MANAGEMENT OF INFORMATION (MOI) CHAPTER TIPS

1.MOI.1.5 - **Relevant clinical and managerial staff participate in selecting, integrating, and using information management technology.**

Q: *Who participates in selecting, integrating, and using information management technology?*
A:Relevant clinical and managerial staff

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

Q: *How does our hospital provides an effective information management system?*
A: **The Hospital has robust IT/Informatics system in place to disseminate information to all users.**

3. MOI.5.1 - There is an education/training process for decision makers and other relevant staff on the principles of data management.

Q: *Site an example of education/training provided to staff on the principles of data management.*
A: Data Management Forum, One on One Training of HITA to Executives/Chairmen/Directors, Service Hub

4. MOI.6.4 - Staff access to different categories of information is restricted on a need to know basis.

Q: *Does everybody have the privilege to access patient information or hospital data?*
A: *No, the patient medical record is the property of the Hospital and is considered to be a confidential document that can only be accessed by authorized individuals for purposes of direct and indirect patient care, or for the provision of the data collection relative to continuing education and research and approved administrative purposes.

**All users shall be identified with a unique credential that establishes identity. User credentials shall require at least one factor of authentication (e.g. password, token number or biometric devices).

***We have Access Control Policy NCIPP – 6330 'Access Control Policy'

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5. MOI.6.5 - There is an appropriate mechanism for response to requests for access to information.

Q: What is the mechanism is in place to response requests for access of information?

A: Thru a request in the service hub.

6. MOI.6.6 - Data and information are safeguarded against loss, destruction, tampering, damage, and unauthorized access or use.

Q: How information is safeguard against loss, destruction, tampering, damage, and unauthorized access or use.

A:* We have Information Security Policy (NCIPP – 6319) and Access Control Policy NCIPP – 6330

   ** Each of the user have his or her own unique password and computer screen are not left open when not in use and sharing of password is prohibited to avoid unauthorized access or use.

6. MOI.6.7 - There are measures for protecting data and information in the event of a disaster such as flood, fire, loss of power, and abnormal temperature conditions.

Q: How do you protect data and information in the event of disaster such as flood, fire, loss of power and abnormal temperature conditions?

A: *We have Information Security Policy (NCIPP – 6319 'Information Security Policy)

   ** We have IT Disaster recovery

7. MOI.9.2 - End-users are trained on procedures to follow during interruptions of the information system.

Q: In the event of downtime, what do you do?

A: Follow up my department policy for Downtime (NCIPP 590 'Announcing ICIS Downtime and NCIPP 589 'ICIS Downtime Plan')

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8. MOI.9.3 - Patient information are documented and reported during the downtime (e.g., reporting laboratory results).

Q: Where is patient information documented during downtime? What forms are used during downtime?
A: Patient information is documented on forms. Each department has their own form which end users must be aware of and use those forms during downtime. End users should know their forms in their department.

9. MOI.9.4 - The integrity of the system and data entry is verified after the downtime.

Q: How is data integrity verified post downtime?
A: End users must verify with paper charts to make sure the data entered in ICIS Post-downtime is correct.

10. MOI.9.5 - There is review of the downtime assessment report.

Q: Is there a review on downtime assessment report?
A: Yes

11. MOI.9.6 - The downtime system is regularly tested for effectiveness.

Q: How often is the system tested for downtime?
A: Annually

12. MOI.12.1 - Information resources are available to address clinical and administrative staff needs and support them to maintain and improve their competencies

Q: How can staff access MCA Portal?
A: Thru the Infogateway Search Engine – type MCA Portal Application – Professional Directory – search for the physician/nurse name

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