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AHIMA Information Governance & The Information Governance Adoption Model (IGAM™)

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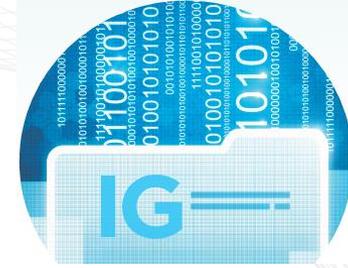
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Introductions and Welcome!



KATHERINE DOWNING is the Senior Director for IG Advisors[™] consulting and training solutions focused on Information Governance, Privacy, Security, Compliance, and the Electronic Health Record. She has over 20 years of experience in healthcare leadership and consulting, and an extensive background in planning and directing cross-functional business operations and technology projects. She is a fast-thinking, analytical thinker who effectively partners with organizations to assess opportunities, facilitate strategic decisions, and lead successful implementations.



Part	IG Topic Area
Part I	AHIMA IG Framework / Definition
Part II	AHIMA's Information Governance Adoption Model for Healthcare (IGAM)
Part III	IG Tools and Resources for Success



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Part I: AHIMA Information Governance Framework

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WHAT IS INFORMATION GOVERNANCE (IG)?

AHIMA DEFINES IG AS “AN ORGANIZATION-WIDE FRAMEWORK FOR MANAGING INFORMATION THROUGHOUT ITS LIFECYCLE AND FOR SUPPORTING THE ORGANIZATION’S STRATEGY, OPERATIONS, REGULATORY, LEGAL, RISK, AND ENVIRONMENTAL REQUIREMENTS.”



Establishes
policy



Determines
accountabilities
for managing
information



Promotes objectivity
through robust,
repeatable
processes



Protects
information with
appropriate
controls



Prioritizes
investments

What is Information Governance?

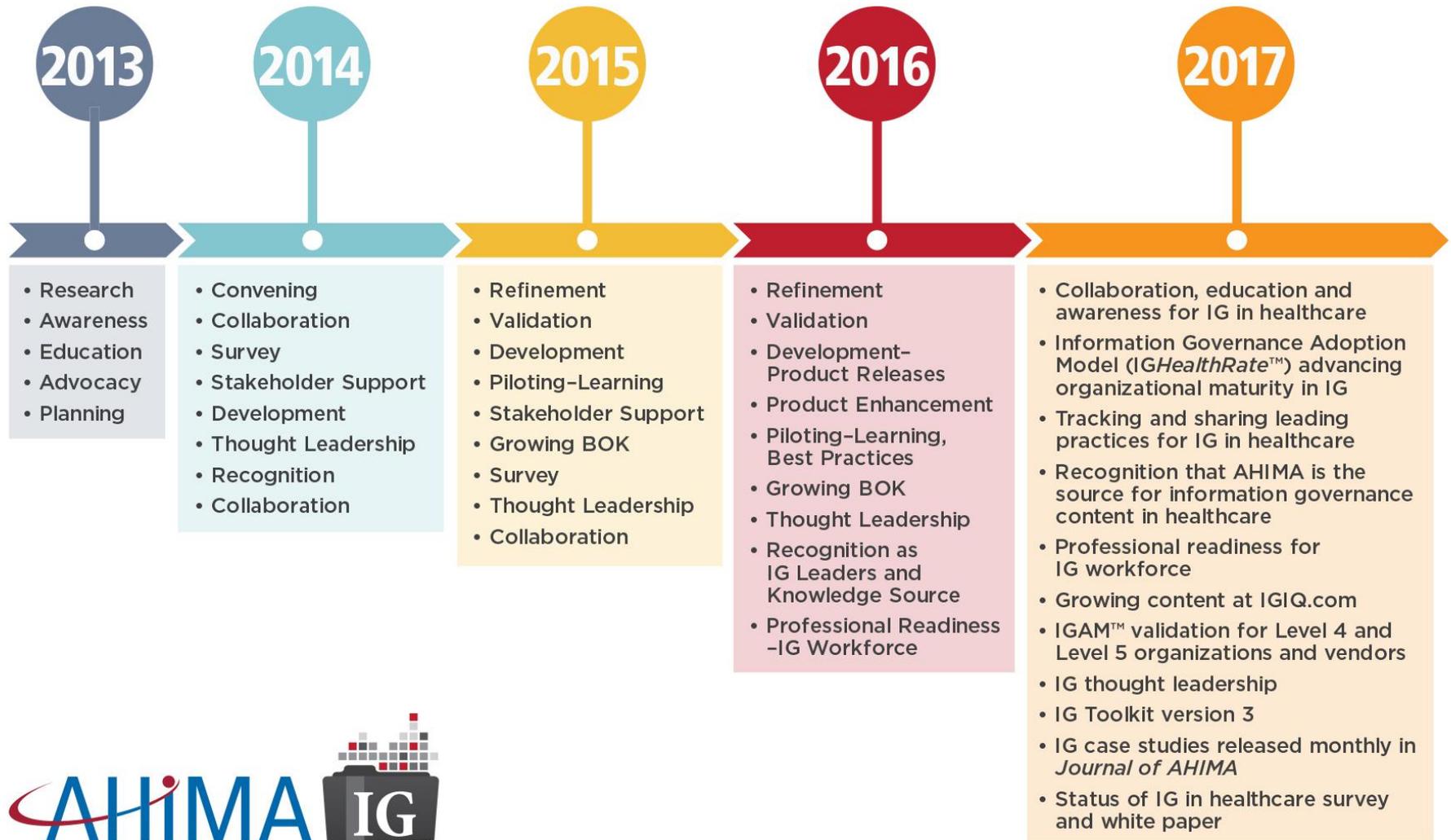
INFORMATION GOVERNANCE FOR HEALTHCARE INCLUDES:

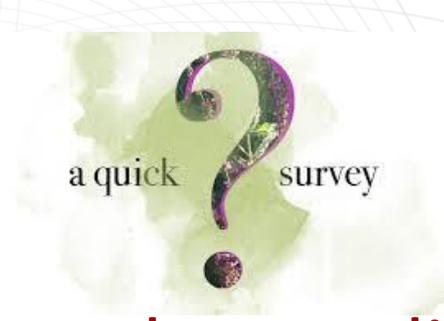


Adopting an IG program shows an organization's commitment to managing its information as a valued strategic asset.

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AHIMA is Committed to IG for Healthcare





- How are you feeling about your understanding of what IG is?
 - Healthcare has been talking about IG since 2012 but I still don't really have a grasp of what it is.
 - I understand what IG is, but I am not yet able to apply it in my organization.
 - I understand what IG is and I have started IG projects in my organization.

Healthcare Organizations are Succeeding On the Road to Information Governance





Defines and connects the organizational structure for IG. Committee, Sponsors, Stakeholders

IG Structure

Strategic alignment supports an information-driven, decision-making culture and ensures its workforce at all levels has access to the information they need to make good decisions, and it supports the expectation that information is used appropriately and strategically.

Strategic Alignment

IG program principles, processes, practices, and procedures are learned and understood by the workforce, consistent with respective roles

IG Performance

Includes the policies and processes for managing information across the organization, throughout all phases of its life: creation/capture, processing, use, storing, preservation, and disposition.

Enterprise Information Management

IG program principles, processes, practices, and procedures are learned and understood by the workforce, consistent with respective roles

Awareness & Adherence

AHIMA's Information Governance Adoption Model Competencies (IGAM)™

IT Governance

Establishes a construct for aligning IT strategy with the strategy of the business, and a means of fostering success in achieving those strategies

Organization's ability to respond to regulatory audits, eDiscovery, mandatory reporting, and releases to patients upon requests

Legal & Regulatory

Encompasses the processes, policies, and technologies necessary to protect data and information across the organization from breach, corruption, and loss.

Privacy & Security

The ability to use data and information to achieve its strategy, goals, and mission, or, in short, to realize the value of its information is critical to success with information governance.

Data Governance

Provides for the design and execution of data needs planning and data quality assurance in concert with the strategic information needs of the organization.



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Part II: The Information Governance Adoption Model for Healthcare

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Why Measure Information Governance Maturity?

- Measuring maturity provides a helpful way for organizations to understand their current capabilities and establish a baseline for pursuing and measuring improvement.
- An information governance adoption model helps to engage, inform, and enable effective communication among diverse stakeholders as they seek to establish and achieve organizational information governance goals.
- Used effectively, an assessment of maturity will also assist with developing an **IG road map** for organization's pursuing excellence in information governance.



AHIMA IG Adoption Model (IGAM[™])

- Rooted in IG best practices, standards and requirements
- Validated and utilized by 15+ Organizations including Hospitals, IDN's, Public Health Data Org., RHIO, and HIE
- Scalable framework for assessing IG adoption maturity
- Easily understood by multiple stakeholders
- Brings value to the organization regardless of the starting assessment level
- Creates a pathway of progressive performance expectations to guide organizations through implementation of IG

Starting Point – Determining Level

AHIMA Levels 1-5

At Risk	Aware	Aspirational	Aligned	Actualized
<p>LEVEL 1</p> <p>This level indicates an environment where information governance concerns, requirements, and opportunities are not addressed at all, are addressed minimally, or are addressed in an ad hoc manner. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery.</p>	<p>LEVEL 2</p> <p>This level indicates that an organization is in the early stages of information governance. The approach is siloed at the business unit level. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery. There is also an increased risk for adverse outcomes and privacy breach.</p> <p>Organizations are encouraged to consider taking an enterprise approach or perhaps developing a roadmap that will help to address vulnerabilities and improve management through information governance.</p>	<p>LEVEL 3</p> <p>This level indicates a program where the essential requirements that must be addressed to meet the organization's legal, regulatory, and business requirements are present in basic form. This approach is characterized by defined policies and procedures and the implementation of processes specifically intended to improve information governance. Organizations that identify primarily with Level 3 descriptions still may be missing significant opportunities for streamlining business, improving the care experience, and controlling costs, but they have the key basic components of a sound program in place and are likely to be at least minimally compliant with legal, operational, and other responsibilities.</p>	<p>LEVEL 4</p> <p>This level describes an organization that has established a proactive information governance program throughout its operations. Information governance issues and considerations are routinely integrated into business decisions. The organization is compliant with good practice and easily meets its legal and regulatory requirements. The organization that identifies primarily with these descriptions should begin to pursue the additional business and productivity benefits it could achieve by increasing enterprise-wide information availability, mining its information for a better understanding of patients' and consumers' needs, and otherwise transforming its organization through increased use of their information.</p>	<p>LEVEL 5</p> <p>This level describes an organization that has integrated information governance into its overall infrastructure and business processes to such an extent that compliance with program requirements and legal, regulatory, and other responsibilities are routine. This organization has recognized that effective information governance plays a critical role in patient outcomes and consumer services and cost containment, competitive advantage, and patient and consumer service, and it has successfully implemented strategies and tools to achieve these gains on an integrated basis. This organization is a leader in building and sustaining a vibrant, secure, and ensuring information is trustworthy and actionable across the medical ecosystem.</p>



Required Stakeholders per Competency Discussion

COMPETENCY / TOPIC	PARTICIPANTS
Strategic Alignment IG Structure (Organizational Structure) Awareness and Adherence (Workforce) IG Performance (Performance Management)	<ul style="list-style-type: none">• Executive Sponsor• IG Lead• CMIO• CIO or IT Director• HIM Director• Quality Management
Data Governance Information Technology Governance Analytics	<ul style="list-style-type: none">• IG Lead• IO / Data Governance lead to designate based on markers (data quality, MDM, metadata management, data analytics)• Decision Support• Business Intelligence• Analytics
Privacy and Security Safeguards	<ul style="list-style-type: none">• Privacy Officer or Team• Security Officer or Team• HIM Director• Compliance• Physician Practice Lead (if applicable)
Legal and Regulatory	<ul style="list-style-type: none">• Legal• Compliance• HIM• Quality (mandatory reporting)• Finance (regulatory response)
Enterprise Information Management (Information Lifecycle Management)	<ul style="list-style-type: none">• IG Lead• CIO or IT Director (total cost of ownership, architecture, business continuity, storage management, business intelligence)• HIM Director (retention, disposition)• CMIO• Physician Practice Lead• Business Unit Managers/Leads (from information intensive business units, such as HR, revenue cycle, contracting, supply chain, finance)

IG Assessment Plan



- **Group meetings to discuss each of the 10 competencies and associated maturity markers**
 - Questions and discussion around current practices related to information governance
- **Review and Assign Levels**
- **Determine Score**
- **Create IG Plan**



Strategic Alignment

Enterprise Information Management

Data Governance

IT Governance

Analytics

Privacy & Security

Regulatory & Legal

Awareness & Adherence

IG Performance

Make Baseline

Check the Box to make this Assessment your Baseline. By selecting, any previously selected baselines will be disabled.

Effective Use of Data Stewards Example

MARKERS	DATA GOVERNANCE ASSESSMENT LEVELS				
Establishment of Data Governance Program	Level 1	Level 2	Level 3	Level 4	Level 5
Business Process Data Ownership	Level 1	Level 2	Level 3	Level 4	Level 5
<u>Effective Use of Data Stewards</u>	Level 1	Level 2	Level 3	Level 4	Level 5
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
	Organization does not know what data stewardship is. There are no data stewards identified. Information management is centralized with a small team.	While there is no formal data stewardship model, some individuals may "rise" based on self-interest or sense of duty/responsibility to assume some informal leadership around data management.	An active data stewardship program is established and is seeded in critical business and functional areas. Data stewards are enlisted and empowered to enforce data discipline and serve as a conduit between the business, IT, and the IG program. Key performance indicators are developed and tracked to establish the correlation between controls, oversight and results.	A well-documented and well-understood data stewardship program is expanded across the organization. More data stewards are identified and given the training, tools and influence required to ensure all representatives of the business adhere to data-related policies, procedures, and specified standards. The role of data steward has evolved and is considered a key developmental job for prospective operations leaders. A culture of data is emerging.	A culture of data stewardship is established. Many data stewards now lead or participate on operational excellence projects. The best are tapped as data evangelists, advocating data governance best practices at company meetings and educational forums to help teammates make connections, increase awareness and build greater understanding of the organization's data and information assets. Many teach internal training courses designed to inculcate a culture of respect and responsibility for data discipline.

Identity Management Example

Identity Management

○
Level 1

LEVEL 1

Correct identification of persons is assumed. There are no mechanisms or technologies to assure identity and the association of that identity to health or other types of information.

○
Level 2

LEVEL 2

Some efforts are made to correlate person identity with personal information. e.g., provider, patient, employee, consumer. These efforts are largely manual.

○
Level 3

LEVEL 3

Identity Management polices are in development. The IG program introduces control processes geared toward accurate person identification and correlation with personal information e.g., provider, patient, employee, consumer.

○
Level 4

LEVEL 4

Ongoing monitoring and measurement are implemented to enable proactive management of person identification and personal information.

○
Level 5

LEVEL 5

The organization and its external partners are vigilant and work collaboratively to ensure the accuracy of person identity as information is created, transmitted, or shared. Monitoring and auditing are continuous.

IT Governance Marker Example

IT Change Management	Level 1	Level 2	Level 3	Level 4	Level 5
	<p>LEVEL 1</p> <p>There is no change management framework or processes in place for hardware, software, IT assets or IT projects.</p>	<p>LEVEL 2</p> <p>The organization has begun to work on change management processes that address the production environment, including hardware, software, assets or projects.</p>	<p>LEVEL 3</p> <p>Change management processes are in place for production environments including changes to hardware, software, assets or projects including new servers, modification, and retirement of resources. Policies are being developed to address change management processes and expectations. Processes are communicated to appropriate members of the workforce.</p>	<p>LEVEL 4</p> <p>Change management policies are in place and processes include incident management, problem management, change management, monitoring and event management in all environments, including test, development, training and production, etc.</p>	<p>LEVEL 5</p> <p>A change management framework (e.g.ITIL) and processes are in place in all environments. Policies are monitored to ensure adherence. Projects going live are approved through a rigorous, standardized process using a change advisory group.</p>

IG Analytics Marker Example

Access to Analytics and Reliability of Data	<input type="radio"/> Level 1	<input type="radio"/> Level 2	<input type="radio"/> Level 3	<input type="radio"/> Level 4	<input type="radio"/> Level 5
	<p>LEVEL 1</p> <p>Foundational practices needed are not in place within or across the organization to ensure accessibility and reliability of access and reliability of data for analytics.</p>	<p>LEVEL 2</p> <p>Some of the foundational practices essential to supporting access to and reliability of needed data analytics are in place within the organization to support analytics.</p>	<p>LEVEL 3</p> <p>The analytics team aligns with data owners, enterprise information management (EIM), and information technology (IT) to ensure that foundational practices are in place to support reliable data access and data quality for analytics.</p>	<p>LEVEL 4</p> <p>The analytics team provides feedback to data owners, EIM, and IT, to assist in refining practices essential to data access and reliability. The analytics function is not hindered in delivering the organization's required analytics due to access or reliability issues with data. Data and information management practices have enabled the ability to trace any data used in analytics to its origin / source, owner, and stage in its lifecycle.</p>	<p>LEVEL 5</p> <p>The organization's support of analytics, including the coordination across analytics, data governance EIM and ITG has enabled trust in analytics processes and results. Value and measurable impact for the organization have been realized.</p>
<p>Analytics Tools Appropriate for Organization's Scope</p>	<input type="radio"/> Level 1	<input checked="" type="radio"/> Level 2	<input type="radio"/> Level 3	<input type="radio"/> Level 4	<input type="radio"/> Level 5
<p>Internal and External Reporting (on demand)</p>	<input type="radio"/> Level 1	<input type="radio"/> Level 2	<input type="radio"/> Level 3	<input type="radio"/> Level 4	<input type="radio"/> Level 5

INITIAL ASSESSMENT | AHIMA IG SCORE 2.5

LEVEL 2

This level indicates that an organization is in the early stages of information governance. The approach is siloed at the business unit level. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery. There is also an increased risk for adverse outcomes and privacy breach. Organizations are encouraged to consider taking an enterprise approach or perhaps developing a roadmap that will help to address vulnerabilities and improve management through information governance.

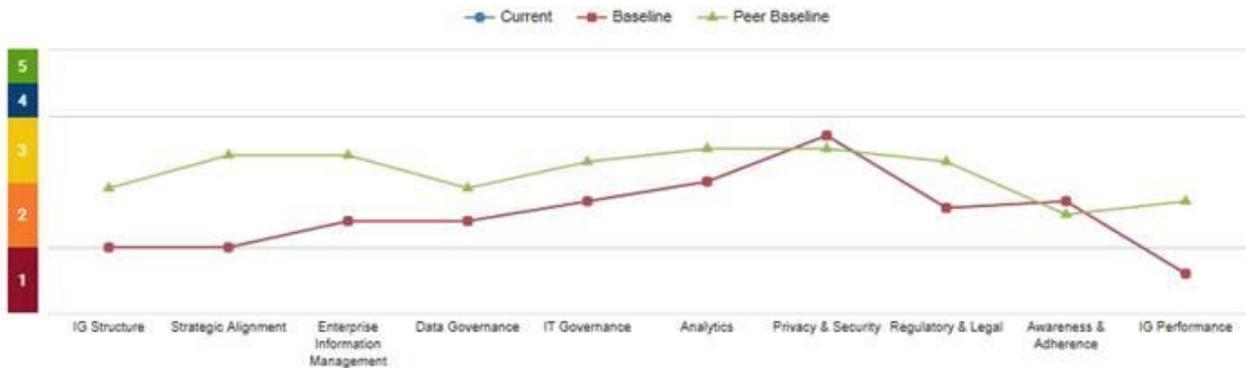
ASSESSMENTS

60 Day Assessment Complete 02/19/2016
Initial Assessment Complete 02/19/2016 (Baseline)

IG COMPETENCY SUMMARY

IG Structure	Strategic Alignment	Enterprise Information Management	Data Governance	IT Governance
LEVEL 2 → MORE DETAILS	LEVEL 2 → MORE DETAILS	LEVEL 2 → MORE DETAILS	LEVEL 2 → MORE DETAILS	LEVEL 2 → MORE DETAILS
Analytics	Privacy & Security	Regulatory & Legal	Awareness & Adherence	IG Performance
LEVEL 3 → MORE DETAILS	LEVEL 3 → MORE DETAILS	LEVEL 2 → MORE DETAILS	LEVEL 2 → MORE DETAILS	LEVEL 1 → MORE DETAILS

COMPARE YOUR PROGRESS



IGAM[™] Coaching

- Coaching component based on AHIMA's expertise and expansive Body of Knowledge[™]
 - Coaching function will help your organization determine next steps and plan based on the detail in the IG HealthRate[™] assessment.
 - Coaching is provided at the competency and marker level to equip your organization with the skills and information required to succeed and includes recommended next steps and areas of focus.
 - Coaching is progressive, detailed, incremental, and based on your AHIMA IG level and understanding of information governance.

Each IGAM™ Competency and Marker Includes Coaching and Guidance

INITIAL ASSESSMENT | AHIMA IG SCORE 2.5

LEVEL

2

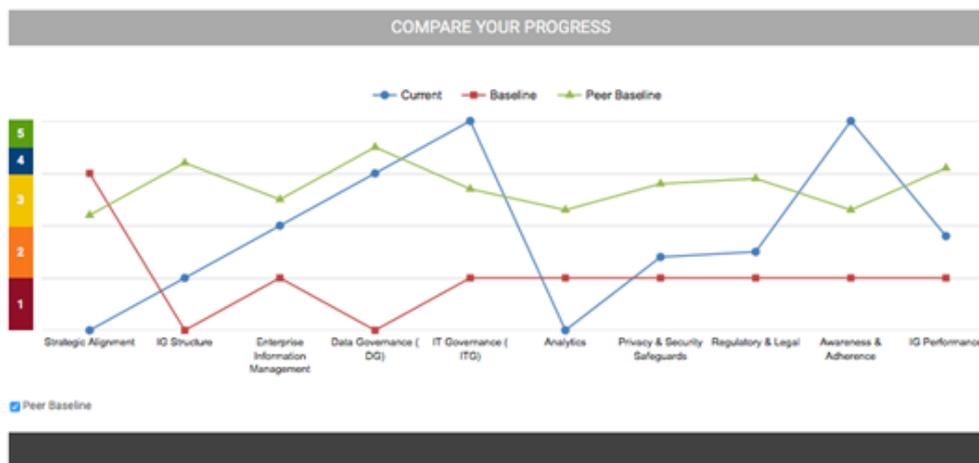
IG Structure defines and connects the organizational structure, programmatic structures, and supporting structures for information governance. It ties together the three core programmatic structures of Enterprise Information Management, IT Governance, and Data Governance.

COMPETENCY COACHING Throughout the organizational structure section, your organization indicated you were having issues meeting minimum requirements for program establishment and support. Your organization should review safeguards, policies, procedures, and technology necessary to establish a program to ensure success with utilization and trust of information assets. You should consult with your leadership team regarding your score within this IG competency because executive sponsorship, funding, and IG program operations are all in need of focused effort. See the feedback by marker for ideas on how to improve your score.

MARKERS	LEVEL	DESCRIPTION
Executive Sponsorship	2	<p>Organization's senior leaders recognize the need for IG and have committed to initial readiness assessment or comparable activity.</p> <p>COACHING Your organization indicated that there is some support for IG. Your organization should engage senior leaders in determining an oversight committee and accountability for the IG program including leadership and funding.</p> <p>Your organization should:</p> <ul style="list-style-type: none"> Investigate and document where governance of information would benefit the organization including protection of information from breach and loss, data governance, information trustworthiness and trust from the communities you serve. Document a business case including a return on investment for information governance. Determine where readiness assessment activities can begin.

What Happens Next?

- Obtain Baseline Score
- Action Plan to Identify Priorities, Develop Goals, and Way Forward
- Project Prioritization
- Periodic reassessment





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Consulting and Training Solutions

Part III: IG Tools and Resources for Success

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Aligning IG with C-Suite Examples



C-Suite Concern	How Information Governance Supports
Reduce Operating Costs	<ul style="list-style-type: none"> •Reduced data storage costs •Technology decisions based on IG (interdisciplinary) assessment of demonstrated need and cost benefit •Improved data quality improves decision making
Quality and Safety Benchmarks	<ul style="list-style-type: none"> •Enterprise standards for capturing consistent quality and safety metrics •Desired standards throughout the organization •Trusted data for analytics and business intelligence
Shortages of physicians and nurses	<ul style="list-style-type: none"> •Efficiencies gained through electronic health record intake functionality. •Copy Paste, Verbal Orders, Hybrid Record policies •Documentation template enhancements
Managing Data and Return on IT investment	<ul style="list-style-type: none"> •Pay for performance – data quality efforts support increased correct payments •Formalized structure for data classification will improve data protection, availability, integrity and responsiveness.

Excerpt based on Figure 3.5 (p34) *Implementing Information Governance* Kloss 2015. Purchase in the AHIMA store: <https://www.ahimastore.org/SearchResults.aspx?SearchString=kloss>

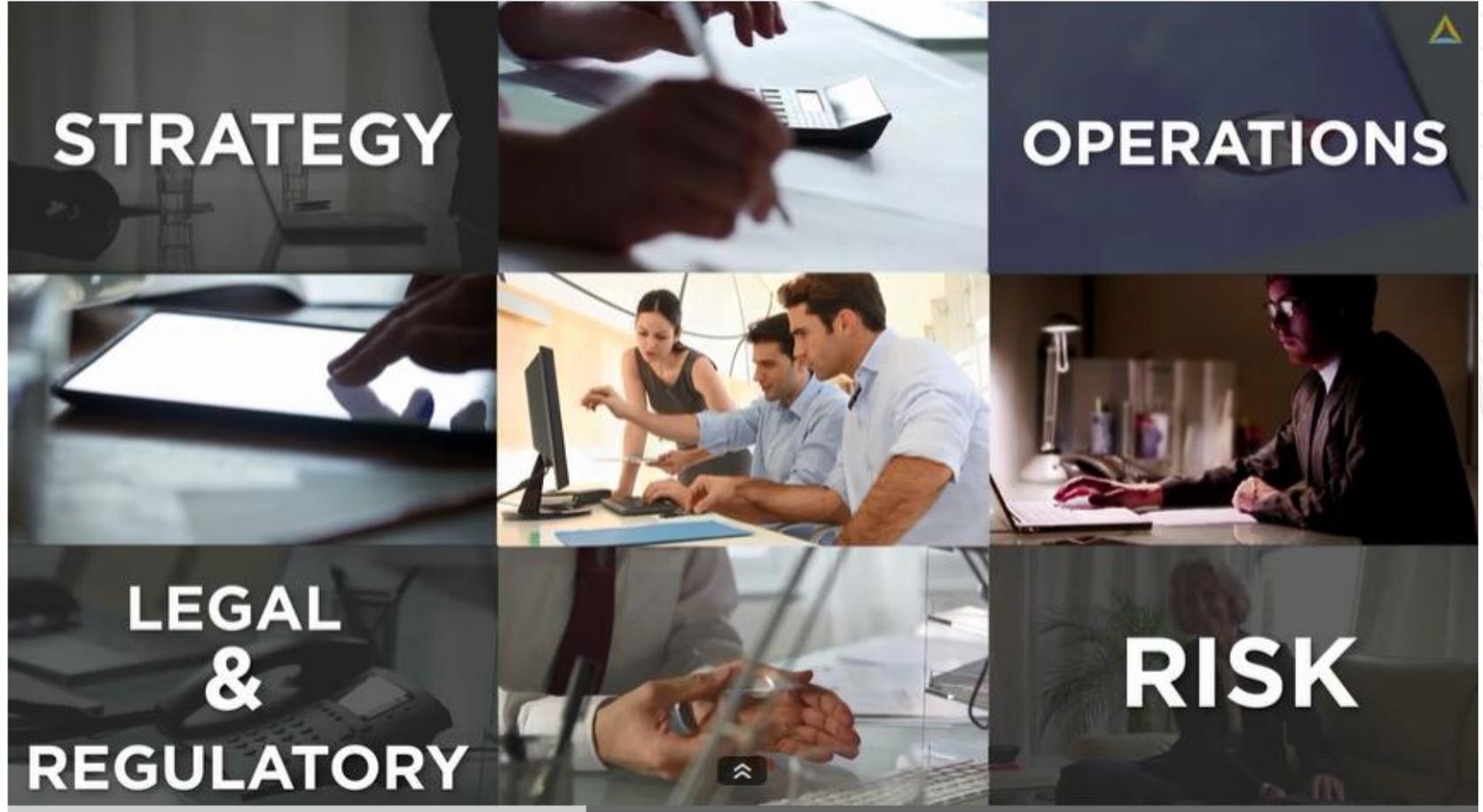
Aligning IG with Strategy Examples

C-Suite Concern	How Information Governance Supports
Data Breach Avoidance	<ul style="list-style-type: none"> • Sensitive information is better protected from corruption, loss, theft, hacking and inappropriate use • Uniform policies for all types of information not just PHI • Mitigation of fines and investigations
Support Mergers, Acquisitions and New Affiliations	<ul style="list-style-type: none"> • Avoid new risk, redundancy, costs of inefficiency • Quicker transition of information from one organization to another • Standardized use and definition of data and information
Patient Safety	<ul style="list-style-type: none"> ▪ Studies suggest that nearly 20% of EHR data is unusable due to quality issues ▪ According to IBM, medical data will double every 73 days by 2020 ▪ Information governance enhances data quality and ensures availability and integrity of information across the organization

IG Executive Training Video



IG Overview Video @ IGIQ.com



IGIQ.com is your ONE STOP for all Tools and Resources for Information Governance




Let's Chat About It!
Privacy and Security: Advancing Towards Information Governance
April 14, 2016 | 12 noon-1 p.m. CT

BRING PRIVACY AND SECURITY AND IG TOGETHER

Join @AHIMAResources on April 14 at 12:00 PM to discover the latest trends in privacy and security, what role information governance (IG) will play moving forward, and how you can be on the leading edge of this exciting venture. Have your thoughts heard on how you see IG and privacy and security coming together in the future and what it means for the industry.

HEADLINES

GETTING YOUR IG INITIATIVE OFF THE GROUND
data deluge, there is a strong need for health care organizations to develop an Information Governance (IG) framework to get ...

HEALTHCARE MERGERS AND ACQUISITIONS
by AHIMA. Information and applying them to healthcare. The need to build trust in healthcare information was emphasized as the ...

HOW TO TURN EHR DATA INTO ACTIONABLE BIG DATA INSIGHTS
a survey from the College of Healthcare Information Management Executives (CHIME), 80 percent of healthcare systems found ...

WHY MARRYING INFOSEC & INFO GOVERNANCE BOOSTS SECURITY...
a new Information Governance (IG) market. These IG folks will soon appear in new positions, such as chief ...

IGIQ BLOG
Strengthen your IG IQ
Find the latest IG discussions
IG and Patient ID: A Perfect Match



IG PULSERATE[™]
TAKE YOUR IG PULSE



IG HEALTHRATE[™]
GET YOUR IG HEALTHRATE



Drowning in Data?
IG Advisors[™] provides consulting services to help organizations understand and improve trustworthiness of its information.



AHIMA IG Initiatives
We are committed to advancing IG in the healthcare industry. Find out what we are doing to move IG forward and how to get started.



IG ROOT
Upcoming Events
If you are preparing to tackle IG in your place of work, do it best with AHIMA education and training.



Find IG Resources
Access copies of AHIMA's IG resources including whitepapers, AHIMA's IG Principles, and infographics.



New IG Infographic
Success Ahead! Get the new IG Road Map infographic.



Plot Your Course for IG
To get to a successful enterprise wide IG program you need a plan. Let us help you!



By Mary Butler

Three Practical IG Projects
You Should Implement Today

Vendors Jump Aboard the IG Bandwagon

AS SALLY BEAHAN, MHA, RHA, director of HIM at the University of Washington Medicine, and her team have delved deeper into information governance in their organization, they have increasingly asked their vendors and business associates to step up their own governance policies as well. One positive benefit of UW Medicine's information asset inventory and lifecycle management efforts is that it identified opportunities for improvement with vendor contracts.

"The best example we can all relate to is dictation. Most of us outsource our dictation to an outside company and they keep those dictation voice files forever," Beahan says.

She now asks that her dictation vendor destroy all of the files UW Medicine sends them, which they now have to pay for because the vendor's databases aren't designed for easy disposal of files. Beahan has told vendors that they should be prepared as more providers tackle IG.

"They're like 'Thanks for bringing this up, we haven't thought about this.' We're trying to educate them too. This is where HIM leadership is going to start asking these questions and if they can think about it ahead of time, we're all going to gain," Beahan says.

Going forward Beahan would like to have new vendors sign agreements similar to Business Associate Agreements (BAA), which are usually used for HIPAA compliance, only with the agreements focusing on lifecycle management.

"I'm envisioning that it would look similar to a BAA, and that we would embed that at the beginning of every single contract that we create, with any vendor that has to do with data and information assets and all of those things. And what a beautiful thing to be able to put that stopgap at the very beginning," Beahan says.

Like UW Medicine, the release of information vendor Bactes was an early adopter of AHIMA's IG tools. Bactes executives know that it's important to be able to use information efficiently and effectively to achieve business objectives and make better decisions in today's healthcare market. Bactes President Jim Bailey says hospitals and providers are very concerned about the security practices affecting the healthcare industry, but don't always have the time to research their vendors' practices. If Bactes has the ability to prove their IG efforts to their partners, it will foster collaboration, information sharing, and decision making, and give them a competitive advantage over other vendors.

"I think the challenge that many hospitals have is that they're just trying to keep up and it's hard for them to be proactive on IT privacy and security around topics like IG," Bailey says. "A vendor that has taken the time and effort to maximize their information and its governance will be a greater asset and better partner."

BETWEEN 2015 AND 2016, information governance (IG) went from being an esoteric concept to a new way of life for some healthcare professionals. In 2015, AHIMA recruited 11 healthcare organizations, including vendors, hospitals, physician practices, and regional health information organizations, to follow or "pilot" AHIMA's Information Governance Adoption Model (IGAM).

Last year these forward-thinking organizations immersed themselves in the day-to-day strategies and principles that drive the IGAM in a quest to strengthen the integrity and value of their organization's information, and serve as an example for their healthcare peers. While it's still early in the journey for most of these organizations, the lessons they've learned so far and the early challenges they encountered are illuminating for those who have yet to take the IG plunge.

The IGAM is designed so that users of the framework can choose from multiple entry points. These entry points are the 10 core competencies that are essential for a successful IG infrastructure. However, there are three "must do" areas that organizations interested in IG can get started on right away, according to the model. These initiatives can garner some early wins for IG supporters and can be parlayed into broad organizational and executive support for an expanded IG program.

The IG must-dos, according to the developers of the IGAM, are:

- Creating an information asset inventory
- Starting a data governance initiative
- Refining record retention schedules and projects

Project #1: Information Asset Inventory

Creating an information asset inventory is a foundational activity whether an organization is trying to implement an IG program or is simply doing a risk analysis, says Dan Rounds, president of Immersive, a company that helps healthcare organizations with information management, lifecycle management, and data governance.

An information asset inventory is a tool that lists all of the information owned by an organization. The list would include a number of details regarding each asset. Some of the information gathered would relate to the operating/functional unit or department (human resources, finance, health information management [HIM], etc.), the database owner, asset name, type of information (electronic, paper, removable media), the information's availability, security, integrity, and its record retention period. Having the master information asset inventory list readily available will allow organizations to treat their information as the valuable asset that it is throughout its entire lifecycle. This allows for organizations to make informed business decisions based on their trustworthy and reliable information.

"We think about it [an information asset inventory] as a starting point for anything around lifecycle management... You need to understand what you have in order to understand what you're held to, and apply data lifecycle management principles to them," Rounds says. "For instance, if you haven't done a systems inventory or an inventory of your business associates or

Journal of AHIMA February 17/17

IGIQ.com Blogs Include Insights on Program Start Up (*New* bi-weekly)



Information Governance: Just Get Started

POSTED BY AHIMA STAFF ON DEC 10, 2015

Keep up with the latest on information governance as this key strategy emerges for addressing a myriad of information management challenges in healthcare. This blog will highlight the trends and opportunities IG presents for ensuring information is treated as an organizational asset.

[Read More](#)



Be the Hostess for Your IG Initiative

POSTED BY AHIMA STAFF ON NOV 30, 2015

Have you started to design a plan to bring IG to life in your healthcare organization? If you haven't started yet, the clock is already ticking.

[Read More](#)



Information Governance Provides the Framework for Data Governance

- ✓ **Developing an IG Charter –*sample charter***
- ✓ **Engaging an Executive Sponsor**
- ✓ **Key IG Stakeholders - *checklist***
- ✓ **IG Multidisciplinary Committee**
- ✓ **IG Job Descriptions**
- ✓ **Project Planning for IG - *sample plan***
- ✓ **IG Program Communication Plan**
- ✓ **Case Studies**

Open Article



Working Smart a professional practice forum

Navigating Privacy & Security / Illuminating Informatics / Standards Strategies / Road to Governance

HIM Students Help Build an Innovative Path to Information Governance

By Katherine Downing, MA, RHA, CHPS, FMR, and Christine Taylor

GETTING STARTED WITH information governance (IG) requires research, documentation, and understanding what information and applications need to be included in the IG program. There are times when students can be used to help with this IG preparation, an act that benefits the healthcare facility while also exposing future HIM students to cutting-edge HIM practices.

The following case study taken from the work of AHIMA's IGAdvisors™ shows the value IG can provide to both organizations and health information management (HIM) students when the right people take IG seriously.

IG Case Study: University of Washington Medicine Health System

The purpose of this case study is to illustrate the process in which UW Medicine Health System (UW Medicine) used HIM students to conduct interviews about database applications at UW Medicine for information governance purposes. This is also referred to as UW Medicine's "Information Asset" project.

Organization Profile

UW Medicine comprises eight entities:

1. Harborview Medical Center (HMC)
2. University of Washington Medical Center (UWMC)
3. Northwest Hospital and Medical Center (NWH)
4. Valley Medical Center (VMC)
5. UW Neighborhood Clinics (UWNC)
6. University of Washington School of Medicine
7. University of Washington Physicians (UWP)
8. Air/It Northwest

The health system employs more than 26,000 employees, all of

whom contribute to a strategic plan that supports the three major activities advancing UW Medicine's mission. That mission includes providing outstanding patient care and health promotion programs; advancing medical knowledge through research; and training the next generation of healthcare professionals and scientists. Patient care, teaching, and research activities are integrated to support better care for individual patients, better health for the population, and reduced per capita costs for patients.

Strategic Direction

UW Medicine's HIM department is directly responsible for managing medical records for HMC, UWMC, and UWNC, and for enterprise information management at UW Medicine. One of the IG projects involving enterprise information management at UW Medicine is to determine the content of the database applications used at the health system. The project involves conducting surveys or interviews with the "owners" of every application database. It also requires collaborating with the IT services department to identify which systems have lifecycle management, and identifying new record series that need to be updated and added to the records retention schedule.

Approach and Implementation

To help with the asset inventory part of UW Medicine's IG efforts, the IG project leads submitted a capstone proposal to local HIM programs in the Seattle area requesting student involvement. UW Medicine decided not to accept more than two students for the information asset project per quarter or semester.

Under this project, the HIM students conducted 30-minute interviews with each application owner, either in person or by telephone. The application owner could be anyone in the organization

Information Governance Adoption Model



that is responsible for a particular database application. They could also be content owners or application administrators. Records management services (RMS) developed the questionnaire, and trained the students to conduct the interviews. RMS sat in on the first two interviews for training purposes. Subsequent interviews were conducted solely by the students.

At first, it was difficult for the students to understand the content and workflow of each application owner. However, after a few

interviews, students were able to adjust their methods to interview properly. The students used a standardized survey instrument that involved questions related to the specific content and workflow for each database. Students were then responsible for analyzing the content and storing completed work in SharePoint. Metadata fields were developed in SharePoint to track and analyze these survey results to determine the next steps for records management.

What's Next? Move Your Organization's IG Forward.



- IG consulting and implementation services (project management)
- Analysis and assessment
- On-site or virtual organization-specific training
- Score validation from the IGHealthRate™ system for IGAM™ Level 4 or 5 sites



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- Differentiate your organization from its competition and other organizations
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