Our Values and Ethics at Work

Mercy Medical Center

Corporate Responsibility Program
Patient Privacy
Learning Objectives

- Understand the importance of our Corporate Responsibility Program.

- Develop a basic understanding of relevant healthcare laws, regulations, and standards.

- Describe the resources available for obtaining guidance on an ethical or compliance concern.

- Understand options for reporting a potential violation of our standards.

- Understand your role in supporting the Corporate Responsibility Program.
Who Regulates Healthcare?

US Department of Health and Human Services
Indian Health Services
Health Resources and Services Administration
The Joint Commission
Environmental Protection Agency
American Osteopathic Association
Department of Labor
National Committee for Quality Assurance
American Medical Association
Centers for Medicare and Medicaid Services
The Department of Justice
Occupational Safety and Health Administration
Food and Drug Administration
US Conference of Catholic Bishops
Office of Civil Rights
Drug Enforcement Administration
US Equal Employment Opportunity Commission
State Medical Board
US Courts
Federal Communications Commission
Nuclear Regulatory Commission
State and Local Governments
College of American Pathologists
Internal Revenue Service
Agency for Healthcare Policy and Research
Federal Aviation Admin
Centers for Disease Control and Prevention
National Institutes of Health
Federal Trade Commission
Department of Transportation
National Commission on Correctional Healthcare

And Many More...
What is a Corporate Responsibility Program (CRP)?

✓ Helps us understand and comply with complex laws and regulations.
✓ Promotes a culture of honest and ethical behavior.
✓ Provides resources for making decisions based on our identity.
✓ Founded on our core values and standards of conduct.

The primary goals of the CRP are threefold:

1. **Prevent**: Prevent wrongdoings. This includes failure to follow laws, regulations, and policies, including the standards of conduct.
2. **Detect**: Detect any wrongdoings so they can be corrected immediately.
3. **Correct**: Correct wrongdoings while taking steps to ensure they do not occur again.
Contact Information

Corporate Responsibility Officer
Donna Sanders
(515) 643-4557

Privacy Officer
Zorana Vojnovic
(515) 643-8601
We are subject to a variety of serious consequences if we fail to comply with laws, regulations and organizational policies and procedures.

- Consequences to Catholic Health Initiatives and its organizations may include:
  - Risks to patient safety
  - Civil or criminal liability

- Consequences to individuals may include:
  - Disciplinary action including termination of participation in the volunteer program
  - Civil or criminal liability
“Our Values and Ethics at Work”
HIPAA Privacy and Security
What is HIPAA?

Purpose:
• Protect the confidentiality and security of health information as it is used, disclosed and electronically transmitted.

The HIPAA administrative simplification regulations are comprised of several parts, including:
• The Privacy Rule
• The Security Rule
What is Confidential Information?

Any information about a patient written on paper, saved on a computer, or spoken, is protected health information (PHI), including:

- Name
- Address
- Social security number
- Phone number
- Email address
- Diagnosis
- Medical history
- Observations of health
- Medications
- Medical record number
- Pictures/Photos
- And many more...

What PHI might you come in contact with?
**HIPAA Privacy Rule**

- Gives patients federal rights to gain access to their medical records and restricts who can see their health information.
- Requires organizations to take measures to safeguard patient health information.
- Requires organizations to train members of the workforce/volunteers on patients’ rights to privacy and control over their health information.
- Penalizes individuals and organizations that fail to keep patient health information confidential.
You are first line of defense against the loss of data...
...and the devices we use.
Examples of Potential Privacy Concerns

You see someone in the hallway that is well known in the community?
• Since you became aware of this in your role as a volunteer, you cannot mention it outside of the hospital.

You see a paper lying on the counter or on the floor in the public restroom?
• Turn in the paper to the Privacy Officer with the location, date, and time.

While volunteering in the pharmacy, you notice patient information in a trash can.
• Remove the information from the trash can and share the information with the Privacy Officer.

You overhear people talking about a patient and recognize the name or situation.
• You cannot repeat what you overheard as an interesting topic of conversation.
Examples of Potential Privacy Concerns

You notice something posted on social media that may be a concern related to patient privacy.

- Employees and volunteers are not permitted to post patient information or hospital confidential information on the internet. Report promptly to the Privacy Officer.

Someone texts you patient information and a picture on your cell phone.

- Employees and volunteers are not permitted to text any patient information or pictures because texting is not secure. Report promptly to the Privacy Officer.
Confidential Patient Policy

• If a visitor insists a patient is in the hospital and they are not on your patient list the patient could be a confidential patient.

• Confidential patients do not receive their flowers, mail, telephone calls, or visitors.

• If a visitor is not comfortable with your response that the person they asked about is not on your patient list, refer them to the switchboard.
Secure Non-Digital Information

• Don’t take pictures with your personal cell phone while at the hospital.
• Don’t leave confidential documents on printers, copy machines, or fax machines.
• Before faxing confidential data:
  • Check recipient name, fax number, and authorization to receive confidential data.
  • Ask if the receiving fax machine is in a secure location.
• Secure document disposal:
  • Place unneeded documents in provided disposal bins for secure shredding.
Who Do You Call?

Report Privacy and Security Incidents or Problems Immediately!

*It’s better to report a potential problem and discover there isn’t an issue than realize later that you should have.*

- Contact Privacy Officer or the Corporate Responsibility Officer
Getting Help

• As an organization and as individuals, we are responsible for promptly reporting potential violations of law, regulation, policy or procedure.
• You are protected from retaliation if you make a good-faith report, complaint or inquiry.
• If you are unsure about how to respond to a particular situation, you can use the Catholic Health Initiatives reporting process.

Catholic Health Initiatives Reporting Process:
• Speak with your supervisor or another manager.
• If the supervisor/manager is not available, or you are not comfortable speaking with him/her, or you believe the matter has not been adequately resolved, contact your human resources representative.
• Contact the Corporate Responsibility Officer.
• Call the Ethics at Work Line.
  o 1-(800) 261-5607
  o File your report at www.ethicspoint.com
“The time is always right to do what is right.”

Rev. Dr. Martin Luther King, Jr.