

Using Data Analytics To Drive Improvement and Reduce Risk

Elizabeth Delahoussaye, RHIA, CHPS
Chief Privacy Officer



Objectives



Three Essential Ingredients

1. A Defined Program

> Support

- People and Organizational
 - Stewards
- Metrics
- Success Measures

> Funding Strategies



Three Essential Ingredients

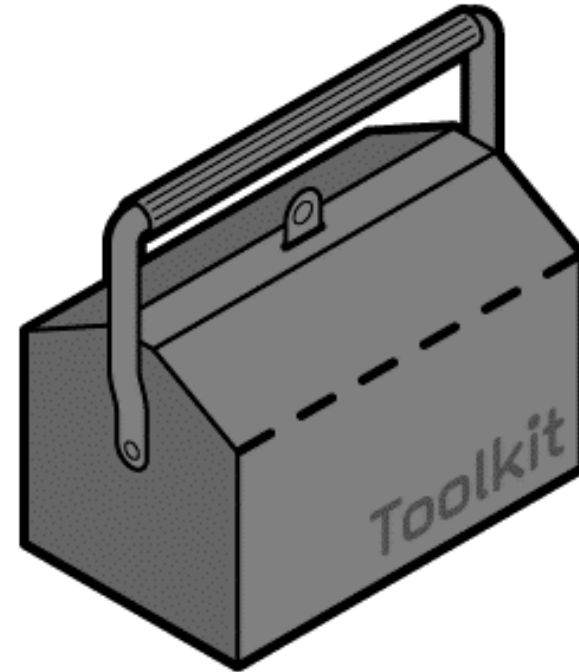
2. A Tool

> Consistency

- Fairness to Associate
- Fairness to Situation
- Reliability Testing

> Reporting – Analytical Approach

- Decision Making
- Improvements
- Business Intelligence



Three Essential Ingredients

3. Information/Data Governance (IG or DG) Foundational Support

- > Policies and Procedures/structure/rules of engagement
- > Authority and Control
- > Decision Rights and Accountabilities



Using Data for Privacy and Security Compliance Quality Improvement



Building Privacy and Security Programs Fostering Quality Improvement

- > Perform compliance risk assessments of new and existing systems and programs to determine what is working well, and what areas have room for improvement
- > Change forms, systems, and procedures to comply with privacy requirements
- > Consider automating the privacy program through a software or alternative program that is the most closely tailored to suit the specific needs of your privacy program
- > Develop a team and assign responsibility for privacy actions (software, documents, investigations, etc.)
- > Provide feedback on quality measures to staff to foster continuous improvement efforts and increase visibility by partnering with marketing and other departments
- > Train and retrain

The Significance of Centralizing Privacy and Security Reporting

- Reporting for Governance is one of the most compelling reasons for automation
- Manual processes including spreadsheets, notes, or a basic homegrown database are inefficient, and time intensive to compile and present
- Privacy and Security Officers find it difficult to justify their staff time without clear, comprehensive reporting
- Privacy Incidents can have 60+ data elements stored and reported upon
- Ideal software will have the capability of producing canned reports and .xls or .xml downloads for producing ad hoc reports making pivot tables, charts, and graphs all easily created

Using Data for Quality Improvement

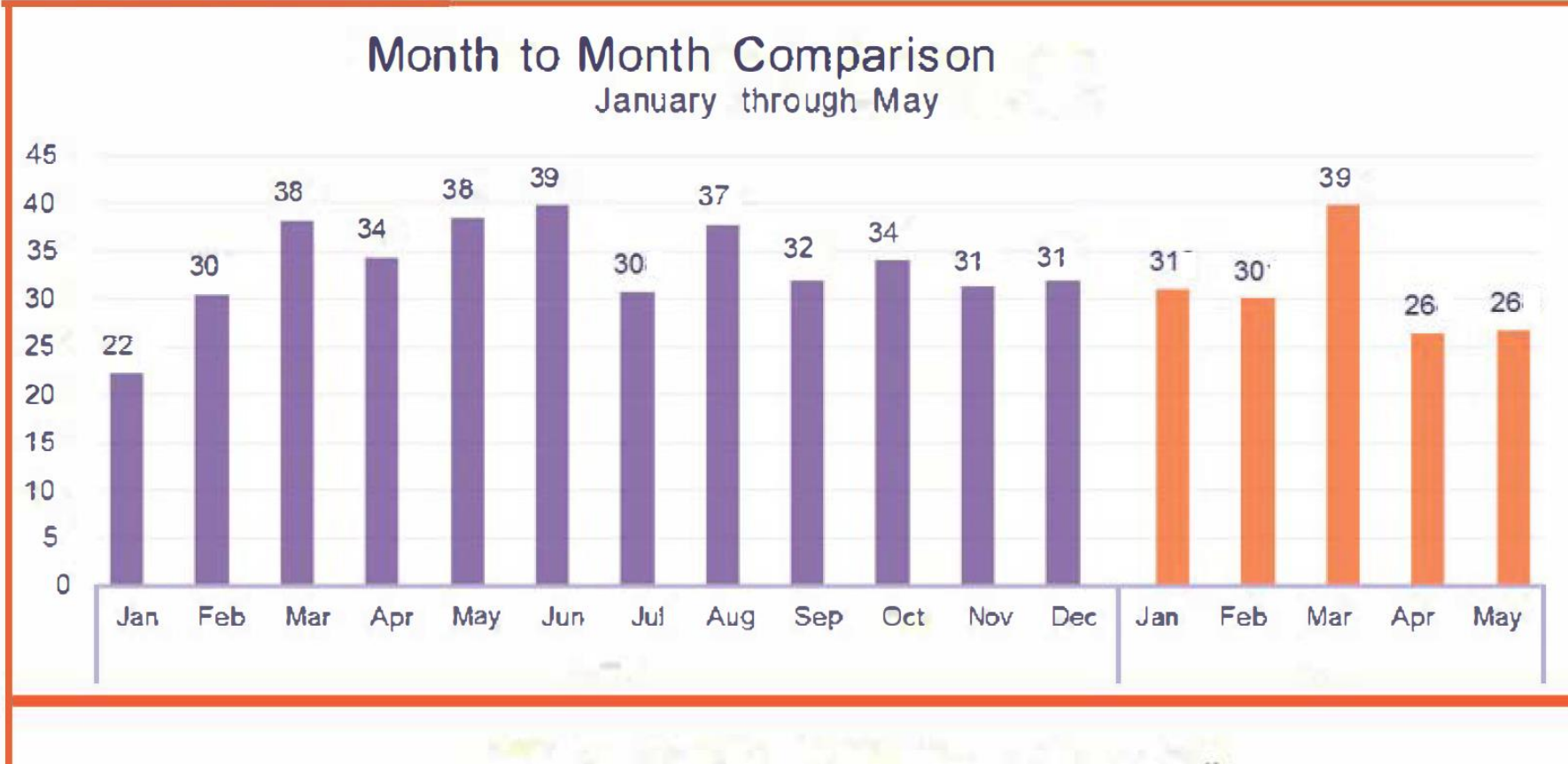
Categorizing Privacy Incidents

- > Corporate policy violations
- > HIPAA violations
- > HIPAA breaches
- > State breaches

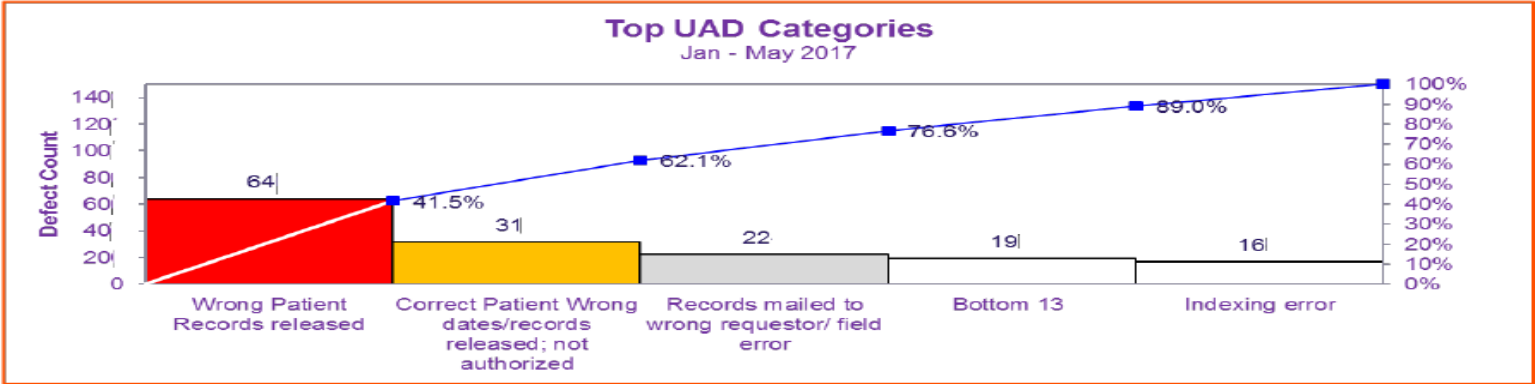
Turn-Around Times for Matters Regulated Under HIPAA

- > Investigations for breach
- > Investigations for other issues
- > Amendment requests
- > Restriction requests

Data Elements Graphed and Trended



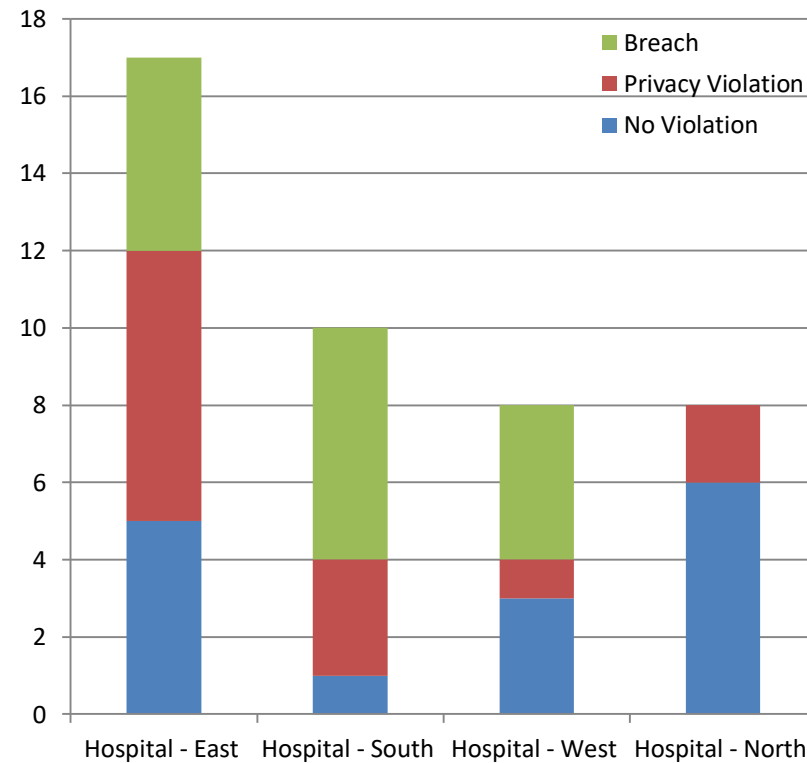
Data Elements Graphed and Trended



Privacy Incidents by Hospital

Covered Entity	No Violation	Privacy Violation	Breach	Total Incidents
Hospital - East	5	7	5	17
Hospital - South	1	3	6	10
Hospital - West	3	1	4	8
Hospital - North	6	2	0	8
Grand Total	15	13	15	43*

*43 incidents exposing 124 records



Questions?





Empowering Greater Health

800.737.2585

solutions@cioxhealth.com

cioxhealth.com