<table>
<thead>
<tr>
<th>Pillars</th>
<th>Presenter</th>
<th>Topic</th>
<th>Summary</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pillars</td>
<td>Presenter</td>
<td>Topic</td>
<td>Summary</td>
<td>Time</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
<td>-------</td>
<td>---------</td>
<td>------</td>
</tr>
</tbody>
</table>
| People | Leader and team, including faculty | **“I respect privacy and confidentiality”**  
Opener: Ask staff for other ‘good news’ of credo behaviors from pt. or colleague interactions or share 1-2 from leaders’ rounding.  

1. **RESPECTING PRIVACY & CONFIDENTIALITY APPLIES TO ALL OF US, EVERYWHERE.**  
Read the Credo Behaviors for privacy & confidentiality; ask for examples appropriate to your own area as well.  

EXAMPLE: In our office, all outgoing faxes will have a cover sheet; Incoming fax information will be protected with covers/folders and not laid open to public view.  

2. **WE CAN UNINTENTIONALLY VIOLATE CONFIDENTIALITY AND PRIVACY IN THE RUSH OF DAY TO DAY WORK.**  
Read & discuss the situations from following list AND situations common to your area.  
Ask the team WHAT confidential information might be exposed in each situation.  
Discuss HOW the situation should be handled.  
- phone message to a physician lost in stairway contains patient’s name & diagnosis  
- medical records are left in a conference room after a meeting  
- a paycheck stub left next to the copier  
- fax with health records sent to the wrong fax number  
- residents rounding enter the patient’s room while he is getting a sponge bath.  
- copy of a grant proposal left in the restroom of the Library  
- A patient’s electronic medical record in full view at the check-in desk for the clinic  
- A resume of a job applicant who is an internal candidate is left lying on the desk  
- Your neighbor’s wife was taken to the hospital last night.. As a resident, you have access to patient records.  

| 4-7 privacy & confidentiality violations specific to your area are identified & tracked for improvement | 25 minutes total |
| 4-6 minute segment | 12-15 minute segment |
### AGENDA

<table>
<thead>
<tr>
<th>Pillars</th>
<th>Presenter</th>
<th>Topic</th>
<th>Summary</th>
<th>Time</th>
</tr>
</thead>
</table>
|         |           | - Email sent to staff in a department mentioning the recent diagnosis of a co-worker and asking for donations to help with the cost of her care  
- A research assistant from your lab had surgery last night. Since you know his surgeon, you call to get the details.  
- A patient being transferred by ambulance on a stretcher has been only partially covered as she is pushed out the elevator  
3. **ALL VUMC STAFF & FACULTY ARE EXPECTED TO RESPECT, AS WELL AS PROTECT PRIVACY AND CONFIDENTIALITY.**  
   *Respect & Protect privacy and confidentiality as if it was your own.*  
   *‘Recognize’ staff & faculty seen actively respecting privacy & confidentiality.*  
   Examples: knocking & waiting to be acknowledged to enter; promoting patient privacy during rounds, transport, etc.  
   Desks, computer screens left clear of confidential information;  
   **Recruit several staff to do an unannounced 5 minute tour** of the area. Their goal is to find, correct and involve co-workers when there are potential situations that will violate privacy & confidentiality standards.  
   Bring any ‘quick fixes’ back to the next staff meeting, lab meeting or Unit Board.                                                                 | 5 minute segment |