

# Healthcare Privacy

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# Watch Brent Try to Beat the Clock...

- Kaiser Permanente Snapshot
- Social standards
  - ◆ Training film extract
- At the interface
  - ◆ Identification / authorization
  - ◆ Log off
- Demographics and science conspire
- High impact data

# Kaiser Permanente: A Snapshot

- Kaiser Permanente Has:
  - ◆ Regions in 9 states and Washington, D.C.
  - ◆ 8.3 million members
  - ◆ 29 Hospitals
  - ◆ 423 Medical Offices
  - ◆ 11,345 physicians
  - ◆ 122,473 employees
  - ◆ More than 3,000 applications that contain HIPAA relevant information

# Social Standards

- Good intentions gone wrong
- Vignette

# At the Interface

- Terminals in “open” areas
- Intelligent exam room:
  - ◆ Auto ID of caregiver
  - ◆ Auto log-on & log-off
  - ◆ Private audio feedback
  - ◆ Protection of data from kids, family, and friends

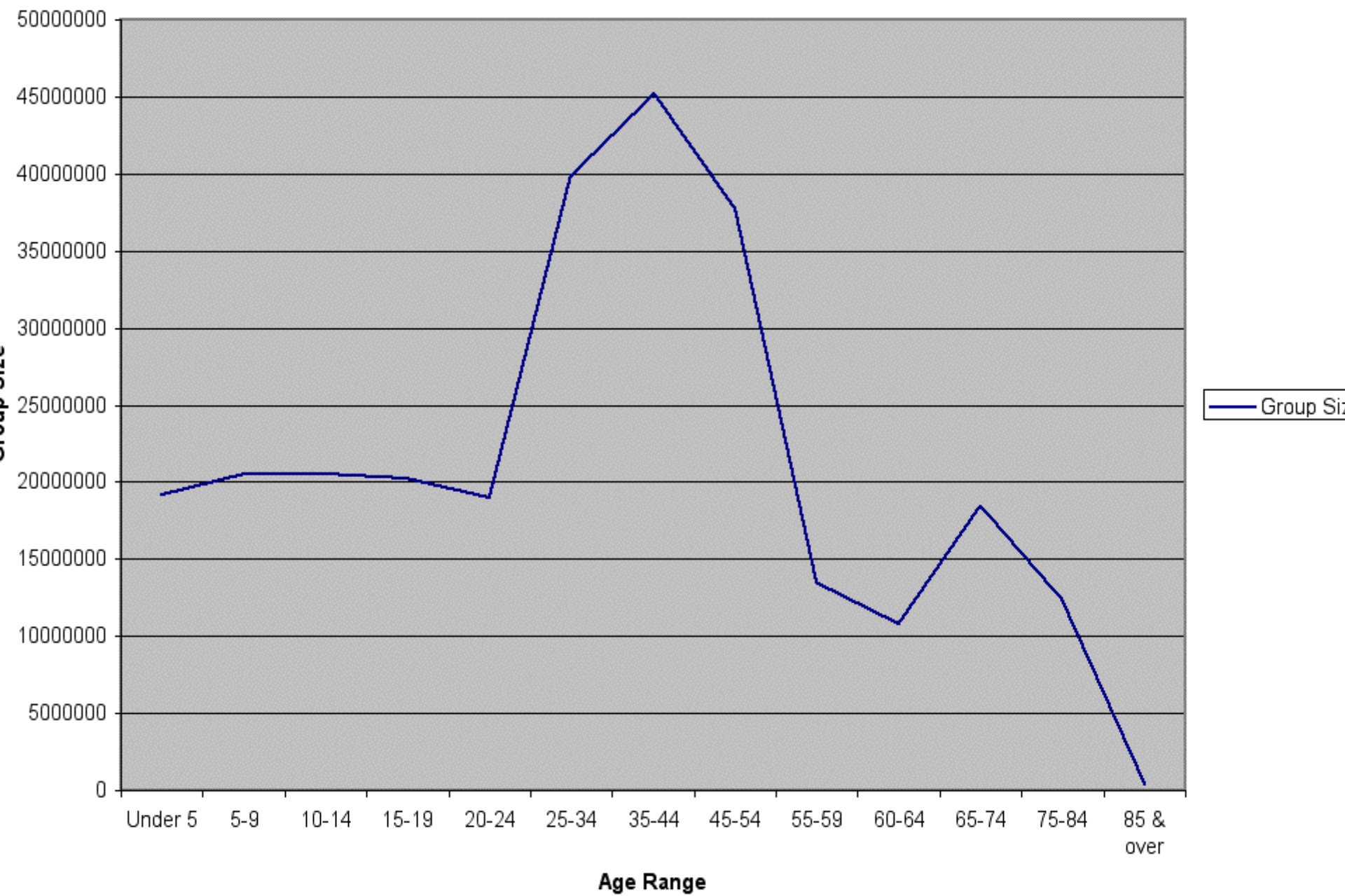
# At the Interface

- Intelligent exam room cont.:
  - ◆ Tracking microphones
  - ◆ Text to speech
  - ◆ Meaning extraction
- Security:
  - ◆ Biometrics
  - ◆ Trusted paper

# Health in Aging

- Population bulge for >65 year olds

# Age Demographics for Year 2000



# Health in Aging

- Increase in chronic care for >65 year olds
- Fatal problems becoming chronic problems
  - ◆ Safer procedures
  - ◆ New devices
  - ◆ New medications

# Health in Aging

- Increase in chronic care for >65 year olds
  - ◆ > 6 x increase in visits for >65 year olds
  - ◆ > 3 x increase in >65 years old

Therefore  $6 \times 3 = 18$  times work load  
increase in chronic care for >65 year olds

# Health in Aging

- Resources to throw at chronic care
  - ◆ Increase (>18x) in chronic care for >65 year olds is greater than training or hiring can handle
  - ◆ Nursing shortage
  - ◆ Long lead time for physician training

# Health in Aging

- Increase (>18x) in chronic care for >65 year olds is greater than training or hiring can handle
- Must explore self help

# Health in Aging

- Compliance:
  - ◆ Smart pill dispenser
- Home tracking stations
  - ◆ Hypertension
  - ◆ Congestive heart failure
  - ◆ Diabetes
  - ◆ Asthma
  - ◆ Depression
  - ◆ Coumadin (warfarin) titration

# Health Self Help

- Need for local sensing and monitoring
- Need for privacy in condition monitoring
- Desirability of local analysis
- Need for privacy in data processing
- Need for remote tracking
- Need for privacy in communications
- Need for privacy in status displays

# High impact data

- Leaks could cost member confidence
- Leaks could hurt member
- Leaks could scare
- Leaks could lead to extortion

# Kaiser Permanente

- “As a matter of Kaiser Permanente policy and federal and state law, we have the responsibility to protect a member’s health, payment and enrollment information so that it is not improperly used or disclosed.”
- Kaiser Permanente HIPAA Training Booklet, Copyright 2002

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