# Discussion Paper: Effective Information Systems

*For inclusion in your governing body meeting papers, and discussion in*

*your next meeting.*

**Meeting date:** Click or tap here to enter text.

**Agenda item number**: Click or tap here to enter text.

**Paper type**: For discussion

**Often overlooked, but of vital importance**

Information management systems and processes are critical to the delivery of safe, high-quality consumer-centred care. These systems and processes can assist the organisation to make informed decisions. They ensure that consumers and those involved in consumer care have access to consistent, reliable, and up-to-date information – which remains secure and confidential.

Key components of effective information management systems

Effective information management systems set out clear processes to safeguard and protect information across the entire information life cycle. This includes the following:

1. **Accessibility** – Allowing permitted persons to access information for authorised purposes at the time they need to do so, but otherwise ensuring information remains private and secure, including aspects of cybersecurity to ensure the protection of information (including sensitive consumer information) from external threats.
2. **Integrity** – Ensuring the ability to edit records is restricted (with an audit trail in place) to maintain the integrity and accuracy of information.
3. **Retention/Retrieval** – Providing archives for long-term file storage and ensuring they can be periodically backed up to support file retention compliance. This should include an appropriate function to retrieve archived information.
4. **Disposal** – Ensuring information is disposed of once it is no longer needed (or required to be retained).

BEFORE THE MEETING

To ensure the most productive discussion within the governing body meeting:

* Complete **Module 9: Information Management** (20min)
* Read **Topic Guide – Information Management** (10min)

Review **data, policies and procedures** **specific to your organisation** including for example:*records policy (including any requirements relating to retention and disposal), cyber security, privacy policy, system access protocols, code of conduct, training and learning on integrity, independence and ways of working*.

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| QUESTIONS FOR DISCUSSION1. How has the governing body reviewed the information management system design to ensure it meets compliance and stakeholder requirements, as well as their organisation’s needs?
2. What measures do we have in place to be confident about our information integrity and confidentiality?
3. How do we know that there is ongoing awareness and training programs relating to obligations held by all staff to protect sensitive and personal information and how do we ensure that this effective?
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You might also find it useful to check out the podcast titled **The Potential of Information, Communications and Emerging Technology in Aged Care.**