

Reflective Practice Worksheet

Summary: This worksheet is intended to help you reflect on the work you carried out on all aspects of the privacy and security assessment plan, audits and access policy throughout the course. You will identify three specific aspects of your activity that could be improved upon using the Reflection Template tables, and then you will indicate a corresponding goal for each using the Action Plan Template table.

Overview: Reflective practice is the process of studying one's experiences in order to improve how one works. Upon reflecting on one's experiences, action plans are developed and implemented to improve the thoughts, perceptions, and actions related to one's processes.

Reflective practice can be beneficial in:

- Increasing an individual's ability to be self-aware in given situations, tasks, and activities.
- Improving the quality of one's work.
- Assisting individuals in carrying out self-improvement and self-awareness techniques in order to improve interpersonal interactions.
- Improve work activities requiring individuals to collaborate to accomplish a unified goal.

There are several models for carrying out reflective practice, such as: Gibbs' reflective cycle, Johns' model, and Atkins and Murphy. Johns' model was developed for nursing practitioners and is based on five core questions that enable you to break down your experience and reflect on the process and outcomes. This worksheet uses a modified version of Johns' model that is more suited to health care informatics.

Reflection Template

Use the tables provided below to complete three reflections on specific aspects of your activity during the privacy and security assessment plan, audits and access policy that can be improved upon. An example reflection has been provided below. Use the blank reflection tables to complete your reflections.

Below are instructions on how to fill out each section.

- 1. Description** – Write a brief statement that addresses the following:
 - Write a description of the specific aspect of your activity that can be improved upon.
 - What key issues do you need to pay attention to in relation to this aspect?
- 2. Reflection** – Write a brief statement that addresses the following:
 - What were you trying to achieve?
 - Why did I act as you did?
 - What are the consequences of your actions for the project success or outcome, for yourself, or for the people you work with?
 - How did you feel about this experience when it was happening?
- 3. Influencing Factors** – Write a brief statement that addresses the following:
 - What internal factors influenced your decision making and actions?
 - What external factors influenced your decision making and actions?
 - What sources of knowledge influenced or should have influenced your decision making and actions?

- Could you have dealt with the situation better?
- What other choices did you have and what would be the consequences of these other choices?
- What people, devices, or situations impacted your decision making?

4. Learning Point – Write a brief statement that addresses the following:

- How can you make sense of this experience in light of past experience and future practice?
- How do you feel about this experience now?
- Have you taken effective action to support others and yourself as a result of this experience?
- How has this experience changed the way you act or how you perceive or think about the event?
- How would you change systems, devices or strategies the next time you encounter the situation?

5. Miscellaneous – This area is for additional information you would like to add that does not relate to the other sections of the table.

EXAMPLE REFLECTION

Description	Reflection	Influencing Factors	Learning Point	Miscellaneous
Lack of understanding of HIPAA led me to have difficulty in successfully completing the desk audits	I was trying to understand the case study in terms of small practice requirements I didn't understand the extent and complexity of HIPAA regulations	Instructor feedback on access policy demonstrated my lack of knowledge of basic HIPAA compliance	In performing a desk audit for HIPAA compliance, I gained an understanding of the regulatory requirements for small practices	The regulatory environment is continually evolving and requires flexibility and prudence in reviewing policy and regulatory changes

Reflection 1

Description	Reflection	Influencing Factors	Learning Point	Miscellaneous
Not fully understanding the different aspects of HIPAA regulation and standards to disseminate the depth of the audits and what direction to head towards.	I was trying to fully grasp aspects of HIPAA beyond basic privacy protection of immediate patient Did not necessarily understand the depth that it goes into and the different umbrellas protections need to be addressed	The worksheets and instructor guidance helped me to understand the complexities of HIPAA and what it encompasses	Through the different audits I was able to gain a better understanding of HIPAA and its scope	With the healthcare landscape constantly evolving there is an adaptation in the privacy and regulatory standards that will be in a constant flow as well.

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Reflection 2

Description	Reflection	Influencing Factors	Learning Point	Miscellaneous
Better understanding the complexities of technical safeguards such as role responsibilities as well as activity monitoring	Trying to better understand how we should delineate roles and responsibilities and how it applies to ePHI access and usability. Not understanding that everything needs to be monitored and evaluated.	More comprehensive reading on subject matter to understand capacity of technical safeguards and their involvement in protecting ePHI in the health care record management system	Gained a better understanding of the technical aspects of safeguarding ePHI in addition to administrative as well as physical safeguards.	Technical aspect of health information security must evolved with changing healthcare landscape and be a step ahead and new areas must be immediately addressed.

Reflection 3

Description	Reflection	Influencing Factors	Learning Point	Miscellaneous
Creating policies and procedures to address all areas that apply to ePHI protection as well as compliance with regulatory measures to not only satisfy HIPAA regulations but have best patient privacy practices	Trying to disseminate the intricacies of HIPAA compliance and create documentation to comply with the needs to be met.	Template for creating those policies and making sure that those needs were met helped me better understand what was needed.	Gained a perspective on creating documentation to address audit needs and remediation efforts that would be needed in the future and how to tackle those needs	

Action Plan Template

Now that you have identified three aspects of your privacy and security activity that can be improved upon, you need to create an action plan by establishing goals and actions to achieve them. Your action plan must include a reflection goal for each of the three reflections you completed in the Reflection Template. An example action plan has been provided below. Use the table on the last page of this worksheet to complete your action plan.

Below are instructions on how to fill out each section.

1. **Reflection Goal** – In this section, you will write a goal for each reflection for a total of three goals. Keep the goal statement brief and simple (i.e. no more than two sentences). Goals should be actionable and measurable.
2. **Actions I will implement** – This section describes what actions you would take to address each issue identified in your reflections.
3. **Possible Obstacles** – This section describes potential barriers or obstacles to implementing the actions you identified for achieving your goals.
4. **How I will know I've achieved my goal** – In this section, you will indicate the tangible evidence, acquired skills, knowledge or behaviours required to achieve your reflection goals.
5. **Target to meet goal/Review date** – In this section, you will indicate a target date for completing your goals. Then, indicate a follow up review date when you will check in to ensure the goals are continually being met.

EXAMPLE ACTION PLAN

Reflection Goal	Actions I will implement	Possible Obstacles	How I will know I've achieved my goal	Target to meet goal/ Review date
Expand knowledge of HIPAA regulations and compliance as they relate to small practice settings	Complete a government webinar on HIPAA updates and regulations, review monthly government bulletins related to regulatory changes, consider obtaining certification in privacy and security from AHIMA (www.ahima.org)	Allotting time to review HIPAA updates and regulations Financing certification in privacy and security from AHIMA	I will have an increased level of comfort and confidence in applying HIPAA regulations to small practice settings I will be able to successfully obtain certification from AHIMA	Establish 1 year as the target goal and a review date every 6 months

Action Plan

Reflection Goal	Actions I will implement	Possible Obstacles	How I will know I've achieved my goal	Target to meet goal/Review date
<p>Better understanding of technical safeguards in relation to HIPAA regulations and needs that are to be addressed with practices.</p>	<p>Comprehensive literature research on regulations in HIPAA in health care practices, auditing and learning missing needs and how to make sure needs are addressed</p>	<p>Time allotted to review literature and resources that are immediately available. Possible need to bring in expertise to meet those needs (resources).</p>	<p>Able to easily implement safeguards and know what is needed and missing from system, how to approach team to implement needs</p>	<p>1 year, with review bi annually</p>
<p>How to better develop Information security policy template to address needs of organization and make sure all compliance and regulatory measures are met</p>	<p>Better understanding of language that goes into policy development and bringing in team members that have experience in policy development</p>	<p>Personnel allocation not in budget of organization, would need to be self-propelled taking more time and resources from individuals already in organization</p>	<p>Security policy meets needs of organization as well as meeting HIPAA standards, policies and regulations even after an audit</p>	<p>1 year, with review annually</p>
<p>Learn how to create specific roles and delineate needs of organization to have better understanding of how organization can meet those needs while still being in compliance with HIPAA security regulations</p>	<p>Creating administrative roles that best reflect the needs of the organization and understanding why those roles are needed and how to use them to benefit HIPAA policy compliance.</p>	<p>Existing personnel not wanting to be part of project, comfortable with roles as they are and not wanting to learn new processes.</p>	<p>Role and responsibilities accurately align with HIPAA needs of organization, only needs based access given and organization workflow is uninterrupted with new compartmentalization.</p>	<p>1 year, with review annually</p>

Summary of Reflective Practice

Looking at the different aspects of reflective practice I have learned that it is a multi-step process where every level along the way plays a very important role in developing as a professional and growing as an individual when it comes to complex or simple projects/processes. Taking the time to reflect on a task or situation helps us to better understand where we came from and how to be able to move forward and improve situations that we were in and how to anticipate future collaborations and how we handle them. First off being able to describe the experience in which I went through the various audits helped me to better understand the process that I went through and what was being done. Through the reflective process I was able to better understand that process through feelings and evaluation of the experience and delineate what I learned and how to improve the next time around.

The action plan helped me to line up goals of what needed to be done for future scenarios where this will apply in my everyday work or future projects. With the various audits and the complexities surrounding them this process helped me to better understand how to better approach for better outcomes and have a smoother experience. As I was going through the audits it felt very overwhelming with so many aspects to cover and figure out I felt very unsure of myself but the reflective practice helped me to be able to break this down and move forward with clearer thinking and approach to this type of work and any project along those lines.