 fault had been put down to the doctor's speed for months.**

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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