

- MOI.8.3 The policy addresses how confidentiality, integrity, and security of the data and information will be maintained during retention.

MOI.9 **The hospital maintains sufficient provisions that ensure the operation of the information system during scheduled or unscheduled (unexpected) downtime.**

- MOI.9.1 There are procedures and forms to be used during scheduled or unscheduled (unexpected) downtime.
- MOI.9.2 End-users are trained on procedures to follow during interruptions of the information system.
- MOI.9.3 Patient information are documented and reported during the downtime (e.g., reporting laboratory results).
- MOI.9.4 The integrity of the system and data entry is verified after the downtime.
- MOI.9.5 There is review of the downtime assessment report.
- MOI.9.6 The downtime system is regularly tested for effectiveness.

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.

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.

MOI.12 **There is a process for the clinical and administrative staff to obtain information that support safe patient care.**

- MOI.12.1 Information resources are available to address clinical and administrative staff needs and support them to maintain and improve their competencies.
- MOI.12.2 Information resources support patient care, patient safety, patient education, performance improvement, educational functions for hospital and medical staff, research, and other appropriate functions.
- MOI.12.3 Information resources are accessible when needed (e.g., books and journals).