

interruption of care processes. End-users involved in providing hospital services should be trained on the planned manual system and know how to shift once the electronic system is down.

Downtime system must be assessed for effectiveness regularly and after actual downtime incidents. Documented reports of this assessment should be available and actions are taken in response to any deficiencies.

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**MOI.10 The hospital implements a process for data backup.**

MOI.10.1 The hospital has a process in place for regular information system data backup and retrieval.

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**Standard Intent:**

Even though organizations may treat their storage media with care, they can be damaged accidentally or on purpose and files can be unconsciously changed or erased. Therefore, making backup copies limits the amount of information that is lost. Backup media should be safely stored in a different location, preferably a different building than the original.

As part of information and data integrity, organizations are expected to have a clear mechanism to backup data in order to ensure ease of retrieval. The backup process is regularly implemented to avoid any data loss or gaps in information which may affect gaps in the care and service provided as well as to avoid misinformed decision making by leaders.

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**MOI.11 The hospital uses and contributes to comparative reference databases in accordance with national guidelines.**

MOI.11.1 The hospital contributes to external databases in accordance with national laws and regulations.

MOI.11.2 The hospital uses external reference databases for comparative purposes to identify areas in which performance deviates from expected patterns.

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**Standard Intent:**

Where nationally required, the hospital contribution to a comparative database will provide for its positioning in relation to other care providers in the country. National databases help project the national healthcare status of both communities and service providers. Without providers, accurate data and the informed plans and decisions will not be reflective or comprehensive.