



DOING THE RIGHT THING

**The Key to
Good Patient Care**

Presented by: Corporate Responsibility



Corporate Responsibility Program

◆ Standards of Conduct

- Quality of Care
- Laws and Regulations
- Human Resources
- Business and Ethical Practices

– **CONFIDENTIALITY**

• **HIPAA**

- Conflicts of Interest



HIPAA

Health

Insurance

Portability and

Accountability

Act





What Would You Do?

- ◆ You are asked by a family member for information from a patient's chart. What would you do?
 - Tell them to take a hike.
 - Tell your supervisor.
 - Tell them that the information can only be shared with the patient.
 - Tell them to stop being nosey.



Confidentiality

- ◆ Information contained in a patient's chart or anywhere else belongs to the patient, and can only be shared with the patient, the patient's physician, caregivers directly involved with the patient's care or others as authorized by the patient.
- ◆ Speak with your Chief/Program Director
- ◆ Need to know vs. Want to know
- ◆ HIPAA (Health Insurance Portability and Accountability Act)

What does HIPAA apply to?

- ◆ Individually identifiable health information
 - Any healthcare information either paper or electronically maintained, used in electronic transmission, or had previously been in electronic format
 - Examples of Protected Health Information (PHI) which cannot be disclosed are: patient's name, address, social security number, date of birth.



Privacy

- ◆ General Rule:
 - A covered entity may NOT use or disclose protected health information (PHI) except as permitted or required by the Privacy Regulations.



HIPAA is Common Sense!



- ◆ Access to confidential patient information is allowed if you follow the simple “NEED TO KNOW” rule.
 - If you need to see patient information to perform your job, access to this information is OK.
 - If you have NO need to know to perform your job, and you access confidential patient information including your own or that of a family member, you can be subject to corrective action.

How Can I Protect Patient's Privacy?



inappropriate conversations regarding patients in the elevators, hallways, and cafeteria.

How Can I Protect Patient's Privacy?

- ◆ Conduct telephone conversations with other health care providers in a way to prevent others from overhearing your conversation and thus preventing inappropriate disclosure of PHI.



How Can I Protect Patient's Privacy?

Protect the medical record from unauthorized use and disclosure.



How Can I Protect Patient's Privacy?

- ◆ At the end of your work day be sure the medical records within your work area are properly secured in a locked file cabinet, desk drawer or office.
 - Employ a “clean desk policy” to avoid any improper disclosures of Protected Health Information (PHI) to after hours cleaning crews.



How Can I Protect Patient's Privacy?

- ◆ Identify individuals without proper associate or physician identification in your work area.
 - Ask “May I help you”?
 - If you don't get a satisfactory response, ask the person to leave the area.
 - Call your supervisor or security.





How Can I Protect Patient's Privacy?

- ◆ Individuals in your work area without proper associate or physician identification may pose a threat of improper removal of PHI.
 - Removal of PHI contained on paper or theft of a computer could result in inappropriate disclosure of PHI.

How Can I Protect Patient's Privacy?

- ◆ Assure proper disposal of protected health information by shredding or placing in secure containers for future shredding.



How Can I Protect Patient's Privacy?

- ◆ Be sure computer terminals are not visible to the public with patient information screens accessible and unattended.
- ◆ Be sure printers and fax machines are in secure locations to avoid leaving reports and test results unattended.





Conflict of Interest



What Would You Do?

- ◆ You are offered tickets to dinner and a Red Wings game by a pharmaceutical rep you see regularly. What would you do?
 - Go and have fun.
 - Ask if you can bring your spouse along.
 - Ask your Chief/Program Director if you can go.
 - Decline the offer to avoid the appearance of a conflict.





Conflict of Interest

- ◆ Accepting extensive entertainment or other favors from vendors when the value of the entertainment exceeds \$100, requires that the associate must inform his or her department director and/or vice president prior to accepting the offer.
- ◆ In most cases, a regular business representative of the supplier should be in attendance with the associate.
- ◆ Accepting the offer without approval is against SJH Policy Guideline 670 (Conflicts of Interest & Personal Gifts and Gratuities).

Question

What does this have to do with me?



Answer



- ◆ Doing the right thing applies to **EVERYONE**
- ◆ You are our first line of defense
- ◆ You can identify issues and take action
- ◆ Continued success depends on each of your every day actions and decisions.

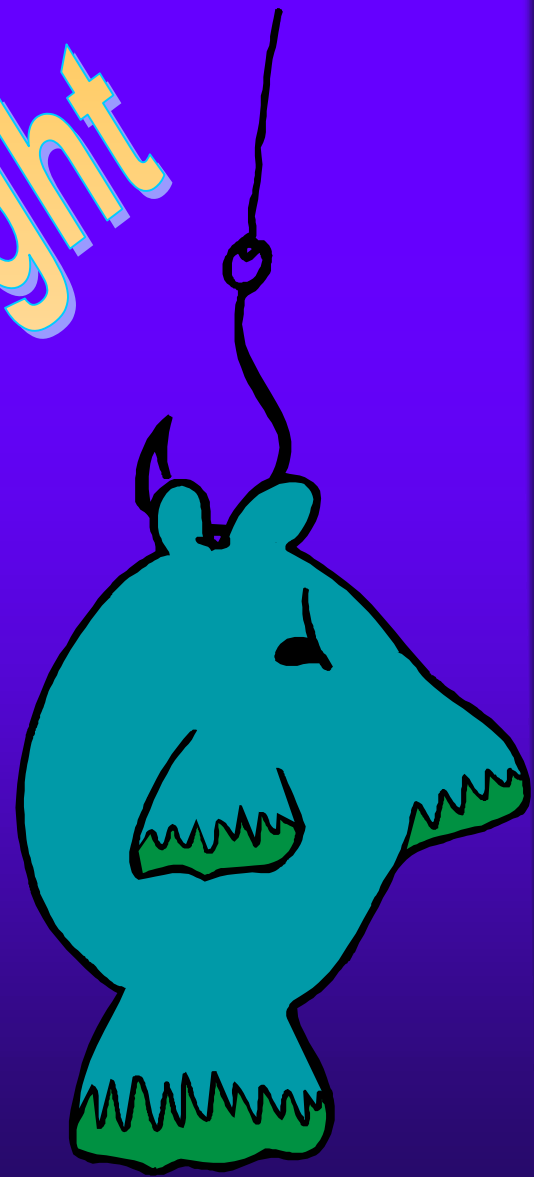
There's No Hiding

- ◆ Reputations vanish overnight
- ◆ Evidence of a mistake never goes away
- ◆ Second chances are rare





Everyone Gets Caught



The Chiefs and/or Program Directors Role

- ◆ Ethics start at the top
- ◆ Set a tone that values, principles and rules really do matter
- ◆ Establish “open door” policies
- ◆ Education
- ◆ Investigation
- ◆ Non-Retaliation



Rules Exist for a Reason

- ◆ The moment organizations and individuals take it upon themselves to disregard the rules, they venture onto thin ice.
- ◆ This puts many others at risk too.



Non-Compliance

- ◆ Can impact
 - Facility
 - Individuals
- ◆ Can result in
 - Civil or Criminal Sanctions
 - Penalties
 - Fines
 - PRISON



Ask Yourself



- ◆ Is this legal?
- ◆ Is it the right thing to do?
- ◆ How will it look in tomorrow morning's newspapers?
- ◆ Am I being fair and honest?
- ◆ Will I sleep soundly tonight?
- ◆ **SINCE I AM NOT SURE, SHOULD I ASK?**



Take Action

- ◆ Doing what is right and making the right decision may not always be obvious
 - Ask for help
 - Contact your Chief, Program Director or Medical Education
 - Contact your Local Corporate Responsibility Officer or Privacy Officer, Debbie Condino 343-3010
 - Contact the Corporate Responsibility Department (586)753-1171
 - Call the Values Line (800)707-2198

Bottom Line

**Doing the right thing should
not be a single act, but
a lifelong habit!**





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