

Design Document: HIPAA Training at Hospital X

<i>Business Purpose</i>	Ensure that all medical professionals at Hospital X handle Protected Patient Information safely, and according to HIPAA policies. Medical professionals at Hospital X have demonstrated a need for retraining in HIPAA policies. By the end of this training, The learner will demonstrate that they are prepared to handle protected health information in compliance with HIPAA policies, reducing the likelihood of fines, lawsuits, and prosecution of medical professionals at Hospital X.
<i>Target Audience</i>	All patient-facing medical professionals, and those handling Protected Patient Information at Hospital X.
<i>Training Time</i>	20-35 minutes
<i>Training Recommendation</i>	● Medical professionals will complete one e-Learning course: ○ Instruction and practice regarding protecting patient health information, both written, and conversational. ○ Define <i>Incidental Disclosures</i>, and legally apply the HIPAA rules relating to <i>Incidental Disclosures</i>. ○ Engage with 3 scenarios wherein the hospital's privacy practices are applied in the correct order. ○ Complete two knowledge checks as the e-learning course progresses. ○ Complete an assessment at the end of the e-learning, and review the course as needed, particularly if the learner did not pass the assessment on the first attempt. ● E-learning is recommended in this case because it will allow the learner to review the material as often as needed, in order to ensure retention of information, before completion of the course. Furthermore, the course will include engaging interactions that mimic real-life scenarios so that they will be prepared to handle patient information in accordance with HIPAA rules.
<i>Deliverables</i>	● 1 e-Learning course ○ Developed in Storyline 360 ○ Storyboard and script ○ Includes voice-over narration. ○ Includes three scenarios involving handling of protected health information. ○ Includes a virtual human avatar in a medical profession. ○ Final assessment
<i>Learning Objectives</i>	● Identify HIPAA regulations. ● Describe precautions used to protect patient information. ● Demonstrate best practices for handling patient information. ● Interpret scenarios involving handling of patient information and determine the best course of action.

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Training Outline

Introduction

- Welcome
 - Description of target audience, and purpose of the course.
- Navigation instructions for e-Learning Course
- Course Objectives

Protecting Patient Information

- Introduction
 - Importance of protecting patient information in paperwork, and conversations.
- Conversations
 - Never in hallways, elevators, or cafeterias
 - Only in secure locations
 - Never in front of visitors or family members, unless patient gives express permission.
- Paperwork
 - Written documents should never be left out in the open.
- Knowledge Check
 - Determine if learner can identify examples of HIPAA violations, and HIPAA best practices.

Incidental Disclosures

- Introduction to, and definition of *Incidental Disclosures*
- Violations
 - Sharing patient information for non-work-related reasons violates HIPAA's privacy rule.
 - Consequences:
 - Jail Time
 - Fines
 - Civil Lawsuits
- Accounting of Disclosure, introduction and definition
 - Legal ways to release a patient's protected health information in an *Incidental Disclosure* context.
 - DHEC
 - DSS
 - Attorneys
 - Law Enforcement
 - Illegal ways to release a patient's protected health information in an *Incidental Disclosure* context.
 - Giving information to the wrong person.
 - Faxing information to the wrong number.
 - Sending information in an un-secure manner.
- Additional Information
 - Immunization Records
 - Doctors may disclose to school without an authorization form signed by parent or guardian.
 - Genetic Information

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	▪ Cannot be used by insurers for <i>underwriting</i> purposes. ▪ Define <i>underwriting</i>. ▪ Define <i>genetic information</i>. - o Death ▪ Health information protected for 50 years after patient's death. ▪ Hospital X can disclose information to family members, care providers, or for payment for healthcare, after consultation with Hospital X's privacy officer. Privacy Practices ● Introduction to, and description of <i>Notices of Privacy Practices</i> ● Scenario 1: Steps to release a patient's protected health information, per the patient's request. - o Patient must complete authorization form. - o Verify ID of person to whom information is released. - o Limit information disclosed as much as possible. - o Acceptable formats medical professionals may use to release information. ● Scenario 2: Patient requests restrictions on the release of their health information. Medical professionals must follow these steps: - o Document request in patient's medical record. - o Patient completes Restriction Request Form on MyPal. - o Submit form to Health Information Management (HIM) department. ● Scenario 3: Phone call requesting information on a patient in Hospital X - o Medical professional should: ▪ Check patient directory to verify that they are a patient in Hospital X ▪ Confirm that patient is in Hospital X ▪ Inform caller that they can only share limited information about the patient. ● Knowledge Check - o Learner demonstrates appropriate means of disclosing patient information.
Assessment Plan	● 5 assessment questions, specifically targeting the learning objectives. ● Learner must score 80% (4-out-of-5 correct) or higher in order to pass. ● If learner passes, they may review the assessment, or finish the training.

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	• If learner does not pass, they must retake the assessment. They may review their answers before retaking. • Learner may retake assessment as many times as necessary, until they pass.
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