AHIMA Information Governance

Making The Case for Information Governance

Lesley Kadlec MA RHIA
Director, HIM Practice Excellence AHIMA

#IG NOW
@l_kadlec
ahima.org/infogov
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
- Learn how you can get an information governance initiative in your own 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: Another IT project

May be led by CIO
May involve technology that automates rules and processes associated with managing information

Not: Related only 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
What are some of the drivers that your organization is facing that make information governance an imperative?
Information Governance in Health Care
Why Now?

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
The “Post-EHR” Era?

80% hospitals, >50% of eligible providers* have EHRs

$24 B paid out*

HIM professionals – EHRs were “slammed in”

~31% will soon adopt a second or third system

Poor data integrity, poor workflows, inadequate training

*April 2014 CMS Data
Twofold Purpose

Stewardship for compliance and risk management

Enhanced ability to leverage information to achieve organization’s goals
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
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
Where is Health care currently with IG?

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.
Where are the “Pain Points” Driving Information Governance?

Electronic health record (case studies)
E-discovery
Data warehousing/business intelligence
Getting Started

Start with a vision of what you want to accomplish – recognizing the need (desire to do population health management, analytics, start an ACO, patient centered medical home)

Sell it and convince executives that it is needed (examples: problems with EHR, messed up systems that feed the EHR)

Meet an immediate need – address low hanging fruit
Making IG “attractive”

Create the vision – explain the value of IG
Engage a sponsor
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
Aligning IG with Business Strategy

Communicate the strategy
Cascade the plan – ensure stakeholders know their role
Remove any obstacles
Be flexible
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
Creating a Sense of Urgency

IG allows for consistency of information for analysis and reporting.

Improves patient experience

Lowers costs

Provides risk protection
Determining Business Value

Business value includes adding economic value to the organization and realizing:

- Intangible assets
- Intellectual capital
- Consumer Value
- Increased Employee Knowledge
Information is a High Value Asset

Volume is growing on an exponential path in healthcare

The age of big data is here – massive growth in data volumes and velocity
Startup of an IG program can be tough...unless you have had some major compliance issue with a sanction or fine.

IG Awareness is a crucial initial step
Reasons IG Makes Business Sense

The courts will be looking for Information Governance Programs.

Information Governance can help the organization do a better job of managing risks.

Governing information isn’t going to get any easier.
Leaders asking for Information Governance
Can Healthcare keep everything forever now that it is electronic?
Balancing IG with Risk Management

Risk of confidential information being breached
Risk of confidential information being discoverable in litigation
Exponential storage eventually gets expensive
Is it time to break down Organizational Data Silos?

Implemented EHR in conjunction with best of breed systems but information sharing is challenging.

Interfaces to maintain Interoperability needs Hybrid environment
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:

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

Look at shifting resources to higher-value work
Where to start?

Analyze IT trends.
Ask questions.
Analyze relevant legal, regulatory, political factors
Determine industry best practices by talking to others while here this week
Don’t be afraid to invite yourself to be at the table.
IG should be run by the business not IT.
Focus on the Central Impact

Articulate the benefits

*IG is how an organization centralizes security, compliance, regulatory, legal and information management needs*

Creation of common terms

*Map of information creation and usage.*

Leverage information.

*Creation of frameworks and best practices*
In Summary

IG is an ongoing program not a one time project, however, you must 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 and Intel
Take a few minutes now to look back at the emerging drivers that you identified earlier.

What are the first steps you will take now to get started with an IG initiative in your organization that can help you tackle your drivers?
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
AHIMA Information Governance

Driving IG for HealthCare: 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.


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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

THANK YOU