

# Chapter 10

## Information Management System (IMS)

### Intent of the chapter

Information management includes Management Information System(MIS) and Hospital Information System(HIS) as well as all modalities of information communicated to staff, patients, visitors and community in general.

The goal of information management in the organisation is to ensure that the right information is available to the right person at the right time.

Data and information management shall be directed to meet the organisation's needs and support the delivery of quality patient care. The information requirements shall be met in an authenticated, secure and accurate manner at the right time and place.

Confidentiality, integrity and security of records, data and information shall be maintained. Confidentiality of protected health information is paramount and shall be safe guarded across all information processing, storing and disseminating platforms.

Information management shall also include periodic review, revision and withdrawal of obsolete information to avoid confusion amongst staff, patients and visitors .

The organisation shall maintain a complete and accurate medical record for every patient. Various aspects of the medical record like contents, staff authorised to make entries and retention of records are addressed effectively by the organisation. The medical record shall be available to appropriate care providers. The medical records shall be reviewed at regular intervals.

### SUMMARY OF STANDARDS

IMS.1.	Information needs of the patients, visitors, staff, management and external agencies are met.
IMS.2.	The organisation has processes in place for management and control of data and information.
IMS.3.	The patients cared for by the organisation have a complete and accurate medical record.
IMS.4.	The medical record reflects the continuity of care.
IMS.5.	The organisation maintain confidentiality, integrity and security of records, data and information.
IMS.6.	The organisation ensures availability of current and relevant documents, records, data and information and provide for retention of the same.
IMS.7.	The organisation carries out a review of medical records.

\*This implies that the objective element requires documentation.

### Summary of Objective Elements

<b>Standard</b>	<b>7</b>
<b>Objective elements</b>	<b>45</b>
<b>CORE</b>	<b>9</b>
<b>Commitment</b>	<b>33</b>
<b>Achievement</b>	<b>2</b>
<b>Excellence</b>	<b>1</b>

Objective Element	IMS.1.	IMS.2.	IMS.3.	IMS.4.	IMS.5.	IMS.6.	IMS.7.
a	CORE	Commitment	CORE	Commitment	CORE	CORE	CORE
b	Commitment	Commitment	Commitment	Commitment	CORE	CORE	Commitment
c	Commitment	Commitment	CORE	Commitment	CORE	Commitment	Commitment
d	Commitment	Commitment	Commitment	Commitment	Achievement	Commitment	Commitment
e	Achievement	Commitment	Commitment	Commitment	Commitment		Commitment
f	Commitment		Commitment	Commitment	Commitment		Commitment
g	Commitment		Commitment	Commitment			Commitment
h	Excellence			Commitment			

## Standards and Objective Elements

### Standard

<b>IMS.1.</b>	<b>Information needs of the patients, visitors, staff, management and external agencies are met.</b>
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### Objective Elements

<b>CORE</b>	<b>a. The organisation identifies the information needs of the patients, visitors, staff, management, external agencies and community. *</b>
Commitment	b. Identified information needs are captured and/or disseminated.*
Commitment	c. Information management and technology acquisitions are commensurate with the identified information needs.
Commitment	d. A maintenance plan for information technology and communication network is implemented.
Achievement	e. Contingency plan ensures continuity of information capture, integration and dissemination.
Commitment	f. The organisation ensures that information resources are accurate and meet stakeholder requirements.
Commitment	g. The organisation contributes to external databases in accordance with the law and regulations.
Excellence	h. The organisation shall make efforts to use digital health technology to improve operational efficiency, patient safety and patient experience.

### Standard

<b>IMS.2.</b>	<b>The organisation has processes in place for management and control of data and information.</b>
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### Objective Elements

Commitment	a. Processes for data collection are standardised.
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Commitment b. Data is analysed to meet the information needs.

Commitment c. The organisation disseminates the information in a timely and accurate manner.

Commitment d. The organisation stores and retrieves data according to its information needs.\*

Commitment e. Clinical and managerial staff participate in selecting, integrating and using data for meeting the information needs.

### Standard

<b>IMS.3.</b>	<b>The patients cared for by the organisation have a complete and accurate medical record.</b>
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### Objective Elements

**CORE** a. A unique identifier is assigned to the medical record.

Commitment b. The contents of the medical record are identified and documented.\*

**CORE** c. The medical record provides a complete, up-to-date and chronological account of patient care.

Commitment d. Authorised staff make the entries in the medical record.\*

Commitment e. Entry in the medical record is signed, dated and timed.

Commitment f. The author of the entry can be identified.

Commitment g. The medical record has only authorised abbreviations.

### Standard

<b>IMS.4.</b>	<b>The medical record reflects the continuity of care.</b>
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## Objective Elements

Commitment	a.	The medical record contains information regarding reasons for admission, diagnosis and care plan.
Commitment	b.	The medical record contains the details of assessments, re-assessments and consultations.
Commitment	c.	The medical record contains the results of investigations and the details of the care provided.
Commitment	d.	Operative and other procedures performed are incorporated in the medical record.
Commitment	e.	When a patient is transferred to another organisation, the medical record shall contain the details of the transfer.
Commitment	f.	The medical record contains a signed copy of the discharge summary.
Commitment	g.	In case of death, the medical record contains a copy of the medical certificate of the cause of death.
Commitment	h.	Care providers have access to current and past medical record.

## Standard

<b>IMS.5.</b>	<b>The organisation maintains confidentiality, integrity and security of records, data and information.</b>
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## Objective Elements

<b>CORE</b>	a.	<b>The organisation maintains the confidentiality of records, data and information.*</b>
<b>CORE</b>	b.	<b>The organisation maintains the integrity of records, data and information.</b>
<b>CORE</b>	c.	<b>The organisation maintains the security of records, data and information.*</b>
<b>Achievement</b>	d.	<b>The organisation uses developments in appropriate technology for improving confidentiality, integrity and security.</b>
Commitment	e.	The organisation discloses privileged health information as authorised by the patient and / or as required by law.

Commitment f. Request for access to information in the medical records by patients / physicians and other public agencies are addressed consistently. \*

## Standard

<b>IMS.6.</b>	<b>The organisation ensures availability of current and relevant documents, records, data and information and provides for retention of the same.</b>
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## Objective Elements

**CORE** a. **The organisation has an effective process for document control.\***

**CORE** b. **The organisation retains patient’s clinical records, data and information according to its requirements.\***

Commitment c. The retention process provides expected confidentiality and security.

Commitment d. The destruction of medical records, data and information are in accordance with the written guidance. \*

## Standard

<b>IMS.7.</b>	<b>The organisation carries out a review of medical records.</b>
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## Objective Elements

**CORE** a. **The medical records are reviewed periodically.**

Commitment b. The review uses a representative sample based on statistical principles.

Commitment c. The review is conducted by identified individuals.

Commitment d. The review of records is based on identified parameters.

Commitment e. The review process includes records of both active and discharged patients.

Commitment f. The review points out and documents any deficiencies in records.

Commitment g. Appropriate corrective and preventive measures are undertaken.