

Health Care Managers' Perspectives on Intercultural Privacy Concerns

Presented by

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Overview of Study

- Methods of health care communication have developed rapidly over centuries
- EMRs are being mandated through president Obama's health care reform policy
- Potential cultural and language barriers need to be considered before implementation

Participants

- Convenience Sample
- Members of the Clinical Services Team
- Additional departments recruited as see fit

Methods

- Interviews were conducted with 11 health care managers from various departments at Bridgeport Hospital
- Participants answered predefined and open-ended questions on cultural aspects of the privacy and electronic medical records
- Qualitative analysis was performed to assess the data

Methods (Cont'd)

- Responses to interview questions were categorized by question
- Similar answers were then be grouped together and common themes identified and analyzed
- Goal of analysis was to gain a better understanding of health care managers' perspectives of EMRs and the challenges involved in ensuring cultural issues are addressed

Results

- Cultural and/or language barriers in adapting to EMRs
 - Culture and language barriers do not significantly affect how culturally diverse patients adapt to EMRs
 - Use of computers identified as a key area for concern
 - Translation of patient information to a different language
 - System limitations

Results (Cont'd)

- Intercultural communication exchanges and privacy impacts of EMRs
 - Processes for conducting patient/health care provider interactions with culturally diverse patients and maintaining patient privacy would not change.
 - Potential for EMR technology to highlight topics for health care professionals to address with patients.

Results (Cont'd)

- EMRs and the protection of patient privacy
 - Patient privacy protections in place for EMRs are equal to protections offered by paper-based records.
 - Positive aspects of EMRs are the ability to require secure passwords in order to access data.
 - Negative aspect notes computer screens displaying patient information in hallways.
 - HIPAA now requires mandatory audits and breeches can be prosecuted.

Results (Cont'd)

- Other concerns regarding culturally diverse patients and the implementation of EMRs
 - Importance of providing information at each stage of implementation.
 - Allowing all patients to provide comments, and offering training.
 - Sensitivity to diverse cultures.

Discussion

- Primary purpose of this study was to investigate the intercultural privacy concerns faced by health care managers when implementing EMRs
- Understanding EMRs takes time and training
- Non-English speaking patients face many challenges
- So do health care managers and providers

Privacy concerns

- “The right to be let alone”
- Is Too Much Privacy Bad for Your Health?

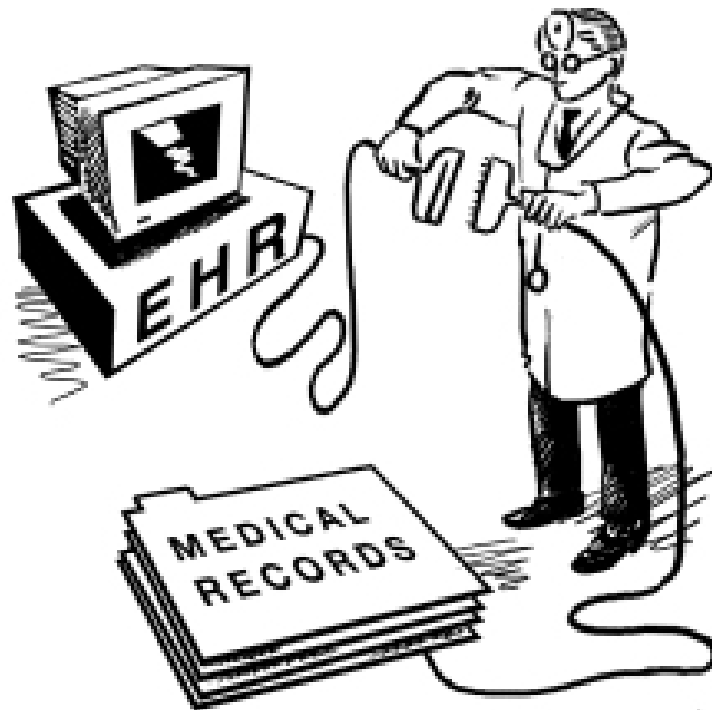
Sources: Gangloff, M. (2007, December 30). Legislating Privacy: How open should information be? *The Roanoke Times*. Retrieved from <http://www.roanoke.com/vtinvestigation/wb/145207>

Scott, C. (2000). Is Too Much Privacy Bad for Your Health? An Introduction to the Law, Ethics, and HIPAA Rule on Medical Privacy. *Georgia State University Law Review*, 17, 481-530.

HIPAA and EMRs

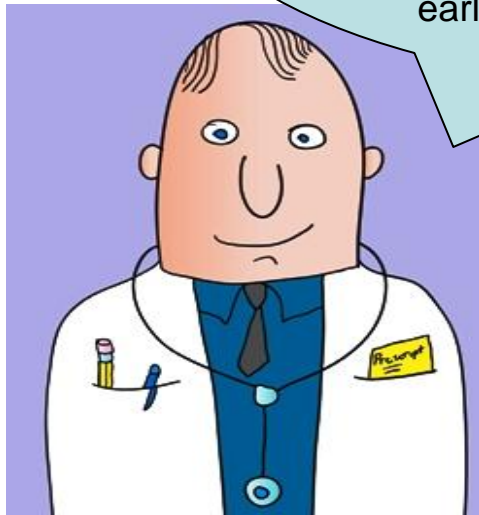
- HIPAA prohibits medical providers from sharing records without a patient's permission except when necessary for treatment. Non-compliance has consequences.
- EMRs require common sense and basic steps:
 - Put your computer server in a secure room that's locked
 - Use an EMR with user management and permissions
 - Make regular back-ups and store them in a secure place
 - Employ a computer specialist

How do you manage EHRs?



Power, privacy and medical records

I'll write you a prescription, but it might not be covered under your insurance. Sure, I can order those tests for you but you'll have to pay out of pocket. We can help you file an insurance claim, but you won't get a check until next year at the earliest.



Electronic medical records and the future

- Electronic medical records are the wave of the future—manage your own medical files and take control, but be aware of privacy issues
- Critics of patient privacy have argued that patients should not have such strictly regulated protected medical records; that too much privacy can be bad for your health.
- Americans feel a strong sense of entitlement to health care privacy, even though most are unaware how often and to how many parties their information is routinely disclosed.
- The medical privacy debate will continue, but open communication among patients and providers, regardless of age or culture, and adherence to privacy laws, will give a patient the best medical care possible.

Thank You!