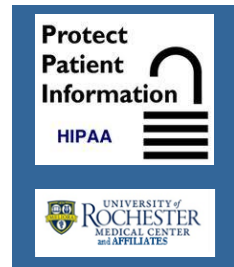


HIPAA HIGHLIGHTS

April 2024



Just Culture or Just Accountability - Celebrating 5 years of Protenus

Just Culture is a philosophy which avoids blaming or punishing individuals for human errors that are neither intentional nor reckless.

Protenus is an auditing tool that allows the Privacy Office to analyze whether an employee access of a patient's record was caused by human error or if the access was intentional.

We have analyzed 4,859 cases in the past 5 years! The case types analyzed can vary from self, family, friends, coworkers, neighbor, VIP, and other suspicious accesses.

If it is determined an employee intentionally accessed a patient's record without a job-related reason, that person will be held accountable for their wrongdoing. To date, 30% of the total cases analyzed were determined to be privacy violations. Unfortunately, 4% of those privacy violations resulted in termination of employment.

Total Cases Analyzed	% of cases that resulted in Privacy Violations	% of Privacy Violations that resulted in Termination
4,859	30%	4%

Each one of us has an enormous responsibility to protect patient protected health information (PHI). While we understand there are staffing challenges, protecting our patients' privacy is a priority.

There have been cases where employees lost their job due to snooping, both with and without good intentions. If you are terminated for a HIPAA breach, **your eRecord privileges will be revoked**. This means you will not have access to eRecord at any of URM & Affiliates.

NEVER use eRecord or any URM & Affiliates system to search for an address or birth date of a friend or coworker or to check the medical status or location of a family member, friend, coworker, or anyone you know personally; to check appointment times (for self or others); or to check on a patient who has been featured in the news.

NEVER discuss a patient's status with your coworkers when there is no job-related reason to do so.

Remember, patients rely on us to protect their information. You hold the key to making sure that happens. For additional information on any HIPAA-related topics, please refer to the URM intranet site at <http://sites.mc.rochester.edu/departments/hipaa/> . For any questions regarding HIPAA, please contact your [Privacy Officer](#) or [HIPAA Security Official](#).