

2. Scenario Description

Type of Organization

The organization under discussion is a healthcare provider (clinic or small hospital) that operates through its management of the patient's medical records.

The importance of having an organized and dependable system to ensure proper record keeping, to create an efficient working environment and to enhance the quality of care for patients cannot be overstated. Any mistake will have a detrimental effect on the outcomes of patients.

Critical Information Assets

Examples of the critical information assets include patient personal identifying information (e.g. name, age, address), medical history, diagnosed medical conditions, clinical laboratory test results and treatment records.

Critical information assets must be well guarded since unauthorized access, loss, or modification may result in violations of confidentiality and data privacy laws. Any unauthorized access to these assets may also lead to inappropriate medical decisions being made by healthcare professionals using these records.

Existing Infrastructure

To date the organization relies on a paper-based record system or an electronic record system with a simple file type structure (e.g. excel spreadsheet, folders containing files) using no defined organizational method nor do they have a centralized, integrated system.

The current state of the infrastructure is disorganized thus making it difficult to locate and retrieve accurate, timely data, in addition it is susceptible to duplication and manual errors therefore wasteful in terms of data volumes consumed. The organization will realize numerous benefits by creating a more organized structure to improve the accuracy, security and efficiency of daily operations.