

# MANAGEMENT OF INFORMATION MANUAL

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SUBJECT: MANAGEMENT OF INFORMATION PLAN	REFERENCE #1002
DEPARTMENT: HOSPITALWIDE	PAGE: 1 OF: 17
APPROVED BY:	EFFECTIVE: REVISED:

**PURPOSE:**

It is recognized by \_\_\_\_\_ Hospital that the provision of healthcare is a complex endeavor that is highly dependent on information. This includes information regarding the individual patient, the care provided, the outcomes of care and the performance of the organization. Due to the collaborative nature of the provision of care, all activities performed are coordinated and integrated throughout all departments and services. It is because of this dependent relationship that information is an important resource that is to be used effectively and efficiently managed. In keeping with the mission statement of \_\_\_\_\_ Hospital, it is felt that information management is a key component in providing high quality patient care.

**GOAL:**

To obtain, manage and use information to enhance and improve individual and organizational performance in patient care, governance, management and support processes.

**SCOPE AND DIRECTION:**

- \_\_\_\_\_ Hospital is a \_\_\_\_ bed general medical surgical hospital. In addition to the customary complex of emergency, surgical, general medicine, nursing and ancillary services, \_\_\_\_\_ Hospital provides \_\_\_\_\_ services to the pediatric through geriatric population. (Include any other patient population specifics here.) Human, hardware and software resources are utilized to supply information to support the organization's information management requirements. To meet these requirements, the Health Information Management, Information Management Systems and hospital administration have paramount shared responsibility for the overall management of information.
- There are organized Health Information Management and Information Management Systems with financial resources allocated by the Governing Body to provide for optimal departmental operations. As the information management environment is constantly changing and becoming more sophisticated, all additional needs for information management are assessed with appropriate financial considerations granted through the Governing Body.

**OBJECTIVES:**

- Information management is a function, a set of processes and activities focused on meeting \_\_\_\_\_ Hospital's information needs. Issues of timeliness, accuracy, security, confidentiality, access, efficiency, collaboration, integrity and uniformity of data are considered in the overall management of information. Objectives, specific to this hospital

SUBJECT: HEALTH DATA INTEGRITY	REFERENCE #2102
DEPARTMENT: ORGANIZATIONWIDE	PAGE: 1
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APPROVED BY:	EFFECTIVE:
	REVISED:

**POLICY:**

It is the policy of \_\_\_\_\_ Hospital to protect the privacy of individual identifiable health information. Believing that confidentiality is essential in developing the trust between patients and their providers of healthcare, we are committed to ensuring that patient medical information be disclosed only with informed consent or by statute.

**PROCEDURE:**

- The Information Management Committee is responsible for the development of organizational standards, policies and procedures concerning timeliness, accuracy, security, confidentiality, access, integrity and uniformity of data of both paper and electronic records.
- Security/Confidentiality of Information:
  - To provide a balance between data sharing and data confidentiality, individuals/ departments have been identified with specific policies/procedures outlining the access to, and need for, data and information.
  - Health Information Management personnel will have access to all documentation present in the medical record in accordance with Information Management Committee approved policies and procedures.
  - Nursing personnel will have access to all pertinent patient information to allow for optimum assessment, treatment and care of the patient in accordance with general nursing policies and procedures.
  - Medical staff will have access to all pertinent patient information that will allow them to render optimum treatment to any patient for whom they are the attending, covering or consulting physician in accordance with the medical staff bylaws.
  - Clerical personnel will have access to all necessary patient information that allows for appropriate billing, insurance and financial procedures.
  - The Information Systems Department will have access to patient information for reporting purposes in accordance with departmental policies and procedures.
  - All other individuals, including ancillary personnel and administrative personnel, will have access to patient data and information on an “as needed” basis, restricted to

SUBJECT: WORKFORCE CLEARANCE (COMPUTER ACCESS)	REFERENCE #2107
DEPARTMENT: HOSPITALWIDE	PAGE: 1 OF: 2
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**POLICY:**

- It is the policy of \_\_\_\_\_ Hospital to determine the access of electronic protected healthcare information to employees is appropriate.
- Once degree of access has been established, the employee is issued a log-in and passcode to use when accessing the medical record by the Information Systems Department. The Information Systems Department controls the degree of access of computerized medical records by electronically granting privileges to portions of the record and subsequent database

**PROCEDURE:**

- All individuals expected to utilize the \_\_\_\_\_ Hospital computer system are assigned an access code known only to the members of the Information Systems Department and the employee.
- Employees of the Information Systems Department are prohibited from displaying, accessing or reviewing the employee listing of access codes without authorization or supervision from the Information Systems Department Director, his/her designee, the Privacy/Security Official or the hospital Chief Executive Officer. Employees of the Information Systems Department are trained in the need to maintain the confidentiality of the access codes information. Any Information Systems Department employee found in violation of this security measure will be placed in the hospital's disciplinary process.
- A master listing of employee access codes is kept in an electronic file in the Information Systems Department. This file is password protected. A backup file is available in the off-site storage facility. The Information Systems Department Director or designee is responsible for updating the employee access codes file on a monthly basis, creating the back up file and storing in the off-site storage facility.
- Prior to assigning employee access codes, each employee attends computer training.
- Upon completion of this training, the trainer, Information Systems Department completes the security access code form and submits it to the Information Systems Department to assign the employee a permanent computer access code. The form is completed in its entirety by the trainer prior to assigning an access code and includes the following information:
  - Name of employee requesting an access code and initials

SUBJECT: COMPUTER INTERRUPTION/ MALFUNCTION/DESTRUCTION PLAN	REFERENCE #2202
	PAGE: 1 OF: 5
DEPARTMENT: INFORMATION SYSTEMS	EFFECTIVE:
APPROVED BY:	REVISED:

**POLICY:**

It is the policy of \_\_\_\_\_ Hospital to protect the electronic data media source and equipment from damage or loss.

**POLICIES FOR REDUCING RISKS:**

- Preventive Maintenance of Hardware will be Performed on the Following:
  - Central Processing Unit and Drives:
    - Quarterly by: \_\_\_\_\_ (Name of Company)
  - Peripheral Hardware:
    - Bimonthly by Information Systems personnel or on an "as needed basis"
- Protection of Computer Data will be Performed by "Back-up" Storage of Information:
  - Backup Policy:
    - Entire system will be copied onto magnetic tapes each evening as part of the nightly system shutdown procedure. There are no exceptions to this policy.
  - Backup Storage Policy:
    - Tape Rotation and Storage:
      - ◆ Nightly backup tapes are to be rotated on a daily basis, seven (7) days per week, 365 days per year.
      - ◆ All backup tapes are stored off site in an enclosed metal cabinet located: \_\_\_\_\_.
- Protection of Data Center Operation:
  - Power Loss:
    - Computer room is protected by a backup generator and a line conditioning system.

SUBJECT: LEGIBILITY OF MEDICAL RECORD DOCUMENTATION	REFERENCE #6013
	PAGE: 1 OF: 2
DEPARTMENT: HOSPITALWIDE	EFFECTIVE:
APPROVED BY:	REVISED:

**POLICY:**

- It is the policy of \_\_\_\_\_ Hospital to set legibility standards for medical record documentation and to monitor compliance with these standards as part of our performance improvement and medical error reduction activities.
- This policy is applicable to all documentation within the medical record.

**PROCEDURE:**

- Whenever possible, all consults, histories and physicals, interpretations of diagnostic testing, and post operative/procedure results shall be dictated.
- Only abbreviations listed in the organization’s list of approved abbreviations will be allowed for use in medical record documentation.
- Medication Orders:
  - Should include a brief notation of purpose.
  - All prescription orders are to be written in the metric system.
  - “Units” should be spelled out.
  - The order must include drug name, exact metric weight or concentration and dosage form.
  - A leading zero must precede a decimal expression of less than one.
  - A terminal zero is not to be used after a decimal.
  - Prescribers are to avoid the use of abbreviations for drug names and Latin directions for use.
  - The age and weight of the patient (especially geriatric and pediatric patients) should be included where appropriate.
- If a healthcare professional writes an order that is not legible, the order must be clarified with the healthcare professional prior to implementation.