Winscribe Clinical Correspondence Maturity Index

Want to know how efficient your NHS trust's clinical document creation process is?

The Carter Report highlighted the need to save money by using technology to improve processes in the NHS. To achieve this, NHS trusts must first understand where they are now in comparison to their peers then carefully plan how to make realistic steps towards fully digitised patient records and paperless processes. This cannot be achieved in a single project but, instead, by building a network of complementary technologies over time.

Winscribe's focus is on the document creation and distribution process, which compliments paperless records and electronic exchange of structured data with other clinical systems. Changes in this area can bring instant savings whilst also making significant steps towards the ultimate goal of paperless working. Technology associated with Clinical Correspondence compliments other areas such as EMR and EDM solutions, which are often procured separately but must work closely together to achieve concinnity across multiple systems.
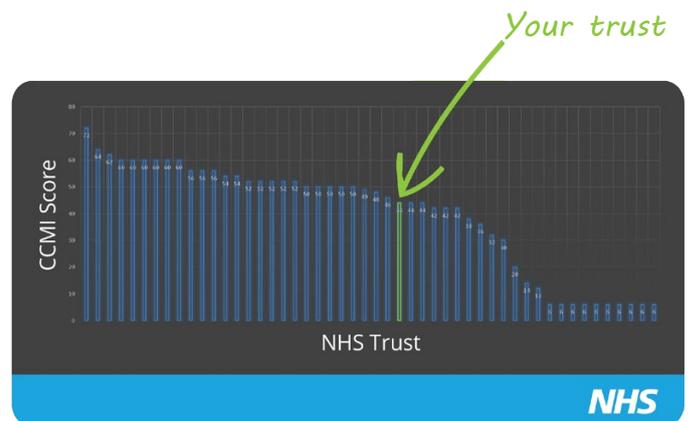
The Winscribe Clinical Correspondence Maturity Index (CCMI) helps trusts define the technology they need to invest in to achieve cost efficient, paperless processes. As trusts adopt more efficient technology, they ascend the CCMI scale and unlock savings in their correspondence processes.

What is the Winscribe CCMI?

The Winscribe Clinical Correspondence Maturity Index (CCMI) is a NHS efficiency indicator created to allow NHS Management Boards and CCGs to measure the efficiency of their Clinical Correspondence processes as compared to their peers in the NHS. This index provides NHS trusts and CCGs with insight to where efficiencies can be gained in the future by the application of proven technology to support CIPs with targeted transformation projects.

Winscribe have partnered with over 90 NHS trusts, facilitating cost improvement schemes and helping trusts to gain lasting benefits and continuous savings via proven software solutions. One of our NHS partners, based in the Midlands, is currently saving £1.2 million annually following the implementation of an Outpatient Workflow and Speech Recognition solution. This trust scores highly on the CCMI as a result, but it is clear that there are still more savings to be made in the future.

The Winscribe CCMI allows NHS trusts to define the current maturity level of their Clinical Correspondence processes and give them recommendations on what technology to take on next in order to achieve their set goals.

Winscribe CCMI key benefits:

- Clear indicator of a trust's comparative efficiency levels
- Identifies areas where Winscribe's FOC efficiency review can help make the case for change
- Reveals the potential savings that can be made right now
- Helps trusts plan future projects to achieve a paperless future
- Categorises specific technologies with which to make the next step

winscribe
Let's improve the process

How does the CCMI work?

Over the many years of working with NHS trusts, we have developed a set of criteria that help us define precisely which technologies can combine to create more efficient processes. Each trust is very different and the path forward is often dependent on a combination of existing solutions and planned future procurements. The CCMI is a starting point for discussions on the best technology strategy forward to achieve the trust's cost saving and efficiency targets.

Our consultants walk trusts through the steps needed for them to ascend the CCMI index over time as their processes improve. Our consultants can also conduct a detailed efficiency review in key departments that will highlight some important areas where savings can be made. This review often assists Transformation Teams in building the internal business case for change in line with other projects. This process has the added advantage of revealing many of the existing manual workarounds that reinforce paper-based and analogue processes and identify the strategies that will reduce dependence on paper.

CCMI extras

An important component of the CCMI is the recommendations and insight provided, helping a trust to understand the 'cost per document' calculation, which gives trust management a good idea of their costs right now and how these can be reduced by scoring higher on the CCMI. We do not expect trusts' management to be document creation experts, so it is Winscribe's job is to help trusts make the right decisions about efficiency and costs of clinical document creation.

"Winscribe is well recognised as providing the most advanced technology platform for speech based solutions to expedite healthcare Trusts' speech to document workflows."

Samantha Hedley
Business Manager & Project Lead
Portsmouth Hospitals NHS Trust

About Winscribe

Clinicians using Winscribe software spend less time on administration and more time where they should be, with patients. Over 350,000 users around the world have used our suite of digital dictation, speech recognition and document management software.

Winscribe's product range makes documentation much faster and more cost effective. Healthcare professionals can use their voice to easily create documents, enter data and send information.

Thanks to leading edge technology, healthcare providers using Winscribe software are able to focus their efforts where they can be of most benefit, leaving the bulk of administration in the hands of intelligent software.

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