

Management of Information Standard Intents

MOI.1 Hospital leaders ensure the conduction of needs assessment related to information management in the hospital.

- MOI.1.1 The hospital conducts a needs assessment related to information management based on the hospital's scope of services, complexity of care and affordable resources including technology.
- MOI.1.2 The needs assessment involves both clinical and managerial staff.
- MOI.1.3 The needs assessment identifies the needs/ requirements of external organizations (e.g., Ministry of Health, accrediting bodies, national research and databases).
- MOI.1.4 Information technology needs are identified and integrated with existing information management processes.
- MOI.1.5 Relevant clinical and managerial staff participate in selecting, integrating, and using information management technology.

Standard Intent:

Information and data management processes are complex and are of multi-level and categories. In order to have information managed, thorough assessment of users' needs is essential to be conducted.

The information needs assessment should address all possible users, those involved in clinical, managerial, financial and administrative processes. Furthermore, though most facilities have moved to advanced computerized and electronic information management tools and capabilities, manual data and paper-based information dissemination and handling still exist and should not be missed when conducting assessment of the stakeholders needs.

Prior to transforming hospital operations from manual and paper-based information process into an electronic system, documented assessment of users' needs expected to be in place. It is a lengthy and an interactive activity that addresses all steps and levels of data and information procurement to access and sharing of informative reports useful for decision making.

Areas to be explored during information needs assessment and management process may include but not limited to:

- Automation capabilities and streamlining work,
- Using technology to reduce risks and enhance patient safety such as automated medications management, use of bar-coding for patient identification.
- Testing and evaluation strategies prior to full implementation.
- Integration with a hospital's existing technology and processes.



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- Interaction of proposed information technology with external providers and customers.
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MOI.2 The hospital maintains an effective information management system to serve its internal and external users and stakeholders.

MOI.2.1 The hospital provides adequate resources for an effective information management system.

MOI.2.2 The hospital describes the categorization of the needed information into manual and computerized.

MOI.2.3 Data elements are defined and forms are developed for designated staff to enter the necessary data.

MOI.2.4 Data are collected within predetermined time frames and frequency.

MOI.2.5 There is a process for secure storage of data and information with easy retrieval.

MOI.2.6 Data and information are accurately and timely disseminated to the targeted internal and external users.

MOI.2.7 Data and information are disseminated in a format useful for decision making.

Standard Intent:

Following the thorough analysis of information needs, a comprehensive planning process should take place. The hospital must develop a comprehensive information management system which focuses on dealing with information systems to provide efficiency and effectiveness of strategic decision making. The hospital information management system should describe all types of manual and computerized information coming or generated in the hospital. Also data collection, storage, and dissemination must be detailed for the data collectors and the end users. This will ensure that allocation of resources, redesigning of operational functions and provision of the new technologies are within hospital defined timeframe and means. It also ensures that hospital mission and goals are supported and met.

The information management process makes it possible to combine information from various sources and generate reports to support decision making.

Specifically, the amalgamation of clinical and managerial information helps department/service leaders to plan collaboratively. The information management process supports department/service leaders with cohesive longitudinal data and comparative data. The format and methods of disseminating data and information to the intended user are designed to meet the user's expectations.

Distribution and sharing approaches include providing only the data and information the user requests or needs; formatting the report to aid use in the decision process; providing reports with the frequency needed by the user; linking sources of data and information; and providing interpretation or clarification of data.
