

COMPLIANCE FOR HEALTHCARE

What is Clinical Governance?

Clinical governance states that organisations and individuals are required to abide by the standards and continuously improve the quality of healthcare. It is the term used to describe a systematic approach to maintaining and improving the quality of patient care within a health system.

An independent healthcare provider is assessed against approximately 32 core standards and a range of service-specific standards. The standards cover basic requirements for the healthcare providers to practice, ranging from ensuring that employees are appropriately recruited and receive adequate training to ensuring that medical equipment is decontaminated properly.

The Healthcare Commission has launched a new web service which will provide information about the performance of independent hospitals, mental health units and independent sector treatment centres. People will be able to search the information by provider name or by post code, as well as by standard.

It also enables organisations to put in place policies and procedures for the archival and retrieval of their corporate records and to achieve compliance with corporate governance standards.

What is Information Governance?

Information governance allows NHS, Social Care organisations and individuals to ensure that personal information is handled legally, securely, efficiently and effectively, in order to deliver the best possible care.

It also enables organisations to put in place policies and procedures for the archival and retrieval of their corporate records and to achieve compliance with corporate governance standards.



Information Security Management in Health Using ISO/IEC 27002

ISO 27799 is an information security standard developed by the International Organisation for Standardisation (ISO). Its title is Health Informatics – Information Security Management in Health Using ISO/IEC 27002. The purpose of ISO 27799 is to provide guidelines to healthcare organisations and other institutes that hold personal health related information on how to protect such information through the implementation of ISO/IEC 27002.

This security standard can be applicable to any information related to personal health. This information can be in the form of words and numbers, sound recordings, drawings, video and medical images or any other form. Doctors, clinics, hospitals and all other healthcare institutes are required to protect this

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Standards & practices that make up IG:

- *Data Protection Act 1998*
- *Confidentiality NHS Code Of Practice*
- *International Information Security Standard ISO/IEC 27002:2007*
- *Information Security NHS Code Of Practice*
- *Record Management NHS Code Of Practice*
- *Freedom Of Information Act 2000*

information no matter how it is stored (printing or writing on paper or electronic storage) and whatever means used to transmit it (by hand, via fax, over computer networks or by post), the information must always be appropriately protected.

ISO 27799:2008 specifies a set of detailed controls for managing health information security and provides health information security best practice guidelines. By implementing this International Standard, healthcare organisations and other custodians of health information will be able to ensure a minimum requisite level of security that is appropriate to their organisation's circumstances and that will maintain the confidentiality, integrity and availability of personal health information.



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What Are The Consequences of Non-Compliance?

Organisations spend time and money on implementing their systems, training their staff on industry standards and practices and ensuring that they do not breach patient/service user rights. If the organisation does not have systems in place to comply with the above policies and procedures, they are likely to break the law. Not only that, if an organisation does not comply with the NHS Connecting for Health's Statement of Compliance (SoC), it will not be able to receive access to the N3 network and/or NHS Connecting for Health Digital Services.

How Can We Help?

jComply makes it possible for companies to create policies based on external standards and practices such as Data Protection Act 1998 and disseminate them to their employees. Our system also provides a documents management module which helps create a document, version control it, encrypt it, compress it and then archive it. The training module in the system can help the compliance managers in creating multiple choice tests which can be published to the end users for evaluation. The system automatically maintains an audit trail which can show an auditor or a compliance manager an entire chain of events. All in all, jComply goes full circle and can help a company achieve its desired compliance ratio for a regulation.

For more information about jComply visit www.tabaqsoftware.com/jcomply.