



## New Associate Chief Medical Officer Role

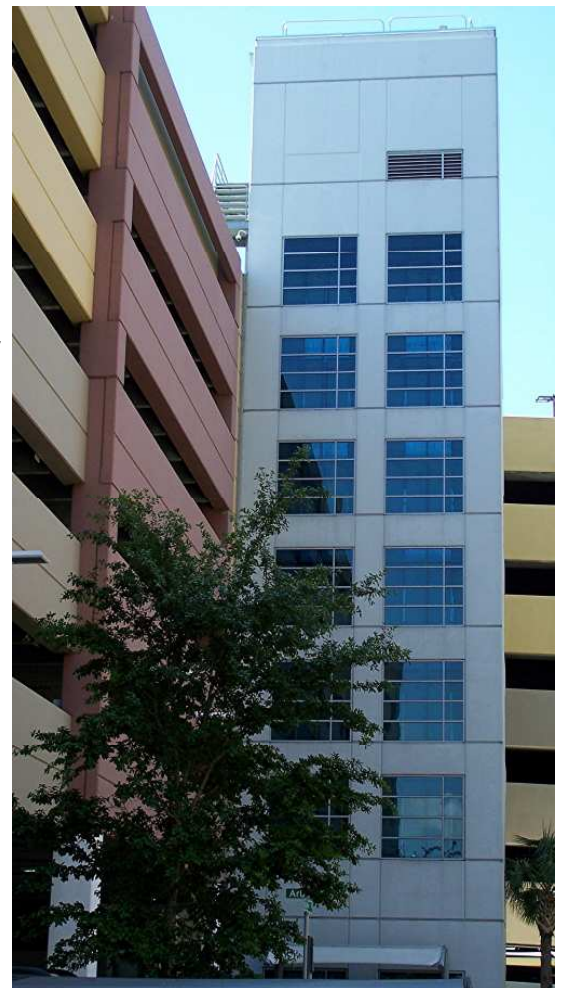
Vincent D. Perron, MD  
Associate Chief Medical Officer

The position of the Associate Chief Medical Officer is a varied role with a wide range of responsibilities. In working with case management, we are striving to decrease the length of stay while improving the quality of care that is delivered here at TGH. We believe that this can be accomplished by improving the communication between the physicians and hospital staff.

This patient centered team approach, very much modeled after an interdisciplinary team, has shown initial success. Case management had been working extremely hard and has expanded their role and presence in the hospital. Hopefully, we can continue to make a positive impact in patient care and the length of stay and allow the hospital to grow. We also plan on tackling the problem of frequent readmissions. Again, by using a team approach and by improving communication with the community physicians we feel we can not only decrease the readmission rate but we can improve the care patients receive and positively impact the quality of their lives.

Currently the CMO office is working on a wide array of projects including revamping and improving the credentialing of all the clinical staff, streamlining the ongoing and focused professional practice evaluations, and restructuring the medical director contracts so that the directors may provide a more active role on their units, to name a few.

**“The hospital will be facing many challenges with the arrival of Value Based Purchasing and we must all work together to make Tampa General more efficient while continuing to provide the highest quality of care.”**



## The Impact of Epic on Patient Privacy

Ron Peterson, Director Corporate Compliance and Audit

TGH is committed to complying with the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) patient privacy and security regulations in the new electronic medical record (EMR) environment. With the installation of Epic (TGH's electronic medical records application) there will be many new functional privacy access audit features. Epic's features will allow Corporate Compliance and Audit (CCA) to further strengthen TGH's commitment to ensuring the privacy and security of our patients' **protected health information (PHI)**. The installation of Epic does not change the continuing requirements of HIPAA or HITECH, nor TGH's policies with regard to protecting the privacy and security of a patient's PHI.

### *“Breaking the Glass”*

One of Epic's features is called “Break the Glass (BTG). The purpose of this feature, as an added level of security, is to force anyone attempting to access a patient's record at a certain security level to go through a separate procedure before the information is revealed. First, the person must be signed into the system in order to access the medical record, which creates a traceable audit trail used to monitor that person's activity. As part of this process, the employee must provide an explanation as to why he needs to access the medical record and a security reminder is unveiled. Whenever someone goes through this process, additional auditing reports are created.

**A user who is not a part of the Treatment Team must utilize BTG when accessing the following category of patients:**

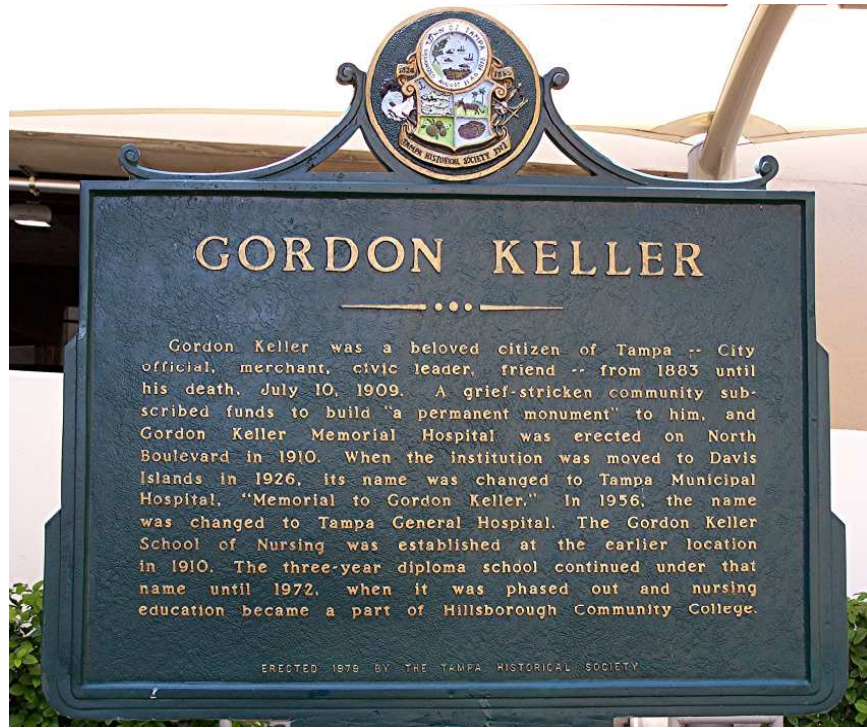
- 1. Patient encounter on 7F1, Psychiatric Services;**
- 2. Patients marked with a confidential patient type;**
- 3. When the private encounter field is marked as ‘yes’;**
- 4. When the HIM Department has placed a patient visit(s) on Legal Lock-Up.**

An ***audit trail*** stores details of the event when a user chooses to BTG. If you are not part of the patient's Treatment Team, but need to gain access to a restricted (confidential) patient's PHI, the BTG function allows you to access the patient's PHI. Because every access to any patients' PHI is recorded, numerous reporting features are available through Epic. Reports are generated that identify patterns of use that could be possible indicators of inappropriate use of PHI.

### *Examples of Reports Generated are:*

- 1. *Users Accessing Patients with Same Last Name Report:*** Identifies a pattern of employees accessing a relatives' PHI;
- 2. *Users Who Accessed the Most Patients Report:*** Identifies a pattern of a user accessing a high volume of patient PHI, when their duties would not generally call for high volume access;
- 3. *Break the Glass Report:*** Identifies patterns of inappropriate access by a user not involved in restricted patients' care.

There are numerous other audit reports available through Epic that will aid in providing added assurances to our patients of the importance TGH places on protecting the confidentiality of their PHI.



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[WWW.TGH.ORG](http://WWW.TGH.ORG)

## TGH Welcomes our new Physicians



The physicians below were added to TGH staff: 4/30/2011

Butros Bazo, MD	Internal Medicine/Hospital Medicine
Dainius Drukteinis, MD	Emergency Medicine
Benjamin Mena, MD	Internal Medicine
Esfandiar Shafii, MD	Thoracic/Cardiovascular Surgery

This newsletter is produced by Tampa General Hospital's Quality Improvement Department.

All comments, responses or suggestions are welcome and should be directed to:

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