

- Use measures to assess and improve care and work processes.

Hospitals with electronic health record systems ensure that staff who need to access, review, and/or document in the patient medical record receive education, ongoing training, and assessment to effectively and efficiently use the system.

Cybersecurity breaches can pose safety issues for patients and be costly to the hospital system. Hospitals also ensure that staff receive cybersecurity training related to their responsibilities and job descriptions to maintain security of information.

The information management process makes it possible to combine information from various sources and generate reports to support decision-making with longitudinal and comparative data. The combination of clinical and managerial information helps department/service leaders to plan collaboratively.

Various methods can be used for ongoing training that are relevant to staff needs and provide helpful guidance on system use. Examples include the following:

- “Tips and tricks”
- Quick reference guides
- Short educational modules
- Newsletters (posted or e-mailed)

Cybersecurity education and training topics can include the following:

- Password protection
- Malware and ransomware
- E-mail phishing
- Device management
- Safeguards for sensitive data
- Device updates
- Reporting suspicious activity

Measurable Elements of MOI.01.04

1. Clinical staff, decision-makers, and others are provided education and training on information systems, information security, and the principles of information use and management, as appropriate to their role and responsibilities.
2. Staff who use an electronic health record system receive education, ongoing training, and assessment to ensure that they can effectively and efficiently use the system to carry out their job responsibilities.
3. Staff receive education and ongoing, annual training related to cybersecurity based on their roles and responsibilities.
4. Clinical and managerial data and information are integrated as needed to support decision-making.

Standardized Use of Information

Standard MOI.02.00

Documents, including policies, procedures, and programs, are managed in a consistent and uniform manner.

Intent of MOI.02.00

Policies and procedures are intended to provide uniform knowledge on organizational clinical and nonclinical functions.

A written document guides how all policies, procedures, and programs in the hospital will be developed and controlled.

Being able to identify changes to policies, procedures, and programs is essential to maintain efficiency, effectiveness, and staff compliance. Methods for identifying changes may include the following:

- Regular review and updates based on a time schedule established by the hospital
- Monitoring compliance to assess areas of improvement or gaps in performance
- Review of current and relevant research to assess industry changes
- Staff feedback opportunities, including surveys, suggestion boxes, or feedback sessions
- Communication channels to inform staff of policy changes, including e-mail announcements, newsletters, and team meetings
- Employee education and training
- Incident reporting

Measurable Elements of MOI.02.00

1. ① There is a written guidance document that defines the requirements for reviewing policies and procedures, including the following:
 - Review and approval of all documents by an authorized person before issue
 - Frequency of review and continued approval of documents
 - Controls for ensuring that only current, relevant versions of documents are available
 - Method for identifying changes
2. ① There is a written guidance document that defines requirements for management of policies and procedures, including the following:
 - Maintaining identity and legibility
 - Managing documents originating outside the hospital
 - Retaining obsolete documents for the time required by laws and regulations while ensuring that they are not used
 - Tracking all documents in circulation (for example, identified by title, date of issue, edition and/or current revision date, number of pages, and who authorized and/or reviewed the document)
3. ① There are standardized formats for all similar documents (for example, all policies).
4. The requirements of the guidance document are implemented and evident in the policies, procedures, and programs found throughout the hospital.

Standard MOI.02.01

Leaders review, approve, and manage implementation of policies and procedures that guide and support patient care and services.

Intent of MOI.02.01

Throughout the accreditation standards found in this manual, policies, procedures, plans, and other written documents are required (noted with the icon ①), as they reduce process variation and reduce the risk inherent in processes to improve quality and patient safety.

There is a process to ensure that staff members have read and are familiar with policies, procedures, and plans relevant to their work. This process may be part of the orientation of staff members to their department and responsibilities or may be part of groupwide or hospitalwide special training sessions. When a policy, procedure, or plan is relevant to the assignment of an individual, the intended actions described in the document are evident in the actions of the individual.