



## **Theme 7 – Use of Information**

***(Standards and Features extracted from Interim Standards for New Directions Report)***



## Theme 7: Use of Information

Quality information and effective information systems are central to improving the quality of services and supports for people with disabilities. Quality information, which is accurate, complete, legible, relevant, reliable, timely and valid, is an important resource for service providers in planning, managing, delivering and monitoring services.

To effectively use the multiple sources of information available, service providers have systems, including information and communications technology, to ensure the collection and reporting of quality information within the context of effective arrangements for information governance.

Information governance refers to the systems and processes that service providers have in place to manage information to support their immediate and future regulatory, legal, risk, environmental and operational requirements. An information governance framework enables service providers to ensure all information including personal information is handled securely, efficiently, effectively and in line with legislation. This supports the delivery of high quality, person-centred and reliable services and supports to people with disabilities.

### Theme 7: Standards for Use of Information

**Standard 7.1:** Information is used to plan and deliver high quality, person-centred and reliable services and supports.

**Standard 7.2:** Information governance arrangements ensure secure record-keeping and file-management systems are in place to deliver high quality, person-centred and reliable services and supports.

**Standard 7.1:** Information is used to plan and deliver high quality, person-centred and reliable services and supports.

**Features of a service meeting this standard are likely to include:**

- 7.1.1 There is a robust and secure system for managing information to support the delivery of high quality, person-centred and reliable services and supports.
- 7.1.2. Information is collated, managed and shared to support effective decision-making, in compliance with legislation.
- 7.1.3. A system is in place to gather information about the quality and safety of services and supports, including outcomes for people using them. This information is used to inform decision making and to drive continuous improvements in service provision.
- 7.1.4. Each person is informed by the service on the recording and intended use of all personal information.
- 7.1.5. Each person has access to their personal information in line with legislation and good practice.

**Standard 7.2:** Information governance arrangements ensure secure record-keeping and file-management systems are in place to deliver high quality, person-centred and reliable services and supports.

**Features of a service meeting this standard are likely to include:**

- 7.2.1. Information governance arrangements are in place to ensure that the service provider complies with legislation, uses information ethically, and uses best available evidence to protect personal information and support the provision of high quality, person-centred and reliable services and supports.
- 7.2.2. Records required for the effective and efficient running of services and supports are up to date, of high quality and accurate at all times.
- 7.2.3. The service provider holds a register (electronic or hard copy) in line with statutory requirements, where they exist, which details the relevant information in respect of each person using services and supports.
- 7.2.4. Each person has a contemporaneous file that includes all records relating to their services and supports.
- 7.2.5. There is a policy for the retention and destruction of records in compliance with the Data Protection Acts, 1988 and 2003.
- 7.2.6. The privacy of each person's personal information is protected and respected, and any personal information is treated as confidential and held in accordance with legislative, regulatory and good practice requirements.