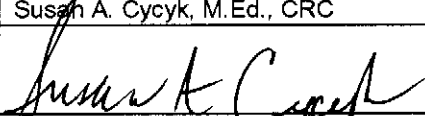




**Division of Child Mental Health Services**  
 Department of Services for Children, Youth and Their Families  
 State of Delaware

<b>NO. ADM 005</b>	<b>INFORMATION MANAGEMENT POLICY</b>	
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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. It also establishes a DCMHS Information Management Committee to develop and maintain the DCMHS information management plan and processes for the management and use of core functions and external (Departmental, State and Federal) information requirements (DCMHS performance improvement) in the clinical, governance, management, fiscal including cost recovery and support processes.

**SCOPE OF APPLICABILITY**

This policy applies to all Division employees and its providers.

**POLICY**

Division of Child Mental Health Services and provider agencies will

- Obtain, manage, and use information to improve the organization's performance in
  - 1) client care,
  - 2) governance,
  - 3) management,
  - 4) support processes; and
- Provide effective, coordinated, and integrated care 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 Committee is established to ensure that effective processes exist to

- Identify, plan and design of information management systems to meet internal and external information needs;
- Maintain information privacy and confidentiality;
- 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 for clients and staff 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;
- DCMHS staff at all levels of our system will have access to all information pertinent to the performance of assigned tasks;
- DCMHS 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, client 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. Standard practices and methods are referenced in the DCMHS information management plan.

#### **DCMHS INFORMATION MANAGEMENT COMMITTEE MEMBERSHIP**

The Information Management Committee Membership will include, at a minimum, one member from each of the following groups:

UM Committee Chair,  
Clinical Services Management Unit,  
Provider Services Administration,  
Intake and Assessment Unit,  
Information Management Unit,  
Quality Improvement Unit, and  
Communications Committee.

The Director will appoint the Chair. The committee may add additional members on a temporary or permanent basis (including providers and/or family members) as necessary and may establish sub-committees for work as necessary.

#### **Responsibilities / Deliverables**

- Develop and maintain an annual information management plan for the division.
- Review and make recommendations regarding actions necessary to improve the information management capabilities of the division and which require action (e.g. allocation, reallocation of resources, recommendations for any division policies/procedures to improve information management.)
- Review data collection processes and information systems to maintain and improve quality and integration of data to support effective information management
- Ensure processes are in place to promote reporting of client specific and aggregate data which is accurate and valid.
- Ensure that DCMHS management and staff have access to the data and reports required to perform core functions.
- Monitor the adequacy of hardware, software, and training required to perform these tasks.
- Provide consultation and assistance to other committees/units as requested.
- Report to Leadership twice yearly.

#### **Meeting Schedule**

The IM Committee will meet at least monthly but more frequently as needed at the discretion of the Chair.