



# FIRST NATION HEALTH CENTRE PRIVACYFIRST



**PrivacyFirst for First Nation Health Centres** is an enhanced practice improvement service offered to current and new Mustimuhw cEMR customers. A comprehensive Baseline Assessment conducted remotely by a Privacy Specialist is designed to identify potential gaps in a health centre's operational practices that protect the privacy and accuracy of personal information. Appropriate capacity development support and training is then targeted towards identified improvement areas.



More than ever, the privacy best practice and related legislation environment requires health service organizations to align their operational practices to their established Privacy and Security policies. **PrivacyFirst** will help identify operational improvement areas and support the continued nurturing of a strong organizational privacy culture within your Health Centre.

Mustimuhw Information Solutions has developed a robust Privacy & Security framework with related policies and procedures. These have been provided and enacted as appropriate at our customer sites. Ensuring that policy is expressed in the day to day operations of the Health Centre requires ongoing care and attention. Our Baseline Assessment will provide a snapshot of key areas that need further support. Together we will build a remediation plan to undertake change management and knowledge building activities towards practice improvement.

The **PrivacyFirst** service offering complements and builds upon previous privacy & security work we have done with your organization. A companion service called **SecureStart** will help your organization understand the risk profile of your organization from a cyber security perspective, along with the identification of any necessary remedial action.

## KEY BENEFITS

*Ensure organizational clarity around privacy roles and responsibilities*

*Knowledge & Skill enhancement for Health Centre staff*

*Entrench operational workflows to ensure personal health information is protected*

*Building a sustainable "privacy culture" in the Health Centre*

*Operational compliance to privacy requirements and best practices*

*Tools and templates to support key activities including PIAs and access audits*



**PRIVACYFIRST**

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## Privacy Development Areas?



Strong Privacy Officer Role



Strong Security Officer Role



Effective Human Resource Tools



Information Access Audit Processes



Incident Management Processes



Business Continuity Readiness



Knowledge & Skill Development



Improved Record Retention and Disposal Processes



Transparency and Communications to Clients



Managing Reporting & Research Requests



Privacy Knowledge Support Network

**PrivacyFirst will provide support and service in the following areas to build a robust privacy culture within your organization:**

**Baseline Assessment**

- Privacy Assessment Checklist
- Implementation Checklist
- Develop Remediation Plan

**Leadership & Ownership**

- Understanding Roles & Responsibilities
- Change Management Support

**Privacy & Security Awareness**

- Community Awareness Strategies
- Leadership Acknowledgement
- Staff Cooperation & Collaboration
- Linkages to key External Resources

**Knowledge & Skills Training**

- Knowledge & Skills Assessment
- Staff Training
- Privacy Officer Training
- Security Officer Training

**Tracking Progress**

- Report of Baseline Status
- Tracking Tools for ongoing Implementation

**Bringing Privacy Alive**

- P&S Tips
- P&S FAQs
- Tips for Hosting Events that Strengthen Privacy Practices

**Workflow Guidance**

- Access Audits
- Incident Management
- Protection of Health Information
- Consent, etc.

**Privacy & Security Toolkit**

- Policy Manual
- Implementation Tools

## PROCESS

1. PrivacyFirst Baseline Assessment



2. Remediation Plan



3. Capacity Development & Training



4. Progress Assessment

