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### **1. Have Your Say Survey**

LHSC is launching an organization-wide survey to conduct an in-depth evaluation of the way we do our work. The survey, administered by McKinsey and Company, will help us to identify our strengths, opportunities for improvement, and behaviours that have driven past successes. This survey provides an opportunity for all staff and physicians to influence and contribute to LHSC's efforts to enhance both patient and staff experiences as we seek ways to improve our processes and systems.

Recently piloted by the Patient Flow and Access Project (a demonstration initiative to significantly improve patient access and flow from the UH-Emergency Department through the general medicine continuum), this survey is being expanded across LHSC because the results could have significant value to future initiatives at our hospital, including strategic planning.

Directions for accessing and completing the survey can be found below. We are looking to have responses completed by **Monday, August 13, 2007**. All responses will be treated with absolute confidentiality: the responses are compiled into a database and analyzed by role and department or program, not by individual responses.

<http://performance-survey.mckinsey.com/LHSC>

The passcode: LHS70

Please address any questions to Nancy Jütte (ext. 36714).

### **2. New policy on correction of personal health**

LHSC and SJHC recently approved a new corporate policy that outlines procedures for responding to the legal right of a capable patient, or their Substitute Decision Maker (if the patient is not capable) to request correction to personal health information (PHI) if the patient/SDM feels their PHI is inaccurate or incomplete. The policy can be viewed at:

LHSC - <http://www.lhsc.on.ca/priv/policy/GEN027.htm>

SJHC - [http://intra.sjhc.london.on.ca/refer/corporat/amend\\_info.htm](http://intra.sjhc.london.on.ca/refer/corporat/amend_info.htm)

In compliance with Ontario's privacy legislation (PHIPA), the policy outlines rules and time lines for addressing correction requests from a patient/SDM. Subject to

a few significant exceptions, the hospital must make a requested correction if the patient/SDM is able to show that the disputed entry is not correct or complete. The response time for such requests is legislated, and is generally 30 days. Privacy Office personnel will facilitate the correction request process and communication with the requestor to ensure that the organization complies with all procedural requirements under PHIPA. Privacy Office staff will contact a physician when he/she is the author of the notation, or if he/she is the most responsible physician for the patient, if the author of the notation is not available. Staff and affiliates must contact the Privacy Office if they receive a written request for correction.

FAQs, Key Points and a PowerPoint presentation regarding this policy are available on the Privacy Office's Intranet Website at <http://intra.sjhc.london.on.ca/refer/privacy/related.htm>. Questions about the policy can be directed to the Privacy Office at ext. 32996.

### **3. Protect your patient's privacy: New Encryption Software Available**

Anyone who stores patients' personal health information (PHI) on a laptop or hard drive must either de-identify the information or have the device encrypted. For information on de-identifying the information, contact the Privacy office at 32996 or clinical research administration, Lawson Health Research Institute at 76093. To request encryption software call the helpdesk ext. 44357. More information on this new encryption software is available at <http://intra.sjhc.london.on.ca/refer/privacy/infosec.htm>

### **4. Medical Director, Palliative Care**

We are pleased to announce a significant milestone in the coordination of palliative care services with the appointment of Dr. Ingrid A. Harle to the position of Medical Director of the Palliative Medicine Program for London Hospitals and the Southwest LHIN. Dr. Harle is the first physician to take on this joint appointment with the Departments of Oncology and Family Medicine. Dr. Harle will be responsible for palliative care beds at LHSC's Victoria and University Hospitals and at Parkwood Hospital, as well as ambulatory palliative care clinics. She will also be the liaison with the CCAC and will coordinate educational activities and encourage research in palliative medicine. We welcome Dr. Harle to her new position and look forward to further collaboration between Oncology and Family Medicine. Dr. Harle is located in Room A3-943, London Regional Cancer Program, and can be contacted at 519.685.8500, ext. 53257.

### **5. Did you know**

Individual Physicians can be fined up to \$20, 000 for a breach of privacy and the organization can be fined up to \$250, 000. As preventative measures, please dispose of printed patient lists when not in use, do not save patient data to a hard drive and do not access information for patients not under your direct care.

## **6. Professional Staff Rules & Regulations**

The Professional Staff Rules and Regulations provide guidelines for the rights, privileges and responsibilities of the Professional Staff and are subordinate to the SJHC & LHSC Professional Staff By-laws. The Rules & Regulations will continue to evolve as new policies and guidelines are implemented. This is a live document that allows readers to link to specific policies and guidelines that support Professional Staff practices.

A special broadcast was sent out to all Professional Staff at the beginning of July outlining key information about the Rules & Regulations. To access the electronic document, go to:

[http://www.londonhospitals.ca/departments/medical\\_affairs/prof\\_staff/policies/rules.php](http://www.londonhospitals.ca/departments/medical_affairs/prof_staff/policies/rules.php)