

Indigenous Community Healthcare Privacy Compliance Training

<Date>

<Name>



Title

About the Course

Developed specifically for Indigenous Health Centres and Nursing Stations in Alberta.

The content was designed to address information gaps identified through analysis of survey responses collected from 25+ communities.

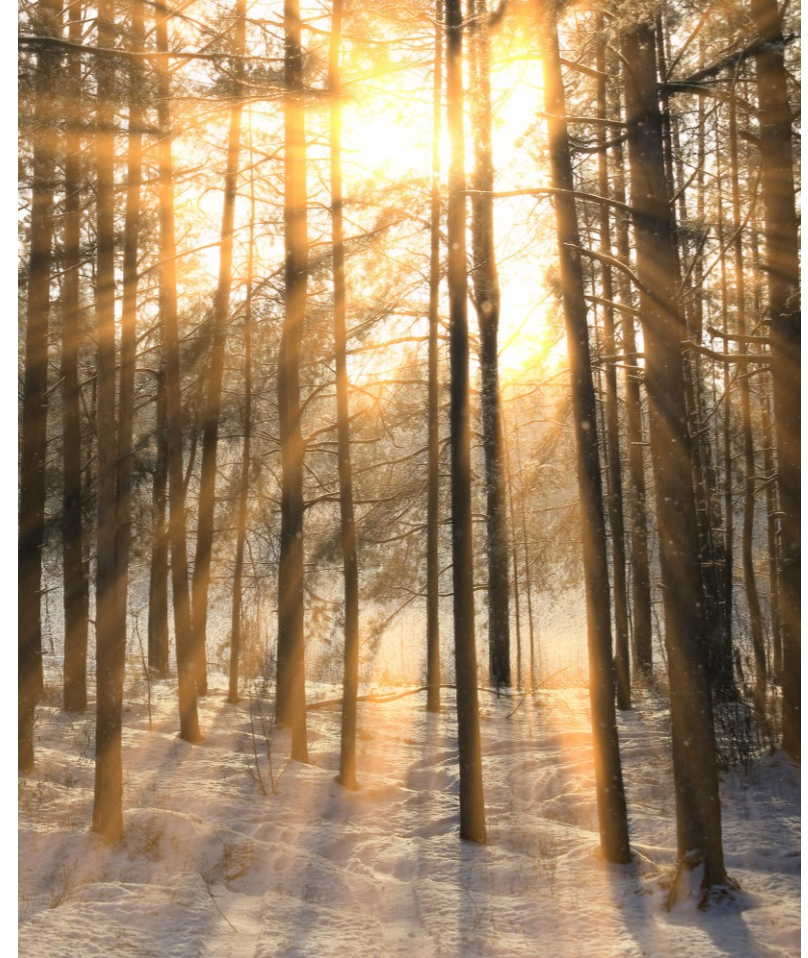
You will learn foundational privacy principles, how to apply them to your work, and how to prevent avoidable privacy breaches.

Methodology – Survey Development

An online survey was distributed to understand privacy compliance across all communities so that a full gap analysis and remediation plan could be developed.

Question categories :

- Organizational structure
- Technology use
- Policies and procedures
- Training
- Agreements



Survey Results - The Good

- Staff know that privacy compliance is a concern
- Confidentiality oaths are common
- Physical security measures are well established
- Technology such as firewalls and VPNs for remote login are in place in many locations (TSAG).



Survey Results - The Gaps

Health Centres and Nursing Stations are missing the framework for a culture of privacy compliance.

“I don’t sleep at night worrying about privacy.”

- Respondent testimonial



Recommendations

1. Develop a privacy training curriculum that provides foundational understanding of compliance in Alberta. Implement a training log to identify which members have taken training.
2. Create and distribute compliant policies and procedures to fill gaps and enable technology adoption.
3. Store privacy documentation for each location online and make available as appropriate.
4. Implement consistent controls around the use of paper including access logs and retention guidelines.
5. Implement disclosure logs at each location.

The Gaps – Training

“Training is inconsistent and incomplete.”

While all locations have received at least some training in the Health Information Act, there are no locations where all members have received the necessary training.

	HIA	PIPA	PIPEDA	OCAP	FOIP	Canada's Privacy Act:	AVERAGE
All Members	36.36%	18.18%	4.55%	0.00%	45.45%	18.18%	20.45%
Some Members	45.45%	27.27%	22.73%	45.45%	40.91%	31.82%	35.61%
No Members	0.00%	27.27%	36.36%	31.82%	4.55%	27.27%	21.21%
Unanswered	18.18%	27.27%	36.36%	22.73%	9.09%	22.73%	22.73%

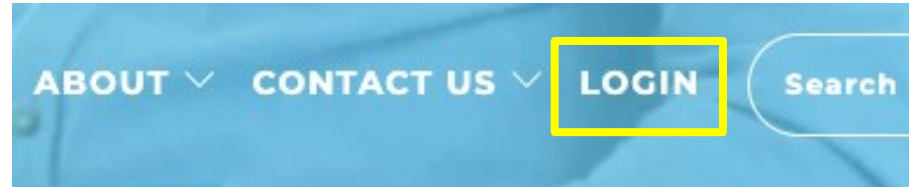
The Course Content

1. **Introduction to Patient Privacy** – Why privacy compliance is important, what compliance means to your Health centre or Nursing Station, and the risks to patients.
2. **Health Information Act (HIA) and Other Legislation** – Learn the privacy requirements in Alberta law and when other regulations apply.
3. **Roles and Responsibilities defined by the HIA** – Learn how the HIA applies to you and to different roles throughout your Health Centre or Nursing Station.
4. **Collection Use Disclosure Disposal** – How to manage information in compliance with privacy regulations from start to finish.
5. **Policies and Procedures** – Learn the important policies and procedures that should be in place at your Health Centre or Nursing Station and how they protect patients.
6. **How to Keep Patient Information Private** – Learn the Administrative, Physical, and Technical safeguards that keep patient information safe.
7. **Privacy Officer Responsibilities** – How privacy officers maintain privacy compliance on an on-going basis.
8. **Privacy Breaches** – Understand causes of common privacy breaches and how they can be avoided.
9. **Cyber Threats and Protections** – Learn about cyber threats, why they target healthcare information, and how to keep patient information safe.

How to Access Your Training:

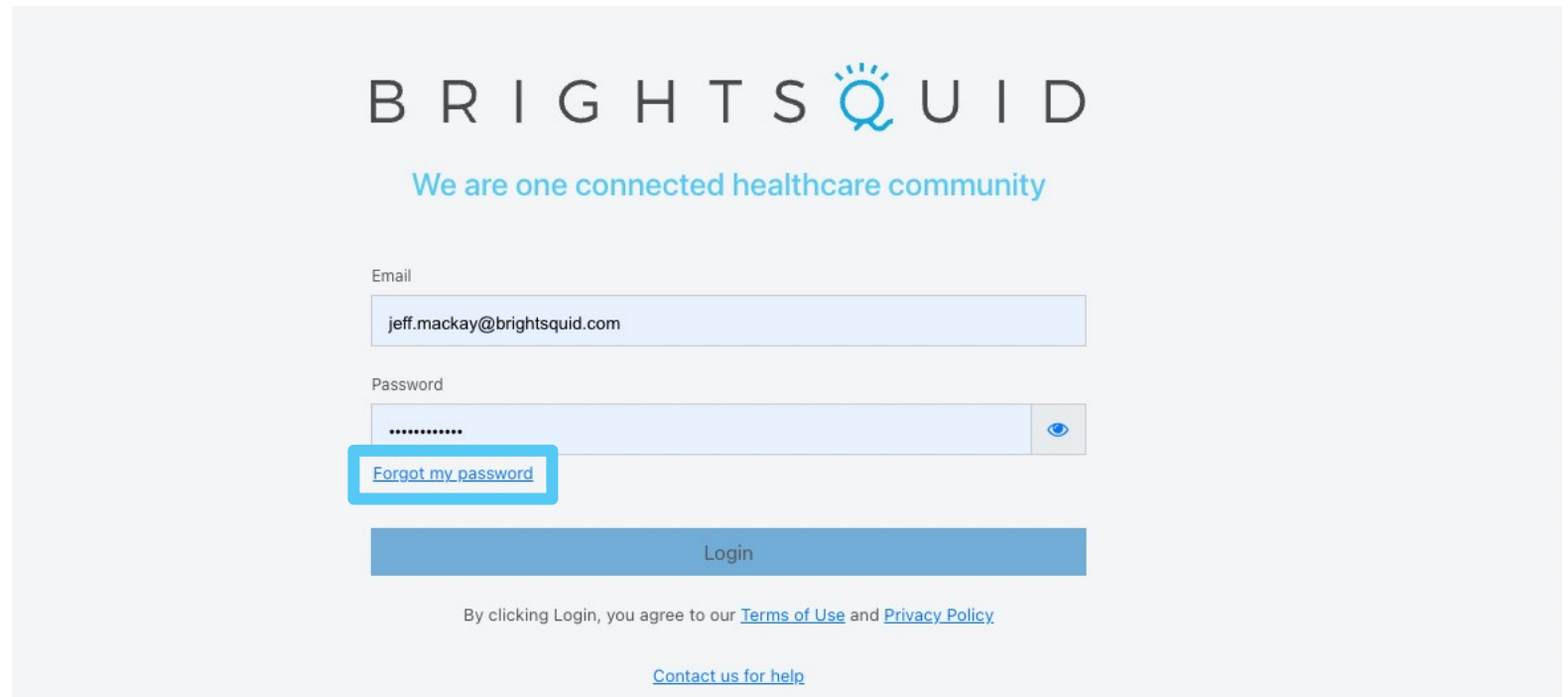
1. Log in to your Brightsquid account:

- Search “Brightsquid”
 - Go to Brightsquid.com
 - Click “LOGIN”

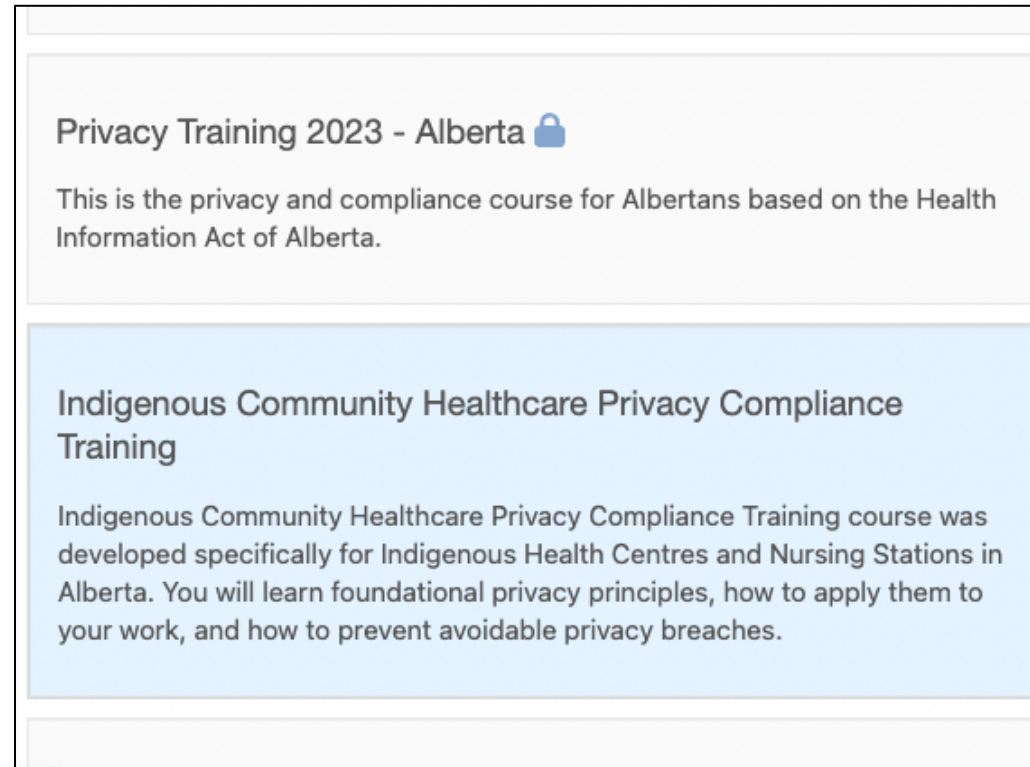
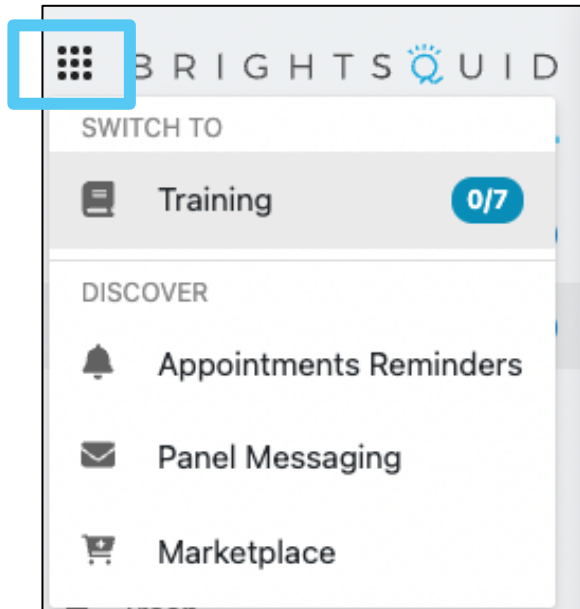


OR

- Visit health.brightsquid.com



Go to the Training Section of Your Account



Take the Training – Pass the Quizzes

1. Introduction to Patient Privacy

Learn why privacy compliance is important, what compliance means to your Health centre or Nursing Station, and the risks your patients face if their privacy is not protected.

Start

- Each course module is a video.
- Watch the videos as many times as you want.
- At the end of each video is a quiz.
- Once all quizzes are passed, you get your certificate.
- After you pass, you can review the videos but can't take the quizzes for a year.

Training Log

Settings		?	🔔	Brightsquid ▾
Personal Details	Clinic Details	Clinic Members	Subscription	Training
Clinic Members		Courses Completed		
Brightsquid Account Management		0/6		More ▾
Mr. Chris Carlson		0/6		More ▾
Francis Chew		0/6		More ▾
Daniel Cordner		0/6		More ▾
Mr. Mark Eyre		0/6		More ▾
Mr. Akash Gupta		0/6		More ▾
Ms. Candace Jensen		1/6		More ▾
Eleanor Johnson		0/6		More ▾
Mr. Rohit Joshi		0/6		More ▾

- Everyone must have their own account.
- Certificates are generated with the name on the user account at the time the course is completed and can't be changed.
- If needed, you can change your name under Personal details in settings.

Training Log

Michele Matyus

1/6

[Less ^](#)

Michele Matyus has completed 1 of 6 assigned courses. You can print their certificates to display in your clinic, and send them a reminder to complete unfinished or expired training.

Secure-Mail Course	0/6 modules completed	Not Started	
Secure-Mail for Improved Patient Care	0/1 modules completed	Not Started	
eConsultations	0/3 modules completed	Not Started	
Privacy Training 2023 - Alberta	2/8 modules completed	In Progress	
Privacy Breach Prevention for Healthcare Clinics	3/3 modules completed	Completed on 2022-08-10	Download Certificate

If You Don't Have An Account Yet:

1. There is no account activated for your Health Centre or Nursing Station:

- Contact michele.m@brightsquid.com
 - Include site name and lead custodian or privacy officer contact information
- Confirm administrator email address
- Complete activation process by clicking link in invite email from Brightsquid

2. Your Health Centre/Nursing Station has an account, but you don't:

- Find out who the Administrator is
- Provide them with your email address
- Complete activation process by clicking link in invite email from your administrator

Demonstration

Let's walk through it live!

THANQ