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Technical Documentation in Healthcare Domain

October 2014

Agenda

- **Overview**

- **Why Documentation in Healthcare**

- **What We Do**

- **How We Do It**

Overview of the Training

The objective of this presentation is to –

- Understand the importance of Technical Documentation in Healthcare domain

- Recognize and focus on key aspects of Technical Documentation in the Healthcare domain

- Relate documentation with end user (patient or physician) in the Healthcare domain

- Highlight the process used by us for Technical Documentation

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Why Documentation in Healthcare

From EMRs and EHRs to medical imaging and e-prescription, the sphere of digitalization has entered healthcare. Documentation is a critical piece in the jigsaw, if the Healthcare digitization needs to succeed.

Why Documentation in Healthcare

Technical documentation can sometimes be a very superficial process. For example, a writer may glance at an application, use the application and document it in a flash.

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Why Documentation in Healthcare

But when it comes to documenting a Healthcare application, Customer Focus not only becomes the key aspect but it becomes a critical aspect.

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Why Documentation in Healthcare

A small error in documenting the usage of an Electronic Medical Record (EMR) application or a small deviation in writing down specifications of a Radiology device could be potentially life-threatening for patients who will be treated using the aforementioned devices.

Why Documentation in Healthcare

Healthcare Domain

The Healthcare domain is not only one of the largest domains but one where an enormous amount of money is being spent by various Governments across the world.

Why Documentation in Healthcare

As the whole world is moving towards digitalization, so is the healthcare field. Patient medical history is being stored in electronic format; the x-rays and sonographies are being stored in applications where they can be shared across Healthcare entities, Meaningful measures have been incorporated to improve healthcare.

Why Documentation in Healthcare

All this and more has made it imperative for the documentation of Healthcare applications and devices to be top notch if we are to improve the quality of healthcare.

Why Documentation in Healthcare

Dr. Smith's Office

I am suffering from fever

A patient visits Dr. Smith's office

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Why Documentation in Healthcare

Doctor checks the patient and prescribes a medicine.

Why Documentation in Healthcare

The Doctor or the Administrative staff find it time consuming to use the EMR because of lack of knowledge of EMR usage.

Why Documentation in Healthcare

Lack of effective documentation results in more time spent on administrative task for the doctor, which in turn results in less time spent with patients.

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What We Do

- User Guides
- Online Help
- Training Manuals
- Software Simulation (Help Videos)
- Process Flow Diagrams

- How to Documents
- Release Notes
- Medical Dictionary

- Installation Guides
- Context-sensitive Help
- Troubleshooting Guides
- Quick Reference Guides

- Documentation Templates
- FAQs
- Support Documentation
- On Screen Tips

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What We Do

As a technical writer in a Healthcare domain, one must be careful in what must be delivered to the client.

A user guide must not be only a user guide but a document containing the relevant healthcare workflow details along with the application information.

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What We Do

Three areas of focus in healthcare documentation for us are -

- No PHI in documentation
- Measure-specific documentation
- Healthcare Workflow-EMR Training Videos (Interactive and Non-interactive)

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What We Do

PHI

The Healthcare domain contains a very important element i.e. the PHI data. PHI stands for Patient Health Information.

Special care has to be taken not to have any PHI data in the documentation.

There can be instances when images that we take of healthcare applications may contain PHI data, we need to be sure that this information is erased from images.

What We Do

Measure-specific Documentation

Clinical quality measures, or CQMs, are tools that help us measure and track the quality of healthcare services provided by eligible professionals (EPs), eligible hospitals (EHs) and critical access hospitals (CAHs)

We create measure-specific documentation for healthcare applications as it helps the medical professionals to quickly understand the application functionalities.

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What We Do

Healthcare Workflow-EMR Training Videos (Interactive and Non-interactive)

We create workflow-EMR training videos for the medical professionals. These videos are created for every hospital workflow including when and how the information is entered in the application at each stage.

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How We Do It

Documenting a Healthcare application requires you to follow an altered Documentation Development Life Cycle.

We like to call it as HDDLC where H stands for Healthcare.

HDDLC

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HDDLC

In-depth Audience Analysis

Medical Professional Review Process

Healthcare Domain Trainings

DDLC

Review

Analysis

Documentation

Template Selection/ Creation
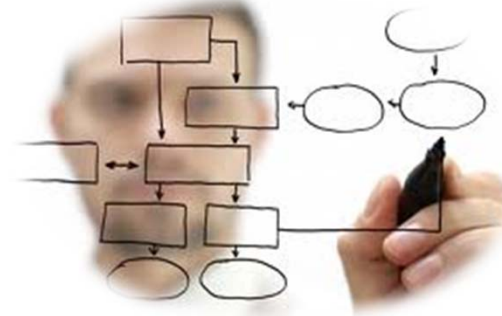
Structure/ TOC Creation

Workflow based TOC

Check for PHI data
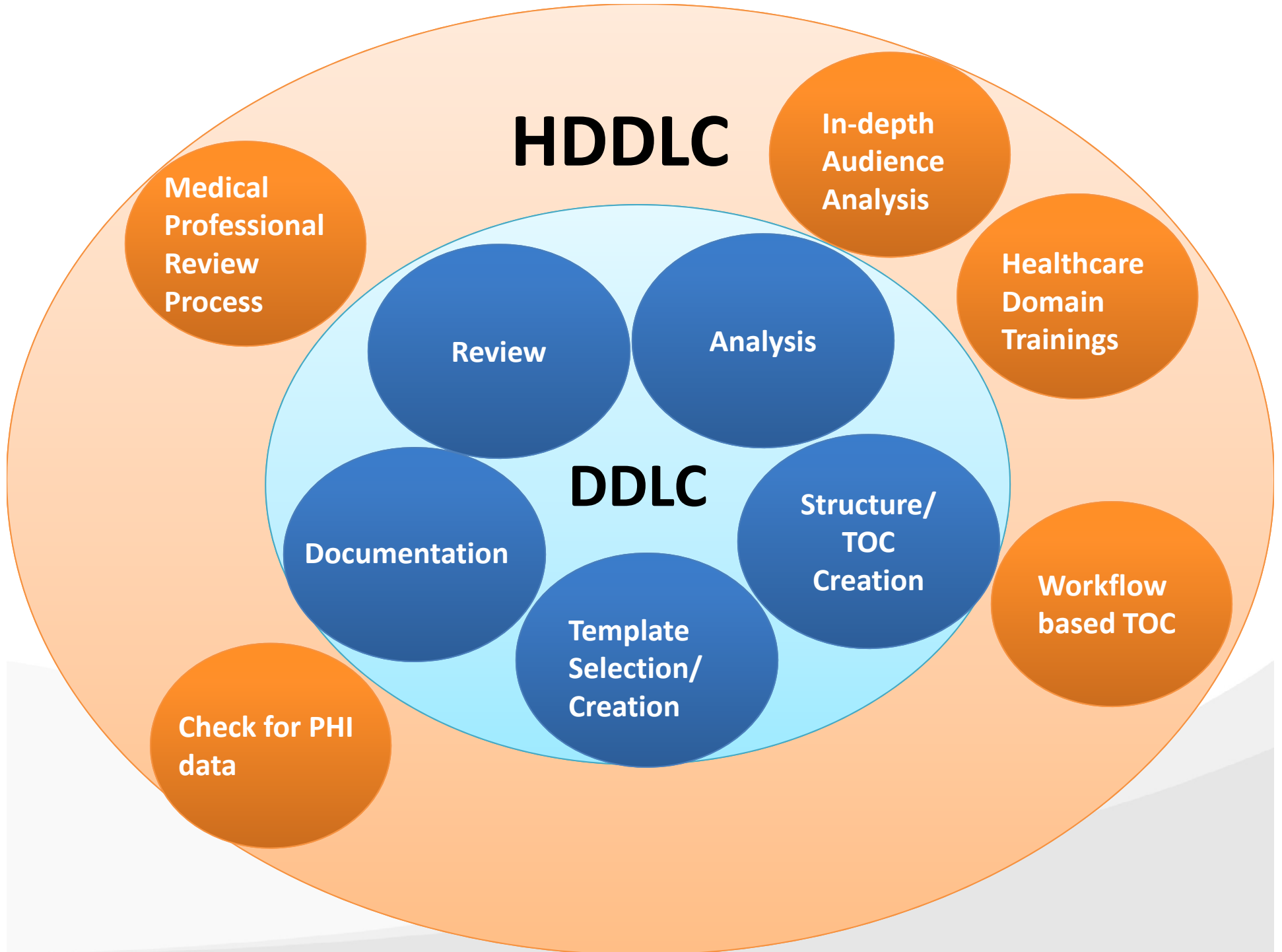
How We Do It

All the phases of DDLC need to be altered when documenting in the Healthcare domain.

The Analysis phase requires you to undergo specific Healthcare related domain trainings to understand medical terminologies used in the product.

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How We Do It

Extra care should be taken while identifying the audience, as different types of Medical Practitioners may have different levels of understanding of the product.

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How We Do It

The Development phase requires astute circumspection as highly sensitive patient health information (PHI) may be available on the application, which needs to be removed from the documentation.

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How We Do It

The Review process, apart from having the standard Peer and SME review also includes a very important Medical Professional Documentation Testing process.

The usage of the application is tested with the help of the documentation created and changes are made if required. This concludes the HDDLC.

How We Do It

Above All – Patient Focus

The goal is to produce documentation improving patient care.
We do this by –

- Complete verification of information from healthcare consultants.

- Dual testing – Testers as well as healthcare consultants performs documentation testing.

- No application updates released without documentation.

- Real-time analysis of documentation and improvements.

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How We Do It

Standards
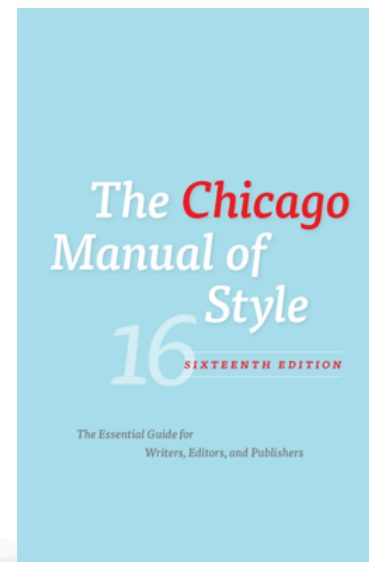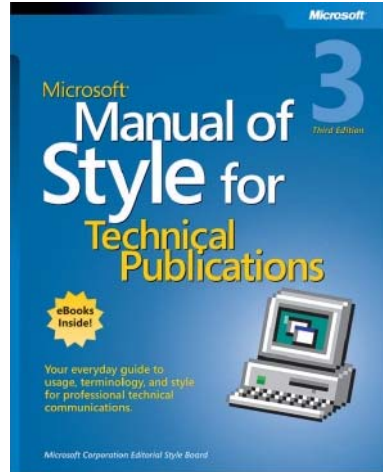
As technology progresses, we have the opportunity to streamline documentation to benefit patients – allowing providers at every point of care to access health records so that drugs do not negatively interact, tests are not repeated, symptoms are not overlooked.

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Technical documentation in a healthcare domain is a critical writing assignment, which requires impeccable accuracy and abidance to the healthcare domain standards.

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"A single mistake in end user documentation may have a dangerous effect on the life of a patient."
As a writer our focus needs to be improving the documentation for healthcare applications thereby enhancing the quality of healthcare provided to patients.

Thank You!