


CHAPTER: 10	SECTION: 1	SUBJECT: MANAGEMENT OF INFORMATION
TITLE: MANAGEMENT OF INFORMATION		
EFFECTIVE DATE: 12-15-95	REVIEWED/REVISED DATE: 8/28/00, 11/18/03, 5/6/08, 3/2/11, 2/11/13, 3/11/14, 9/21/15, 4/6/17, 12/5/18, 3/20/19, 6/3/20, 5/6/21, 10/20/22, 11/17/23	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

- I. PURPOSE:**
To establish policy and procedure for the management and utilization of information.
- II. APPLICATION:**
To all Community Mental Health of Ottawa County (CMHOC) operated programs.
- III. DEFINITIONS:**
Information includes data about the consumer, the services received by the consumer, the results of care, and the performance of the organization. Information is both manual information and the computerized system.
- IV. POLICY:**
Information will be obtained, used, and managed to improve organizational performance in care delivery, governance, management, and support processes. The following are important characteristics of a quality information system:
 - a. There will be timely and efficient access to information across the system.
 - b. There will be periodic reviews of user access to consumer information.
 - c. The accuracy of data will be monitored and improved.
 - d. Whenever possible, the process for collecting and reporting data will be standardized.
 - e. Confidential data will have adequate levels of security.
 - f. Information will be used for decision making and pursuing opportunities for improvement.
 - g. Whenever possible external sources of information will be used for comparative purposes, in order to effectively evaluate services.
 - h. External reporting and data requirements will be met.

- i. Annually there will be an internal review of information needs of the agency, including an analysis of how effectively information is meeting internal needs.
- j. CMHOC will assure effective and comprehensive documentation of services provided to consumers of the agency.
- k. Resource and training information will be made available to CMHOC staff to improve the services provided to consumers.

V. PROCEDURE:

1. CMHOC will meet external requirements for reports and data within the expected time frames as specified in the Master Contract from the Michigan Department of Health and Human Services.
2. CMHOC will provide access to consumer information to those staff that requires the information to carry out their responsibilities consistent with CMHOC policies on privacy and security.
3. CMHOC IT staff will complete and document periodic reviews of user accounts and permissions to ensure users have appropriate access to consumer information.
4. CMHOC will have Medical Records information available electronically to all direct service staff and applicable support staff. Training on the Medical Records requirements will be offered. The information will specify any standard forms and requirements for completing the forms.
5. CMHOC will ensure that standardized instructions are available to all users of the consumer data system. The CMH IT Program Supervisor will work with CMH IT staff to ensure that access to User's Manual is available, distributed and updated when necessary.
6. Problems identified in the collection and reporting of information will be reported to the Deputy Director and CMH IT Program Supervisor, who will develop a plan of action to address the identified problem. CMHOC will take steps to review the accuracy and quality of data through Exception Reports, development of definitions for service activity codes, development of data matrix definitions for state reports, review of outlier reports locally and from the Michigan Department of Health and Human Services, and medical records and billing audits.
7. Data will be used to assess the quality of the agency, based on the "Quality Improvement Plan." The Plan will include quality indicators that will be monitored through the collection of regular data. The data will be reported according to a regular schedule to the Leadership Group. The Leadership Group will make recommendations for change based on the data provided.
8. CMHOC will have a process to assure proper authorization and access to information. All staff must complete the authorization request for access to the consumer data system. Only

staff who require access to the consumer data system will receive system access. The system will be password protected, automatic sign off will occur in 15 minutes, and it will have adequate security procedures as specified in Policy 10.2.

9. CMHOC will maintain a Training Center for the purpose of providing resource material and training opportunities for CMHOC staff. This includes the regular curriculum for group home training. The Training Center will establish a library and provide information to staff on how to access the material. The Training Center will also have an orientation process in place for all CMHOC staff.
10. Whenever information is available, CMHOC will use external sources of information to evaluate its own performance. Minimally, CMHOC will use Michigan Department of Health and Human Services statistics to compare with its local services.

VI. ATTACHMENT:

Not Applicable

VII. REFERENCE:

CARF Manual

CMHOC Manuals and Procedures Medication Committee Manual

CHMOC Policy, Acceptable Use

CHMOC Policy, Electronic Communications

CMHOC Policy, HIPPA Compliance

CHMOC Policy, Information Security

CHMOC Policy, Workstation Use