

The Hidden Cost of 1 Second: Eliminating Friction in Clinical Notes Selection

A small system misalignment required staff to manually switch note types during every interaction.

Individually trivial. Collectively significant.

“1 second doesn’t matter – until you repeat it hundreds of times a week, across multiple staff.”

Overview & Context

During the transition from paper to electronic notes, a workflow required staff to manually change a setting from “new notes” to “existing notes”.

This step was small but repeated across every session, by multiple staff simultaneously.

The process introduced a consistent interruption in flow, requiring unnecessary clicks and attention shifts.

This created:

- Repeated micro-delays
- Increased cognitive load
- Breaks in task rhythm

The issue was raised and adjusted within the system to default to the correct option.

Challenge

- A 1-second delay embedded in a high frequency task
- Repeated across 6 staff simultaneously
- Creating micro flow interruptions

Approach

- ❖ Identified friction point within workflow
- ❖ Validated requirement with system team
- ❖ Implemented system default correction

Outcome

- ✓ 1 second per iteration – 300 iterations per person per week
- ✓ Across a six person team
- ✓ 3-4 working days of capacity recovered annually

Small design changes, when scaled, unlock hidden system capacity