



CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF PUBLIC HEALTH

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  050686	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  04/28/2011
NAME OF PROVIDER OR SUPPLIER  KAISER FOUNDATION HOSPITAL, RIVERSIDE		STREET ADDRESS, CITY, STATE, ZIP CODE 10800 Magnolia Ave, Riverside, CA 92505-3043 RIVERSIDE COUNTY		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
	<p>information. RN 1 accessed two of her coworkers (Patients A and B) medical information, without necessity or authorization, on September 18, 2010 and October 8, 2010.</p> <p>Findings:</p> <p>An interview was conducted with the Compliance Officer (CO) on April 28, 2011, at 2 p.m. The CO stated she received an anonymous call on March 17, 2011, indicating RN 1 accessed the medical records of Patients A and B, who were also co-workers of RN 1, without authorization.</p> <p>The CO stated a review of the facility audit reports indicated RN 1 accessed the medical records of Patients A and B, co-workers, who were not under the care of RN 1 during the times the medical information was accessed.</p> <p>A review of the facility audit report dated March 17, 2011, indicated RN 1 accessed medical information pertaining to Patient A on September 18, 2010, at 2:33 a.m. The medical information accessed included two hospital admissions. Specifically, the first admission record of December 5, 2007 included dates of service, the patient's name, medical record number, address, phone numbers, e-mail address, and the admission diagnosis. The second admission record of August 21, 2008 included dates of service, the patient's name, medical record number, address, phone numbers and e-mail address. <i>No Med Info</i></p> <p>A review of the facility audit report dated March 17,</p>		<p><b>CORRECTIVE ACTION PLAN</b> <b>Penalty # 250012039</b></p> <p><b>Corrective Actions:</b></p> <p>1. Action: Immediately, the patients involved were notified regarding the privacy breached.</p> <p>Responsible Party: Medical Center Compliance Officer</p> <p>2. Action: The "Conditional Break The Glass" (CBTG) is now in place in the electronic health record that pops up if a person tries to access a medical record of someone that works in the same department.</p> <p>Responsible Party: Regional Compliance Officer</p> <p>3. Action: All Kaiser employees are required to complete the annual Compliance Training as a condition of employment.</p> <p>Responsible Party: Clinical Manager of 4 East Med-Surg Unit.</p>	<p>4/19/11</p> <p>2013 - Implementation started.</p> <p>2011 and annually</p>

16 MAR 14 PM 3:00  
 LICENSING & CERT  
 RIVERSIDE COUNTY  
 CA DEPT OF  
 HEALTH

Event ID: E58F11

2/24/2016

2:46:37PM

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	<p>2011, also indicated that RN1 accessed the medical information of Patient B on October 8, 2010, at 5:02 a.m., and 5:03 a.m. The medical information accessed included one hospital admission of October 17, 2009. The admission record accessed by RN 1 included the patient's name, date of service, address, phone number, date of birth, medical history, chief medical complaint, treatment received, allergies, a detailed systems review, and medications prescribed.</p> <p>An interview was conducted with the Clinical Manager 1, on April 28, 2011, at 2:30 p.m. She stated that she spoke with Patient B and Patient B stated that she felt violated by her coworker reviewing her medical information.</p> <p>A review of the facility policy entitled, Obligations Regarding Confidentiality, (Updated: 10/02), indicated the following procedures were to be followed regarding confidentiality of patients' medical information: "Any unauthorized access, use, possession, disclosure, alteration or destruction of confidential medical information regarding any patient, member or employee is prohibited...This policy also maintains compliance with requirements to protect the confidentiality and security of patient information under applicable state and federal law or regulations."</p> <p>The facility failed to prevent the unauthorized access of medical information, for both Patients A and B, by RN 1, in accordance with the facility policy, and in violation of Health and Safety Code section 1280.15 (a).</p>		<p>4. The employee involved in this privacy breach incident was subjected to Employee Corrective Action Level 4.</p> <p>Responsible Party: Clinical Manger of 4 East Med-Surg Unit.</p> <p style="text-align: center;"><b>MONITORING</b></p> <p>1. All privacy breach issues will be reported to Compliance Committee for oversight and monitoring</p> <p>Responsible Party: All Department Leaders/Managers/Supervisors</p>	4/2011

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