



COMMUNITY  
HEALTH CARE  
ASSOCIATION  
of New York State



*CHCANYS NYS-HCCN presents*

## Data Governance Excellence Series: Building a Strong Foundation

Session 1: Exploring & Implementing a Data  
Governance Framework

October 1, 2024

For more information, please email Anita Li at [ali@CHCANYS.org](mailto:ali@CHCANYS.org)



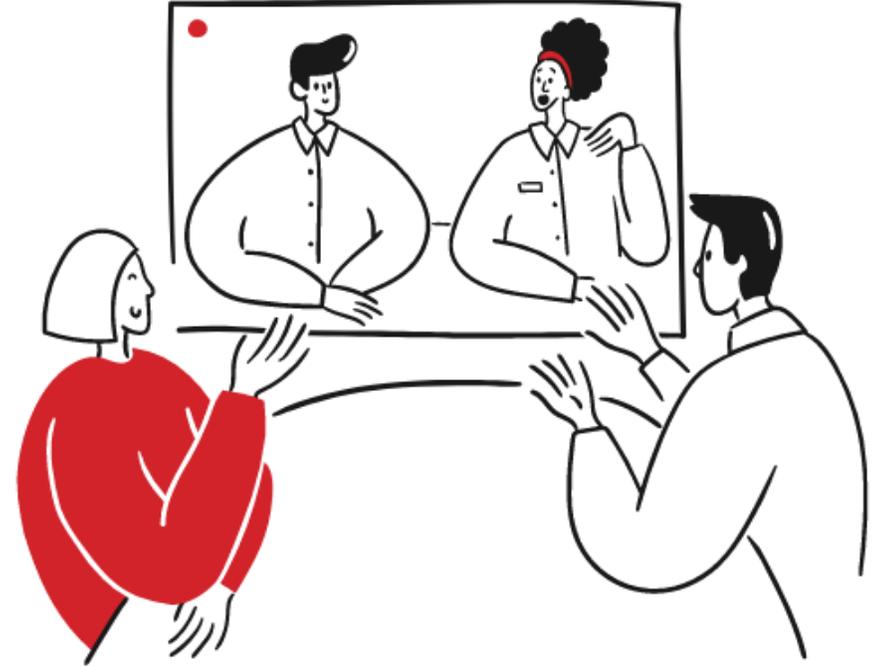
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09.2024



# Housekeeping

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The webinar is being recorded and will be shared after the session along with the slide deck.
- A webinar evaluation will be shared with participants



# Schedule of Events

## Session 1 (10/1)

- Exploring & Implementing a Data Governance Framework

## Session 3 (10/29)

- Data Governance Program Maintenance & Strategies

## Session 2 (10/15)

- An Introduction to Quality Programs



# Meet the Presenter



**Jackie Simik, B.S., CPC-A**  
MANAGER, EHR ENTERPRISE APPLICATIONS  
Pivot Point Consulting





**PIVOT POINT  
CONSULTING**

A Vaco Company

*Data Governance Excellence Series: Part I*

# ***Exploring & Implementing a Data Governance Framework***





**Jackie Simik, B.S., CPC-A**

**Healthcare EHR/Advisory Manager**

**Pivot Point Consulting, A Vaco Company**

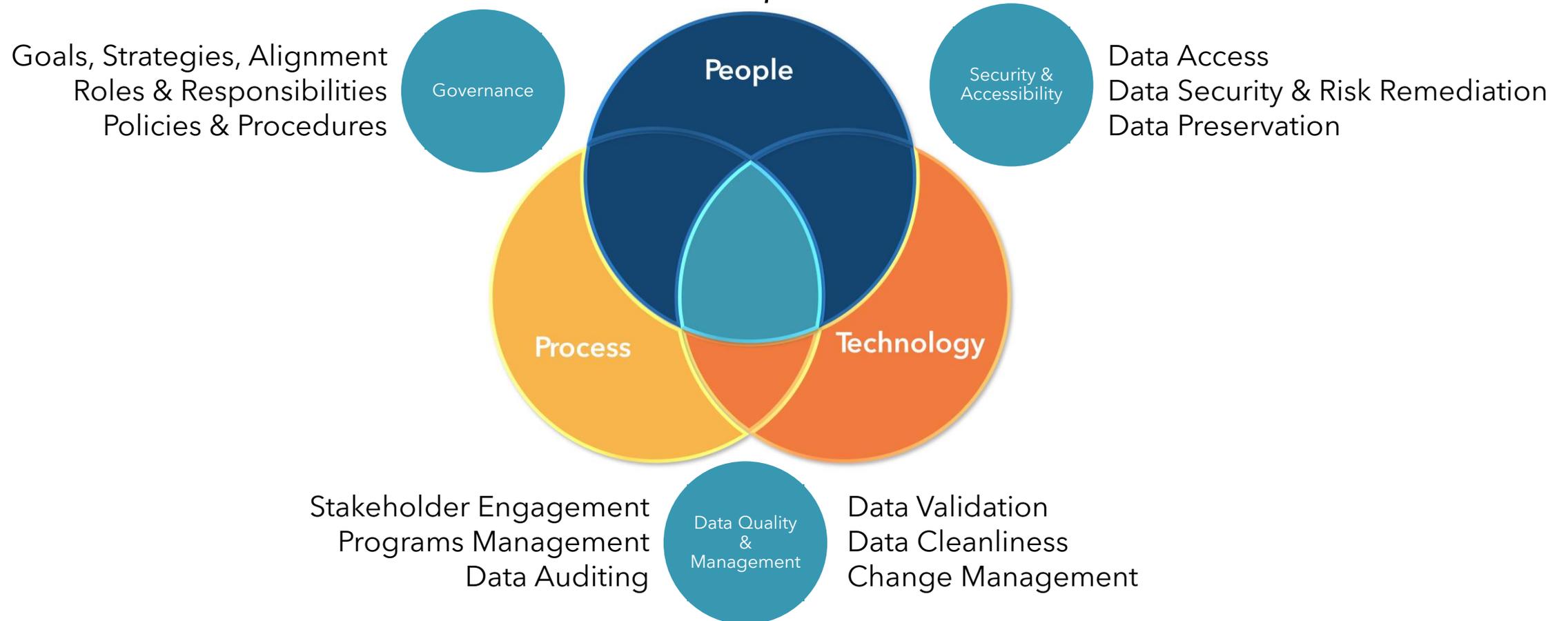
Bachelor of Science in Organizational Leadership, Pennsylvania State University  
Certified in EpicCare Ambulatory & Epic PB Resolute  
AAPC Certified Professional Coder  
eClinicalWorks® Super User and Implementation Specialist, 15 years

Multi-faceted experience spanning over 30 years in the healthcare industry:

- Operations and administration
  - Outpatient clinics
  - Physician clinics
  - Hospital ancillary services
- Revenue Cycle Management
- Clinical Quality Program Initiatives
- Human Resources & Employee Relations
- Regulatory & Compliance
- EHR Implementation and Optimization
- Project Management

## Data Governance An Overview

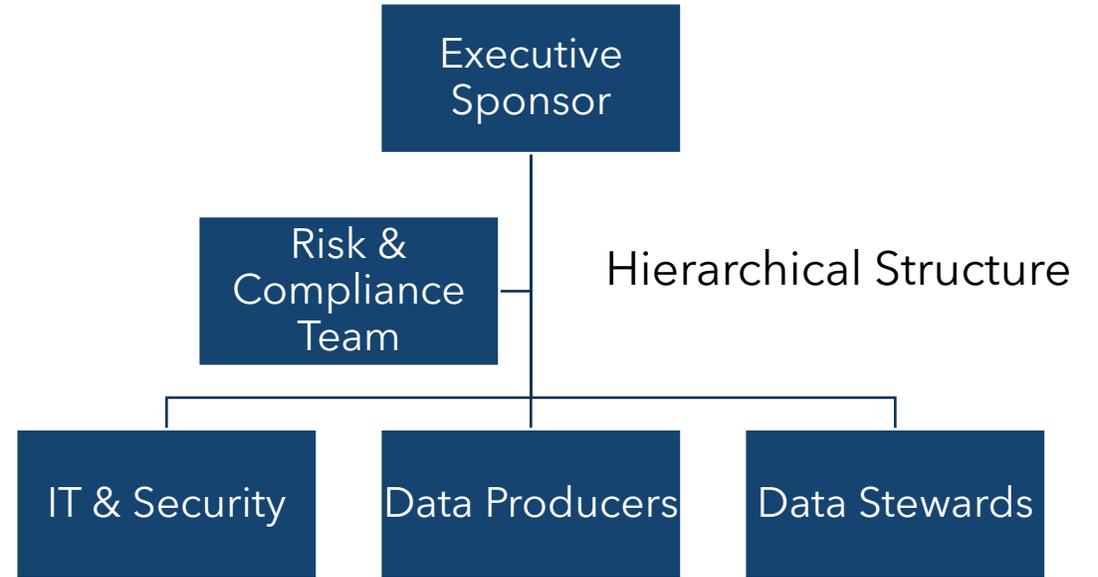
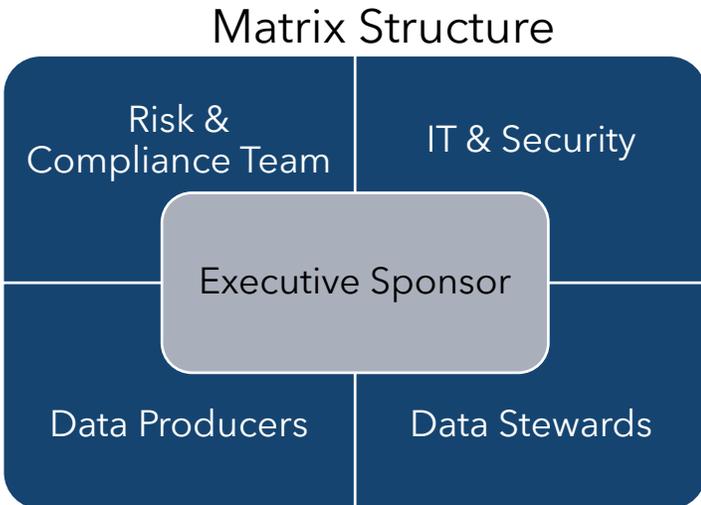
*Data governance is a model that establishes authority and management and decision-making parameters related to the data produced or managed by the enterprise*



# Data Governance Roles & Responsibilities

## Roles & Responsibilities

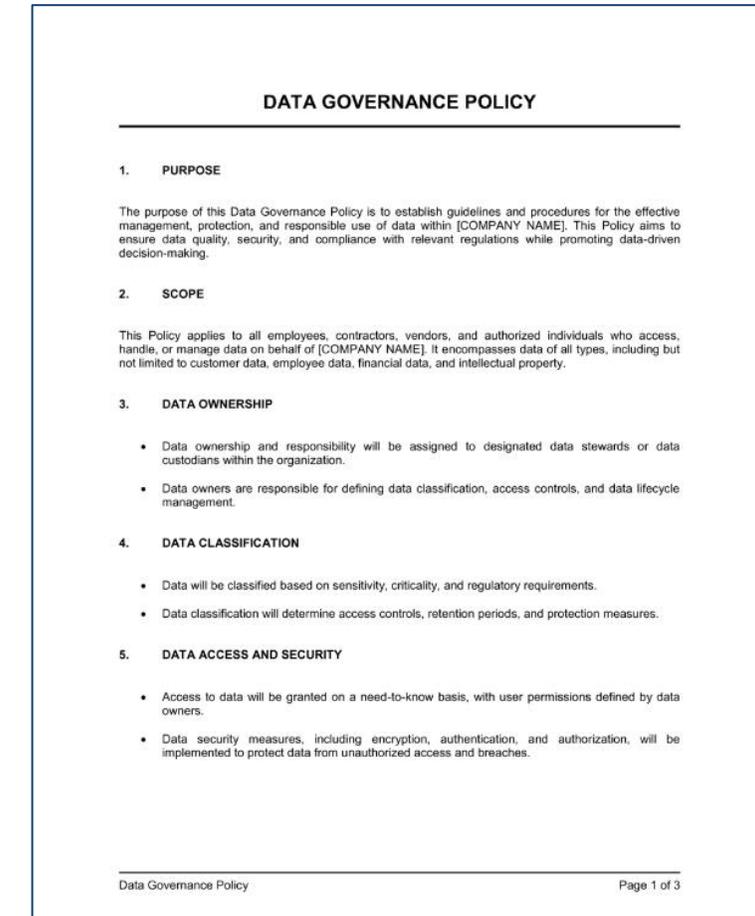
- Executive Sponsor
- Data Governance Steering Committee
- IT & Security Team
- Data Producers
- Data Stewards



*Data governance policy outlines the rules of engagement with data, overseeing how you access data assets and what operations you carry out on those assets*

## Policies & Procedures

- Establish a Charter or Guidelines
  - Purpose / Scope
  - Definitions / Acronyms / Glossary of Terms
  - Responsible Stakeholders
  - Exemptions
  - Related Policies and References
- Change Management
  - What change is needed and why
  - Risks vs. Benefits
  - Who does the change impact
  - Are there any regulatory requirements impacted



# Data Governance Change Management

<Logo>	<Company Name>	Normal
<b>Change Request Form</b>		
Organization:		
Department:		
Section:	Sheet:	1 of 6

Change Request No.:

Normal RFC		
<b>Change Requester Details</b>		
Date submitted:	Company:	
Date required:	Department:	
Requester name:	Manager's name:	
Email:	Manager's email:	
Phone:	Manager's phone:	

Basic details
Short Description:
Detailed description:
Justification:
Location:
Attachments:

Change Management Analysis	
Category:	Change Manager:
Type:	Change Builder:
Item:	Change Tester:
Impact:	Assignment group:
Urgency:	CAB members needed:
Priority:	CI's involved:
Initial Risk Rating:	Impacted Services:

Short term benefits:
Long term benefits:
Pros and Cons:

CAB details
TCAB Required?
DCAB Required?

Evaluation
Who RAISED the change?
What is the REASON for the change?

Document No: Sheet: 1 of 6  
Revision No: Issue Date: xx-xx-xx

Change Request Form
What is the RETURN required from the change?
What are the RISKS involved in the change?
What RESOURCES are required to deliver the change?
Who is RESPONSIBLE for the build, test and implementation of the change?
What is the RELATIONSHIP between this change and other changes?

Risk analysis
Type of risk: [social, financial, organizational, external]
Risk Impact: [trivial, minor, moderate, major, and catastrophic]
Likelihood: [1,2,3,4]
Probability: [1,2,3,4]
Risk Consequences:

Planning details
Implementation plan
Remediation plan
Backout plan
Test plan

Financial details
Relative cost:
Estimated effort in man days:
SLAs associated:
Approximate cost:

Associated tickets
Associated Incidents
Associated Problems
Associated Change

Scheduling Details	
Planned start date:	Actual start date:
Planned end date:	Actual end date:
CAB required:	CAB Recommendations:
CAB date:	

PIR

Change Closure Information
Closure code:
Closure notes:

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Revision No: Issue Date: xx-xx-xx

## Change Request Form

Change request form is the medium through which the change initiator can describe the details of the proposed change.

Important details to be captured in **Normal Change tickets** are:

- RFC Number:** a unique ID registered for the change
- Change Description:** the description of the change
- Change Location:** the location where the change will be implemented
- Change Requester:** the person who requested the change request/RFC
- Change Analyst:** the name of the change analyst who will analyze the change request/RFC
- Change Requested Date:** the date on which the change was requested
- Change Triggered By:** defines the sources that triggered the change like legal requirements, business requirements, etc.
- Change Classification:** the classification of the change like Normal, Standard, and Emergency
- Category:** the category of the change
- Type:** the type of change
- Item:** item of the change
- Assignment group:** The group assigned to own and possibly implement the Change Request
- Risk analysis:** describes the risks associated with the change
- Business Case:** the plan which defines the business justification, benefits, and resources needed
- Rollback Plan:** the description of the rollback plan
- Risk analysis:** the description of the risk analysis
- Remediation Plan:** the description of the remediation plan
- Impacting Services:** the services that will be impacted by the change
- Impacting CIs:** the CIs that will be impacted by the change
- Relative Benefit of Implementing the Change:** the benefit of implementing change
- Relative Cost:** This should define the relative costs
- Estimated Effort in Man Days or Hours:** Man days or hours
- Change Approval/Rejected Date:** the date and time when the change was approved/ rejected by CAB
- CAB Decision:** a decision made by the CAB
- CAB Comments:** comments given by the CAB
- ECAB Decision:** decision made by the ECAB
- ECAB comments:** comments given by the ECAB
- Change Manager:** name of the change manager
- Impact:** The number of people that will be affected by change
- Urgency:** how soon the change has to be implemented
- Priority:** It will be based on impact and urgency
- SLAs Associated:** SLAs associated with change management
- SLA Target Date and Time:** date and time when the SLAs will be breached with respect to the change
- Major Change Review:** This determines if it's a major change
- Major Change Justification:** This defines the business justification and why it should be treated as a major change
- Associated Incidents:** the details of the incident tickets that are associated with this change
- Associated Problems:** the details of the problem tickets that are associated with this change
- SLAs Breach Details:** the description why the SLAs were breached, and by how many minutes or hours did we breach the SLAs.
- PIR:** defines the lessons learnt

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Revision No: Issue Date: xx-xx-xx





# Data Governance Data Quality & Management



## Stakeholder Engagement

- Key players that impact the ability to achieve goals
- Current state vs. Future state
- Two-way Communication



## Program Management

- Initiation
- Planning
- Executing



## Data Validation

- Requirements
- Relevancy
- Clean data



## Data Auditing

- Establish key metrics and standards
- Auditing tool & results reporting
- Communication & Education



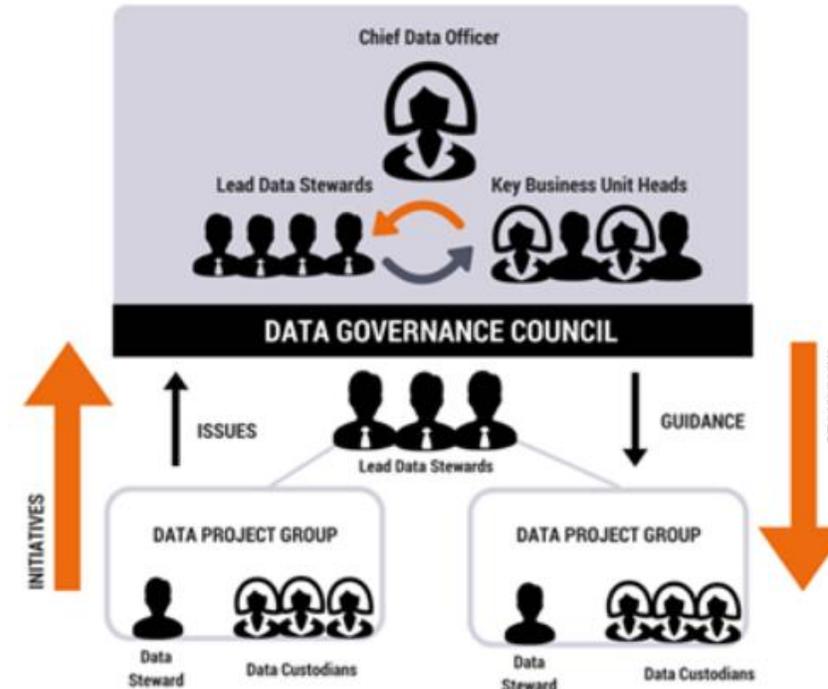
## Data Security & Risk Remediation

- Security Access Policy
- Security & Risk Assessment
- Ongoing Remediation Plan



## Change Management

- Communication
- Collaboration
- Commitment



<https://www.ellipsisandco.com/perspectives/data-governance-101>



## Technical IT & Hardware

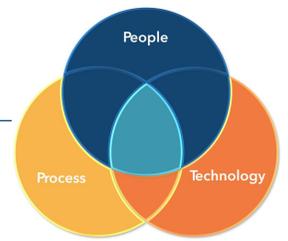
- Network
- Hardware
- Software
  - Installation
  - Maintenance
  - Interfaces
- Data Science
  - Reporting
  - Archiving

## Enablement & Access

- User Access
  - New
  - Inactive
  - 3<sup>rd</sup> Party / Vendor
- End User Needs
  - Hardware
  - Software
  - Security Rights
  - Help Desk

## Risk Remediation

- Security & Risk Assessment
  - Remediation Plan
- Cybersecurity
- Data Sharing / Interoperability
- Disaster Recovery
- Mobile APPs
- Remote Access



# Q & A

  
THANK YOU

**JACKIE SIMIK, B.S., CPC-A**  
[WWW.LINKEDIN.COM/IN/JACQUELINESIMIK/](http://WWW.LINKEDIN.COM/IN/JACQUELINESIMIK/)

## Data Governance Resources

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Health & Human Services: HPH Cybersecurity Gateway

<https://hhs cyber.hhs.gov/>

American Health Information Management Association (AHIMA)

<https://www.ahima.org>

The Office of the National Coordinator for Health Information Technology

<https://www.healthit.gov/playbook/ambulatory-guide/data-governance/>

Centers for Disease Control

<https://www.cdc.gov/healthyyouth/evaluation/pdf/brief3b.pdf>

Agency for Healthcare Research and Quality

<https://www.ahrq.gov/ncepcr/tools/transform-qi/deliver-facilitation/healthit-advisor-handbook.html>

Centers of Excellence Resource & Advisory Support

<https://resources.data.gov/>





# Questions?





## Continue the Conversation

Don't miss the next session of this 3-part series!

### **Session 2: Tuesday, October 15**

An Introduction to Quality Programs

We hope to see you then!





# Please fill out our survey!

Please share your feedback using the survey link in the chat, the QR code, or the link in the follow up email!

Completing the survey helps us to provide relevant and helpful information. Thank you in advance!





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