

CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF PUBLIC HEALTH

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/18/2010	
NAME OF PROVIDER OR SUPPLIER LA COUNTY SHERIFF'S DEPT TWIN TOWERS CTC		STREET ADDRESS, CITY, STATE, ZIP CODE 450 Bauchet St, Los Angeles, Ca 90012-2907 LOS ANGELES 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>Continued From page 1</p> <p>(a) Written policies regarding the rights and restrictions of inmate-patients admitted to a correctional treatment center shall be established and implemented, and made available to the inmate-patient and to the public. Inmate-patients will be afforded such rights as are commonly afforded to medical/mental patients and are consistent with jail or prison policies and procedures. Such policies and procedures shall ensure that each inmate-patient admitted to the correctional treatment center shall have the following rights and be notified of the treatment center's obligations.</p> <p>(8) To be assured confidential treatment of personnel and medical records and to approve or refuse their release to any individual outside the correctional treatment center, except in the case of transfer to another health care facility, or as required by law or third party payment contract.</p> <p>Based on document review and interviews, the facility failed to prevent an unlawful or unauthorized access to an I/P 1's medical information, when an employee (Employee A), who was not directly involved in the medical care of the I/P 1, accessed electronic medical records.</p> <p>Findings:</p> <p>On [REDACTED] 10, the Department received notification from the facility of an incident involving inappropriate access of the electronic medical record of an I/P on [REDACTED] 10 and [REDACTED] 10, while the I/P was housed at the facility. The incident was detected on [REDACTED] 10,</p>		<p>Permanent Correction: The following directives have been briefed: A) Confidentiality of Inmate-Patients' Medical Information - to all CTC Nursing personnel. B) Breach of Confidentiality – to all Quality Management personnel.</p>	01/24/2012

Event ID: R0M711

2/24/2012

3:44:30PM

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program operation.

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	<p>Continued From page 2</p> <p>and the Director of the Department where Employee A worked was notified on [REDACTED]/10. The employee (Employee A) involved in the inappropriate access, responded to his director by email indicating, "It was a mistake. It won't happen again."</p> <p>During an interview conducted with Employee B who supervised Employee A, on [REDACTED] 10 at 11 a.m., he indicated that the employee worked in a clinic where he only treated female I/Ps. Employee A was not a staff member at the facility where I/P 1, a male inmate, was admitted.</p> <p>An interview was conducted with Employee A, a dentist, on [REDACTED] 10 at 11:20 a.m. The employee stated he thought he might be seeing the I/P as a patient, and was checking to see if there were any dental problems. He stated he did not remember accessing the record more than one time, he did not tell anyone about accessing the information, and he had no intention of doing any harm with the information.</p> <p>An interview was conducted with Employee C on [REDACTED] 10 at 2:30 p.m., she indicated that staff discovered the breach while doing a check of I/Ps "flagged" as high profile cases. She confirmed Employee A had accessed the electronic clinical record on two occasions.</p>		<p>A policy on Medical Record Access has been created with emphasis on the use, access and disclosure of medical records. Any unusual or unauthorized access to, or use of, a patient's medical information will be reported to the California Department of Public Health License and Certification no later than five business days after the unlawful or unauthorized access, use, or disclosure has been detected by the Department. Reporting will be conducted by either telephone with written confirmation or by telephone facsimile. A log book has been created and centralized in the CTC Nursing Office. In addition, the Quality Management Unit will report any discovered unauthorized entry into the medical record of CTC inmate-patients to the CTC Medical Director, CTC Administrator and CTC Director of Nursing.</p> <p>Monitoring: A quarterly monitoring study will be conducted by Quality Management Unit to verify compliance with the accounting of use and disclosure of patient's medical record.</p> <p>Person Responsible: CTC Director of Nursing, CTC Medical Director and CTC Administrator.</p>	01/24/2012

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