



IRON MOUNTAIN IGHEALTHRATE

A HEALTHCARE INFORMATION GOVERNANCE MATURITY ASSESSMENT TOOL



ASSESS YOUR IG MATURITY WITH



INTRODUCTION

IRON MOUNTAIN'S HEALTHCARE INFORMATION GOVERNANCE (HCIG) ADVISORY SERVICES AND SOLUTIONS PROVIDE A COMPREHENSIVE AND TAILORED APPROACH TO INFORMATION GOVERNANCE (IG) THAT ENSURES DATA PRIVACY AND INTEGRITY, SECURING INFORMATION ACROSS ITS LIFECYCLE AND YOUR ECOSYSTEM AND ENABLING ACCESS TO PATIENT RECORDS ACCORDING TO BEST-PRACTICE INFORMATION GOVERNANCE PRINCIPLES – ALL COST-EFFECTIVELY.

IG is an approach to managing information through processes, roles, controls and metrics to collect, organize, utilize and secure data. This includes managing information throughout its lifecycle and supporting the healthcare organization's strategy, operations, regulatory, legal, risk and environmental requirements.

Iron Mountain has expanded our Information Management and Governance solution portfolio with the acquisition of the American Health Information Management (AHIMA) IG program. AHIMA's information governance framework, model and maturity assessment tool – **IGHealthRate™** – is the industry's only purpose-built healthcare

enterprise IG program that leverages an assessment capability and measurement platform for information governance adoption and maturity.

With a growing number of healthcare organizations initiating data and information governance programs, **IGHealthRate™** supports healthcare-aware and framework-driven IG program development via a thoughtfully designed, web-based solution.

The following guide provides a demonstration of **IGHealthRate™**.

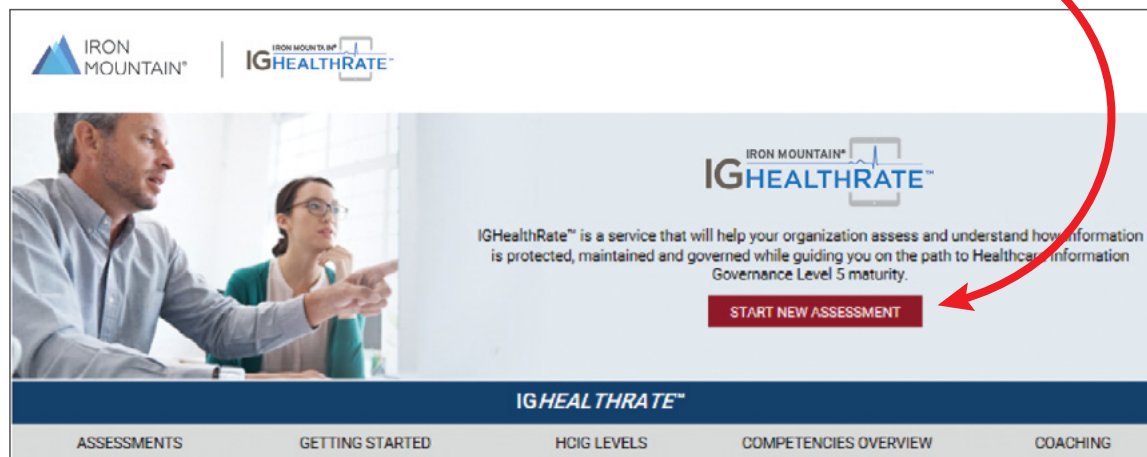
IGHEALTHRATE™ EXPLAINED

Welcome to **IGHealthRate™**! As your organization begins exposure to the **IGHealthRate™** assessment tool with your assigned Iron Mountain IG Advisor, you will benefit from Iron Mountain Information Governance principles and framework as a best practice. These best practices will allow your organization to benefit from the tool more efficiently and effectively. Our goal is to develop an IG focus that accelerates your digital health goals and objectives.

To start understanding your current state of IG maturity – including Enterprise Information Management, Data Governance and IT Governance policies/practices – your Iron Mountain IG Advisor will facilitate a 1 day workshop with your organization to gather input from key stakeholders.

IGHealthRate™ assesses and scores your organization using 10 IG organizational competencies. Each competency includes several key markers that identify critical requirements that are required to achieve IG maturity. IGHealthRate™ permits an organization to focus on areas it deems important – for example specific competencies, a particular department of the organization or even a specific process or procedure. Your IG Advisor will work with you to create a pathway of progressive performance criteria to guide your organization toward the achievement of a mature IG state (i.e., Level 5 maturity).

FIGURE 1: STARTING THE IGHEALTHRATE™ ASSESSMENT



ASSESSING AND RATING IG MATURITY

IGHealthRate™ allows the organization to create a baseline assessment based on their existing practices/policies across spectrums of data governance, IT governance and Enterprise IM and defines a current state maturity rating (on a 5 rating scale).

Level 1: At Risk

This level indicates an environment where information governance concerns, requirements, and opportunities are not addressed at all, are addressed minimally, or are addressed in an ad hoc manner. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery.

Level 2: Aware

This level indicates that an organization is in the early stages of information governance. The approach is siloed at the business unit level. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery. There is also an increased risk for adverse outcomes and privacy breach.

Level 3: Aspirational

This level indicates a program where the essential requirements that must be addressed to meet the organization's legal, regulatory, and business requirements are present in basic form. This approach is characterized by defined policies and procedures and the implementation of processes specifically intended to improve information governance. Organizations that identify primarily with Level 3 descriptions still may be missing significant opportunities for streamlining business, improving the care experience, and controlling costs, but they have the key basic components of a sound program in place and are likely to be at least minimally compliant with legal, operational, and other responsibilities.

Level 4: Aligned

This level describes an organization that has established a proactive information governance program throughout its operations. Information governance issues and considerations are routinely integrated into business decisions. The organization is compliant with good practice and easily meets its legal and regulatory requirements. The organization that identifies primarily with these descriptions should begin to pursue the additional business and productivity benefits it could achieve by increasing enterprise-wide information availability, mining its information for a better understanding of patients' and consumers' needs, and otherwise transforming its organization through increased use of their information.

Level 5: Actualized

This level describes an organization that has integrated information governance into its overall infrastructure and business processes to such an extent that compliance with program requirements and legal, regulatory, and other responsibilities are routine. This organization has recognized that effective information governance plays a critical role in patient outcomes and consumer services and cost containment, competitive advantage, and patient and consumer service, and it has successfully implemented strategies and tools to achieve these gains on an integrated basis. This organization is a leader in building and sustaining vibrant, secure, and ensuring information is trustworthy and actionable across the medical ecosystem.

EXHIBIT 2: IGHEALTHRATE™ COMPETENCIES AND SELF-ASSESSMENT

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Canadian Healthcare Organization

Click on the Competency to the left to display its Marker. Click on the Marker to display the Level information for that Marker. When you select a Level you will be taken to the next Marker.

MARKERS	IG STRUCTURE ASSESSMENT LEVELS					
Executive Sponsorship	Level 1	Level 2	Level 3	Level 4	Level 5	
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	
	Organization's senior leaders are aware of information governance but there is no executive-level support for IG.	Organization's senior leaders recognize the need for IG and have committed to initial readiness assessment or comparable activity.	Organization's senior leaders embrace IG as a business imperative and have initiated a formal IG program.	One of the organization's senior leaders is actively engaged in leading the IG program and oversight committee(s).	An IG leader is designated at the CXO level and is accountable to the organization's governing body.	
	Qualified IG Leader	Level 1	Level 2	Level 3	Level 4	Level 5
	Dedicated IG Resources	Level 1	Level 2	Level 3	Level 4	Level 5

At the end of the workshop, after going through all 10 competencies and self-rating against the key indicators of IG maturity, the **IGHealthRate™** tool will produce your organization's IG maturity score as a baseline.

UNDERSTANDING YOUR IG MATURITY SCORE

Your IG baseline rating is an important step to ensuring your organization benefits from its commitment to managing its information as a valued strategic asset. Why? Because understand the gaps required to advancing your maturity state is most critical to achieving your digital health strategic vision and objectives.

IGHealthRate™ will specify the gaps in current practices for a mature IG organization. Iron Mountain's IG Advisor will work with your organization to prioritize tackling these gaps. They will deliver recommendations in an IG implementation plan and roadmap to accelerate your success.

EXHIBIT 3: SCORING YOUR IG MATURITY STATE

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BACK MARKER DETAIL COACHING DETAIL PRINT THIS SUMMARY

CANADIAN HEALTHCARE ORGANIZATION | IG SCORE 2.3

LEVEL 2

This level indicates an environment where information governance concerns, requirements, and opportunities are not addressed at all, are addressed minimally, or are addressed in an ad hoc manner. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny, may not effectively serve the business needs of the organization, and may impede patient care and service delivery.

ASSESSMENTS	IG COMPETENCY SUMMARY				
HCA Test 2 Complete 01/11/2019	IG Structure	Strategic Alignment	Enterprise Information Management	Data Governance	IT Governance
St. Francis Initial Assessment Complete 01/09/2019	LEVEL 2	LEVEL 2	LEVEL 2	LEVEL 2	LEVEL 1
AHS 2019 BaseLine Complete 01/08/2019 (Baseline)	> MORE DETAILS	> MORE DETAILS	> MORE DETAILS	> MORE DETAILS	> MORE DETAILS
Level 5 Competency	Analytics	Privacy & Security	Regulatory & Legal	Awareness & Adherence	IG Performance

Your IG Maturity Score

ACCELERATING YOUR IG MATURITY

IGHealthRate™ provides a comparison of your organization's IG rating against peers in your region for each competency. Intended to help your organization understand where gaps exist in comparison to your peers. Your IG Advisor will leverage this input to inform your organization as well source key recommendations in the IG implementation plan and roadmap.

EXHIBIT 4: IGHEALTHRATE™ WILL PROVIDE A PEER COMPARISON AGAINST EACH IG COMPETENCY



COACHING IG MATURITY

IGHealthRate™ provides coaching and recommendations to advance your IG competency maturity. Your IG Advisor will work with you to customize and adopt these recommendations with the IG implementation plan and roadmap.

IGHEALTHRATE™ COACHING

IGHEALTHRATE™

Competencies

IG Structure

Strategic Alignment

Enterprise Information Management

Data Governance

IT Governance

Analytics

Privacy & Security

Regulatory & Legal

Awareness & Adherence

IG Performance

CANADIAN HEALTHCARE ORGANIZATION | IG SCORE 2.3

LEVEL 2

IG Structure defines and connects the organizational structure, programmatic structures, and supporting structures for information governance. It ties together the three core programmatic structures of Enterprise Information Management, IT Governance, and Data Governance.

COMPETENCY COACHING Your organization indicated that there are policies, processes, and technologies in place to establish the program as well as leadership and funding. You should continue to focus efforts in the areas of organizational structure to ensure trusted, reliable, actionable information for your organization. See the feedback by marker for areas where you should focus to increase your score.

MARKERS	LEVEL	DESCRIPTION
Executive Sponsorship	2	Organization's senior leaders recognize the need for IG and have committed to initial readiness assessment or comparable activity. COACHING Your organization indicated that there is some support for IG. Your organization should engage senior leaders in determining an oversight committee and accountability for the IG program including leadership and funding. Your organization should: Investigate and document where governance of information would benefit the organization including protection of information from breach and loss, data governance, information trustworthiness and trust from the communities you serve. Document a business case including a return on investment for information governance. Determine where readiness assessment activities can begin.

WHAT YOU WILL GAIN

With **IGHealthRate™**, your organization will have a manageable plan of action that you can deliver to key IG stakeholders to accelerate achieving your digital health strategies & objectives supported by critical IG metrics and targets. Iron Mountain will work and oversee your progress as well as reassess your IG maturity with IGHealthRate™ as required over time. Our goal is to be your trusted advisor in achieving your strategic digital health initiatives while helping you advance your journey to enterprise IG.

HOW TO GET STARTED?

Click on **Contact us** button on the **IGHealthRate™** page.



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