



Electronic Document Management as a Component of the Electronic Health Record

Appendix Q: Benchmark Productivity Standards

Positions	Inpatient Records WO/Bar Codes	Inpatient Pages/Sheets W/Bar Codes	Inpatient Pages/Sheets W/Bar Codes	Inpatient WO/Bar Codes	SDS Records WO/Bar Codes	SDS Records W/Bar Codes
Chart assembly and preparation		20 per hour	200 per hour			
Batch scanning				50 per hour		
Flatbed scanning						
Scanning and prepping			594 per hour			
Scanning and indexing	30 per hour	40 per hour				
Scanning, prepping, and indexing		20 per hour				
Indexing only			107 per hour			
Quality control	100%	100%	100%	100%	100%	100%
Document maintenance						
Coding	2.4 to 4					

inpatient	per hour					
Coding outpatient						12 to 20 per hour
Audits (monthly on each employee [if new employee 100% and decrease percentage based on error rate])	10%	10%	10%	10%	10%	10%

Positions	SDS Pages/Sheets W/Bar Codes	SDS Pages/Sheets WO/Bar Codes	ED Records WO/Bar Codes	ED Records W/Bar Codes	ED Pages/Sheets W/Bar Codes	ED Pages/Sheets WO/Bar Codes
Chart assembly and preparation	200 per hour				200 per hour	
Batch scanning		50 per hour	87 per hour			50 per hour
Flatbed scanning						
Scanning and prepping	123 per hour				123 per hour	
Scanning and indexing			90 per hour			
Scanning, prepping, and indexing						
Indexing only	100%	100%	100%	100%	100%	100%
Quality control						
Document maintenance						

Coding inpatient			11 per hour	12-20 hour		
Coding outpatient						
Audits (monthly on each employee [if new employee 100% and decrease percentage based on error rate])	10%	10%	10%	10%	10%	10%

Positions	Clinic Diagnostics Records WO/Bar Codes	Clinic Diagnostics Records W/Bar Codes	Clinic Diagnostics Pages/Sheets W/Bar Codes	Clinic Diagnostics Pages/Sheets WO/Bar Codes
Chart assembly and preparation			200 per hour	
Batch scanning				50 per hour
Flatbed scanning				
Scanning and prepping			190 per hour	
Scanning and indexing				
Scanning, prepping, and indexing			143 per hour	
Indexing only	100%	100%	100%	100%
Quality control				
Document maintenance				
Coding inpatient				
Coding outpatient	18 to 20 per hour	40 to 60 per hour		
Audits (monthly on each employee [if new employee 100% and decrease percentage	10%	10%	10%	10%

based on error rate])				
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