INFORMATION GOVERNANCE IN HEALTHCARE

AHIMA: Information Governance Update

Tweet: #ignow
Greater Challenges than Volume and rate of data growth...
Challenges to Ensuring TRUST in our Information

• Lack of agreed upon rules/standards
• Growing numbers of systems and devices
• Expanding uses of information
• State of interoperability
Why Adopt IG in Healthcare?

The Changing Environment
IG in Healthcare - Respond to Demands

Costs

Quality, Safe Care
Pop Health
Reimb Changes
Delivery System Changes
BI & Clinical Analytics

= Imperative For Trusted Information
IG in Healthcare Benchmarking Survey

Drivers for IG

- Regulatory compliance: 80%
- Improve patient safety/patient care: 72%
- Need to manage and contain costs: 66%
- Need for clinical, quality and/or business analytics: 58%
- Changing payment environment: 57%
- Need for increased standardization: 54%
- Need to integrate and/or improve systems and technologies: 50%
- New care delivery models (population health management): 46%
- Lack of trust or confidence in data: 44%
- Changing payment environment: 44%
- Need to integrate and/or improve systems and technologies: 45%
- New care delivery models (population health management): 11%
- Lack of trust or confidence in data: 44%
- Need for increased standardization: 45%
- Need to manage and contain costs: 45%
- Improve patient safety/patient care: 22%
- Regulatory compliance: 18%
- Need to manage and contain costs: 7%
- Need for clinical, quality and/or business analytics: 8%
- Changing payment environment: 8%
- Need for increased standardization: 9%
- Need to integrate and/or improve systems and technologies: 9%
- New care delivery models (population health management): 11%
- Lack of trust or confidence in data: 44%

> / = 90% Agreement by over 1,000 Respondents on Drivers for IG in Healthcare.

First Healthcare IG Benchmarking Survey—White Paper

White paper available now: ahima.org/infogov

Cohasset Associates | AHIMA 2014
“Information Governance in Healthcare—A Call to Adopt Information Governance Practices”.
http://www.ahima.org/IGwhitepaper.
Framework Development

IG Task Force
IG Expert Advisory Group
Appointed Review Group(s) Task Forces

HIM • JDs • RNs • MDs • IGPs • CRM • Judge Informaticists • Executives • Attorneys • Privacy Officer CIOs

• Security • Financial Ops • Acute Care

Long Term & Skilled Care • Home Care • Assisted Living
Pharmaceuticals • Teaching Facilities • ACO • HIE
Association, Organizations, and Agencies Contributing to Healthcare IG Effort

- ARMA International
- CHIME
- NAHQ
- HFMA
- Information Governance Initiative (IGI)
- ISACA
- National Archives and Records Administration, US Govt
- US Technical Advisory Group to ISO TC 215
- CA DHHS
- Center for Medical Interoperability
- The Joint Commission
AHIMA: Leading IG for Healthcare

AHIMA Definition
An organization-wide framework for managing information throughout its lifecycle and for supporting the organization’s strategy, operations, regulatory, legal, risk, and environmental requirements.
AHIMA: Leading IG for Healthcare
AHIMA: Leading IG for Healthcare

IG:

- Establishes
- Determines
- Promotes
- Protects
- Prioritizes
AHIMA: Leading IG for Healthcare

A Healthcare Ecosystem Imperative
IG—DG—ITG
Naming Matters

“Why call it Information Governance, and not the traditional Data Governance?”*

*Ralf Teschner, Capgemini Blog, February 2, 2015

capgemini.com/blog/insights-data/2015/02/why-call-it-information-governance-and-not-the-traditional-data
Data Governance vs. Information Governance

**Data**
- Facts, Measurements
- Building blocks of information

**Information**
- Data in Context
- Examples:
  - Core Measures
  - Collection of Pt Demographics
  - A vendor record in the AP system
Data Governance vs. Information Governance

Data
- Facts, Measurements
- Building blocks of information

Information
- Data in Context
- Examples:
  - Core Measures
  - Collection of Pt Demographics
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Data Governance
- Granular orientation
- Tactical in nature
- Essential to Information Governance

Information Governance
- Strategic
- Establishes rules for treatment of data, records and information across the enterprise
Data Governance vs. Information Governance

Data
- Facts, Measurements
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DG ≠ IG, BUT DG and IG Are Inextricably Linked

AHIMA.ORG/INFOGOV
Framework for IG Adoption

Principles

Maturity Model

Tool & Resources
AHIMA: Leading Information Governance for Healthcare

**Principles—IGPHC™**

- Accountability
- Transparency
- Integrity
- Protection
- Compliance
- Availability
- Retention
- Disposition

**Broad, Comprehensive, Non-Prescriptive**

Attribution – ARMA International. GARP arma.org
AHIMA Definition
An organization-wide framework for managing information throughout its lifecycle and for supporting the organization’s strategy, operations, regulatory, legal, risk, and environmental requirements.
Information Lifecycle

Capture ➔ Process ➔ Use ➔ Store ➔ Dispose

Share

Time

Information Access and Use
IG Components—Overview

- Roles & Authority
- Policies & Processes
- Structures & Infrastructure
- Org Supports
IG Components—Roles and Authority

Information Governance Leader (e.g. CIGO, SVP of IG, VP of IG)

- Bus Units
- HIM & EIM
- IT
- BI, RM, QI, Safety
- Privacy, Security
- Legal, Compliance
- Other Org-Wide Programs

Accountability

AHIMA.ORG/INFOGOV
IG Components—Policies, Processes, Practices

Accountability—Transparency—Integrity
Protection—Compliance—Availability
Retention - Disposition
IG Components—Structures & Infrastructure

Accountability – Transparency – Integrity
Protection – Compliance - Availability
Retention - Disposition

AHIMA.ORG/INFOGOV
IG Components—Organizational Supports

- Accountability
- Transparency
- Integrity
- Protection
- Compliance
- Availability
- Retention
- Disposition

Organizational Supports

- Change Management
- Communication
- Training
- Standards, Best Practices
- Project Management

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AHIMA: Leading Information Governance for Healthcare

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Attribution—ARMA International. GARP arma.org
Accountability

An accountable member of senior leadership, or a person of comparable authority, shall oversee IG and delegate responsibility for information management to appropriate individuals.
Increased Adoption of Governance and Appointment of C-Level Leader

Capgemini Survey

- 1,000 Survey Respondents
- 9 Industries
- 10 Countries
- 43% - Restructuring to Exploit Data Opportunities
- 33% - Have Appointed a CDO or C-Level Leader
- 19% - Will Do so within 12 months

52% are sufficiently convinced of the business value of information to appoint a c-level leader of IG

Ralf Teschner, Capgemini Blog, 3/12/15 – CDO=IS+IG+IR+IE
Chief IG Officer or Chief Data Officer

\[ CIGO = IS + IG + IR + IE \]

Information Strategy
Information Governance
Information Risk
Information Exploitation

Ralf Teschner, Capgemini Blog, 3/12/15 – CDO=IS+IG+IR+IE
IG Senior Leader – CIGO or other C-Level

- **Focused on the business-benefits of the organization’s information**
- **Sits in the Business**, but has a solid understanding of data technology and information architecture
- **Involved in Board-level discussions** on strategy
- **Owns and drives** Information Strategy, Information Governance, Information Risk and Information Exploitation
- **Influential advisor** but not necessarily the owner of BI, Analytics, Big Data, MDM, ECM

Ralf Teschner, Capgemini Blog, 3/12/15 – CDO=IS+IG+IR+IE
Healthcare organizations must also define USES of Information and assure Governance of those Uses.

TRANSPARENCY

An organization's processes and activities relating to information governance shall be documented in an open and verifiable manner.
INTEGRITY: Information generated by, managed for, and provided to the organization must have a reasonable and suitable guarantee of authenticity and reliability. Information must be trustworthy.
Appropriate levels of protection from breach, corruption and loss must be provided for information that is private, confidential, secret, classified, essential to business continuity, or otherwise requires protection.

Must address all sources, all media and must apply throughout the life of the information.
Information practices and processes must comply with organization policies and all applicable laws, regulations, and standards.
For Healthcare – focus on standards, practices, tech infrastructure and contingency measures to assure Availability.
Retention

An organization must retain information in accordance with its legal, regulatory, fiscal, operational, risk and historical requirements.
Information no longer required to be maintained by applicable laws and the organization's policies, must be dispositioned in a secure and appropriate manner.
Framework for IG Adoption

- Principles
- Maturity Model
- Tool & Resources
HealthCare Information Governance Maturity Model™

- Broad use of the Maturity Model will ultimately enable:
  - A recognized scoring mechanism for IG maturity level
  - Peer group benchmarking
  - An indication of trustworthiness of an organization’s information
  - A indication of partnership desirability for accountable care, preferred provider networks, information exchange membership

| Level 1 | Level 2 | Level 3 | Level 4 | Level 5 |
### HealthCare Information Governance

**Maturity Model™ - Draft Maturity Markers by Principle**

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**Note:** Maturity Markers - subject to AHIMA IG Pilot validation of relevance, rigor, fit, completeness and appropriateness by Principle and Maturity Level.
Fragmented                             Holistic
IT Driven                             Business Driven
Not Started                           Increasing Return on Information
Developing                            Proactive
Essential                             Transformational

AHIMA Healthcare IG Maturity Model

Adapted from informatics.com/perspectives. 2/1/13 Rob Karel
Framework for IG Adoption

Principles

Model

Maturity

Tool & Resources
IG Tools and Resources

EXAMPLES:
- Charters
- Org Charts
- Sample Plans
- Role Definitions
- Practice Guidelines
- Sample Procedures
- Articles
- Case Studies

Tools for:
- ROI,
- Classification,
- Valuation,
- Defining Data & Info Uses
IG Framework

IGPHC

Guiding Principles for Governing Information

Maturity Model

5 Level Model for Assessing and Scoring Each of the 3 Guiding Principles

Tools & Resources

Tools and Resources for Operationalizing IG for Healthcare

IG Pilots
AHIMA IG Pilot—Objectives

• Validate and refine maturity model
• Develop, use, and refine IG Toolkit
• Document “lessons learned” in IG implementation
• Identify and document best practices for IG in healthcare
• Document healthcare IG case studies
• Build an IG maturity scoring, reporting, benchmarking solution
• Beta test IG maturity solution
AHIMA - Leading Adoption of Information Governance in Healthcare
AHIMA—Information Governance

Now is the Time
AHIMA: Leading Information Governance for Healthcare—Recommended Reading


