

## Healthcare Documentation Quality Assessment and Management Best Practices (Updated June 2025) White Paper & Toolkit Resources



In June 2025, AHDH's *Healthcare Documentation Quality Assessment and Management Best Practices Toolkit* was updated to reflect today's rapidly evolving healthcare documentation environment. The previous version, dated 2017, included quality assurance of *clinician-created documentation*. This content has been removed and is now available as a dedicated resource in the [Healthcare Documentation Integrity Auditing Best Practices](#). The Healthcare Documentation Quality Assessment and Management Best Practices Toolkit was originally developed to address the lack of structured quality assurance (QA) processes in healthcare documentation. This resource has been updated and maintained over the years to meet challenges and provide consistency in documentation.

Today, healthcare documentation comprises a substantial and growing portion of the medical record — regardless of how it is created (traditional dictation/transcription, speech recognition, direct entry into the EHR, etc.) While the use of speech recognition is now standard across most healthcare settings, these technologies alone do not guarantee quality, accuracy, or context integrity. Human oversight by healthcare documentation professionals (HDPs) remains indispensable for ensuring the reliability of patient records, safeguarding against clinical risk, and supporting data usability across care teams.

Additionally, whether due to workflow preference, specialty complexity, or documentation burden, this practice continues to play a key role—requiring quality standards that are consistent and equitable across all documentation types.

The 2025 toolkit reaffirms the importance of unified and measurable standards for documentation quality. By continuing to update the original AHDH QA Best Practices developed in 2010–2011, the toolkit provides a single, harmonized framework for use by QA professionals, HDPs, clinical leaders, health information managers, and vendors alike, regardless of the documentation modality or author.

2025 edition:

- Expanded definitions and scoring methodologies for documentation
- Practical tools for QA managers to train, audit, and benchmark across roles and platforms
- Checklists, sample scoring reports, error classification systems, and performance reporting

As with previous editions, AHDH and AHIMA grant open permission for individuals and organizations to download, share, and implement the materials contained within this white paper and toolkit. Users are encouraged to attribute the work to AHDH and AHIMA where appropriate. This updated resource reflects our joint commitment to patient safety, documentation integrity, and the support of quality-driven practices in an increasingly complex healthcare landscape.

## **Healthcare Documentation Quality Assessment and Management Best Practices (PDF)**

### **Supplementary Toolkit Resources**

White Paper

HDS QA Program Sample Policies and Procedures

QA Program Checklist

Reporting Best Practices

Sample Department Annual QA Performance Metrics

Sample HDS Annual QA Performance Metrics

Sample QA Score Sheet 1 (error divided by number of lines method)

Sample QA Score Sheet 2 (error value from 100 method)

QA Score Worksheet (PDF)