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Practice Outcome 2 - Task 1 (40 marks) Information management.

On completion of this unit the student should be able to evaluate the effectiveness of strategies used

by organisations to manage the storage, communication and disposal of data and information, and

recommend improvements to current practices.

**Key Skills**

* explain why particular information management strategies are used by organisations to monitor and control their data and information
* discuss the nature of particular threats to the integrity and security of data and information
* discuss possible consequences of ineffective information management strategies
* propose strategies to minimise tensions between stakeholders
* propose and apply criteria to evaluate the effectiveness of information management strategies
* recommend information management strategies to improve current practices.

**Scenario – Yolo Health Services**

JJ and Jason are partners in Yolo Health Services. JJ is a Doctor and Jason is a Naturopath. Generally patients come to JJ for immediate health concerns and the Jason for how to help their bodies be the most healthy without resorting to modern medicine. As the business has expanded they have hired an office manager to look after the accounts, tech support, patient records and the waiting area. They were lucky enough to employ Pranav who has shown he is a genius in all these areas.

Yolo Health Services consists of four rooms.

1. The reception area where patients wait to see a doctor. Pranav sits behind the reception counter in this area.
2. Jason’s consulting room.
3. JJ’s consulting room.
4. Staff tearoom.

Reception Area

Jason

JJ

Tearoom

Pranav

Window

Door

All computers in Yolo Health Service connect to the internet through a wireless router in the tearoom. This router is directly connected to their ADSL modem. Pranav has a computer at the reception desk which is the main server. It hosts the database of patient details which stores patients personal details, medical history and also handles all billing. This server also has a printer attached which everyone uses to print.

Jason and JJ’s computers are laptops as they find it easier to be able take them home to finish off work.

When new patients come they fill in a patient details form with their contact information, medical history and sign it to indicate their consent to receive treatment. Pranav then enters this information into the patient database and stores the hardcopy in the filing cabinets under his desk. There is not much space to store these forms so if a patient has not had an appointment for a year then he throws their form in the bin to make more space.

When Pranav joined the service he was horrified to find that they had never done a backup of their database. So now he does a backup of the database once a fortnight. This backup is done directly to Jason’s laptop which Jason takes home every night for safety. He also makes a backup onto CD once a month and locks that in his desk drawer. He keeps the CDs for 6 months and then throws them in the trash.

JJ is worried about viruses so he updates their virus definitions in Norton Antivirus every month.

Sometimes patients have to wait a while for a JJ or Jason to be free. So to keep them entertained Pranav has enabled access to the wireless network. Patients love this free Internet.

JJ and Jason don’t worry with passwords as their laptops are always with them. Pranav is a little more worried as he sometimes needs to leave his desk. So he has a password. Since sometimes JJ and Jason need to login to his computer he has written down his password in the back of the diary that he stores in his locked desk drawer. All three of them have a key for this drawer. When Pranav leaves his desk to have lunch, JJ leaves his door open so he can keep an eye on the reception area and make sure everything is safe.

When patients have finished their appointment they see Pranav to organise payment. Sometimes they don’t have cash with them so Pranav emails them the invoice and they email back their credit card information to pay. He’s also setup the patient database with web access so patients can login to the database and see their own medical details. Each patient has their own password so they cannot see anyone else’s details.

**Questions.**

1. Explain the strategy in use by Yolo Health Services to manage the disposal of their information.

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(1 Mark)

1. What are some of the weaknesses in their strategy to manage the disposal of information? How would you improve this strategy?

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(4 Marks)

1. Explain the strategies in use by Yolo Health Services to manage the storage of their information.

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(4 Marks)

1. What are some of the weaknesses in their strategies to manage the storage of information? How would you improve these strategies?

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(6 Marks)

1. Explain the strategy in use by Yolo Health Services to manage the communication of their information.

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(2 Marks)

1. What’s a weaknesses in their strategy to manage the communication of information? How would you improve this strategy?

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(2 Marks)

1. Explain three of the potential consequences of a failure of their information management strategies?

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(3 Marks)

1. What privacy law applies to this company? List two of the principles that apply to this law.

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* 1. Marks)

1. Yolo Health service has been doing excellent business so JJ and Jason decided to cash in on this by selling a third share of their business to their friend Iman. She owns the local organic food supermarket. A lot of Jason’s customers are interested in organic foods so he’s offered to give Iman a list of them so she can message them cheap food deals. JJ is concerned that customers will not like this. What legal issues could this cause for Yolo Health Service?

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Do you think that it would be ethical for Jason to give Iman this list? Why?

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(2 Marks)

1. List all stakeholders involved in the business. Are there any conflicts of interests and what strategies would you use to minimise them?

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(5 Marks)

1. Create two criteria to evaluate effectiveness of the information management strategies used.

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(2 Marks)

1. Evaluate their current strategies based on your chosen criteria. Remember to use evidence in your evaluation.

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(6 Marks)