ENDORSING RESULTS IN DIGITAL HEALTH RECORDS – ARE WE *CERN*TAIN?

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INTRODUCTION

Timely review and acknowledgement of critical radiology results are essential for safe and effective patient care. At The Princess Alexandra Hospital NHS Trust (PAHT), Trust policy requires critical radiology results to be endorsed within 24 hours of publication. Following implementation of our Electronic Health Record (Cerner Millennium), a timestamped endorsement function became available, enabling measurement of compliance with this process and increasing transparency in clinical management.

OBJECTIVE

To explore clinician experiences of digital result endorsement and identify barriers to the timely acknowledgement of critical radiology results.

METHODOLOGY

A Grounded Theory approach was employed to explore barriers and facilitators to digital result endorsement. This comprised of an initial questionnaire and focus group with resident doctors, followed by wider distribution across medical, surgical and emergency departments. Subsequent informal discussions and memo-writing informed iterative data collection and analysis. Key themes emerged and were grouped into four domains: People, Environment, Action, and Resources.



RESULTS

Person Environment Action Resources

Questionnaire (n=58)

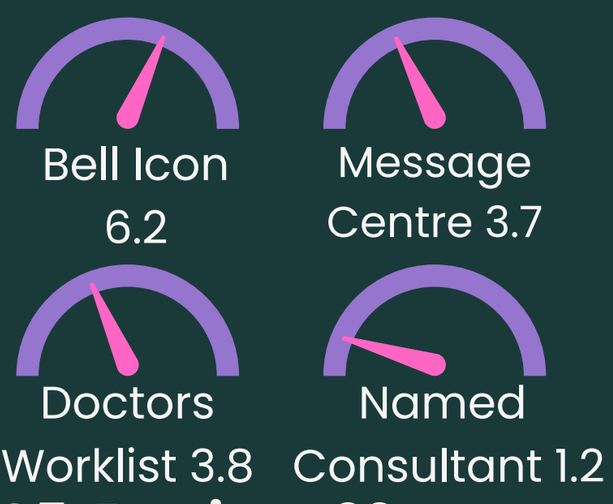
Q1. Perception: Doctors most commonly understood endorsing as **Acknowledgement**. The majority had a negative perception with the strongest theme being ***workload/time pressure.***

Q2. Ease: Very easy 5 | Somewhat easy 16 | Neutral 17 | Difficult 12 | Very difficult 4

Q3. Awareness: Bell 42 (6.2) | Worklist 20 (3.8) | Msg 21 (3.6) | Cons Msg 3 (1.2)



Q4. Confidence/10: using each endorsement option.



Q5. Barriers: 93 responses from 47 doctors, grouped into 9 themes. The 3 most common:
Workload/Time (27/93) - *"High workload and limited time."*
Work Duplication relating to the Mechanism of Endorsing (24/93) - *"It's a pain to find the box when you've already seen the results anyway."*
Awareness (17/93)*"I Didn't know I was meant to"*

Q6. Solutions: from 36 responses, grouped into 9 themes. The 2 most common:
Streamline Processes 9/3 Education & Awareness 11/36

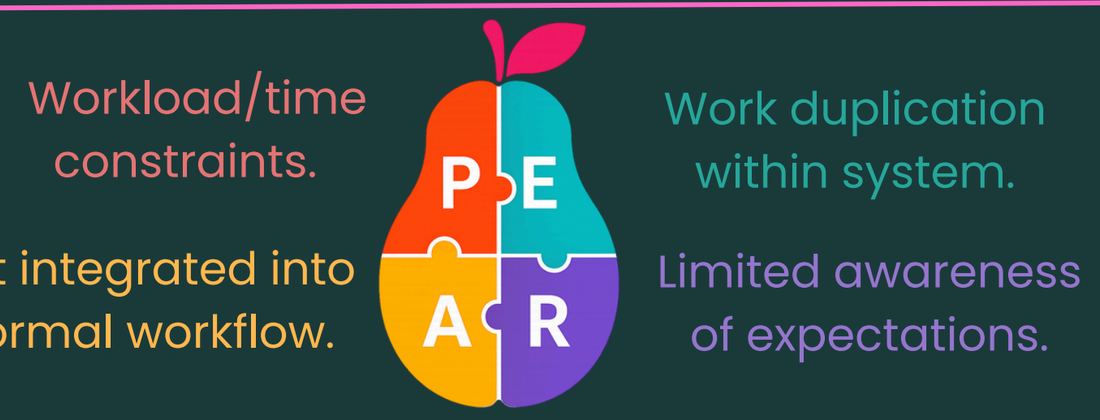
CONCLUSION

Digital endorsement is limited less by technology than by human factors.

Workflow integration, education, clear expectations, and intuitive system design are key to improving adoption.

Why this matters?

- Fewer missed results
- Better compliance with Trust policy
- Reduced duplication
- Improved patient safety



PEAR Human Factors Model