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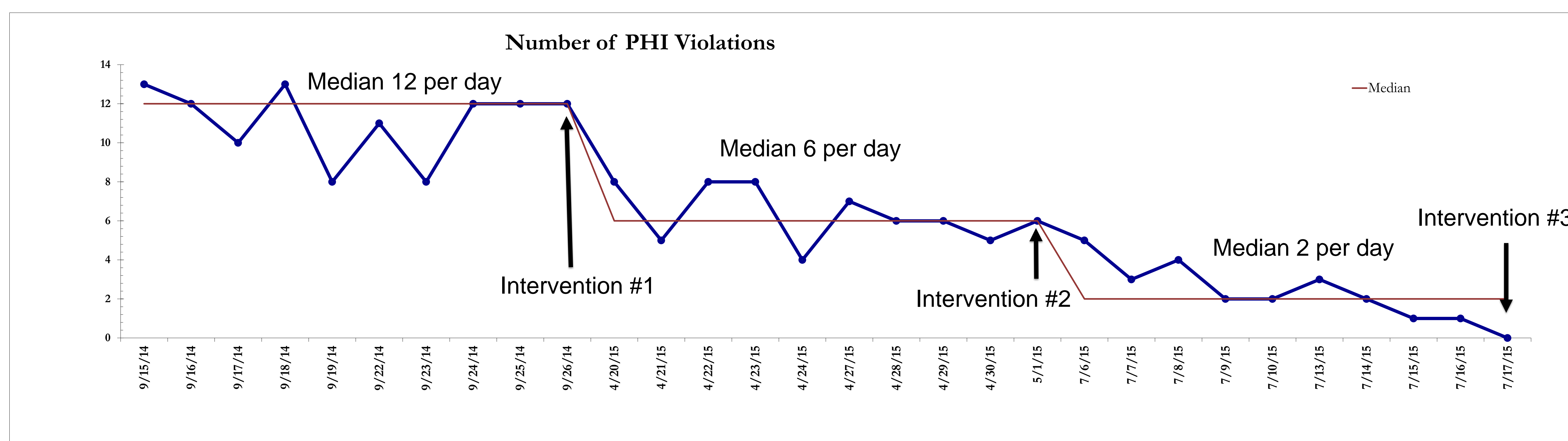
Background & Aims

- The Health Insurance Portability and Accountability Act of 1996 (HIPPA) holds covered entities responsible for the appropriate treatment and disposal of all patient health information (PHI)
- We sought to improve knowledge about, and proper handling of, PHI among members of the Section of Gastroenterology, including clinicians, nurses and office staff
- GOAL:** To decrease the number of PHI violations by 50%

Methods

- Questionnaires were conducted to assess baseline and post-intervention knowledge
- We developed a scoring system to document PHI violations including the number of documents with PHI left unsecured or improperly discarded and the number of unlocked “Slim Jim” PHI waste containers
- ENDPOINT:** We assessed the number of daily violations in the Center for Digestive Disorders clinic, the Endoscopy Unit and the GI administrative offices at the same time of day over different periods
- INTERVENTION 1:** Staff attended a 5 minute presentation about the appropriate management of PHI
- INTERVENTION 2:** Broken “Slim Jim” PHI disposal bins were discarded and 10 new bins were placed in strategic GI locations chosen to minimize staff effort to make use of the bins
- INTERVENTION 3:** Four educational posters about PHI were installed in non-public GI locations
- Violation assessment was performed over two week periods at baseline and two weeks to a month after each intervention
- Responses to questionnaires were compared between the pre-intervention period and after the third intervention

Results: Number of Daily PHI Violations



Intervention 3: This poster was placed in four strategically chosen locations throughout the Section of Gastroenterology

Results: Knowledge About PHI

- 51 and 48 people answered our baseline and follow-up questionnaires, respectively
- Responses to the questionnaires are shown below:

Question	Correct Answers at Baseline	Correct after all Interventions
Recognizing 4/4 examples of PHI	53%	79%
Recognizing appropriate PHI containers	77%	79%
Does housekeeping shred all PHI they find in the trash? (correct answer is “no”)	57%	73%
If PHI brought home, is it brought back for disposal?	79%	95%

Conclusions

- The proper handling of PHI can be significantly improved with a brief educational slide presentation and strategic placement of locked Slim Jim containers
- Staff understanding of proper PHI handling can be improved with the use of slides and posters

Acknowledgements

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