

**State of the Art
Workforce Training and
Beyond**



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State of the Art Workforce Training

**How do we define
“State of the Art?”**



On-Line Training

Audio on/off Exit

HIPAA Privacy and Security Refresher

How to use this course

1. Introduction to HIPAA Privacy and Security
2. HIPAA Terminology
3. Protected Health Information
4. Notice and Authorization
5. Patient Rights
6. Security Safeguards
7. Administrative Safeguards
8. Physical Safeguards
9. Technical Safeguards
10. Conclusion



Click a lesson name to go to the lesson.

Transforming Knowledge into Practice

Disclaimer Return NEXT

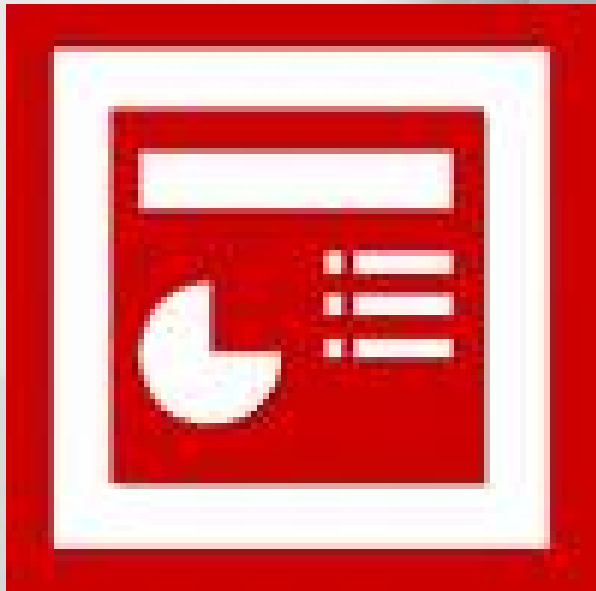
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Internet

Videotaped training

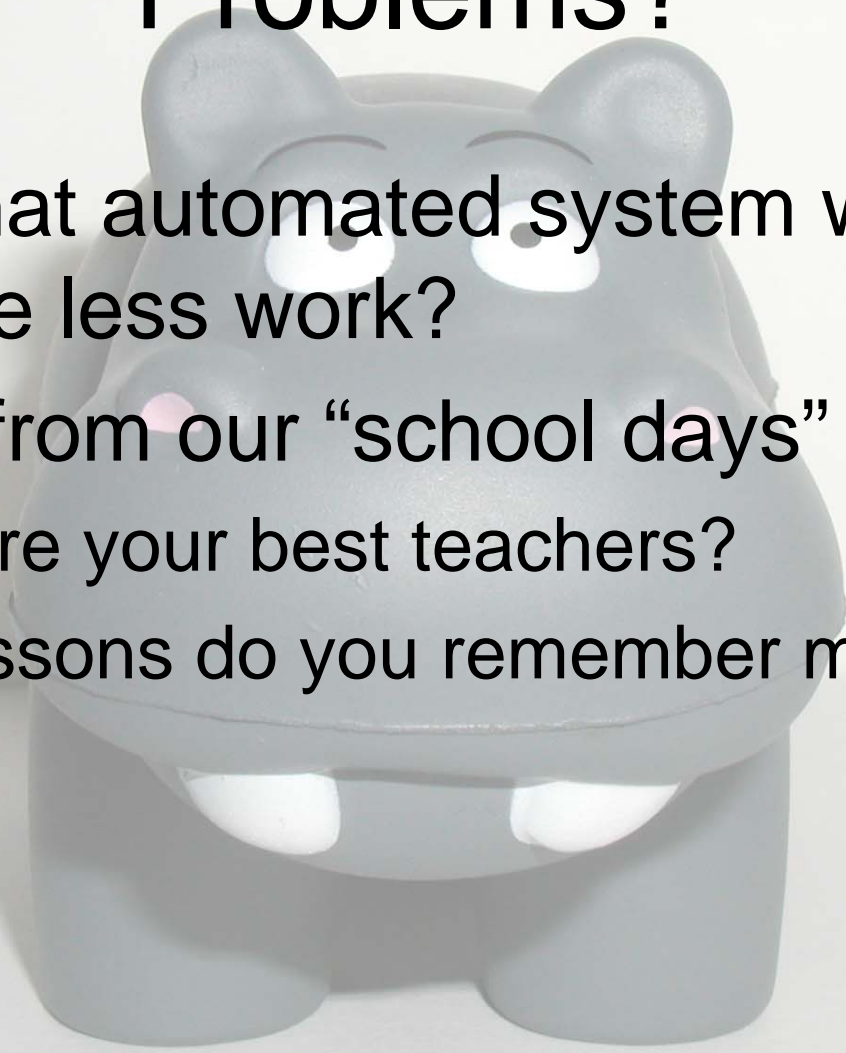


Classroom sessions AKA Death by PowerPoint



Problems?

- Hoping that automated system will allow us to have less work?
- Lessons from our “school days”
 - Who were your best teachers?
 - What lessons do you remember most?
 - Why?






Winning the “Hearts and Minds”

Attempting to change the culture
of Health Information
Management

Public Law successful in enacting change

- 
- EEO
 - Sexual Harassment
 - Sarbanes Oxley

Punishments enforce compliance

- When you threaten monetary penalties you are telling them that money is not just one of many reasons for compliance, but the **ONLY** reason.





Solution?
A Culture of Compliance

ENGAGEMENT

and

RELEVANCE

Does your facility know who to go to for answers?

- Very often HIPAA is an added duty.
- Even then, does everyone know who to go to?
- Do your employees feel that they need to make decisions on their own?



Tips for a HIPAA Compliance Specialist

It should be about more than just
training newcomers and annual
requirements

Make your self available 24/7

**Technology: Tools
allow us to stay
engaged**

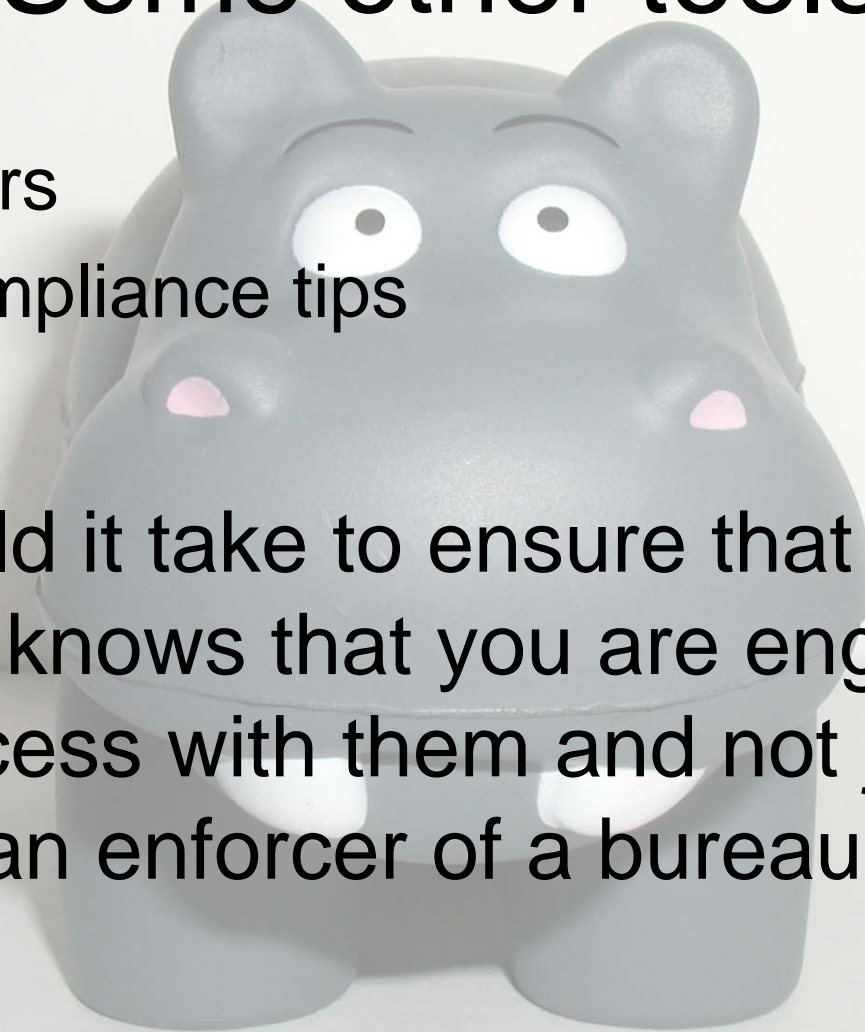
**We work in a 24/7
business**



Some other tools

- Newsletters
- e-Mail compliance tips

What would it take to ensure that your workforce knows that you are engaged in the process with them and not just acting as an enforcer of a bureaucracy?



The HIPAA HIPPO is Watching!



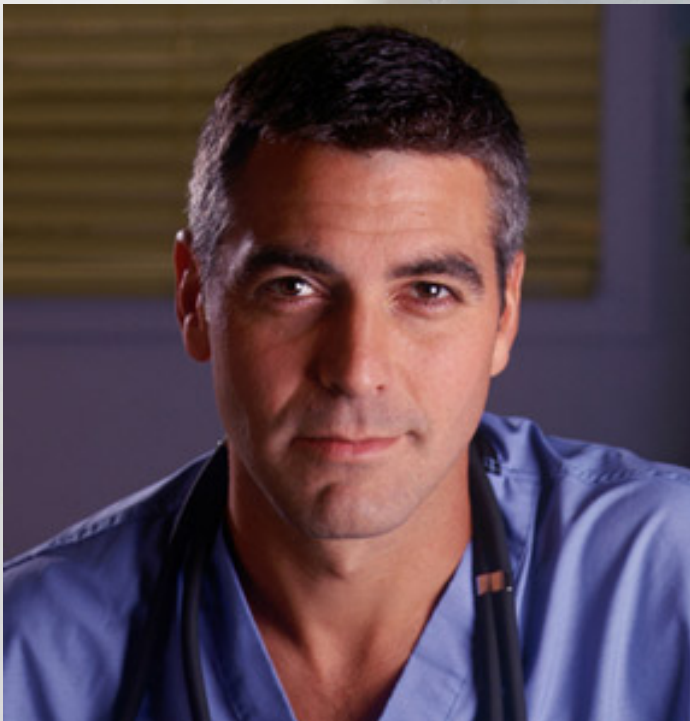


Relevance

“I never really took HIPAA seriously until my own information was made public by my co-workers.”

How does this affect me? Or ... By “Hook or by Crook”

- HIPAA Tips
- “HIPAA and George Clooney”



HIPAA TIP for OCT 10, 2007 George Clooney and HIPAA

NORTH BERGEN, N.J. (Oct. 10) - Several hospital staffers have been suspended for allegedly peeking at George Clooney's confidential medical information after he was hurt in a motorcycle accident last month.

The Jersey Journal of Jersey City reported that 27 employees, but no doctors, had been disciplined, and only for looking at the records without authorization. The investigation was not prompted by a complaint from Clooney, who said he only learned of it on Tuesday.

Please remember that “data surfing” is never acceptable. Even if the patient does not know that you have accessed their record, an internal audit of our electronic medical record can still find you in violation of a patient's privacy rights. These are actionable offenses.

Access to PHI should always fall under TPO (Treatment, Payment, health care Operations) standards. If your access to that information does not fit these criteria, your access would be considered an unauthorized disclosure.

If you have any comments or suggestions about this tip or future tips, please contact **Brandon Ho**, HIPAA Compliance Specialist at [ext 3-2237](tel:3-2237) or by e-mail: brandon.ho@amedd.army.mil

What Does a “Culture of Compliance” Look Like?

- HIPAA should not be seen as a burden
- Training should not be stressful
- Training needs to meet the needs of the individuals being trained
- It needs to be defined for YOUR facility
- Constant Vigilance !
- We need to do the “right thing” at all times and not just in fear of punishments.



**ALOHA!!
Mahalo!!
for your Time and Attention!**

Any Questions?