



The Joint Commission

Accreditation Program: Laboratory
Information Management

Standard IM.01.01.01

The laboratory plans for managing information.

Elements of Performance for IM.01.01.01

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| 1. | The laboratory identifies the internal and external information needed to provide safe, quality laboratory services. | A |
| 2. | The laboratory identifies how data and information enter, flow within, and leave the laboratory. | A |
| 3. | The laboratory uses the identified information to guide development of processes to manage information. | A |
| 4. | The laboratory selects staff and licensed independent practitioners to participate in the assessment, selection, integration, and use of information management systems for the delivery of laboratory services. | A |

Standard IM.01.01.03

The laboratory plans for continuity of its information management processes.

Elements of Performance for IM.01.01.03

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| 1. | ⓓ The laboratory has a written plan for managing interruptions to its information processes (paper-based, electronic, or a mix of paper-based and electronic). (See also EM.01.01.01, EP 6) | A |
| 2. | The laboratory's plan for managing interruptions to information processes addresses the following: Scheduled and unscheduled interruptions of electronic information systems. (See also IM.03.01.01, EP 1; EM.01.01.01, EP 6) | A |
| 3. | The laboratory's plan for managing interruptions to information processes addresses the following: Training for staff and licensed independent practitioners on alternative procedures to follow when electronic information systems are unavailable. (See also EM.01.01.01, EP 6) | A |
| 4. | The laboratory's plan for managing interruptions to information processes addresses the following: Backup of electronic information systems. (See also EM.01.01.01, EP 6) | A |
| 5. | The laboratory's plan for managing interruptions to electronic information systems is tested for effectiveness according to time frames defined by the laboratory. | A |
| 6. | The laboratory implements its plan for managing interruptions to information processes to provide laboratory results needed for patient care. (See also IM.03.01.01, EP 1) | 3 A |

Standard IM.02.01.01

The laboratory protects the privacy of health information.

Elements of Performance for IM.02.01.01

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| 1. | ⓓ The laboratory has a written policy addressing the privacy of health information. | A |
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KEY: **A** indicates scoring category A; **C** indicates scoring category C; **2** indicates situational decision rules apply; **3** indicates direct impact requirements apply; **M** indicates Measure of Success if needed; **D** indicates that documentation is required





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| 2. | The laboratory implements its policy on the privacy of health information. | A |
| 3. | The laboratory uses health information only for purposes permitted by law and regulation or as further limited by its policy on privacy. | A |
| 4. | The laboratory discloses health information only as authorized by the patient or as otherwise consistent with law and regulation. | A |
| 5. | The laboratory monitors compliance with its policy on the privacy of health information. | A |

Standard IM.02.01.03

The laboratory maintains the security and integrity of health information.

Elements of Performance for IM.02.01.03

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| 1. |  The laboratory has a written policy that addresses the security of health information, including access, use, and disclosure. | A |
| 2. |  The laboratory has a written policy addressing the integrity of health information against loss, damage, unauthorized alteration, unintentional change, and accidental destruction. | A |
| 3. |  The laboratory has a written policy addressing the intentional destruction of health information. | A |
| 4. |  The laboratory has a written policy that defines when and by whom the removal of health information is permitted.
Note: Removal refers to those actions that place health information outside the laboratory's control. | A |
| 5. | The laboratory protects against unauthorized access, use, and disclosure of health information.
Note 1: This protection includes confidentiality of patient information throughout all phases of the testing process that is under the laboratory's control.
Note 2: Test results are released only to authorized persons, the individual responsible for using the test results, and/or the laboratory that initially requested the test. | C |
| 6. | The laboratory protects health information against loss, damage, unauthorized alteration, unintentional change, and accidental destruction. | C |
| 7. | The laboratory controls the intentional destruction of health information. | A |
| 8. | The laboratory monitors compliance with its policies on the security and integrity of health information. | A |

KEY: **A** indicates scoring category A; **C** indicates scoring category C;  indicates situational decision rules apply;  indicates direct impact requirements apply;  indicates Measure of Success if needed;  indicates that documentation is required

Standard IM.02.02.01

The laboratory effectively manages the collection of health information.

Rationale for IM.02.02.01

Within the laboratory, health information can come from multiple sources. The use of standardized formats and terminology can help clarify information that is used by different individuals for various purposes. Capturing data in standardized language can lead to greater data integrity and reliability, as well as an increased potential for ease of use by internal and external systems and users. The more consistent the laboratory's efforts are to capture accurate data in standardized language, the more likely the laboratory will be to rely on that data for patient-related purposes, including reimbursement, risk management, performance improvement, and infection surveillance.

Elements of Performance for IM.02.02.01

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| <p>M 1. The laboratory uses uniform data sets to standardize data collection throughout the laboratory.</p> | <p>C</p> |
| <p>2. D The laboratory has a written policy that includes the following:</p> <ul style="list-style-type: none"> - Terminology and definitions approved for use in the laboratory - Abbreviations, acronyms, symbols, and dose designations approved for use in the laboratory - Abbreviations, acronyms, symbols, and dose designations prohibited from use in the laboratory <p>Note: A trailing zero may be used only when required to demonstrate the level of precision of the value being reported, such as for laboratory results.</p> | <p>3 A</p> |
| <p>M 3. The laboratory implements its policy regarding the terminology, definitions, abbreviations, acronyms, symbols, and dose designations permitted for use in the laboratory and the abbreviations, acronyms, symbols, and dose designations prohibited from use in the laboratory.</p> <p>Note: The prohibited list applies to all orders, preprinted forms, and medication-related documentation. Medication-related documentation can be either handwritten or electronic.</p> | <p>3 C</p> |

Standard IM.02.02.03

The laboratory retrieves, disseminates, and transmits health information in useful formats.

Rationale for IM.02.02.03

The ease of use of health information between systems and users contributes to its potential usefulness within the laboratory and for external reporting purposes. Data stored in different formats cannot easily be converted to a new format or transferred to other organizations or providers. As more laboratories automate various processes and activities, these systems need to allow for transmitting and receiving critical data while maintaining data integrity.

Elements of Performance for IM.02.02.03

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| <p>1. D The laboratory has written policies addressing data capture, display, transmission, and retention.</p> | <p>A</p> |
| <p>M 2. The laboratory's storage and retrieval systems make health information accessible when needed for laboratory services. (See also IC.01.02.01, EP 1)</p> | <p>C</p> |

KEY: **A** indicates scoring category A; **C** indicates scoring category C; **2** indicates situational decision rules apply; **3** indicates direct impact requirements apply; **M** indicates Measure of Success if needed; **D** indicates that documentation is required

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| M | 3. The laboratory disseminates data and information in useful formats within time frames that are defined by the laboratory and consistent with law and regulation. | C |
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Standard IM.03.01.01

Knowledge-based information resources are available, current, and authoritative.

Elements of Performance for IM.03.01.01

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| 1. | The laboratory provides access to knowledge-based information resources during hours of operation. (See also IM.01.01.03, EPs 2 and 6) | A |
| 3. | The laboratory has an ongoing process to assess the knowledge-based information needs of the laboratory and its staff. | A |
| 4. | The laboratory uses the assessment of knowledge-based information as a basis for planning access to knowledge-based information resources. | A |

Standard IM.04.01.01

The laboratory maintains accurate health information.

Rationale for IM.04.01.01

The integrity and quality of health information influences the usefulness and effectiveness of all internal and downstream systems, as well as external reporting. When the integrity of the data has been compromised, additional resources will be needed to scan the data and correct errors. Inaccurate data can lead to poor decision making.

Elements of Performance for IM.04.01.01

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| 1. | The laboratory has processes to check the accuracy of laboratory-related health information.
Note: The laboratory has the flexibility to determine what health information needs to be checked for accuracy and the frequency with which it will be checked. | A |
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