Enhancement program of information security and privacy (ISP) in a medical Ward

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Keywords:
information security and privacy

Introduction
Healthcare professionals should safeguard patients' data confidentiality and privacy according to the Personal Data (Privacy) Ordinance. However, with our busy daily workload, there are risks of missing personal record and data. As a consequence, patients' personal data is being used illegally. Therefore, an enhancement program is conducted in a medical ward to improve information security and privacy (ISP) compliance.

Objectives
1. To ensure the proper usage of personal data in accordance with the obligations and requirement of the Ordinance. 2. To strengthen our staff awareness and knowledge about ISP in clinical area.

Methodology
A compliance rate checklist was developed with nine criteria. Items were developed according to the Ordinance and clinical service needs. Pre and Post convenience checking on compliance rate was performed during visiting hours in June and October respectively. Mandatory electronic learning materials were used to increase our staff awareness and knowledge. Also, four sharing sessions on “Do’s and Don'ts” were performed in 3Q2014. All nurses and supporting staff were covered in the sharing sessions.

Result
262 and 274 patients’ personal data were reviewed in Pre and Post convenience checking respectively. Overall compliance rate was increased from 84% to 95% and the compliance rates of each criterion were significantly improved after the sharing sessions. All staff was satisfied with enhancing awareness of patients’ data confidentiality and privacy. Regular sharing sessions about ISP in ward can further sustain the compliance so that patients’ personal data and privacy can be safeguarded during hospitalization.