

MOI.01.03 The hospital determines the retention time of patient medical records, data, and other information.

MOI.01.04 Clinical staff, decision-makers, and other staff members are educated and trained on information systems, information security, and the principles of information use and management.

Standardized Use of Information

MOI.02.00 Documents, including policies, procedures, and programs, are managed in a consistent and uniform manner.

MOI.02.01 Leaders review, approve, and manage implementation of policies and procedures that guide and support patient care and services.

MOI.02.02 The hospital uses standardized diagnosis and procedure codes and ensures the uniform use of approved symbols and abbreviations across the hospital.

MOI.02.03 The hospital retrieves, disseminates, and transmits health information on a timely basis in a format that meets user expectations, and with the desired frequency.

Patient Medical Record

MOI.03.00 The hospital initiates and maintains a standardized, accurate medical record for every patient assessed or treated and determines the record's content, format, and location of entries.

MOI.03.01 As part of its monitoring and performance improvement activities, the hospital regularly assesses patient medical record content.

Standards, Intent, and Measurable Elements

Planning for Management of Information

Standard MOI.01.00

The hospital plans for managing information and selects processes to meet the needs of those who require data and information.

Intent of MOI.01.00

Information is generated and used during patient care, treatment, and services and for managing a safe and effective hospital.

The ability to capture and to provide information requires effective planning. Planning for information management may include the following:

- The hospital's mission
- Services provided
- Resources
- Access to affordable technology
- Usability and interoperability assessments
- Support for effective communication among caregivers

Planning incorporates input from a variety of sources who use data and information, including the following:

- Health care practitioners and other staff who provide clinical services
- Hospital leaders and department/service leaders

- Individuals, services, and agencies outside the hospital who use data or information about the hospital's operation and care processes

The information needs of these sources should inform the hospital's information management strategies and ability to implement those strategies. The strategies must meet the needs of the hospital based on the hospital's size, complexity of services, availability of trained staff, and other human and technical resources.

The information processes are comprehensive and include all the departments and services of the hospital. Planning for the management of information does not require a formal written information program but does require evidence of a planned approach that identifies the hospital's information needs and processes for meeting those needs.

Measurable Elements of MOI.01.00

1. The hospital selects processes to meet the information needs of the following:
 - Those who provide clinical services
 - The hospital's leaders and department/service leaders (*See also* GLD.03.02, MEs 1 and 2)
 - Individuals, services, and agencies outside the hospital (*See also* GLD.03.01, ME 2)
 - Patients accessing personal data
2. The processes implemented are appropriate to the hospital's size, complexity of services, availability of trained staff, technical resources, and other resources.
3. The planning and designing of information management processes of the hospital include the following:
 - The hospital's mission
 - Services provided
 - Resources
 - Access to affordable technology
 - Usability and interoperability assessments
 - Support for effective communication among caregivers

Standard MOI.01.01

The hospital maintains the confidentiality, security, privacy, and integrity of data and information through processes to manage and control access.

Intent of MOI.01.01

The hospital establishes processes to protect sensitive patient information and prevent unauthorized access to data, which can have larger consequences.

The balance between data sharing and data confidentiality is addressed. The hospital should follow established processes for the safe movement within and release of patient medical record information.

Whether a hospital uses paper and/or electronic information systems, it implements measures to secure and protect data and information at all times. Data and information include the following:

- Patient medical records
- Data from medical equipment and devices
- Research data
- Quality data
- Billing data
- Human resources data
- Other applicable sources

Security measures include processes to manage and control access. The hospital determines who is authorized to access medical records and implements processes for assigning privileges to authorized users in accordance