

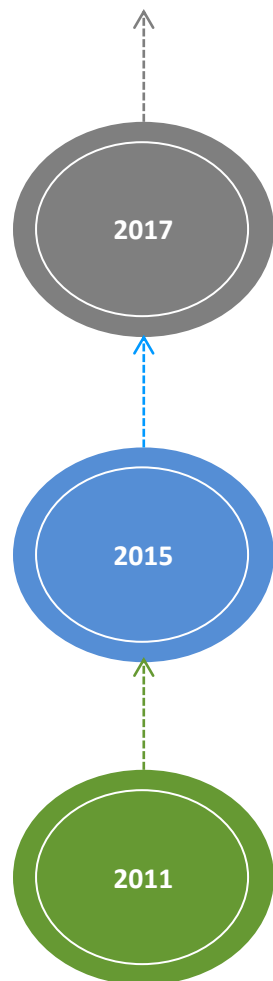


From Information Governance (IG) to Enterprise Information Management (EIM)

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...

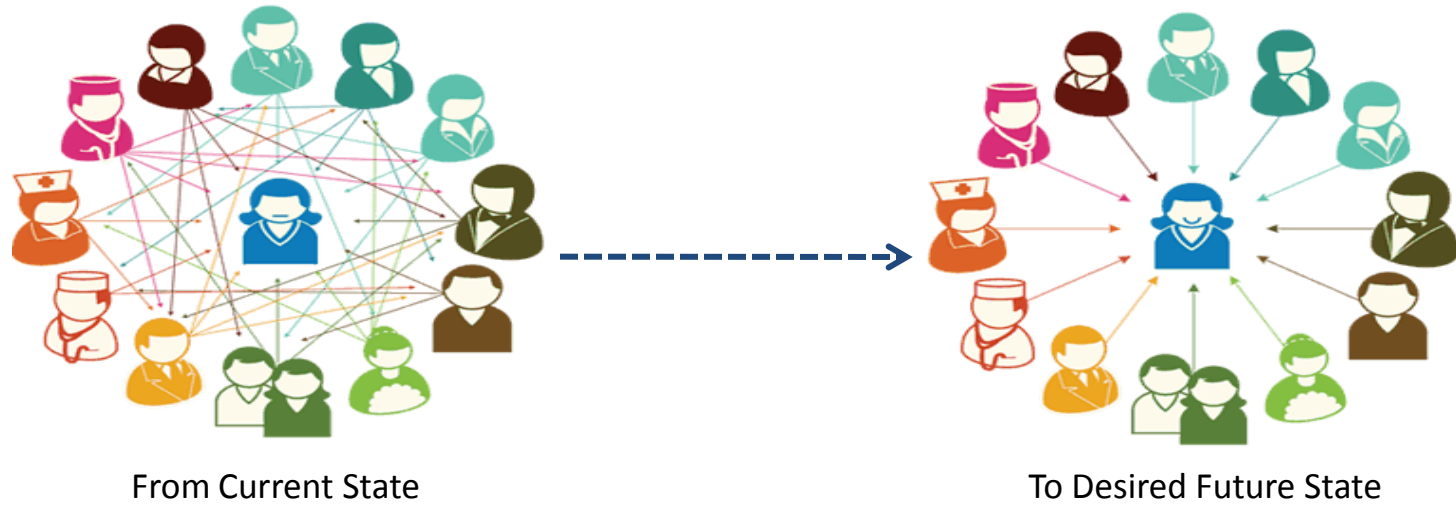


- Next Steps
 - Accomplishments
 - Strategic Priorities, Strategies and Alignment
- EIM Governance Alignment
 - EIM Program Operational Governance Framework
 - EIM
- Information Management Governance
 - Information as an Organizational Asset
 - Background

Data Challenges

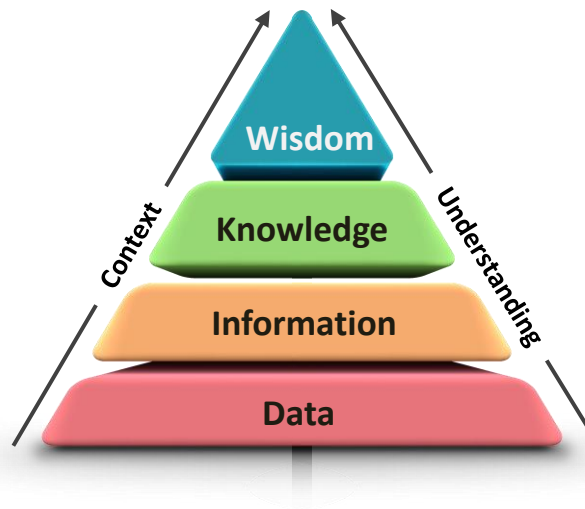


Goal Coordination & Orchestration



Information is an Organizational Asset

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.***

Reliable and Trusted Information

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

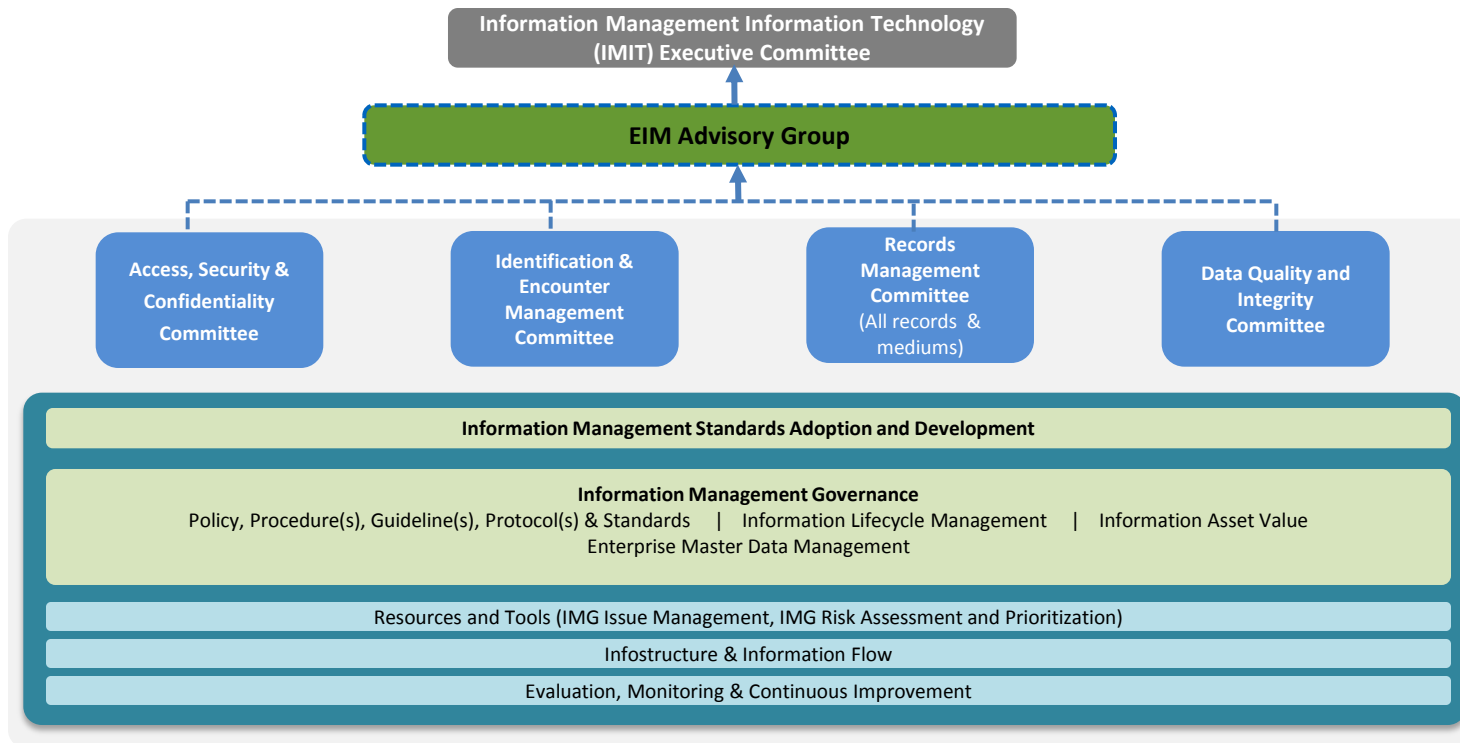


Information Management Governance

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



Guiding Principles

- Patient Centric Care
- Medium Agnostic (paper, film or electronic)
- System Design Support with Focus on Standards and Process Improvement

Foundational Responsibilities

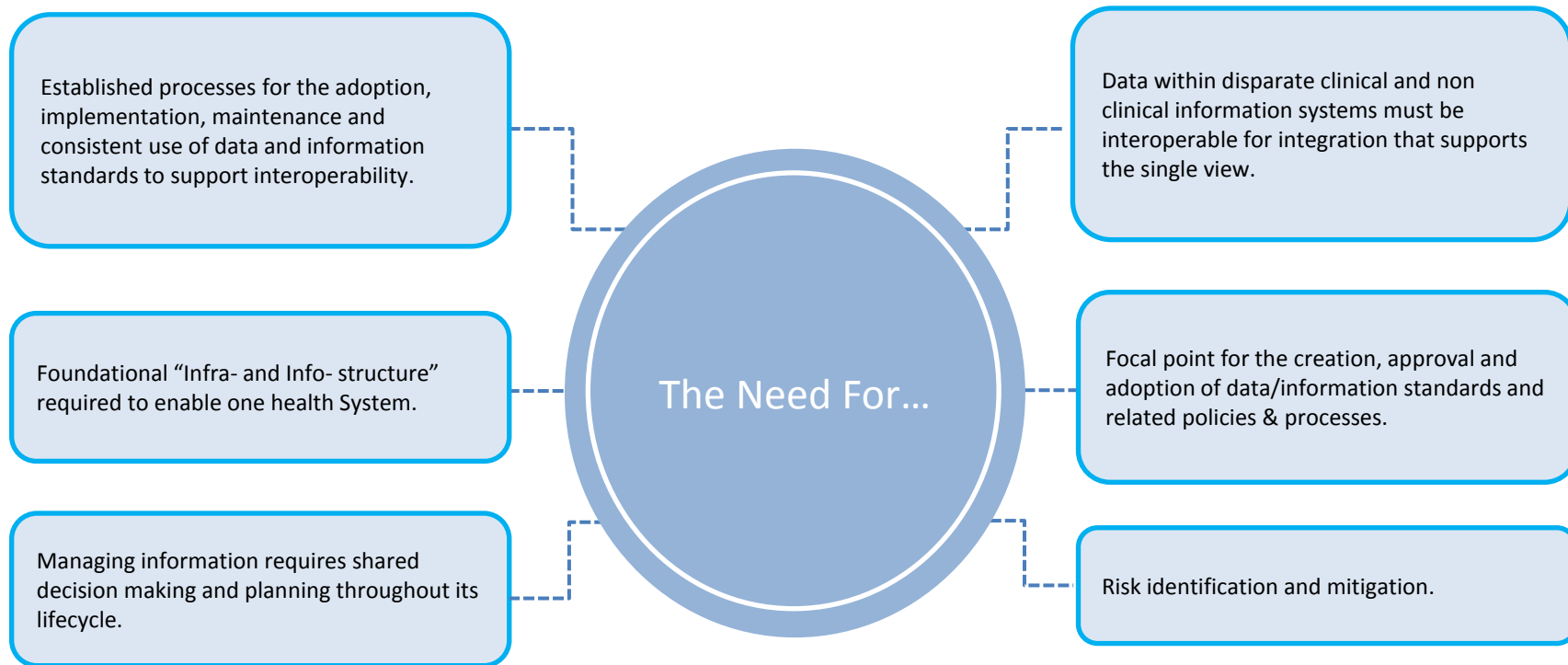
- Information Management Standards
- Legislative and Regulatory Requirements
- Information Quality
- Best Practice
- Change Management – Communication, Workflow Support
- Collaboration and Orchestration

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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

What did we Learn?



What is EIM

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.

The EIM Program

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.

EIM Program Framework

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

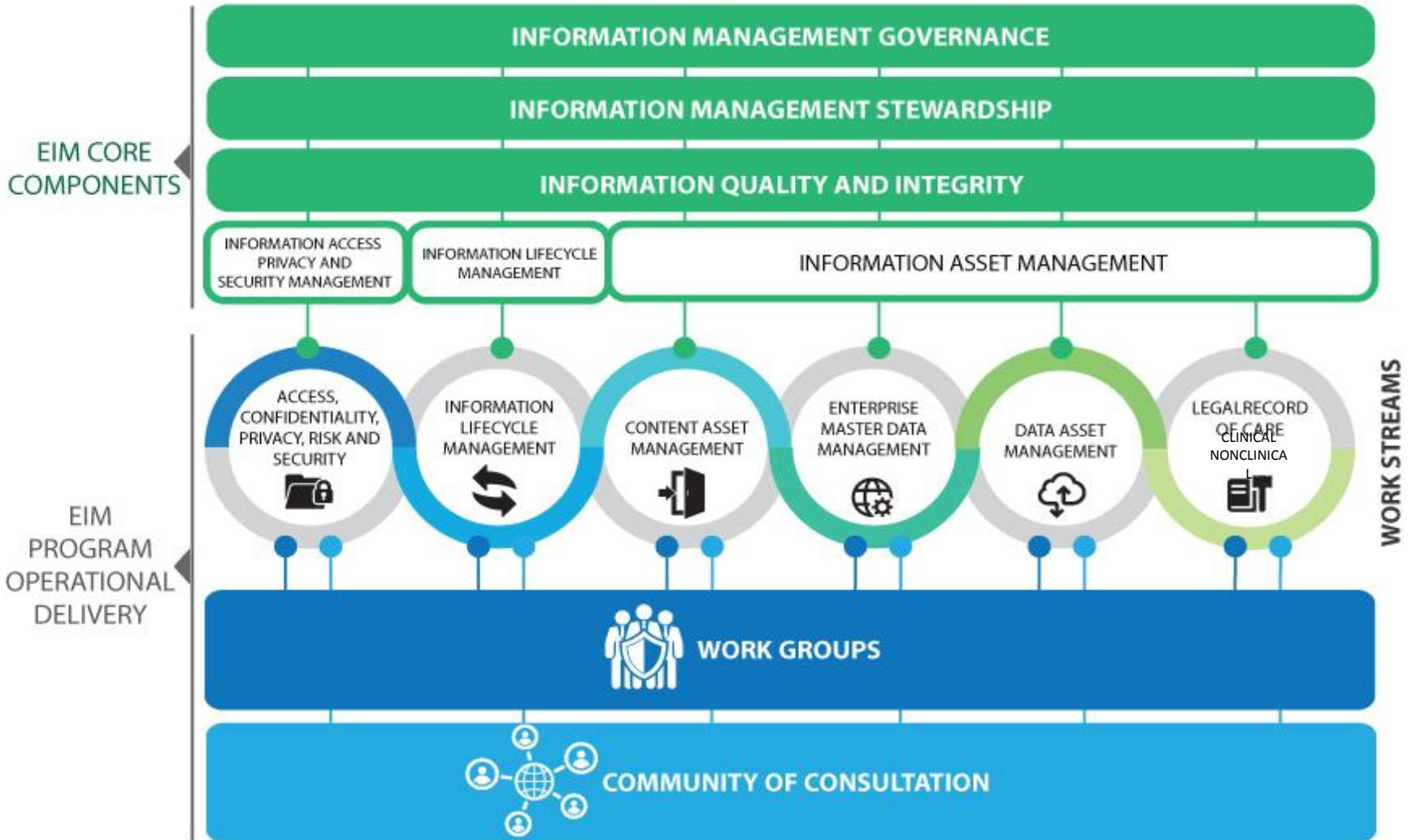
- Information Management Governance
- Information Management Stewardship
- Information Quality and Integrity
- Information Lifecycle Management
- Information Asset Management
- Information Access, Privacy and Security Management



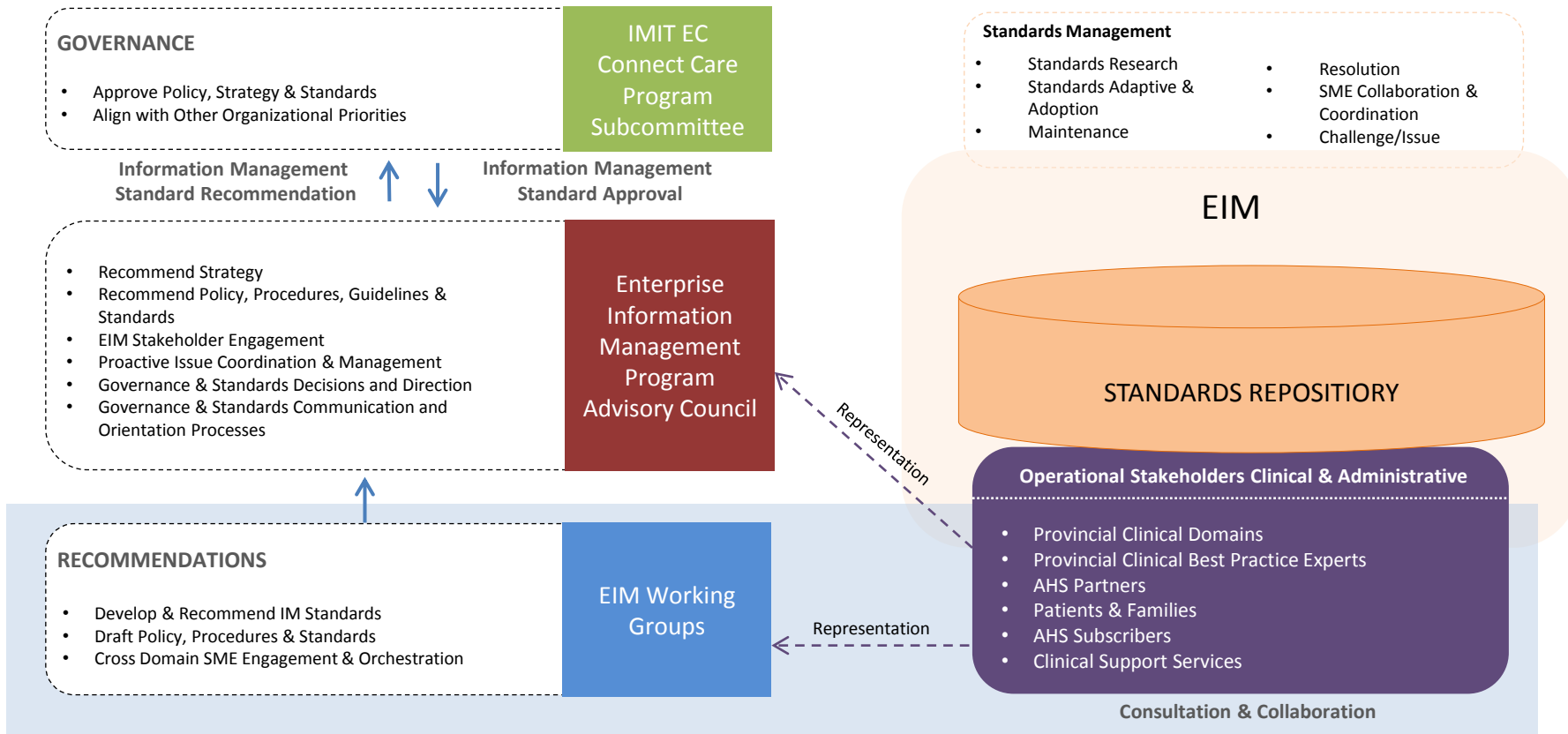
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EIM Program Components & Delivery Channels

EIM OPERATIONAL MODEL



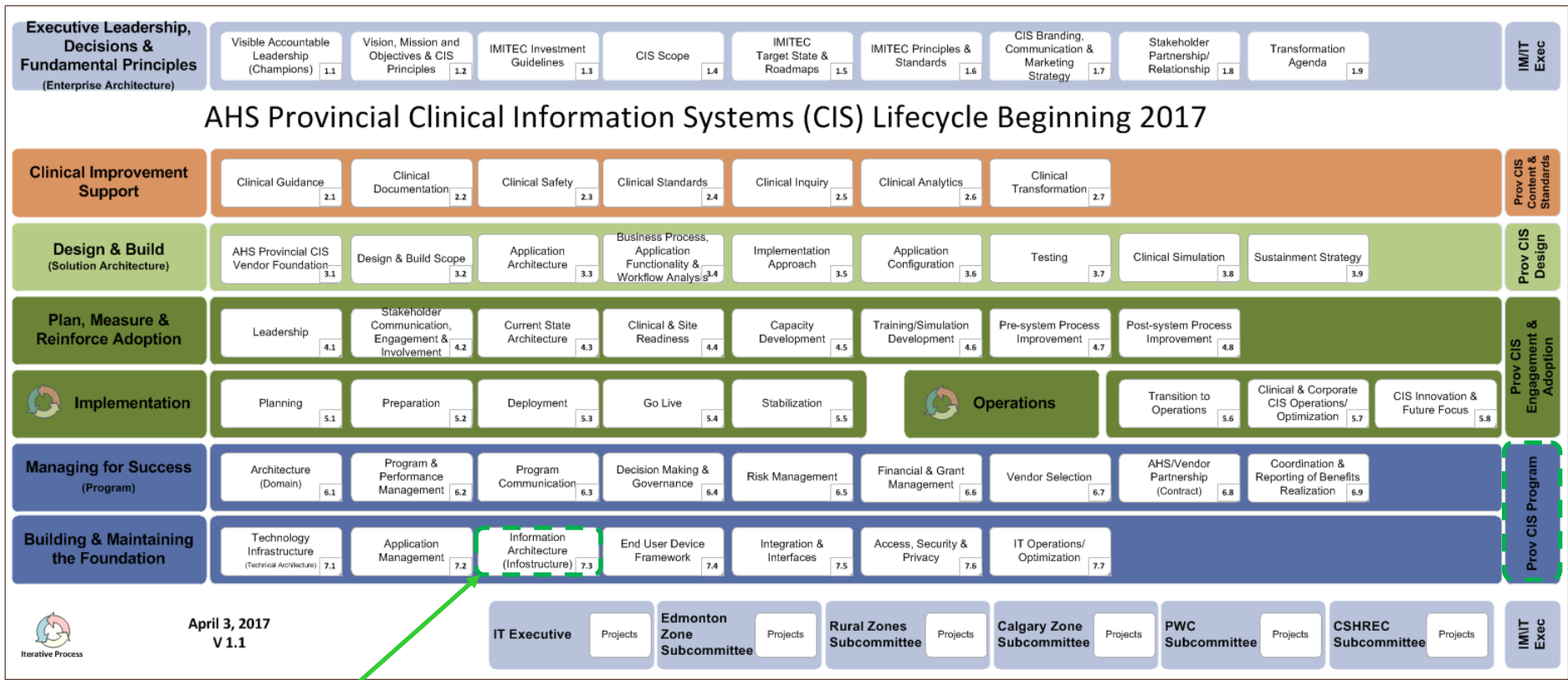
EIM Decision Making



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Provincial CIS Program Governance Alignment

What does AHS standards approval governance look like?



EIM Program Alignment

EIM must be in strong alignment with:

- AHS 4 Foundational Strategies
 - Patient First
 - 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

EIM Program Accomplishments

- 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.

Next Steps

- 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



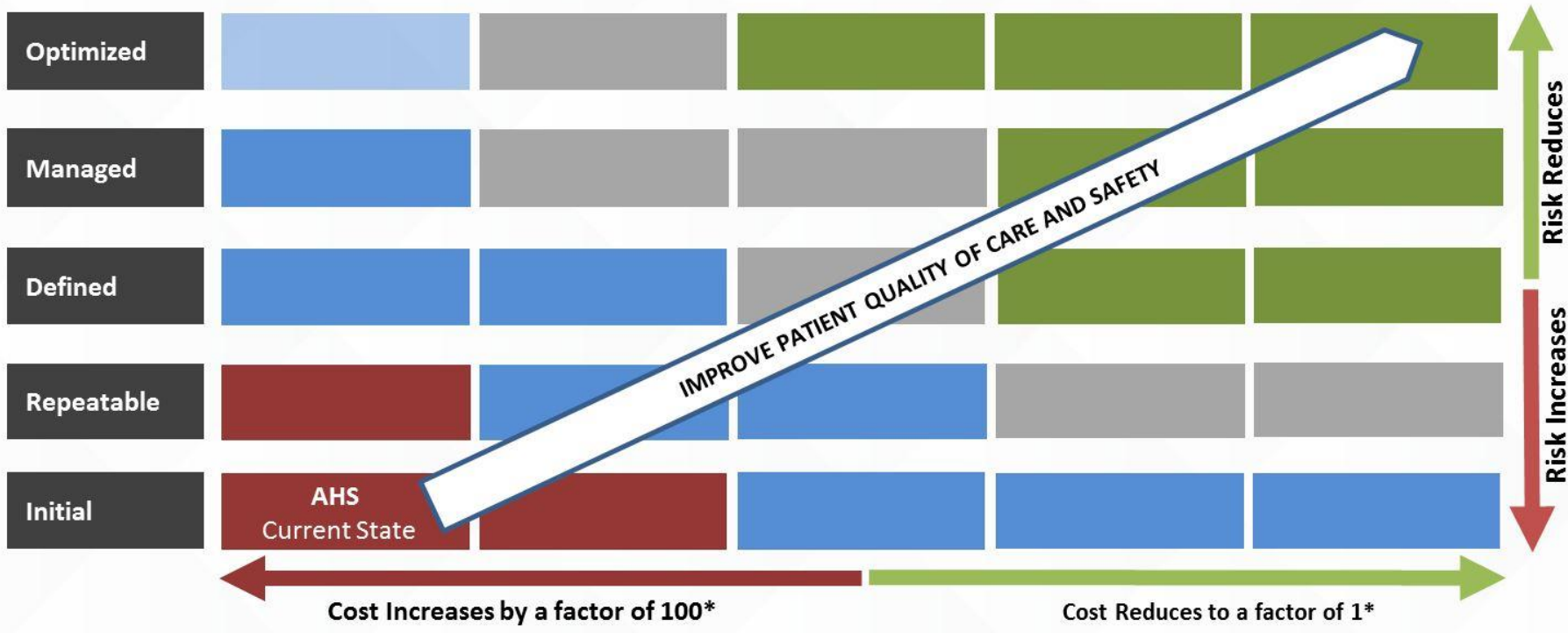
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Appendices

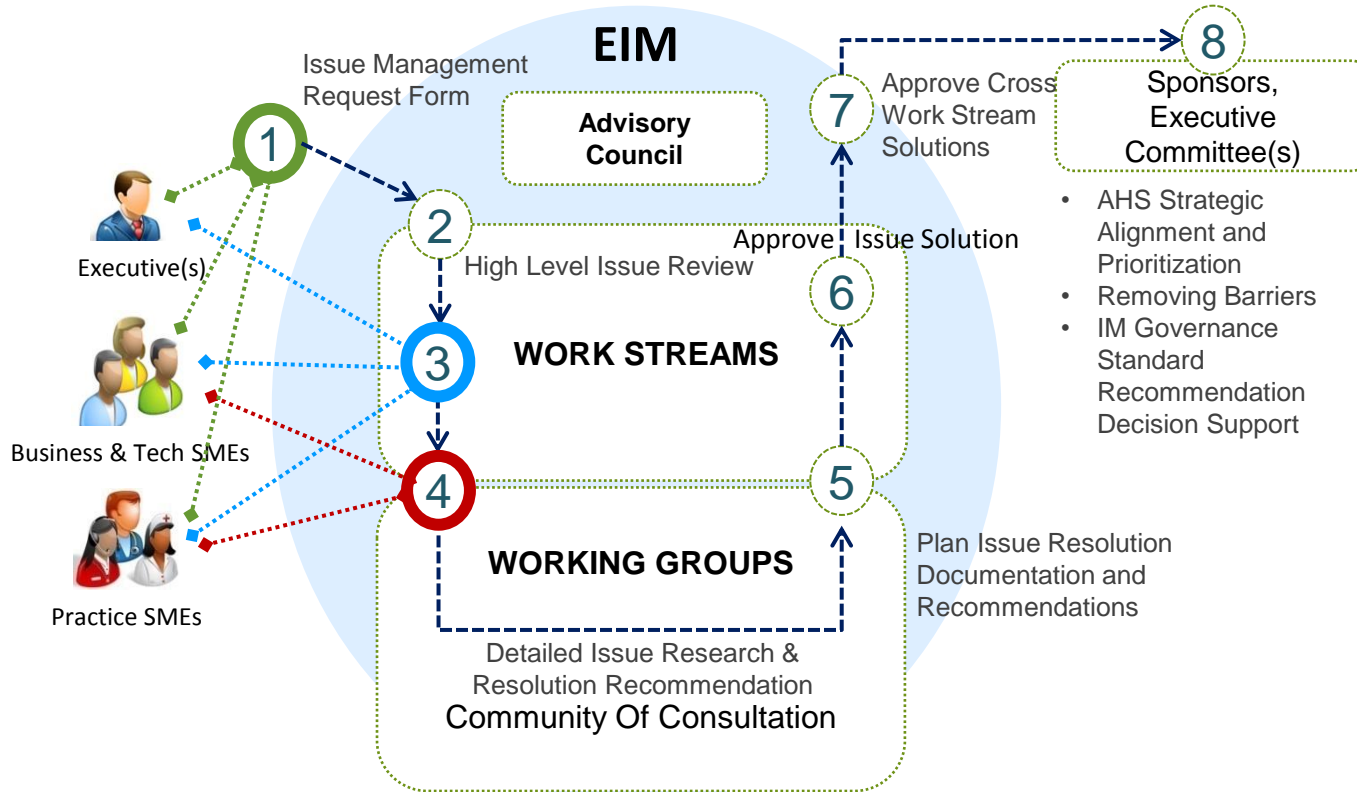


Initial Repeatable Defined Managed Optimizing

EIM / IMG Maturity



How Stakeholders Engage



- EIM Issue Management Process
- EIM Work Stream(s) Engagement
- EIM Working Group(s) Engagement

EIM Checklist

