Component	Subcomponent	Description
D1.C1. Relevance and use of information;	C1.1 Use in healthcare activity	The MR, irrespective of the format it is held in, is a fundamental instrument for managing and coordinating care processes, although the definitive value it holds depends both on the organizations and on the professionals (care culture). Nevertheless, developing advanced information management tools ought only to take place in a propitious cultural milieu.
	C1.2 Quality of the information	The development of an EHR, as a logical step following implementation of the EMR in the different care centers, ought to be accompanied not only by an improvement in the technological tools, but also by better quality in the information captured: the tools (paper, electronic files, etc.) are not sufficient on their own to guarantee that the content, which depends exclusively on the professionals, is appropriate, and thus organizations need to define mechanisms which foster improving the content of medical records.
	C1.3 Standardization of the information	The MR is a care document whose content must satisfy certain minimum requirements to guarantee proper quality, among other factors. These contents may vary, although it is desirable that the institutions or national governments bring in standardization policies for the content and structure of the MR (always taking into account the different types of organizations), as well as for access by the different professional profiles. This standardization also implies defining the different access profiles for the MR.
	C1.4 Use of the information by senior management	The perceptions of the need for information for managing assistance or management processes may vary from one organization or professional to another. In the case of managers of health organizations, using information, whether clinical or not, and appropriately analyzed, enables the capacity for taking decisions to be improved, allowing a transition from a reactive management of highly bureaucratic style to a proactive management with strategic vision, and results oriented. The quest for better information is a stimulus for developing information systems in healthcare organizations.

Component	Subcomponent	Description
	C1.5 Use of the clinical management information by clinicians	In the case of health professionals, their perception of the importance of information is related to notions such as whether their care duties are considered to be teamwork, in which clinical information is a basic element of coordination among professionals. On this point, the healthcare structures in public environments require the engagement of the professionals to improve their results, in quality and efficiency. As a consequence, the availability of information should be understood as a critical element in improving processes.
D1.C2. Digital culture	C2.1 Approach to the improvement of processes	In any circumstance, organizations approach the improvement of their processes to seek the continuous improvement of their results. However, organizations respond differently in the face of change processes. The scenario of technological change linked to the incorporation of ICTs is always accompanied by the need to improve processes or, in any case, the opportunity to improve them, taking advantage of the opportunities offered by ICT.
	C2.2 Acceptance of digital tools	The implementation of digital tools in organizations should be accompanied by a clear and favorable stance toward this process by the professionals. In fact, and going beyond commonplaces that few would argue with ("digitalization is necessary", "our organizations need to digitalize"), it becomes necessary for managers and professionals to contribute to this endeavor of digital development, each from their own position within the organization. Without this participation and, above all, without due perception of the importance of this process and awareness of its difficulty (and indeed that professional expectations might not be fully satisfied), it is difficult to accomplish processes of this nature.

Component	Subcomponent	Description
	C2.3. Skills in information analysis	In an environment of growing both the information needs and its availability, it is necessary to have professionals capable of analyzing the available information, as well as to lead the organization in the use of this information for the management of both cases clinical and care processes.
	C2.4 Skills in the use of ICT	A positive evolution in medical records from the EMR to the EHR is always associated with the ability of users to accomplish the change by adapting their professional practice to the new paradigms. In the case that the users possess sufficient skills, they can also try to accelerate the processes of technological change.
D1.C3. Acceptance of change	C3.1 Acceptance of change	Implementing EMR/EHR systems in organizations usually creates highly positive expectations at the start of the process, and the results ought to match, wherever possible, these expectations. At the same time, as these processes move forward, resistance from the professionals of the organizations starts to appear, arising from: • The lack of technical skills of some professionals; • Unawareness of the functionality and use of the specific tools bound up to the information systems; • The widespread perception that such a process should respect the existing organizational structures whenever possible; • The absence of vision of the healthcare processes; • Mismatch between the real execution times for projects and the scheduling undertaken. On other occasions, and despite the foregoing, the attitude of the processionals might be a lever favorable to change. Evaluating these attitudes helps in understanding and, therefore, designing processes of technological change.

Component	Subcomponent	Description
D1.C4. Role of patients in the system	C4.1 Participation by patients in the care process	Patients are becoming more and more active in the process of taking decisions about their care processes, given that current information systems and the educational level of our environment have allowed them access to sufficient information, of good quality, for them to understand the nature of their condition, and the circumstances and features of proposed treatments. Modern healthcare organizations ought to have tools which allow them to enhance this reality to nurture participation by patients and their families in the care decisions. This needs levels of information high in both quantity and quality to promote the engagement of the patient as an active part of their own care process.
	C4.2 Access by patients to their clinical information	The patient is always the ultimate owner of the information contained in their own MR (local, or system-wide EHR), so that the mechanisms necessary for patients to be able to obtain information about their own care processes at the moment they wish to do so should be defined. Moreover, the technology allows mechanisms to be devised which facilitate access by patients to this information with the necessary security. There are already examples of this: (http://catsalut.gencat.cat/es/serveis-sanitaris/la-meva-salut/ in Catalonia (Spain), or https://www.digilugu.ee, in Estonia), in which patients have access to variables such as: current medication plan, vaccines administered, diagnoses, medical reports and the results of tests and complementary explorations.