



Implementing Information Practices that Support Legislative Requirements in Access and Privacy

Jayden Stephens, Privacy Officer
Saskatoon Health Region

Wednesday April 16, 2008

Saskatoon Health Region

- Largest health region in province, serving 289,000 local residents in more than 100 cities, towns, villages, RMs and First Nation communities
- Integrated health delivery agency providing a range of services and programs in more than 75 facilities
- Largest employer in Saskatchewan

Budget

- Annual operating budget of \$668 million, equivalent to spending \$1.8 million a day meeting the health needs of the community
- 95% is funded by Saskatchewan Health
- 64% is spent on hospital services, 20% on long term and supportive care, 10% on community-based/public health/home care services, and 5% on program support and administration
- Approximately 76% on salaries and benefits

Performance

- Hospital admissions = 40,113
- Average daily census = 726
- Average length of stay = 6.62 days
- Patient days adult and children admissions (excluding newborns) = 265,237
- Total surgeries = 33,551
- Emergency Room visits = 146,243
- MRI scans = 13,338
- Lab tests = 7,763,493
- Long term care beds = 2100
- Home care clients = 5386
- Immunizations (all types) = 91,511
- Pounds of laundry per year = 6.5 million
- Total floor space in 75 facilities = 4.2 million sq. feet
- Meals (all types including in-hospital and “Meals on Wheel”) = 4.25 million

Privacy and Access Office

- Established Fall 2005
- First and only within province at regional level
- Mandate for Health Information Privacy and Freedom of Information
- 2.7 FTE including 2FTE (Privacy Officer; Privacy and Access Consultant), 0.2 Clinical FTE and 0.5 Administration – all OOS

Privacy Officer

- Privacy
 - Supported by regional Privacy Liaison Network
 - Regional Policy Advisory Committee
 - Public Health and Privacy Committee
- Electronic Health Record and provincial-wide systems
 - Numerous Canada Health Infoway initiatives including RIS/PACS, iEHR, SLRR, PIP, PHC
- Clinical Ethics
 - 4 individuals provide 24/7 ethics coverage for health region, supported by regional ethics committee

Priorities

- Provide access to records while still protecting the privacy rights of individuals
- Protect information exempted by the legislation
 - eg: Solicitor-Client privilege, danger to health or safety, law enforcement and investigations
- Meet legislated timelines: 30 days to respond
- Provide education throughout the region around HIPA and FOI

Challenges

- Establishing a new office meant implementing proper systems
- New legislation meant learning curve
- Requests were being tracked in a table in word processing system
- Sensitive content was being removed with black markers and photocopiers
- Reporting was labour intensive and time consuming

Solution

- Sought total case management system for tracking requests, timelines
- Contacts throughout public sector led to Privasoft's access and privacy case management solution
- Also integrated electronic redaction for secure removal of sensitive content

Privasoft

- Close to 20 years delivering automated case management to public sector
- Proven, trusted, out-of-the box FOI solution
 - GoC standard for FOI case management
- Configurable solution to meet uniqueness of each office
 - Process Analysts hold deep understanding of compliance & auditability
 - Tailored to new HIPA legislation

AccessPro Case Management

Request tracking and reporting

- Configurable workflow
- Performance management reports help identify and eliminate bottlenecks
- Audit log of all actions and decisions
- Automatic generation of correspondence
- Fee and estimate management

AccessPro Redaction

Protect confidential information

- Secure release packages
- Facilitates internal and external consultations
 - Push button generation of consultation materials
- Automatic capturing of exemptions as they are applied
- Auto-generation of reports
- Scan documents or receive electronically

Results

- More comprehensive tracking of all requests through central repository
- Improved consistency in applying legislation
- Better planning in relation to educational requirements based trends analysis
- Better compliance with HIPA and LA FOIP because of redaction capabilities
- More efficient processing of requests, faster responses

Open Re-Assign

Add Edit Closing Copy

- Active Requests
 - Privacy and Access Department
 - First, User
 - Stephens, Jayden [20]**
 - PC-2007-00114 (RUH - NM) ACK Accept [17/09/2007]
 - CI-2007-00126 (IC - PH) []
 - HC-2007-00131 (SCH - ML) []
 - CI-2007-00147 (SEHC - PH) ACK Accept [17/09/2007]
 - CI-2007-00149 (IC - Pop.) []
 - CI-2007-00152 (SHR) ACK Accept [25/05/2007]
 - CE-2007-00157 (OHR) E-mail [06/11/2007]
 - CI-2007-00163 (RUH - CM) E-mail [25/10/2007]
 - CI-2007-00164 (RUH - NA) ACK Accept [26/10/2007]
 - HC-2007-00165 (RUH - CPAS) ACK Accept [14/09/2007]
 - CI-2007-00166 (RUH - CDM) []
 - CI-2007-00172 (OHR) []
 - CI-2007-00173 (IC - PH) []
 - CI-2007-00174 (IC - PH) ACK Accept [20/12/2007]
 - CI-2007-00175 (SCH-AC) ACK Accept [18/12/2007]
 - CI-2007-00209 (SCH - MHAS) E-mail [14/01/2008]
 - HC-2007-00227 (RUH - LS) ACK Accept [30/11/2007]
 - PC-2007-00267 (R) ACK Accept [18/03/2008]
 - HC-2007-00269 (G) []
 - HC-2007-00270 (RUH - CR) []
 - Stewart, Bobbi [10]
 - HC-2006-00078 (SHR) Telephone [08/11/2006]
 - HC-2006-00154 (RUH - SDC) ACK Accept [06/09/2007]
 - HC-2007-00134 (SHR) ACK Accept [29/11/2007]
 - HC-2007-00145 (SHR - CL) []
 - HC-2007-00219 (Corp - F&E) []
 - HC-2007-00228 (SHR) ACK Accept [25/01/2008]
 - CI-2007-00241 (SCH - 7E) []
 - CI-2007-00251 (RUH - N) []
 - A-2007-00268 (I) Retrieval [01/04/2008]
 - CI-2007-00321 (RUH - SS) []
 - Wright, Paula
 - Complaint [2]
 - A-2006-00005 (M) COMPLAINT Received [23/02/2006]
 - A-2007-00038 (I) RESPONSE Final in Part No Fees [01/02/2008]

Tree view provides view of work allocation, request status

Request Number:

Requester:

Officer:

Due Date:

Quick Reference:

Date on Request:

Date Initially Received:

Date Complete Received:

Communicated:

Requester Organization:

Days Allowed / Taken: /

Total Days On Hold:

Extension Granted:

Decision Maker:

Request Transferred In:

Ending Balance: \$

Summary: [View Full Text](#)

Request Number: A-2006-00001 Requester: Requester, Test
 Officer: Stewart, Bobbi Due Date: 10/10/2006

- Add
- Edit
- Fees
- Extensions
- Exemptions
- Closing
- Complaints
- Corrections
- Courts
- Attachment
- Costing
- Copy
- Keyword

Date Complete Received: 31/07/2006
 Decision Communicated: 31/07/2006
 Date Closed: 31/07/2006
 Disposition: All disclosed
 Source: Public
 Last Action: Extend Consult(23/08/2006)

Days Allowed / Taken: 40 / 0
 Total Days On Hold: 29
 Extension Granted: 10
 Category: Low Risk
 Pages Reviewed / Released: /
 Ending Balance: \$ -10.00

Summary: [View Full Text](#)

Validation test request

Quick Reference:

- Other
- Courts
- Extension
- Fees
- Other
- Processing
- Response
- Retrieval
- Transfer

- Add
- Edit
- Delete
- Attachment
- Email
- Letter
- Last Action
- Copy
- Paste

Action Name	Contact	Created	Due	Complete	Elapsed		Comment	
	Requester	31/07/2006	13/09/2006	31/07/2006	0	<input type="checkbox"/>	Test comment here	0
	Requester	31/07/2006	11/09/2006	31/07/2006	0	<input type="checkbox"/>		1
		31/07/2006			611	<input type="checkbox"/>		0
	Requester	23/08/2006	21/09/2006	21/09/2006	7	<input checked="" type="checkbox"/>		0
	Requester	23/08/2006	05/10/2006	23/08/2006	0	<input type="checkbox"/>		0

Track activities and manage response timelines

Privasoft AccessPro Case Management

Home Request Search **Activity** Report Admin

Log Out Support Help

Request Number: A-2006-00001 Requester: Requester, Test

Officer: Stewart, Bobbi Due Date: 10/10/2006

Add Edit Fees Extensions Exemptions Closing Complaints Corrections Courts Attachment Costing Copy Keyword

Date Complete Received: 31/07/2006 Days Allowed / Taken: 40 / 0

Decision Communicated: 31/07/2006 Total Days On Hold: 29

Date Closed: 31/07/2006

Disposition: All disclosed

Source: Public

Last Action: Extend Consult[23]

Summary: [View Full Text](#)

Validation test request

Quick Reference:

Paste

Elapsed		Comment	
0	<input type="checkbox"/>	Test comment here	0
0	<input type="checkbox"/>		1
311	<input type="checkbox"/>		0
7	<input checked="" type="checkbox"/>		0
0	<input type="checkbox"/>		0

Other Add Edit

	Author	Action Name
	bs	ACK Accept
	bs	ACK Accept
	bs	Retrieval
	bs	FEE Estimate
	it	

Select Template

Template Name	Description
Acknowledgement Fe...	
Acknowledgement wi...	

Select Cancel

Manage correspondence easily with pre-defined letter templates

start | Inbox - Microsoft Out... | Privasoft AccessPro ... | Document1 - Microsof... | EN | 11:17 AM



Saskatoon Square, 410 22nd Street East
Saskatoon, Saskatchewan S7K 5T6
TEL 306.655.8389
FAX 306.655.3393

July 31, 2006

Mr. Test Requester
123 Fake Street
Saskatoon, Saskatchewan
CANADA

Dear Test Requester,

Re: File #A-2006-00001 Validation test request

Thank you for your request regarding Validation test request, received by our office on July 31, 2006. Your \$25.00 request fee was processed.

As prescribed in the Local Authority Freedom of Information Act regulations, we will provide you with an estimate to complete your request if we expect the fees to be in excess of \$50.00.

As per *The Local Authority Freedom of Information and Protection of Privacy Act*, we have up to thirty days to complete your request. If you have any questions or concerns, please contact our office at (306) 655-8389.

Thank you.

Sincerely,

Request Information

State: All Active Closed
Late: All On Time Late
On Hold:
Request Type: Educational
Request Number:
Requester:
Source:
Officer:
Unit:
Decision Maker:
Category:
Summary: AND

Search Remove Clear

Request Details

State: Active/Closed
Request Type: Educational

Tracking and planning education programs

Open Select All Print Results AdHoc Report Re-Assign Found 137 Requests

Request Number	Initials	Summary	Complete Received	Due	Closed
ED-2006-00011	bs	SHR New Employee General Orientation	13/03/2006	12/04/2006	13/03/2006
ED-2006-00012	bs	SHR New Employee General Orientation	01/05/2006	31/05/2006	01/05/2006
ED-2006-00013	bs	Nurse Education Session - SPH Medicine - Privacy & Risk	08/05/2006	07/06/2006	08/05/2006
ED-2006-00014	bs	Nurse Education Session - SPH Medicine - Privacy & Risk	12/05/2006	12/06/2006	12/05/2006
ED-2006-00015	bs	Education Session - SCH Central Therapies	18/05/2006	19/06/2006	18/05/2006
ED-2006-00019	bs	Public Health Orientation	06/06/2006	06/07/2006	06/06/2006
ED-2006-00016	bs	SHR New Employee General Orientation	12/06/2006	12/07/2006	12/06/2006
ED-2006-00018	bs	New Manager Orientation	28/06/2006	28/07/2006	28/06/2006
ED-2006-00017	bs	Education Session with COPD team	10/07/2006	09/08/2006	26/06/2006
ED-2006-00026	bs	SHR New Employee General Orientation	11/09/2006	11/10/2006	11/09/2006
ED-2006-00027	bs	Privacy Education Session - Hepatitis C Group	12/09/2006	12/10/2006	12/09/2006
ED-2006-00043	bs	Privacy Inservice with Primary Health team	04/10/2006	03/11/2006	04/10/2006
ED-2006-00052	jss	RM/PO/CR Joint Presentation, 10:45 - 11:30, RUH 6100 Nurse	11/10/2006	13/11/2006	11/10/2006
ED-2006-00054	bs	RM/PO/CR Joint Presentation for SCH OR Nursing Staff - 7:30	13/10/2006	13/11/2006	13/10/2006



Document List

Documents

Icon	Doc. Date	Pagination Start	Pages	Subject
	2006-08-08	000000	2	RENDITION
	2005-12-05	000000	27	MANAGEMENT RESEARCH FUN
		000001	53	COMMON SERVICES POLICY
		000000	8	INCOME TAX REGULATIONS
		000000	50	NON-RESIDENT TAXES

Securely remove sensitive content and track automatically

Page List

Pages

Page	Pagination	Disclosure	Article	Doc. Date	Subject
1	000001	Release			
2	000002	Release			
3	000003	Partial			
4	000004	Release	s.4(1)(a), s.14		
5	000005	Release			
6	000006	Release	s.13(1)(e), s.15(1)(b)		
7	000007	Release	s.13(1)(d), s.14		
8	000008	Release			
9	000009	Withheld	s.4(1)(b)		
10	000010	Release			
11	000011	Release			
12	000012	Release			

4.4 (1)(b)

**Treasury Board of Canada Secretariat
Common Services Policy**

Full cost (coût total) — the sum of all costs, direct and indirect, incurred by the government in the supply of a good, service, property, or right or privilege, and includes, for example, services provided without charge by other departments (such as accommodation and employer contributions to insurance plans), costs financed by separate authorities (such as some employee benefits), the financing costs of inventories; and annualized capital costs, including financing.

Mandatory service (service obligatoire) — an activity of a CSO to supply goods or services that departments must obtain from the CSO. Mandatory services are mandated either in legislation or policy. See Appendix E for a list of mandatory services.

Non-federal organizations (organismes non fédéraux) — organizations not listed in the schedules of the *Financial Administration Act*, including public (e.g. provincial, municipal and foreign governments), non-profit or private sector organizations, and institutions in Canada or abroad.

Optional service (service facultatif) — an activity of a CSO to supply goods or services that departments may use when it makes sense to do so. An illustrative list of optional services is included in Appendix F.

8. References

8.1 Authority

This policy is issued under the authority of section 7 of the *Financial Administration Act*.

8.2 Legislation

This policy should be read in conjunction with applicable legislation, e.g. the *Department of Public Works and Government Services Act*, *Department of Justice Act*, *Supply and Services Act*, *Copyright Act*, and other acts or regulations that contain powers and authorities related to the provision of common services, such as the *Government Contracting Regulations*.

8.3 Treasury Board publications

This policy should be read in conjunction with other applicable Treasury Board policies, directives, and guidelines on contracting, material management, procurement and project management, real property, information technology management, management of government information, communications, federal identity, and the like.

8.4 Cancellation

This chapter supersedes the version of the *Common Services Policy* dated May 2005 and is effective May 16, 2005.

August 2005 6

Article to Stamp

Articles

Article	Description
<input type="checkbox"/> 4(1)	Right to access to records
<input type="checkbox"/> 4(1)(a)	a Canadian citizen
<input checked="" type="checkbox"/> 4(1)(b)	a permanent resident
<input type="checkbox"/> 4(2)	Extension of right by order
<input type="checkbox"/> 4(3)	Records produced from machine read
<input type="checkbox"/> s 68 2	AECL Specific exclusion
<input type="checkbox"/> 10	refusal to confirm or deny record exist
<input type="checkbox"/> 13(1)	information obtained in confidence
<input type="checkbox"/> 13(1)(a)	government of a foreign state
<input type="checkbox"/> 13(1)(b)	an international organization
<input type="checkbox"/> 13(1)(c)	government of a province
<input type="checkbox"/> 13(1)(d)	municipal or regional government
<input type="checkbox"/> 13(1)(e)	an aboriginal government
<input type="checkbox"/> 14	federal-provincial affairs
<input type="checkbox"/> 14(a)	federal-provincial consultations or del
<input type="checkbox"/> 14(b)	strategies or tactics
<input type="checkbox"/> 15(1)	international affairs and defence
<input type="checkbox"/> 15(1)(a)	military tactics or strategies
<input type="checkbox"/> 15(1)(b)	weapons or other defence equipmen
<input type="checkbox"/> 15(1)(c)	detail on any defence establishment
<input type="checkbox"/> 15(1)(d)	information obtained or prepared for t
<input type="checkbox"/> 15(1)(d)i)	defence of Canada

69(1)(g) re:

Select article(s) to stamp...

1 selected documents / 53 Pages 0 Page(s) Indexed 0 Page(s) Scanned 28/02/2008

Performance Report - Summary

Reporting Period from 2007-04-01 to 2008-03-31

Criteria: Request Type = Access Requests - FOI, Calculate Days in Calendar

Level One	Retrieval					Approval				
	Number of Times	Total Days		Total Days		Number of Times	Total Days		Total Days	
		Elapsed	Overdue	Elapsed	Overdue		Elapsed	Overdue	Elapsed	Overdue
Client Representative Office	1	1	0	1.00	0.00	0	0	0	0.00	0.00
CPAS	1	8	0	8.00	0.00	0	0	0	0.00	0.00
Financial Services	1	1	0	1.00	0.00	0	0	0	0.00	0.00
Psychiatry Department	2	15	3	7.50	1.50	0	0	0	0.00	0.00
Rural Health Services	1	9	0	9.00	0.00	0	0	0	0.00	0.00
Departmental Total:	6	32	3	5.33	0.50	0	0	0	0.00	0.00

**AccessPro
CaseManagement
auto-generates
performance reports**

Take Aways

- Easily meet and track timelines
- Monitor performance systematically
- Ensure legislative compliance
- Enforce consistency
- Auto generate audit trail
- Improve internal and external communications

Thank you

For more information:

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