CHANGING THE PERCEPTION OF HEALTH INFORMATION MANAGEMENT

Looking Forward in 2023 and Beyond

Healthcare is in a constant state of change and Health Information professionals are the gatekeepers of accurate health information and data integrity. But often it's challenging to keep up with the latest regulatory requirements and to implement the latest technology to improve healthcare operations. Iron Mountain offers insights into what HI professionals need to consider in 2023 and beyond as they impact data security, health information exchange, and digital transformation.

PERCEPTION	REALITY	LOOKING FORWARD
INFORMATION PROTECTION & DATA SECURITY		

• Information is secure when stored within the facility
• Stored information is out of sight, out of mind
• Data storage is infinite and secure
	• Regulatory changes
	• Increasing scrutiny on information accessibility
	  - 21st Century Cures Act
	  - HIPAA Right of Access
	• Patient Identification, Master Patient Index data integrity
	• Minimizing risk
		• Information governance is absolutely vital to maintaining compliance with regulatory changes. A policy-driven approach to information management and stakeholder buy-in ensures compliance with regulations, internal policies, and record retention guidelines.
		• Organizations also need to protect sensitive company information with secure data erasure and through effective asset lifecycle management (ALM).
		• Ensure appropriate patient identification and data capture to maintain the data integrity of the Master Patient Index (MPI) and push for data standardization at all levels.

DIGITAL TRANSFORMATION		
• Technology is not advanced enough to address healthcare challenges • Access to technology is limited at organizations	• Artificial intelligence • Data analytics • Population health metrics • Telehealth strategies • Patient-generated data • Data literacy and trust	• Digitize information to usher in new technology for automation of tasks, artificial intelligence, and machine learning. • Promote system consolidation and/or application decommissioning to create a single source of truth for healthcare data. • Securely ingest patient-generated data and gain insights for patient care outcomes and population health metrics.
WORKPLACE TRANSFORMATION		
• We only need temporary workarounds rather than adjusting to a "new normal".	There is a need for: • Workflow realignment • Managing a remote workforce • Device and asset deployment • Updated policies and procedures • Skills enhancement for retention	• Transform workplaces or facilities to maximize real estate efficiency and navigate today's changing workplace requirements. • Implement change management practices and invest in training to upskill staff for new HI roles and data analytics needs.
REVENUE CYCLE MANAGEMENT		
• Shift to value-based care • Impact of inflation, staffing shortages, and rising costs on margins	• Care continuum evolution • Shopping for care • Payment reform	• Staying current on payment reform and its impact on the level of care, reimbursement rates, and healthcare expenses. • Invest in technology and people to maximize revenue and productivity.