

Workflow Measurement Scorecard

Measure operational change without relying on vague promises about AI.

IMPORTANT Do not record patient names, symptoms, diagnoses, medical records, passwords, or protected health information in this worksheet.

Baseline and target

CHECK	NOTES / DECISION
☐ Workflow volume	Cases per week or month.
☐ Time to assigned owner	Median and 90th percentile where possible.
☐ Completion time	From trigger to verified closure.
☐ Handoff completion	Percentage completed with required owner and status.
☐ Rework and exceptions	Number and reason for corrections or escalation.

Adoption and quality

CHECK	NOTES / DECISION
☐ Staff adoption	Percentage of eligible cases using the approved workflow.
☐ Review completion	Percentage receiving required human approval.
☐ Estimated time saved	Document assumptions and distinguish estimates from measured time.
☐ Experience indicator	Use an approved staff, customer, or patient-experience measure.
☐ Next improvement	Record one evidence-based change for the next review cycle.

Human review checkpoint

Name the person responsible for approving the workflow, reviewing exceptions, and deciding when professional, legal, privacy, security, or clinical escalation is required.

This resource provides general administrative guidance. It is not medical, legal, privacy, cybersecurity, financial, or regulatory advice.