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**MOI.3 The hospital develops a process for the information management system modifications, updates, and validation.**

MOI.3.1 There is process for documentation, approval, and validation of any modification or update related to the information management system.

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**Standard Intent:**

The information management process should clarify follow up responsibilities of new or modified technologies and considering stakeholders' feedback as well as the operators input on different aspects of the technology, such as effectiveness, accuracy, meeting its objectives, possible gaps and flaws, and ease of use.

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**MOI.4 Data collected are transformed into information that is used to support patient care and management decisions.**

MOI.4.1 Aggregate data and information include information requirements for key functions as specified in this manual (e.g., facility management and safety, infection control, clinical data and information, identified hospital-wide indicators, department-specific indicators, physician-specific information).

MOI.4.2 Aggregate data and information are used for self-comparison over time and benchmarking against similar hospitals as well as best practices.

MOI.4.3 The hospital uses the information to make decisions, strategically plan, identify and prioritize quality improvement projects.

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**Standard Intent:**

Availability of numerous data and statistical reports without analysis will result in data overload without making use of it. It is important that data gathered and projected based on the hospital complexity in order to have it useful for the different users and stakeholders. Leaders plan and are able to access informative reports from the different departments and units in order to reflect on the status of the hospital operations, risks and areas for improvement.

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**MOI.5 Hospital leaders as well as users and other staff receive education and training on data management relevant to their roles and responsibilities.**

MOI.5.1 There is an education/training process for decision makers and other relevant staff on the principles of data management.

MOI.5.2 The data management education/training is appropriate to the staff roles and responsibilities within the hospital.



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MOI.5.3 The data management education/training includes, but is not limited to, the following:

- MOI.5.3.1 Selection and use of indicators (measures) in assessment and improvement of work processes.
  - MOI.5.3.2 Data collection and analysis.
  - MOI.5.3.3 Use of data and information for decision-making.
  - MOI.5.3.4 Data/information confidentiality and security.
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**Standard Intent:**

Individuals in the hospital, who generate, collect, analyze, and use data and information should be educated and trained to effectively participate in using and managing information. The education program should include the following: interpreting data; use data and information to help in decision making; support the participation of patients and families in care processes; and use measures to assess and to improve care and work processes. Individuals are educated and trained according to their responsibilities, job descriptions, and data and information needs.

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**MOI.6 The hospital has a policy and procedures on how confidentiality, security, and integrity of data and information including the medical records are maintained.**

- MOI.6.1 The policy defines data and information confidentiality, security, and integrity.
  - MOI.6.2 The policy is in compliance with laws and regulations.
  - MOI.6.3 The hospital defines appropriate levels of security and confidentiality for data and information and provides appropriate confidentiality measures accordingly.
  - MOI.6.4 Staff access to different categories of information is restricted on a need to know basis.
  - MOI.6.5 There is an appropriate mechanism for response to requests for access to information.
  - MOI.6.6 Data and information are safeguarded against loss, destruction, tampering, damage, and unauthorized access or use.
  - MOI.6.7 There are measures for protecting data and information in the event of a disaster such as flood, fire, loss of power, and abnormal temperature conditions.
  - MOI.6.8 Staff responsibilities to maintain confidentiality of data and information are defined (e.g., signing a confidentiality agreement).
  - MOI.6.9 Information confidentiality and security incidents are reported and acted upon.
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