

SSM Health Care

Workforce Privacy & Security Training
HIPAA Audio Conference

March 19, 2003



Who is SSM Health Care?



St. Louis, MO
SSM DePaul Health Center
SSM Cardinal Glennon Children's Hospital
SSM Rehab
SSM St. Joseph Health Center
SSM St. Joseph Hospital West
Pike County Memorial Hospital
SSM St. Mary's Health Center
SSM St. Joseph Hospital of Kirkwood

Maryville
St. Francis Hospital & Health Services

Oklahoma City, OK
Bone & Joint Hospital
St. Anthony Hospital

Boscobel, WI
Memorial Hospital of Boscobel, Inc.

Baraboo, WI
St. Clare Hospital and Health Services
St. Clare Meadows Care Center

Madison, WI
St. Marys Hospital Medical Center
St. Marys Care Center

Blue Island, IL
St. Francis Hospital & Health Center

Centralia, IL
St. Mary's Hospital*

Mt. Vernon, IL
Good Samaritan Regional Health Center*

Jefferson City, MO
St. Marys Health Center
Villa Marie Skilled Nursing Facility

* Good Samaritan Regional Health Center and St. Mary's Hospital are sponsored jointly by SSM Health Care and Felician Services, Inc.



What are Some of Our Major Challenges?

✿ Obvious Ones

- Time, organizational complexity, etc.

✿ Staying Focused on P&Ps

- Policies with tested procedures not available
- Education vs. training
- Role based
- Training for staff that operate the procedures
- Training for staff that simply need policy awareness

✿ Scope Creep

- What's MOST important
- Phased approach
- Continuous improvement

✿ Integration with Corporate Compliance Training



What is SSMHC's Initial Workforce Training?

✿ Hip to HIPAA Video

- 13 minute with supervisor discussion
- Deployed at department meeting
- Safeguard policies focused

✿ Major Department Impact

- First of the role based training
- HIM (HIM use & disclosure, patient rights policies)
- Registration (notice, patient rights)

✿ Patient Rights Posters

- Employee & patients



What is SSMHC's Initial Workforce Training

✿ Quick Reference Cards

- Supplement/compliment other standard training
- Desk reference
- Badge carrier insert

✿ Role-Based Courses

- Web based & self study
- Mastery test
- Integrated with LMS
- Approx. 9 Roles
- Action oriented



What Were Other Lessons Learned?

- ✿ Important functional group involvement
- ✿ Approach has evolved
- ✿ eLearning challenges
 - Role Based
 - Education vs. training
 - Policy and Procedure focused
 - Relevant scenarios
- ✿ Tracking
 - Learning Management System (LMS)
 - Important of documentation

What will we do beyond April 14th?

- ✿ Focus on other roles
- ✿ Further integration into Corporate Compliance Process
- ✿ Update security components
- ✿ Year 2 refreshers
- ✿ Modify training based on audit feedback

