



Management of Information (MOI)

Overview

Providing patient care is a complex endeavor highly dependent on information communication. This communication is to and with patients and their families, other health care practitioners, and the community. Failures in communication are one of the most common root causes of patient safety incidents. Often, these communication failures result from illegible handwriting, and the nonuniform or nonstandardized use of abbreviations, symbols, and codes across an organization. An integral part of information management in health care is monitoring and protecting the use of patients' information. To provide, coordinate, and integrate services, health care organizations rely on information about the science of care, individual patients, care provided, results of care, and their own performance. Like human, material, and financial resources, information is a resource that must be managed effectively by the hospital's leaders. Every hospital seeks to obtain, manage, and use information to improve patient outcomes and individual and overall organizational performance.

Over time, hospitals become more effective in the following areas:

- Identifying information and information technology needs
- Designing or deploying information management systems
- Defining and capturing data and information
- Analyzing data and transforming data into information
- Transmitting and reporting data and information
- Protecting confidentiality, security, and integrity of data and information
- Integrating and using information for performance improvement

Although computerization and other technologies improve efficiency, the principles of good information technology management apply to all documentation methodologies. These standards are designed to be equally compatible with noncomputerized systems and current/future technologies.

Standards

The following is a list of all standards for this function. They are presented here for your convenience without their intent statements or measurable elements. For more information about these standards, please see the next section in this chapter, Standards, Intents, and Measurable Elements.

Planning for Management of Information

- MOI.01.00** The hospital plans for managing information and selects processes to meet the needs of those who require data and information.
- MOI.01.01** The hospital maintains the confidentiality, security, privacy, and integrity of data and information through processes to manage and control access.
- MOI.01.02** The hospital maintains the confidentiality, security, privacy, and integrity of data and information through processes that protect against loss, theft, damage, destruction, ransomware, and other cyberattacks.