

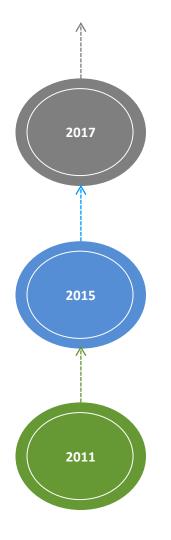
From Information Governance (IG) to Enterprise Information Management (EIM)

BC Health Organization Information Governance Summit 2017

> Presented by: Kathleen Addison Senior Provincial Director – HIM September 25, 2017



### Evolving From IMG To EIM – The Journey...

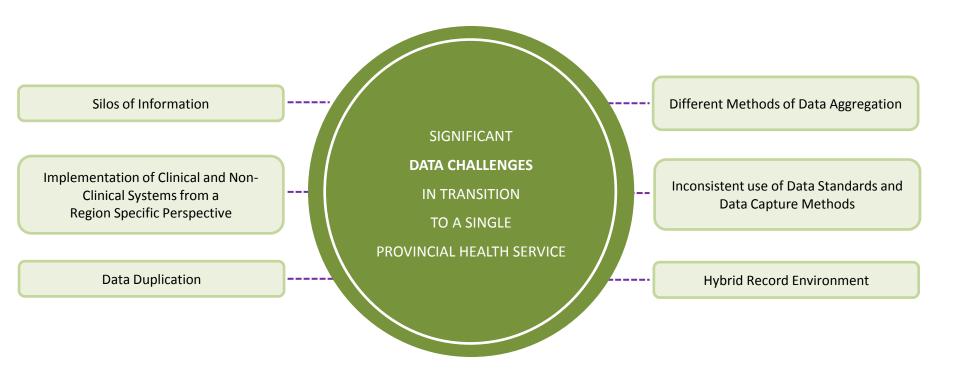


- Next Steps
- Accomplishments
- Strategic Priorities, Strategies and Alignment
- EIM Governance Alignment
- EIM Program Operational Governance Framework
- EIM
- Information Management Governance
- Information as an Organizational Asset
- Background



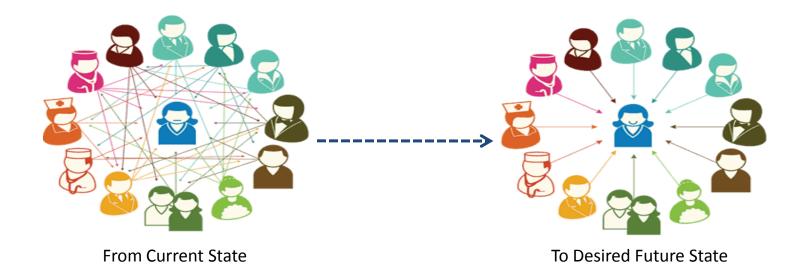
### Background

# **Data Challenges**



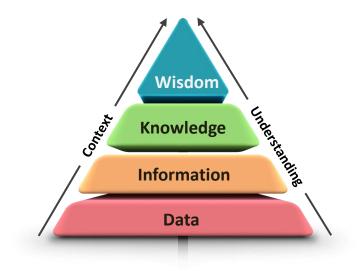


# Goal Coordination & Orchestration





In order for patient care to be transformed, information needs to be valued and trusted as a strategic asset.



The *information* (patient, clinical, and corporate) AHS manages across the care continuum is a *strategic organizational asset*.



- Improves patient outcomes
- Improves operational efficiencies, transparency and business decisions
- Supports compliance with legislative and regulatory requirements
- Mitigates security risk



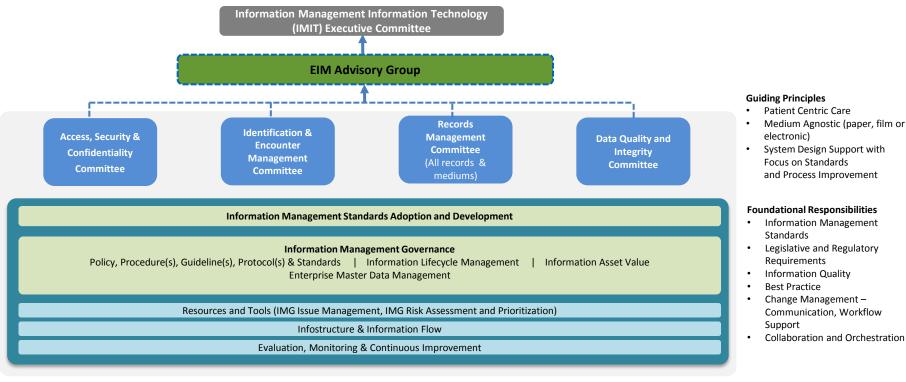


## Addresses:

- Who is accountable for what
- How information strategy aligns with the organization's priorities and goals
- How information is valued for use/preservation/retention managing associated costs
- Policies, practice guidelines
- Standards (data and information management)



### **IMG Framework**



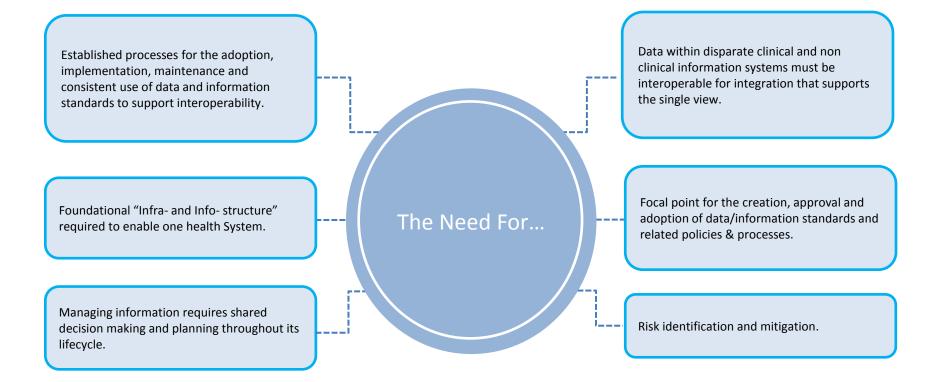
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### Challenges

- Changing Executive, Senior Leadership and Executive Sponsor
- Resources to implement a full EIM Program
- Organizational awareness and understanding of what is meant by EIM
- Confusion regarding what is meant by the terms "governance" and "standards"
- Adoption and implementation of standards







EIM is the integrated business discipline for structuring, describing and governing information assets, regardless of organizational and technological boundaries, to improve operational efficiency, promote transparency and enable business insight.

We believe that IMG is a component of EIM.



EIM Program is the *orchestration* of people, process, and technology *to facilitate developing enterprise policies, standards and leading practice*.

The AHS EIM Program is unique in the healthcare landscape, especially in Canada, and AHS is considered on the leading edge.



The EIM Framework provides an approach to enable information can be leveraged as a strategic organizational asset through:

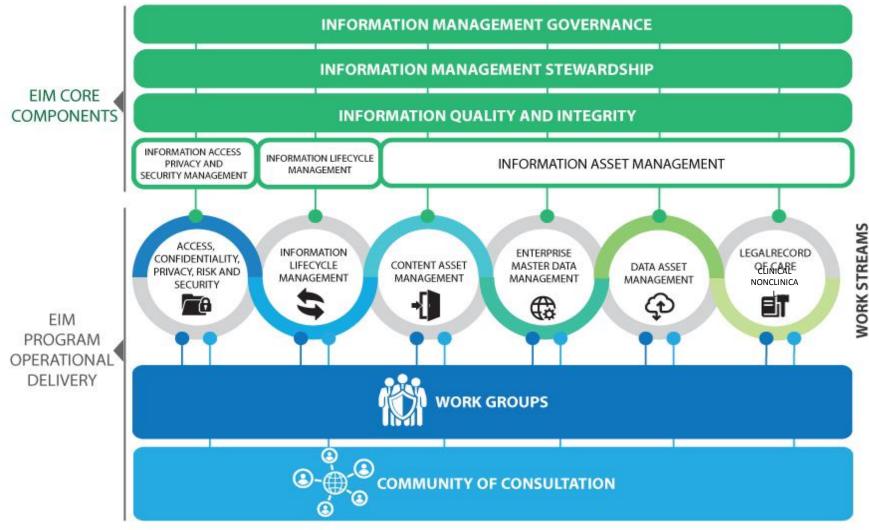
- Information Management Governance
- Information Management Stewardship
- Information Quality and Integrity
- Information Lifecycle Management
- Information Asset Management
- Information Access, Privacy and Security Management



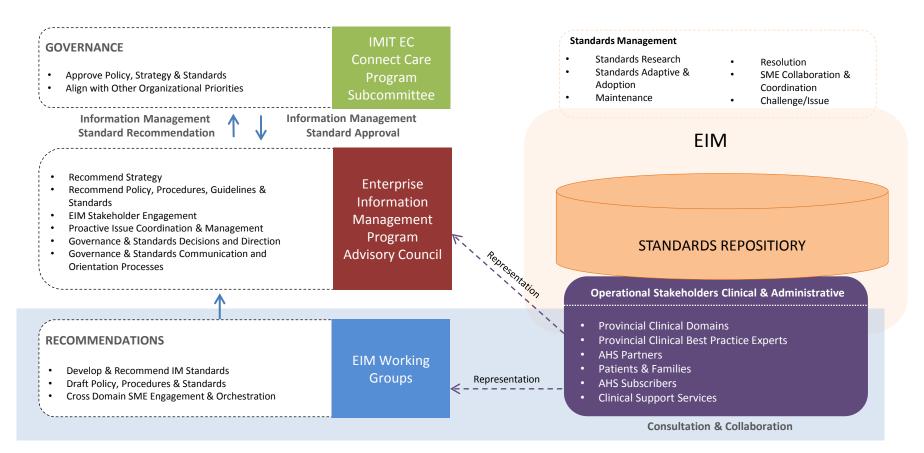
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### EIM OPERATIONAL MODEL



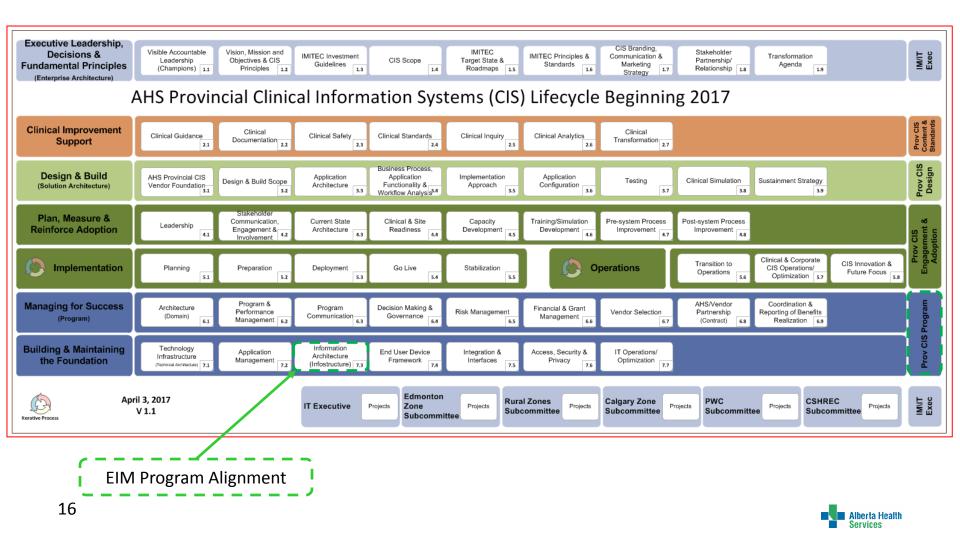




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## What does AHS standards approval governance look like?



# EIM must be in strong alignment with:

- AHS 4 Foundational Strategies
  - Patient First
  - o Our People
  - Clinical Health Research, Innovation & Analytics
  - Information Management/Information Technology
- AHS strategic priorities such as those identified in the IMIT Foundational Strategy
  - AHS Provincial Clinical Information System



- Addressed and contributed to resolving 383+ Information Management issues since 2011.
- Collaborated with 600+ Subject Matter Experts (SMEs).
- Aligned EIM governance with the provincial clinical information system governance
- Established collaborative relationships with Provincial/National/International Standards Organizations and other provincial jurisdictions.
- Continued evolving the EIM Program Framework to facilitate enhanced collaboration with SMEs and Stakeholders.
- Continued refining the EIM issue management capability to support strategic initiatives in alignment with organization priorities.
- Provided EIM Program expertise, knowledge, practices and tools to optimize CIS Strategic Transformation Question administration and delivery.
- Developed a policy for identifying the comprehensive record for the Legal Record of Care.
- Developed Information Management Risk Assessment Framework for organizational adoption and endorsement.



- Continued development of Enterprise Infostructure
- Launch EIM Work streams including Master Data Management Governance
- Initiate Working Groups within EIM Work Streams such as:
  - eSignature, Confidential Flags, Revise Records Management Suite of policies c/w lifecycle metadata standards, Patient Identity Data Standards, etc.
- Continue realignment of policy and standards development processes across domains.
- Launch new EIM Issue management solution.
- Continue engaging stakeholders for Community of Consultation.
- Continue involvement in Strategic Transformation Questions.
- Align EIM risk with Enterprise Risk Management Framework.



### **Consequences of Not Evolving**





# Questions



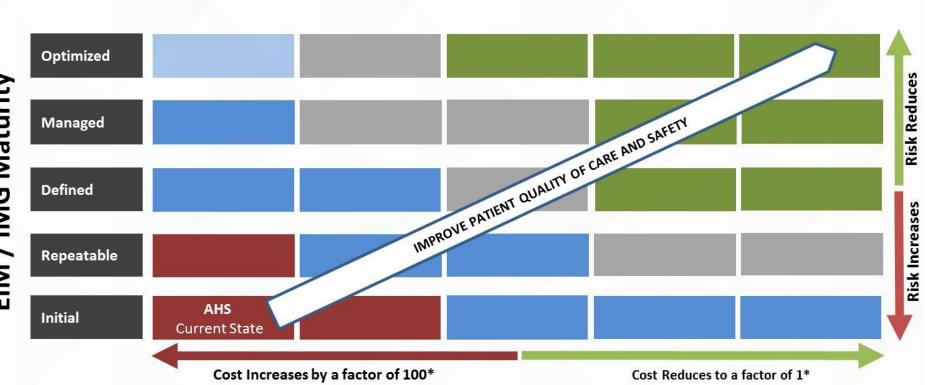
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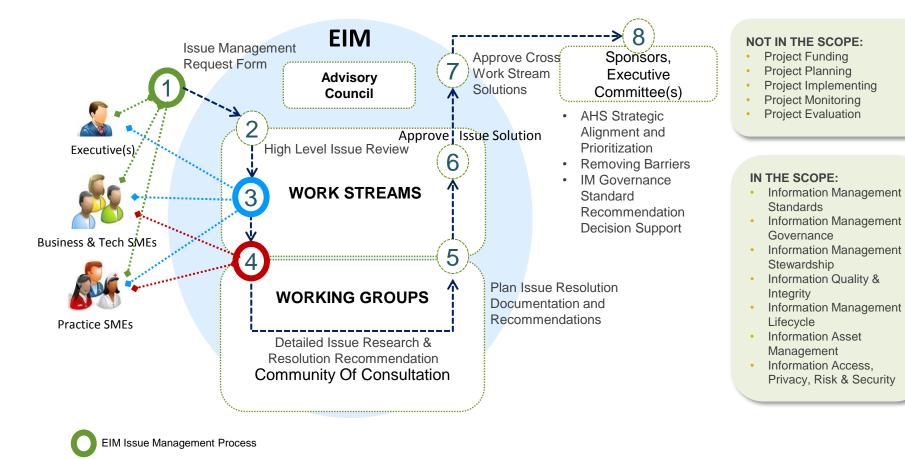
# **Appendices**



Audit Information – Logging and Reporting		(	0		
Information Governance		(	Q		
Content Asset Management			6		
Data Asset Management					
Master Data Management					
Enterprise Infostructure					
Information Stewardship					
Information Quality and Integrity Management					
Information Confidentiality and Privacy					
Information Risk and Security			0		
Organizational Structures and Awareness				D	
Information Life Cycle Management		(	0		
Information Asset Value					
Standards Adoption & Conformance Management					
	Initial	Repeatable	Defined	Managed	Optimizing



### How Stakeholders Engage



EIM Work Stream(s) Engagement

EIM Working Group(s) Engagement

### **EIM Checklist**

#### INFORMATION MANAGEMENT

The exercise of control over information that is essential to the enterprise which ensures the value of the information is understood and applied.

Is the issue about how AHS manages information?

### YES

The issue is about how AHS manages information when one or more of the following apply:

- information is created, collected, classified, organized, presented, used, maintained, preserved, and disposed of within the enterprise;
- the value of information changes over time;
- AHS identifies and tracks information;
- AHS ensures the integrity and quality of information;
- AHS ensures a clear understanding of the meaning; context and intent of information; or
- information is protected against compromise; unauthorized use and disclosure, and supports an individual's right to obtain and use their own information.

#### ENTERPRISE

The entire Alberta Health Services organization dedicated to facilitating activities necessary for providing a patient-focused, quality health system that is accessible and sustainable for all Albertans.

Does the issue exist within multiple programs, portfolios or departments?

#### YES

The issues exists within multiple programs, portfolios or departments when one or both of the following apply:

 it involves an area where multiple programs, portfolios or departments must apply a common set of standards in relation to the same or similar issues to achieve a consistent or integrated resolution; or

 it is relevant to any number of people that are spread out across the organization in several different programs and departments.

#### PROVINCIAL AHS-WIDE POLICY, PRACTICE & STANDARD

Sets out requirements fundamental or significant to the mandate of AHS and the overall clinical and/or corporate goals of AHS.

Is a new provincial AHS-wide policy, practice or standard, or a revision to an existing policy, practice or standard, required to resolve the issue?

### YES

#### A provincial AHS-wide policy, practice or standard is required when both:

- the program, portfolio or department identifying the issue does not have enterprise-wide responsibility in relation to the issue; and
- a mandated, consistent approach by more than a single program, portfolio or department is needed.

#### A new or revised policy, practice or standard is required to address an issue when one or more of the following apply:

- written direction or guidance is needed;
- actions of AHS personnel indicate uncertainty, confusion or
- misunderstanding;
- there is a need for consistent work standards or service delivery;
- further clarity is needed in order to comply with legislation, organizational requirements, expectations and standards;
- there is anticipation of a need;
- there is a current organizational need; or

 an existing program, portfolio or department policy needs to be applied AHS-wide.

#### STAKEHOLDER ENGAGEMENT

Stakeholder consultation assists in achieving acceptance and compliance with the policy by identifying and mitigating organizational risks or problems associated with implementation.

Does the required policy, practice or standard require broad stakeholder engagement from multiple programs, portfolios or departments to achieve successful adoption and implementation? YES

Broad stakeholder engagement is recommended when a new policy or policy revision meets all of the following requirements:

- is applicable to multiple programs, portfolios or departments;
- will experience challenges with successful adoption and implementation in the absence of adequate stakeholder vetting and executive endorsement; and
- requires AHS executive endorsement.



#### **OTHER CONSIDERATIONS?**

Are there any other considerations that necessitate an EIM approach to creating a policy, practice or standard in this area?

YES