

FACILITY Standard Operating Procedure

Title: Use of Clinical Cameras/Security Cameras	Policy Number: 10-26-V1
Facility Name: Stanton Territorial Hospital	
Applicable Domain: Hospital Based Clinical Services	
Additional Domain(s): Risk and Compliance Services	
Effective Date: 12/11/2020	Next Review Date: 12/11/2023
Issuing Authority: Stanton Territorial Hospital COO	Date Approved: 12/11/2020
Accreditation Canada Applicable Standard: <i>Leadership Standards (Version 13)</i>	
Accrediting Body and Standard: <i>Accreditation Canada</i>	

GUIDING PRINCIPLE:

Northwest Territories Health and Social Services Authority - Stanton Territorial Hospital (NTHSSA – Stanton) is committed to the privacy, safety and security of patients, staff and visitors.

PURPOSE/RATIONALE:

This standard operating procedure (SOP) is intended to balance patient privacy and safety needs with the benefits of incorporating emerging surveillance technologies into patient care. NTHSSA – Stanton is committed to ensure respectful and privacy-conscious use of the Clinical Camera System (CCAM) and Closed Circuit Television (CCTV). This SOP outlines the appropriate use of CCAM on the inpatient units, and within the Emergency Department.

The CCAM system is not intended to be a substitute for direct patient-staff interaction in any clinical area, but is intended to supplement those interactions and enhance safety for patients, staff and visitors. The Clinical Camera System (CCAM) system and the Closed Circuit Television (CCTV) are not to be used for teaching purposes.

DEFINITIONS:

Clinical Camera System (CCAM) – describes video surveillance that is not openly transmitted; a series of cameras that transmit a signal to monitors located in a secure area with limited access. The CCAM cameras in use at NTHSSA - Stanton are for real time viewing and there will be no recording of events.

Disclaimer Message: This is a **CONTROLLED** document for internal use only. Any documents appearing in paper form are not controlled and should be checked against the electronic file version prior to use.

Closed Circuit Television (CCTV) - describes video surveillance, video footage archive and management throughout NTHSSA – Stanton that is monitored by Dexterra security staff, connected to and secured on the Project Co network.

Constant Observation – the patient is continuously visible to clinical staff to ensure their safety and well-being.

SCOPE/APPLICABILITY:

All NTHSSA – Stanton staff and Dexterra Security personnel.

All CCTV and CCAM cameras installed at NTHSSA-Stanton.

PROCEDURE:

1. CCTV in Common Areas:

CCTV cameras are installed throughout the following public areas at NTHSSA - Stanton: the Psychiatry Unit, Pediatric Unit, Medicine Unit, Surgery Unit and Emergency Department to monitor day rooms, corridors, common areas and the outdoor space adjacent to the Psychiatry Unit to ensure the security of patients, staff and visitors.

To initiate viewing CCTV footage:

- A request must be made in writing to the Quality Risk Manager, Stanton Territorial Hospital
- This request is then reviewed and submitted to the Chief Operating Officer of Stanton Territorial Hospital for approval
- Information captured by the CCTV cameras will not be used for anything else other than to enhance the level of security and assist GNWT staff in providing a safe environment for patients, staff, visitors and the general public security as well as ensuring the security of equipment and property within the scope of the services of the hospital and any requests to view footage must fall within this parameter.
- Cameras will not be placed or reviewed for the purpose of observing work performance of employees

2. CCAM in Patient Rooms:

CCAM cameras are placed in certain individual patient rooms on the following clinical areas: Psychiatry Unit (bedrooms, seclusion rooms and clinical spaces), Pediatric Unit, Medicine Unit, Surgery Unit (high observation and high dependency rooms), and the Emergency Department (high observation rooms) and will only be used in the following circumstances:

- To observe/monitor patients who are under constant observation
- To observe/monitor patients who are considered a high risk to harm themselves or others
- When there is immediate concern for the safety of the patient and or staff who may be interacting with the patient (e.g. potential act of aggression or violence)
- When there is immediate concern for the patient's medical wellbeing (e.g. risk for seizure activity or difficulty ambulating)

To initiate viewing a patient room via CCAM:

- The Nurse advises the Charge Nurse that there is a need for increased monitoring of the patient via CCAM camera.
- The Charge Nurse ensures that the patient meets criteria for CCAM observation and approves the request for CCAM Monitoring.
- An incident report via the electronic incident reporting system (RL6) must be completed by the nurse requesting the use of CCAM. The incident report must outline the rationale for use and notes the Charge Nurse's approval.
- Approval of CCAM monitoring in patient rooms will be reviewed by the Charge Nurse and Unit Manager or Patient Care Coordinator (PCC) every 24 hours to ensure the appropriateness of use. Use of CCAM will also be documented in the patient's care plan.
- The patient will be informed by the Nurse and/or Charge Nurse of the need to use to CCAM to monitor the patient's safety and wellbeing. The conversation to inform the patient of the use of CCAM will be documented in the patient's chart. Documentation should also include any conversation or information provided to the patient's guardian or substitute decision maker.
- Clinical and support staff assigned to care for the patient will monitor the patient via CCAM.

Reviewing the use of CCAM in patient rooms:

- An incident report must be completed by any nurse who requests use of CCAM in patient rooms.
- It is the responsibility of the Charge Nurse to ensure the incident report is completed.
- Incident reports are reviewed and monitored by the applicable Unit Manager and Manager of Quality & Risk to ensure appropriate use of CCAM in patient rooms.

- In the event of inappropriate use of CCAM, the applicable Unit Manager is responsible for follow up. The Manager, Quality & Risk must be also be informed by the Unit Manager of the inappropriate use/concern.

It is the responsibility of Dexterra to ensure that CCTV and CCAM cameras are maintained and in good working order.

ADDITIONAL INFORMATION:

- Notice to the public of the use of video surveillance (CCTV, CCAM) must be clearly identified on all relevant units throughout NTHSSA - Stanton. This notice will indicate who is responsible for viewing the surveillance and who is responsible to ensure compliance with NWT privacy legislation.
- The name and phone number of the applicable NTHSSA – Stanton unit/department manager will be publically posted on the unit if there are questions regarding the use of CCTV and CCAMs.

DOCUMENTATION:

- Use of CCAM must be indicated on the Consent to Investigate Treatment Form which is signed by the patient or Guardian/Substitute Decision Maker.
- All incidents and use of CCAM in patient rooms must be reported using the patient and staff electronic incident reporting system, RL6.

PERFORMANCE MEASURES:

NA

CROSS-REFERENCES:

NA

ATTACHMENTS:

NA

REFERENCES:

NA

APPROVAL:

November 6, 2020

Date

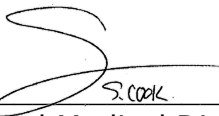


Director, Health Services

APPROVAL:

2020-11-06

Date



Territorial Medical Director

APPROVAL:

2020-11-12

Date



Stanton Territorial Hospital COO