Information Systems

BUS 653

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Information systems have taken huge steps forward in the past decade. This paper will look into how information systems have helped managed care organizations expand and become more integrated as a whole. With the expansion of information systems managed care organizations can move forward for the future and reduce cost (Kongstvedt, 2013). Information systems will continue to have an important role for managed care organizations to expand their business for the future of health care.

Managed care organizations have to be flexible as the health care industry can change at a moments notice. Information systems are integrating customer service, electronic data interchange, medical management, and data storage (Kongstvedt, 2013). All of these systems are used together to reduce cost and expand the managed care organization. Customer service is a major part of any managed care organization. Every patient matters and facilities have to understand this is a top priority. Succeeding in customer service sets up the managed care organization for the future with that patient and future patients. Providing the best care possible to patients will want patient to talk about the great care they received. This in return can want other patients to try that particular managed care organization.

Another aspect of the information systems is securing patient information. With all the technology patient information can be compromised and HIPAA violations can occur with numerous people having access to patient information. Safe patient care is a must but keeping the patient information secure is also a must. No patient wants his or her information compromised allowing potential problems in the future. Sharing patient information among systems can happen in a safe manner without compromising the patient’s information. By sharing patient’s information it can help develop new areas to improve health care. Sharing medical record information can lead to discovering new research, providing best care possible for the patient, and easier access for new physicians to review a patient chart (Shenai & Aramudham, 2018). It is important for physicians to see a patient’s medical information to identify what is the best course of action for that patient. Doctors can see this information only if the patient allows it and it is always secured safely. Preventing HIPAA violations is very important for facilities and patients. Integrating information systems together opens doors for managed care organization to offer the best care possible for the patient. One slight issue with having this information is someone abusing it. Safeguards must be in place to prevent information falling in the wrong hands or someone using it for their benefit.

With integration of information systems some sort of checks and balances should be in place to keep the information secure. Making sure someone has authentication and authorization to access the information is essential (Heatherly, 2016). When authenticating passwords are the main source to ensure that someone is accessing information has the correct password to see the information. In order to use the password that person needs to be authorized to access the information. With technology moving so fast and individuals trying to hack systems for frequently than in the past everyone has to be thinking safety at all times. Routine audits are another way to ensure the data is not compromised. Audits are measure of checks and balances to see who is complying with the policies in place. The auditing can ensure the security system maintain it’s integrity (Heatherly, 2016). With a faulty system then anyone can hack the information or unauthorized access can occur causing a security breach. The monitors can identify the issues and make corrections.

At the facility I work at we are always trying to integrate with information systems. Communication among physicians is a major key to success. By being able to see the patient’s medical record with patient permission a physician can make a faster decision on whether to go to the CATH Lab or not. One way the facility I work at ensure patient information is secure we change passwords every three months to prevent security breaches.

In conclusion, information systems are very large and broad. Many aspects are involved with the systems. One major key to the success of the systems is being able to share the information securely and appropriately. The health care industry will continue to use information systems and will grow with those systems.

References

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