Building the Case for Information Governance in Healthcare

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Objectives

- Define information governance and discuss what areas an information governance framework addresses in healthcare
- Review the emerging drivers for information governance in today’s healthcare environment
- Hear suggestions on how you can get an information governance initiative started in your healthcare organization
What is Information Governance?

An enterprise-wide framework for managing information throughout its lifecycle and supporting the organization’s strategy, operations, regulatory, legal, risk, and environmental requirements.
Information Governance Framework Addresses:

- Who is accountable for what
- How information strategy aligns with the organization’s goals
- How information is valued for preservation/retention/managing associated costs
- Roles, policies
- Standards (data and information mgt)
- Metrics
What Information Governance Is NOT:

• Not: A project
  • May be led by CIO
  • May involve technology that automates rules and processes associated with managing information

• Not: Related solely to EHR
The Bigger Healthcare Picture

- Technology advances
  - mobile devices
  - Telemedicine
  - Sensors

- Data and information growth
  - Patient-generated
  - Genomics
  - Social Media
The Bigger Healthcare Picture

• Payment changes
• Delivery system changes
• Increased coordination of care needs
• Population health mgt.
• Data capture, documentation practices and interoperability - Adherence to standards
• Rules and regulations
The current environment requires data and information to be leveraged and optimized.
Emerging Business Drivers

- Expanding Industry and Regulatory Environment
- Value Based Reimbursement
- EHR Benefit Realization
- Increasing Fraud Surveillance
- Ever-tightening Revenue Streams
- Greater Integration of the Health Care Delivery System
IG In Healthcare: A Twofold Purpose

- Stewardship for compliance and risk management
- Enhanced ability to leverage information to achieve organization’s goals

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What’s Under the IG Umbrella?

General:
• Data standards, integrity and quality
• Privacy and security
• Disaster preparedness and business continuity
• Litigation response/ e-discovery
• Lifecycle management/ preservation/ retention

Health care specific:
• Clinical documentation improvement
• Clinical content management
• Legal Health Record/Designated Records Set policy
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Haven’t we always had information governance?

• Yes, we have some of the elements relative to some policies/processes/structures

• No, differences are:
  – Strategic orientation
  – Enterprise focused, goes well beyond only health information to include all types, internal as well as external
  – Addresses risk and compliance AND using information for business advantage
1. IG programs are less prevalent and less mature than warranted, given the importance of information.

2. Most organizations do not yet have a comprehensive strategy for information governance.

3. Information governance framework call for strengthening and expansion.

4. Information lifecycle management practices related to core functions require improvement.
How to Get Started

• Start with a vision of what you want to accomplish
• Review the IGPHC™ and identify an area of need for governance (population health management, analytics, start an ACO, acquiring a new facility, problems with record retention)
• Develop an outline of the initiative and convince executives that it is needed
• Meet an immediate need – you can address the low hanging fruit, then use the committee you established to take new IG initiatives as identified
Demonstrate Return on Investment

Tangible Returns on investment:
• Storage costs
• Reduced e-discovery costs

Intangible ROI
• Increased safety/better patient care
• Avoiding legal risk or potential regulatory noncompliance
Establishing Accountability

• Define areas for accountability
• Create a plan
• Measure results
• Reward successes
• Communicate the strategy
• Cascade the plan – ensure stakeholders know their role
• Remove any obstacles
• Be flexible
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Engaging business units in IG

Lead by Example
Motivate
Solicit Feedback
Identifying key stakeholders

• Identify leaders who have a stake in IG
• Set Priorities
• Manage with communication
• IG allows for consistency of information for analysis and reporting.
• Improves patient experience
• Lowers costs
• Provides risk protection
Business value includes adding economic value to the organization and realizing:

- Intangible assets
- Intellectual capital
- Consumer Value
- Increased Employee Knowledge
• Leaders asking for “Information Governance” but don’t know it
• Can Healthcare keep everything forever now that it is electronic?
Where to start?

Analyze where Information Governance is at in your organization.

- Who could serve as executive sponsor?
- Do you need project management support?
- Is the program recognized, formalized, aligned?

Start-Up:

- Build the IG team.
- Where can standardization begin?
- How is information flowing?

Look at shifting resources to higher-value work
In Summary

- IG is an ongoing program not a one time project, however, you should break the work into manageable pieces / prioritize / be realistic
- IG is a key piece of successful Risk Management
- Using the AHIMA framework for adoption can help guide your program.
In Summary...

- A cross functional interdisciplinary team is needed
- IG policy set must be created
- 8 Principles must be applied
- Business processes will be redesigned
- Executive Sponsorship is critical
Benefits in Summary

- Risk Reduction
- Cost Reduction
- Compliance
- Improved Productivity
- Increased Information Value
IG PulseRate – a quick check into your organization’s IG maturity.

• Free instant assessment of the maturity level of IG in your organization available at www.IGIQ.com
• Review and rate the key success measures that impact organizational IG maturity
• Evaluate your organization’s strengths and help identify weaknesses that may be impeding your organization’s path to enterprise information governance
Recommended Reading


- Implementing Health Information Governance, 2015. Linda Kloss, MA, RHIA, FAHIMA

- Enterprise Health Information Management and Data Governance, 2015. Merida L Johns, PhD, RHIA.


What’s Next? Moving your IG Forward.

**Consulting**
- IG consulting and implementation services (project management)
- Gap analysis and assessment
- Focused gap remediation
- Onsite or virtual organization specific training
- Customizable one-on-one consulting with an AHIMA IG expert
- Score validation from the IG HealthRate™ system for AHIMA Level 5 sites

**Education & Training**
- IG ToolKit™ (Free to members)
- Publications
- Webinars
- Face-to-Face Meetings

**Resources**
- **NEW** White Paper: Professional Readiness and Opportunity
- **NEW** IG Infographic—What’s the difference between IG and DG?
- IG for Healthcare Benchmarking White Paper
- Information Governance Principles for Healthcare (IGPHC)™
- IG Infographic – What is IG?

**HealthRate™** Coming in 2016!
- Identify your true level of maturity and provide advisory services and additional resources
- Differentiate from your competition and other organizations AHIMA can arrange to validate your organizations maturity and your maturity level, which can then be used for marketing
- Provide extensive reporting, guidance, and comparison to other entities of your size and specialty

For more Information contact us at (844) 554-4447 or visit ahima.org/infogov.
Want More Information?

For additional information on Information Governance, visit AHIMA’s IG web page at: http://www.ahima.org/topics/infogovernance