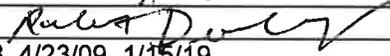




Division of Prevention and Behavioral Health Services
 Department of Services for Children Youth and Their Families
 State of Delaware

PBHS-ADM005		INFORMATION MANAGEMENT POLICY	
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Signature:		Originated:	9/16/97
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PURPOSE:

The Information Management Policy provides operational plans and procedures for acquisition, maintenance, facilitation of data reporting, and distribution of information. The Information Management Unit in the DPBHS Administration Services Group is designated to develop and maintain DPBHS information management plans and processes for the management and use of core functions and external (Departmental, State and Federal) information requirements (DPBHS performance improvement) in the clinical, governance, management, fiscal, cost recovery and support processes.

This policy applies to all Division employees and its contracted providers.

POLICY:

Division of Prevention and Behavioral Health Services and provider agencies will

- Obtain, manage, and use information to improve the organization's performance in:
 - 1) Care of children, youth and families,
 - 2) Outreach and prevention,
 - 3) Governance,
 - 4) Management,
 - 5) Support processes; and
- Provide effective, coordinated, and integrated care and other services relying on information about:
 - 1) The science of health care,
 - 2) Individual clients,
 - 3) Care provided,
 - 4) Results of care,
 - 5) Health-promotion and prevention services,
 - 6) Overall organization performance.

To achieve these goals, the Information Management Unit will define and propose for Leadership approval, effective processes to:

- Identify, plan and design information management systems to meet internal and external information needs;
- Maintain information privacy and confidentiality in accordance with DSCYF policy 205 – Confidentiality of Client Records;
- Maintain information security, including data integrity and continuity;

- Manage information, including capturing, transforming, reporting, processing, storing, retrieving, dissemination, and displaying of member health information and nonclinical data and information
- Provide information for use in decision making;
- Provide knowledge-based information resources that are readily available, current, and authoritative;
- Require that a record of client health information be initiated, maintained, and accessible for every individual assessed or treated; and
- Provide that the record of health information contain client-specific information, as appropriate, to the care, treatment, and services provided.

To comply with policy, the Division and its providers will develop policies, operational plans and procedures to ensure that:

- Information about our clients and their care will be gathered in a timely and accurate fashion, safeguarded to insure its integrity and proper professional use, and shared as necessary to promote high quality, coordinated treatment services across a variety of settings;
- Information about the performance and utilization of our provider agencies will be gathered and reviewed in a manner that promotes continuous improvement in services;
- DPBHS staff at all levels of our system will have access to all information pertinent to the performance of assigned tasks;
- DPBHS staff at all levels of our system will have access to training that enables them to effectively assimilate and use information to perform their assigned duties in an efficient and effective manner;
- Consumers have ready access to information on services offered, how services are accessed, rights and responsibilities, complaint and grievance procedures; and
- Information is collected regarding the case management process to facilitate continuous improvement of client care.

As a public agency established by law, the Division is constrained by existing statutory, contractual, and policy guidelines at both the state and federal level, which provide mandates, requirements and limits for our management of information.