

Total Clinical Notes

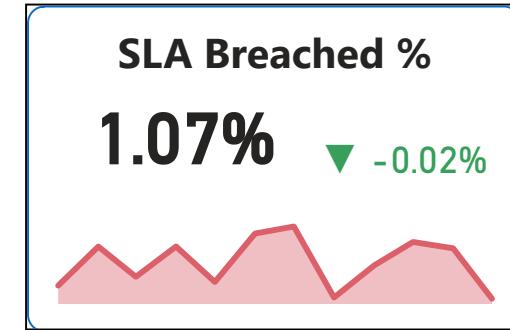
50K

Completed Notes

37K

SLA Met Notes**49K**

SLA Met Notes

SLA Compliance**98.93%**

Average Note Time

464 min

81.87

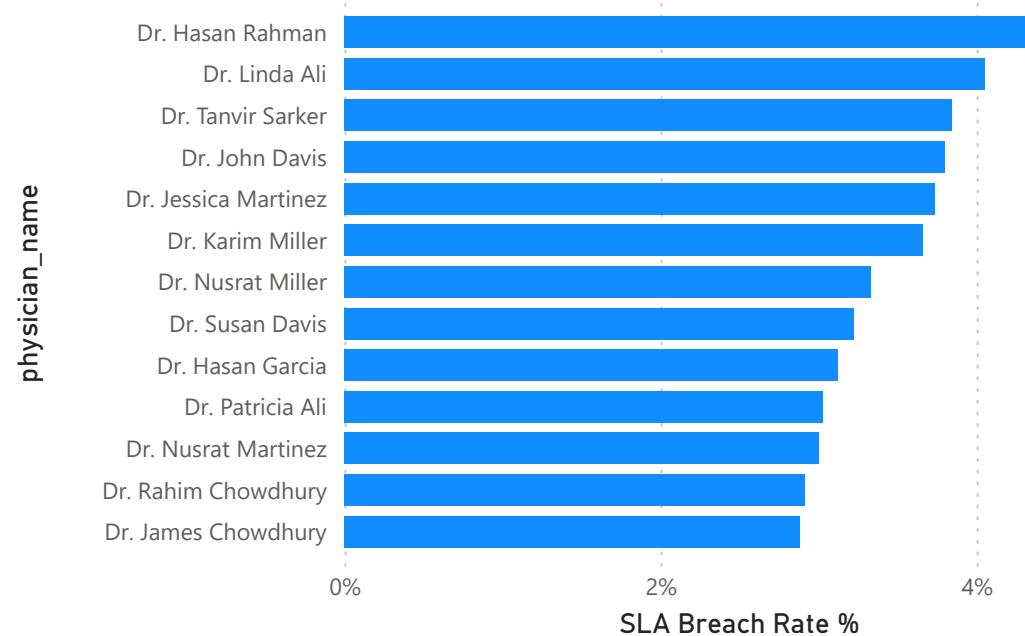
Avg QA Score

34.06%

Rework Rate %

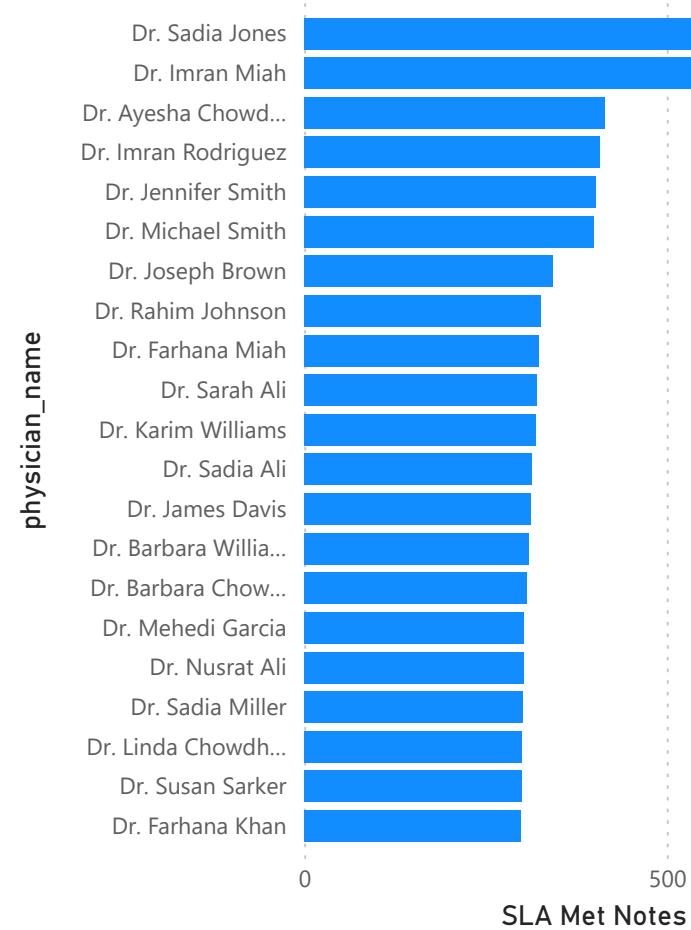
Which physicians are driving SLA penalties or client dissatisfaction ?

SLA Breach Rate % by physician_name

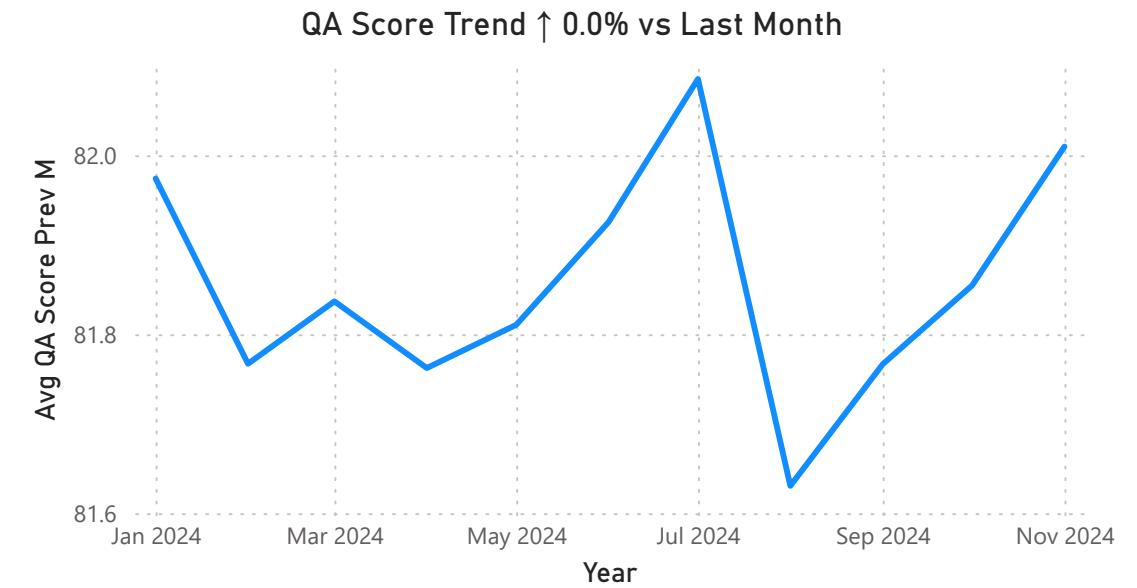
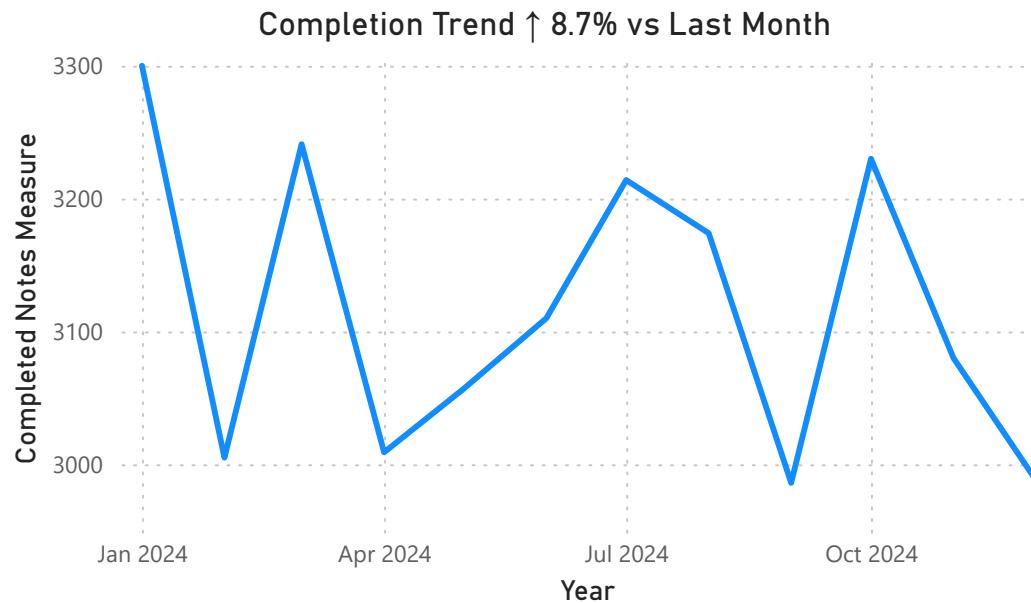


which physicians constantly met documentation SLA?

SLA Met Notes by physician_name

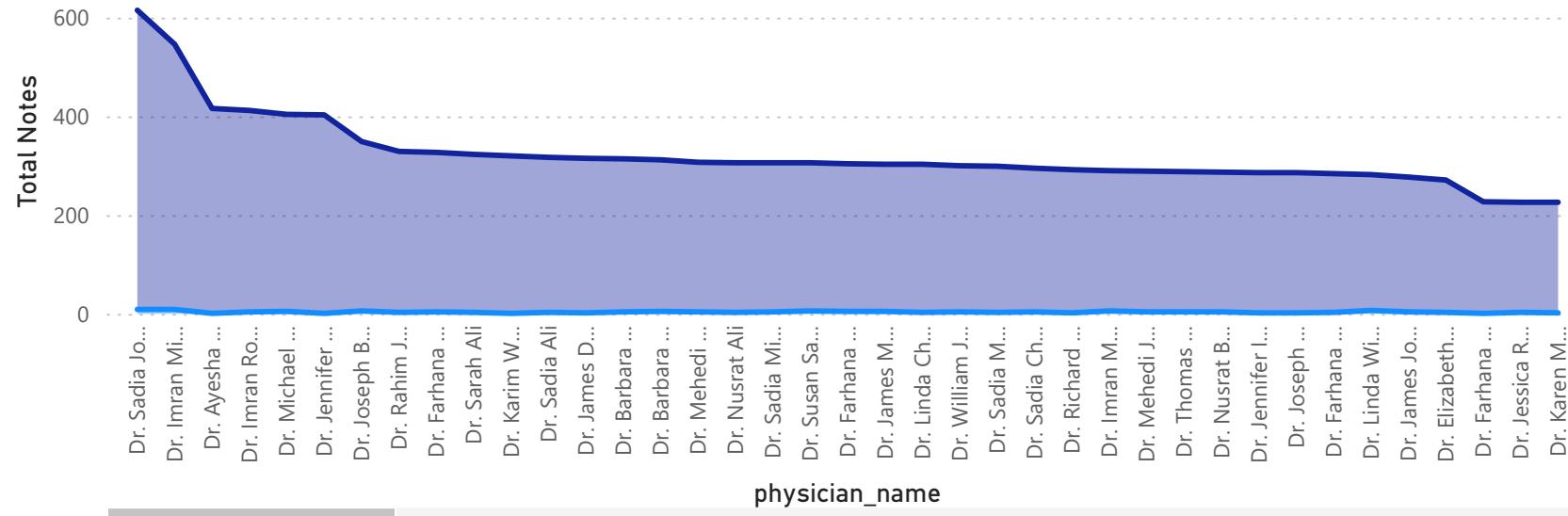


Is Documentation Throughput Overtime?



Total Notes by physician_name and sla_status

sla_status ● SLA_Breached ● SLA_Met



High Risk Physicians			
Physician ID	SLA Rate	Avg QA Score	Risk Flag
P0480	99.15%	78.14	HIGH RISK
P0090	99.15%	78.25	HIGH RISK
P0074	100.00%	78.40	HIGH RISK
P0067	100.00%	78.54	HIGH RISK
P0444	98.10%	78.62	HIGH RISK
P0066	95.24%	78.74	HIGH RISK
P0265	99.12%	78.96	HIGH RISK
P0372	98.92%	79.04	HIGH RISK
P0473	100.00%	79.04	HIGH RISK
P0020	98.97%	79.04	HIGH RISK
P0186	97.00%	79.22	HIGH RISK
P0104	98.00%	79.29	HIGH RISK
P0151	97.94%	79.32	HIGH RISK
P0499	100.00%	79.37	HIGH RISK
P0380	100.00%	79.41	HIGH RISK
P0314	96.63%	79.48	HIGH RISK
P0132	100.00%	79.55	HIGH RISK
P0326	100.00%	79.58	HIGH RISK
P0216	100.00%	79.64	HIGH RISK
P0238	98.08%	79.70	HIGH RISK
P0296	100.00%	79.77	HIGH RISK
P0082	97.52%	79.80	HIGH RISK
P0199	99.01%	79.86	HIGH RISK
P0411	100.00%	79.87	HIGH RISK
P0002	98.39%	79.87	HIGH RISK
P0240	99.07%	79.87	HIGH RISK

"Are physicians delivering documentation that is both timely and high quality, or is strong SLA performance masking underlying quality risks?"

Clinical Documentation Performance Dashboard

Executive Overview



Overall productivity and SLA performance are strong; however, consistently low QA scores among specific physicians signal a quality risk that requires targeted intervention."

Date

All

Total Notes
50K

Average QA Score
81.87

Average Note Time
464 min

SLA Compliance
99.26%
Goal: 0.90 (+10.29%)

Rework Rate
34.06%

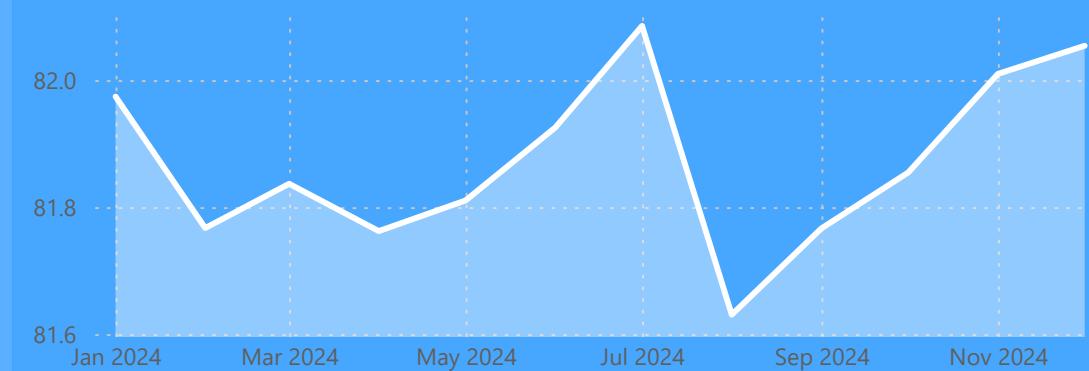
physician_name

All

Completion Trend ↑ 8.7% vs Last Month



QA Score Trend ↑ 0.0% vs Last Month



Executive Overview

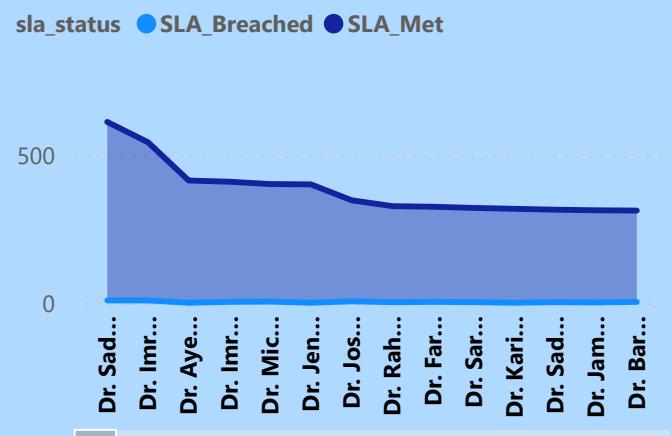
Physicians Performance

Scribes Performance

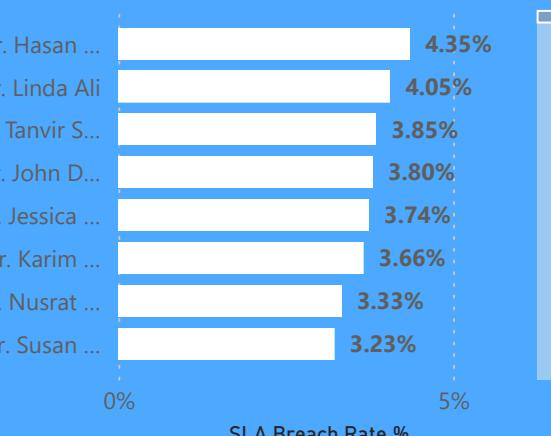
Quality & Risk Analytics

Governance & Data Health

SLA Met vs Breached by Physician



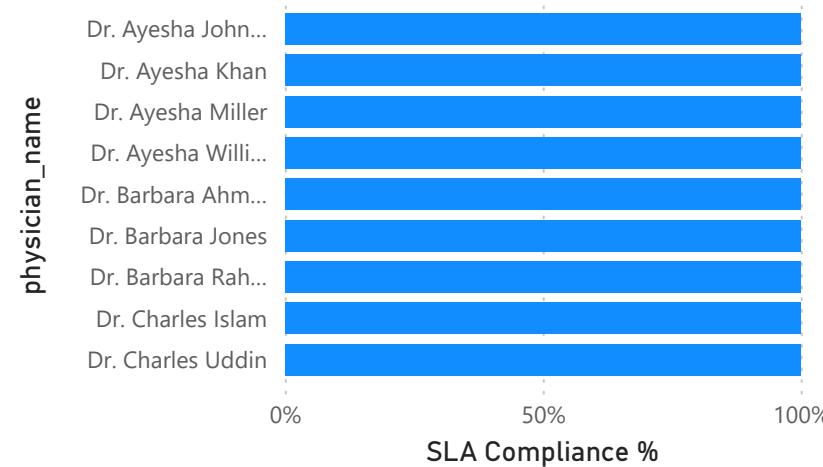
SLA Breach Rate %



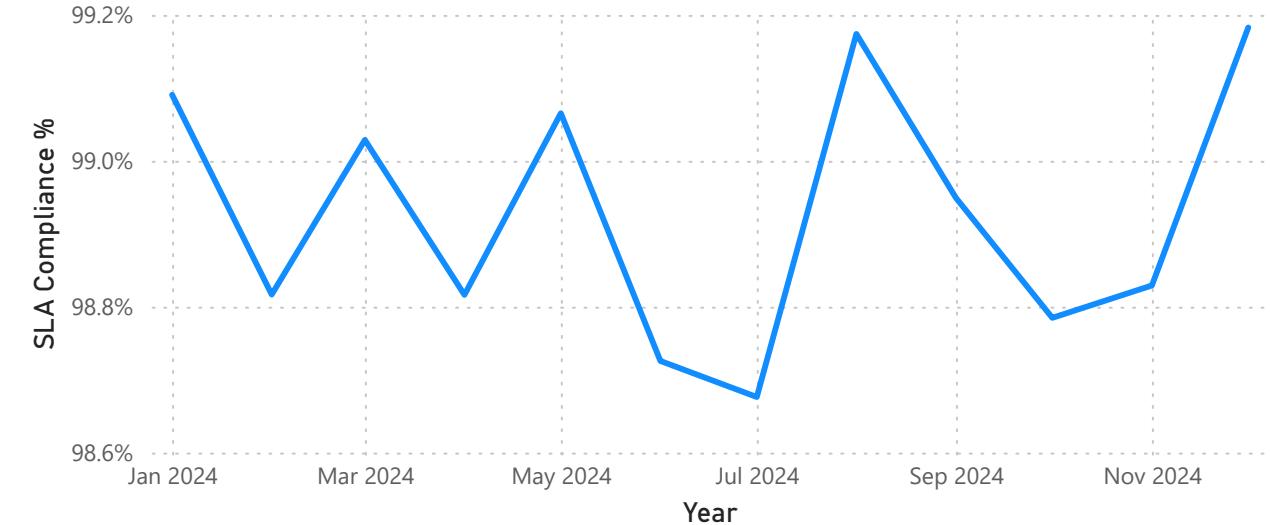
High Risk Physicians

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SLA Compliance % by physician_name

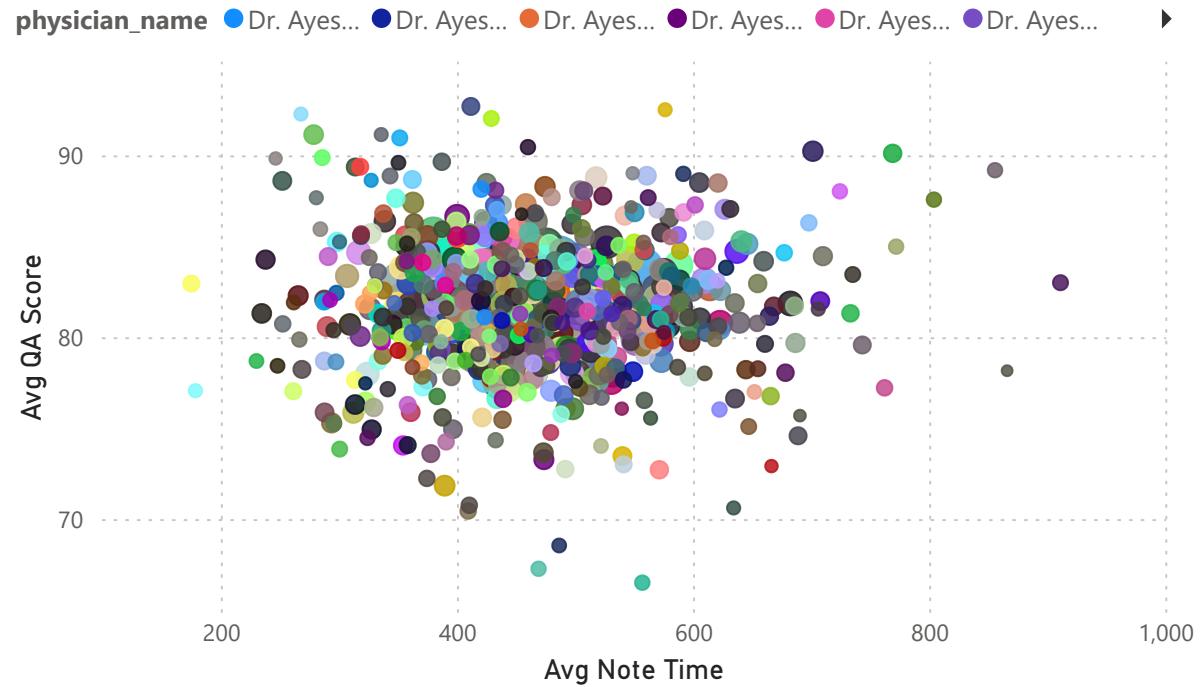


SLA Compliance % by Year, Quarter, Month and Day



Which Physicians delivers speed without quality loss ?

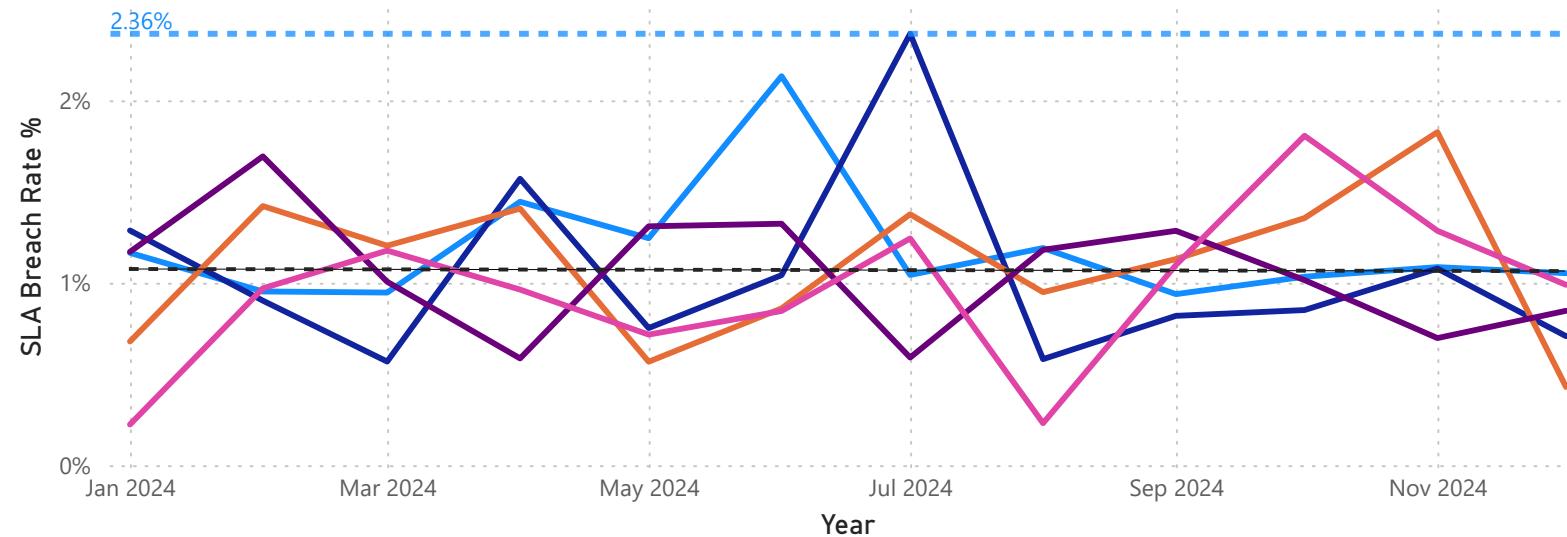
Avg Note Time, Avg QA Score and Total Notes by note_status and physician_name



Is SLA performance improving or worsening over time?

SLA Breach Rate %, Total Notes, SLA Met Notes and Breached Notes by Year, Quarter, Month, Day and specialty

specialty ● Cardiology ● Internal Medicine ● Neurology ● Orthopedics ● Pediatrics



Physicians Performance Report

Total Notes

50K

SLA Compliance %

98.93%

SLA Breached %

1.07% ▼ -0.02%

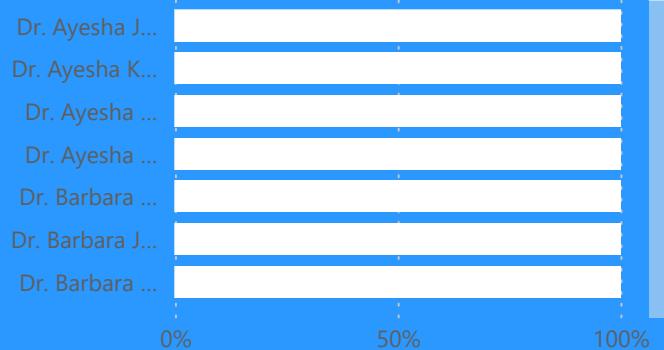
Average QA Score

81.87

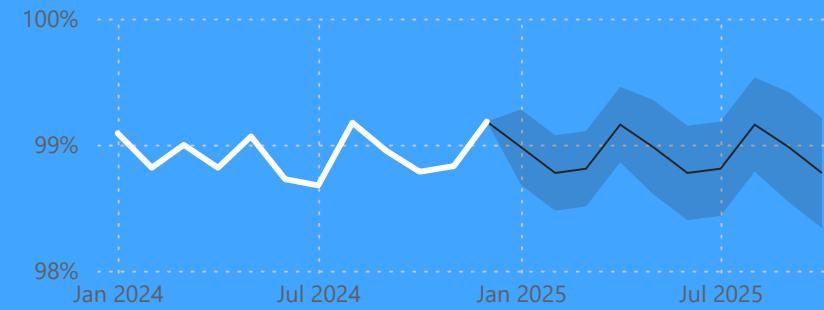
High Risk Physicians %

(Blank)

SLA Compliance % by physician



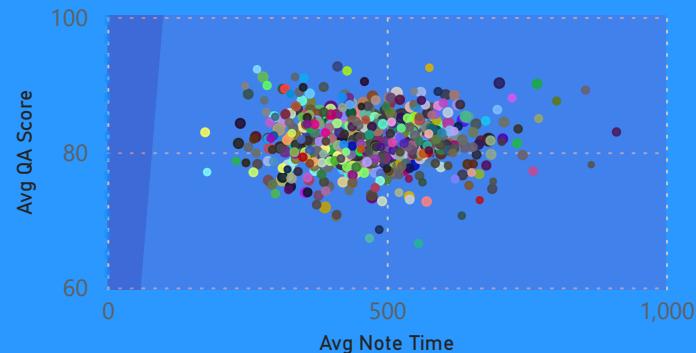
SLA compliance is stable at 98.9% (meeting operational targets, •0.0%)



QA Score Trend ↑ 0.0% vs Last Month

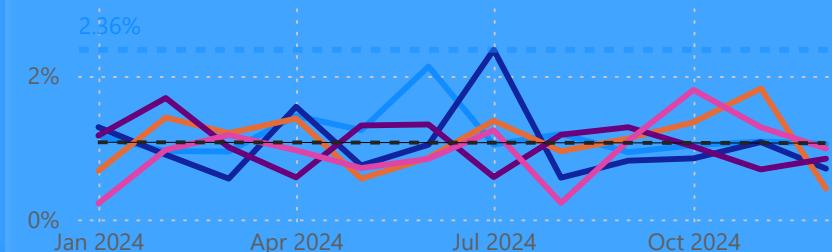


Speed vs Quality



SLA breach is stable with no significant change (1.1%, ↓ 0.0%)

specialty ● Cardiology ● Internal M... ● Neurology ● Orthopedics ● Pediatrics

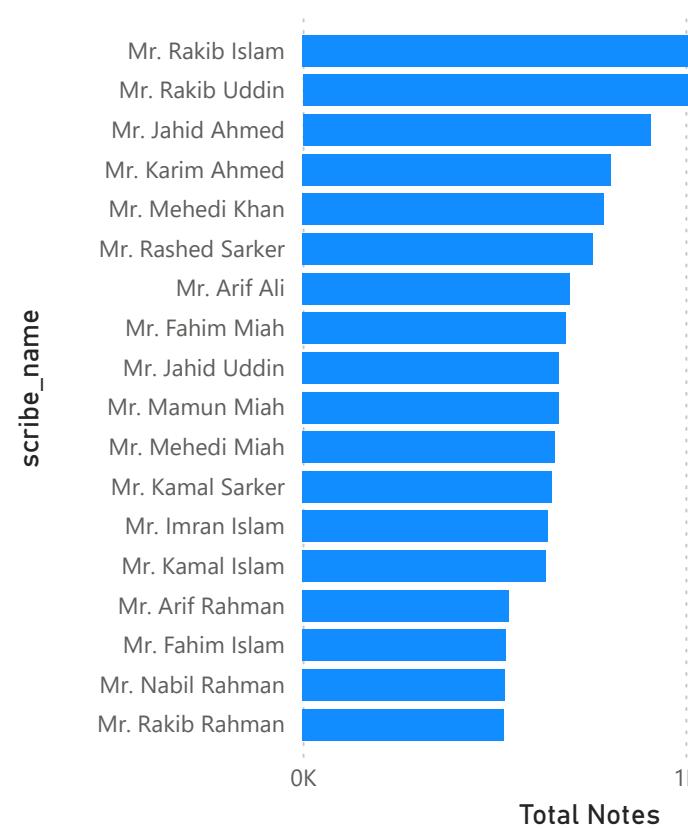


Physician Performance Summary

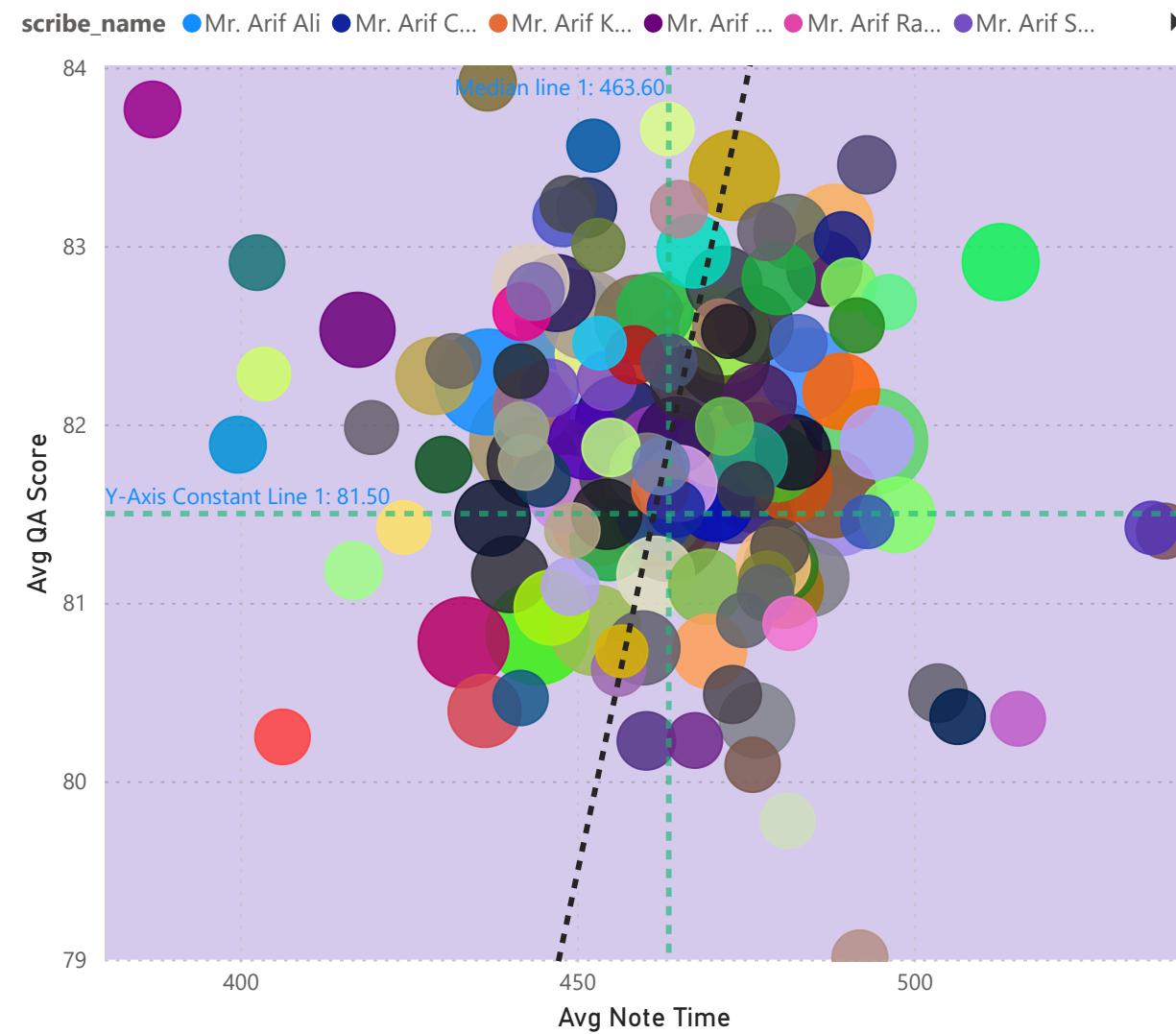
Physicians ID	Total Notes	SLA Compliance %	Avg QA Score
P0001	89	98.88%	83.33
P0002	124	98.39%	79.87
P0003	112	100.00%	81.42
P0004	109	99.08%	82.08
P0005	113	99.12%	81.94
P0006	109	100.00%	82.67
P0007	104	97.12%	81.59
P0008	95	100.00%	81.86

Who delivers speed with out quality loss?

Total Notes by scribe_name

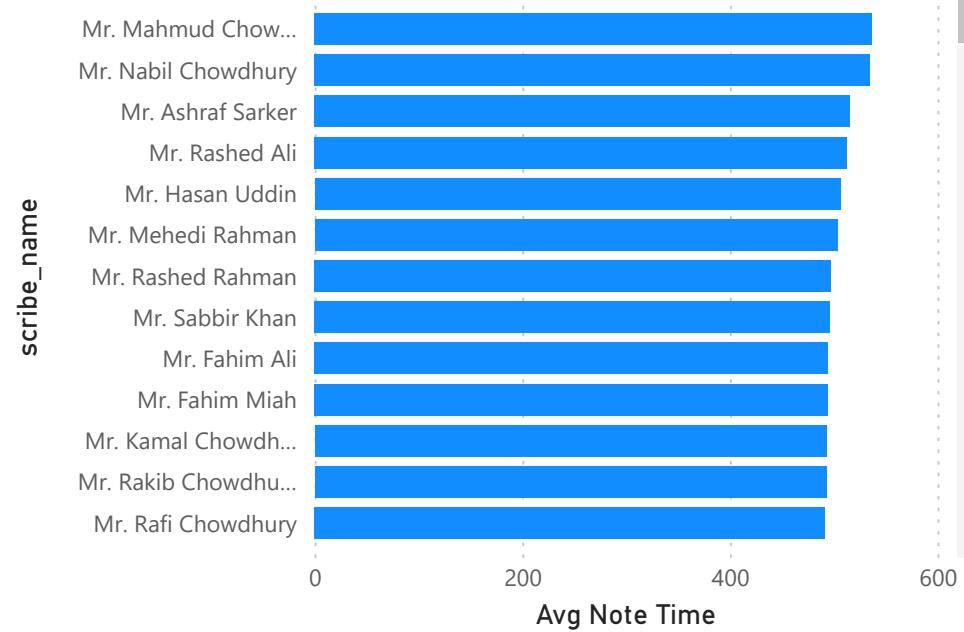
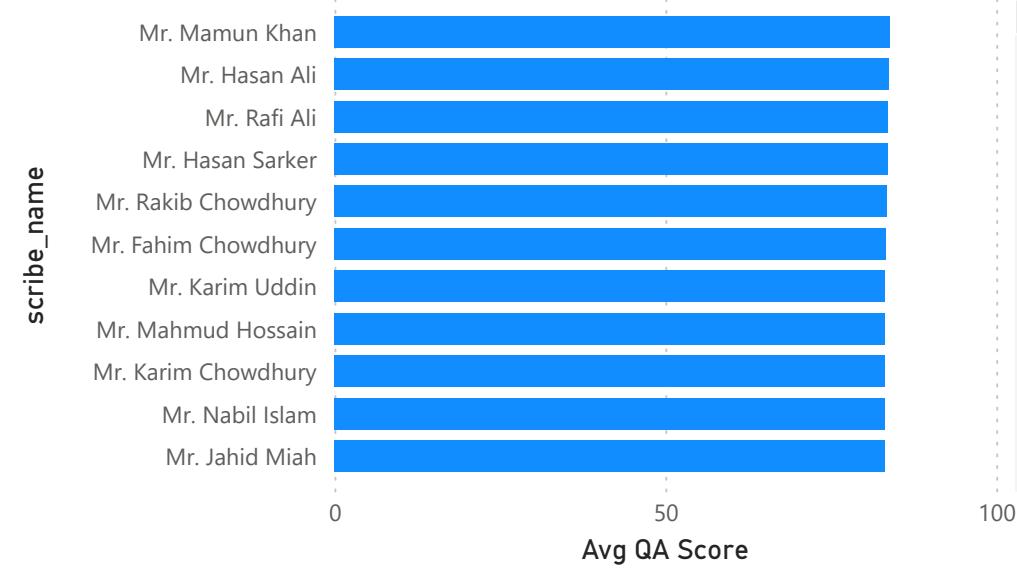


Avg Note Time, Avg QA Score and Total Notes by scribe_name and scribe_name



Mr. Rashed Ali

Top Scribe Name

Avg Note Time by scribe_name**Avg QA Score by scribe_name**

[Executive Overview](#)[Physicians Performance](#)[Scribes Performance](#)[Quality & Risk Analytics](#)[Governance & Data...](#)

Top Scribe

Scribes Productivity & Quality

Date

All

Scribe Name

All

Note Status

QA_Rejected

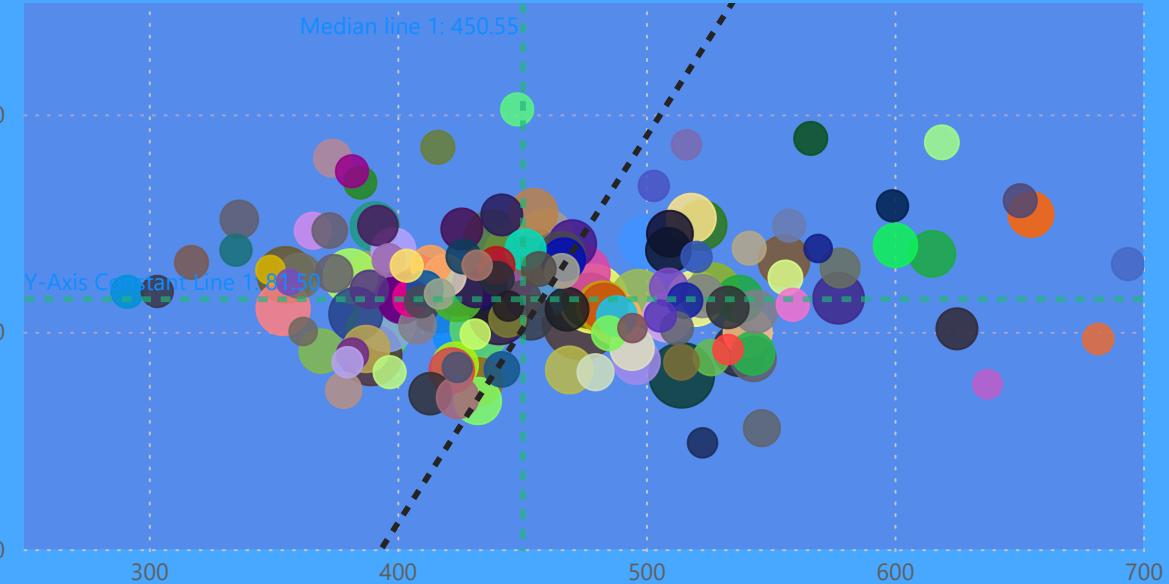
Total Notes by scribe



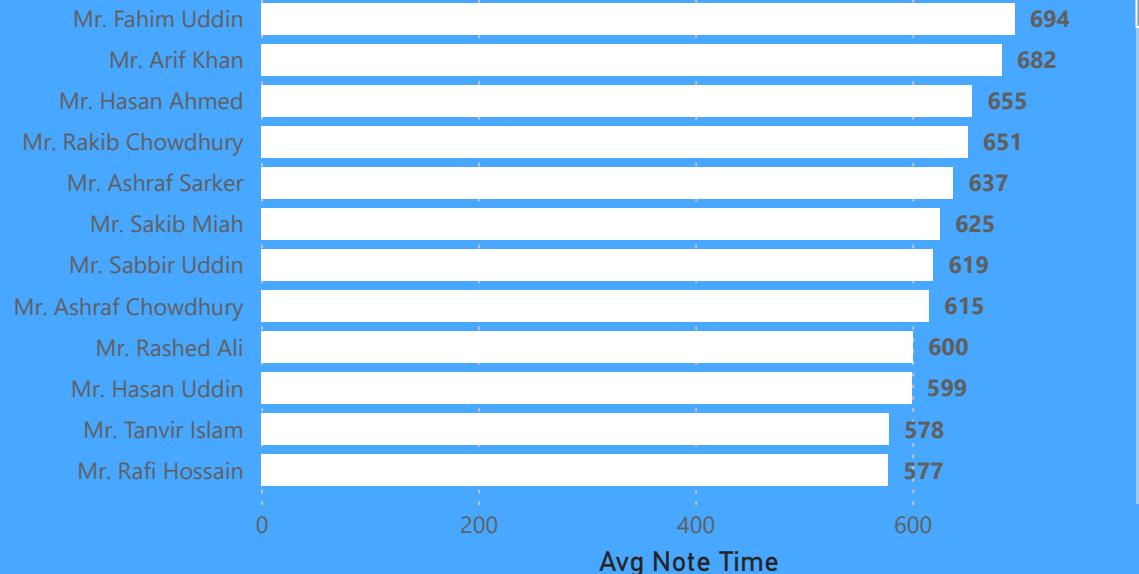
Average QA Score by Scribe



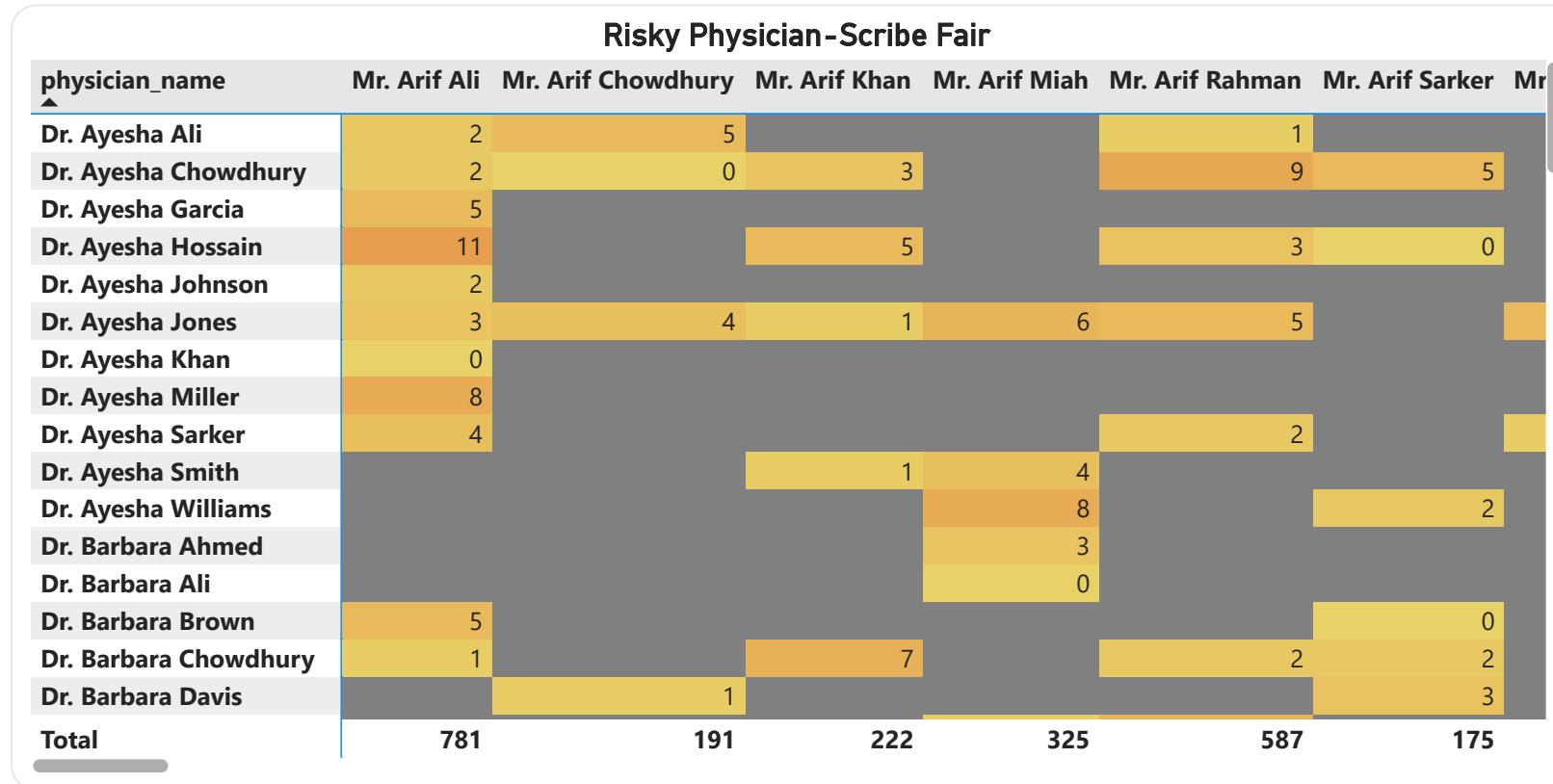
Speed vs Quality

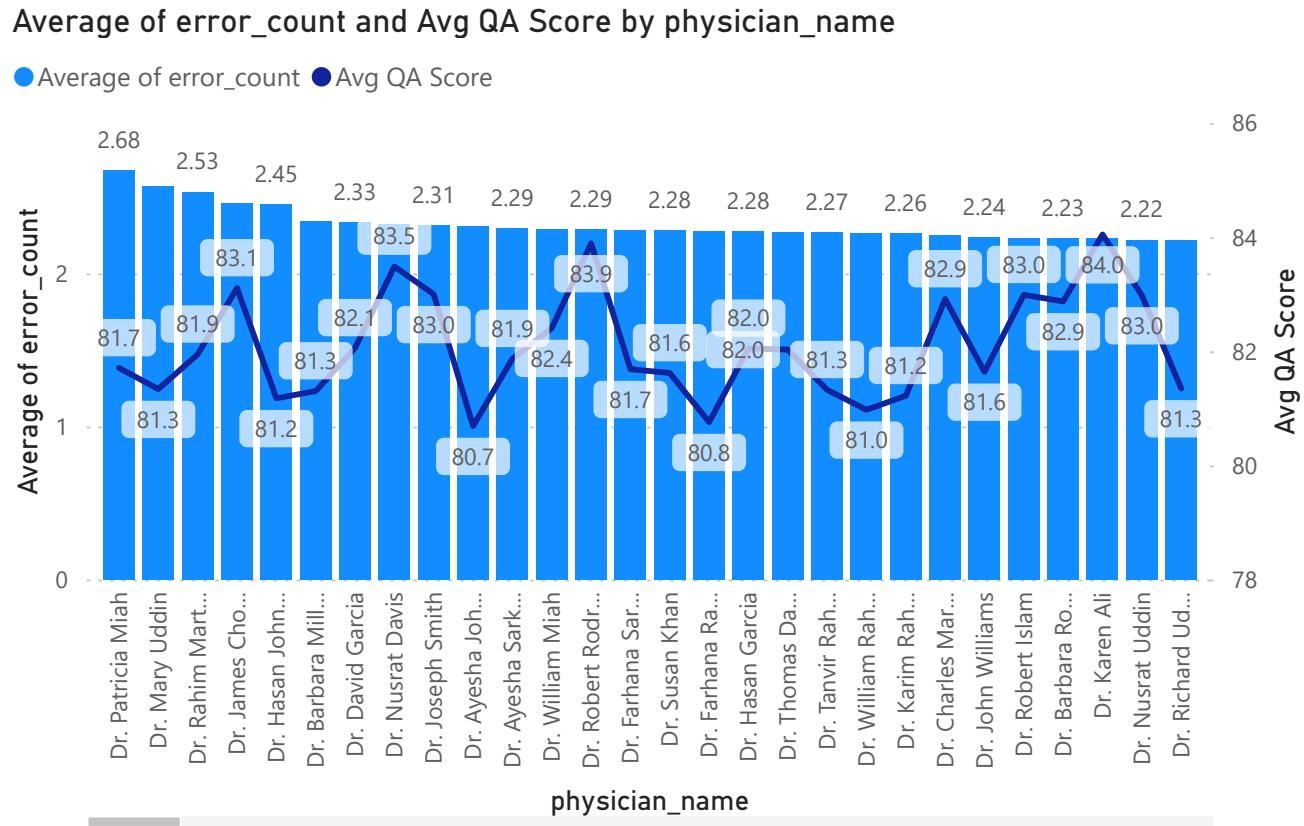


Average Note Time by Scribe



Quick measure





QA Rejected Notes

Note ID	Physician Name	Average QA Score	Error Count
N036127	Dr. Farhana Rahman	78	10
N006276	Dr. Sadia Khan	95	9
N016205	Dr. Mehedi Rahman	72	9
N024324	Dr. John Garcia	87	9
N039958	Dr. Ayesha Ali	98	9
N044740	Dr. Mary Rahman	84	9
N048563	Dr. James Smith	58	9
N000192	Dr. Susan Khan	74	8
N001312	Dr. Nusrat Martinez	79	8
N002081	Dr. James Rodriguez	82	8
N002680	Dr. David Islam	72	8
N003603	Dr. Patricia Smith	83	8
N007595	Dr. Jessica Martinez	76	8
N007717	Dr. Farhana Garcia	75	8
N009564	Dr. Michael Smith	81	8
N011737	Dr. Nusrat Uddin	78	8
N012271	Dr. Karen Johnson	100	8
N015555	Dr. Barbara Miller	84	8
N018969	Dr. Michael Smith	81	8
N020453	Dr. Karen Williams	90	8
N021673	Dr. William Garcia	87	8
N026093	Dr. Mary Chowdhury	88	8
N028263	Dr. William Jones	83	8
N030978	Dr. Nusrat Islam	63	8
N033572	Dr. Imran Rodriguez	100	8
N039300	Dr. Robert Miller	98	8
N042895	Dr. Sadia Jones	82	8

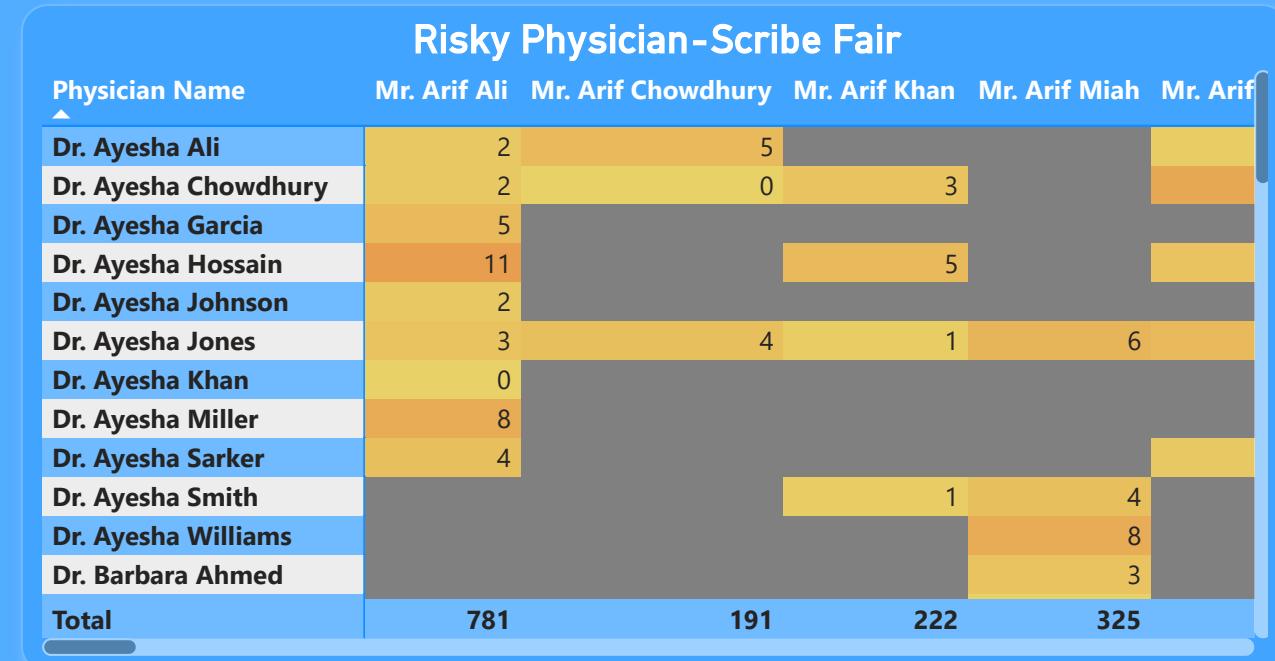
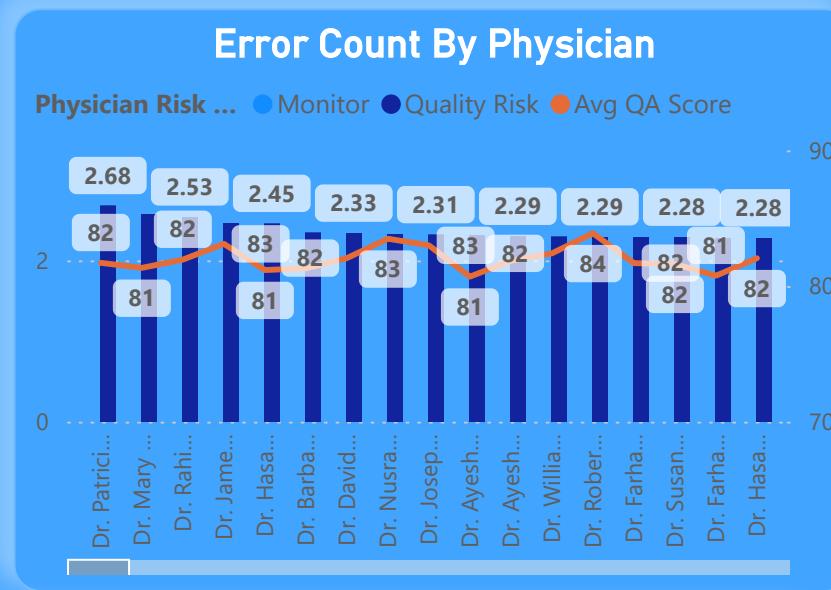
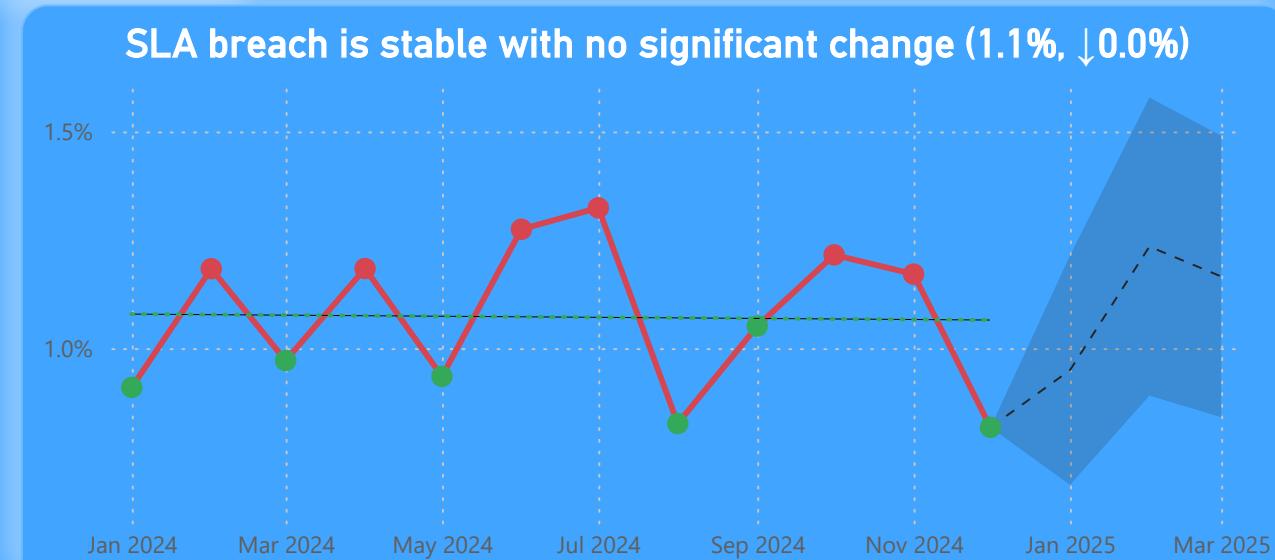
Date

Physician Name

Scribe

Rejection Type

Speciality



QA Rejected Notes

Note ID	Physician ID	Average QA Score	Error Count
N036127	P0449	78	10
N006276	P0178	95	9
N016205	P0416	72	9
N024324	P0428	87	9
N039958	P0382	98	9
N044740	P0465	84	9
N048563	P0264	58	9
N000192	P0353	74	8
N001312	P0186	79	8
N002081	P0122	82	8
N002680	P0217	72	8
N003603	P0405	83	8
N007595	P0441	76	8

Total Notes
50K

Total Rejected Notes
4989

Total QA Records
28K

Rework Rate %
34.06%

Rejection Reasons

All

Date

All

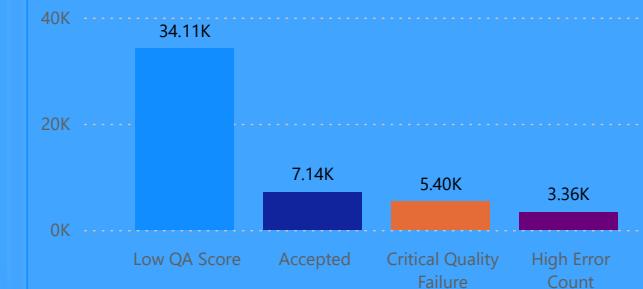
Qtr

All

Rejection Trend



Rejection Reasons



QA Rejection Log

Note ID	QA ID	Physician Name	Scribe Name	Date	Note Status	Avg QA Score	Average of error_count	SLA_Status	Rejection R
N000168	QA006651	Dr. Joseph Khan	Mr. Jahid Uddin	3/4/2024	Completed	84.08	1.00	SLA_Breached	Low QA Score
N000183	QA001208	Dr. Mehedi Rahman	Mr. Rashed Uddin	11/4/2024	Completed	88.92	1.00	SLA_Breached	Accepted
N000486	QA025222	Dr. Jessica Sarker	Mr. Mahmud Khan	3/14/2024	Completed	85.70	1.00	SLA_Breached	Accepted
N000580	QA021254	Dr. Patricia Miller	Mr. Jahid Khan	12/2/2024	Completed	91.44	1.00	SLA_Breached	Accepted
N000894	QA018143	Dr. Sadia Smith	Mr. Karim Ali	3/4/2024	Completed	74.31	1.00	SLA_Breached	Low QA Score
N001047	QA028727	Dr. Mehedi Garcia	Mr. Arif Khan	2/4/2024	QA_Rejected	86.59	1.00	SLA_Breached	Accepted
N001147	QA012585	Dr. Mehedi Garcia	Mr. Sakib Ahmed	4/5/2024	QA_Rejected	86.40	2.00	SLA_Breached	Accepted
N001395	QA029669	Dr. Nusrat Miller	Mr. Rafi Ahmed	7/11/2024	Completed	78.87	2.00	SLA_Breached	Low QA Score
N001503	QA006101	Dr. Charles Williams	Mr. Rafi Miah	3/13/2024	Completed	79.00	5.00	SLA_Breached	Critical Qualit
N001567	QA019237	Dr. Farhana Rodriguez	Mr. Nabil Hossain	11/17/2024	Completed	83.94	3.00	SLA_Breached	Critical Qualit
N001851	QA016054	Dr. Sadia Ali	Mr. Hasan Ahmed	4/10/2024	Completed	74.35	4.00	SLA_Breached	Critical Qualit