Volume 1

Resident Care: Protecting Privacy and Confidentiality
A Video Guide for Staff in Long-Term Care Facilities

Facilitator’s Guide

VideoPro Productions
Resident Care: Protecting Privacy and Confidentiality

A Video Guide for Staff in Long-Term Care Facilities

Protecting the privacy and confidentiality of residents is our job and it’s the law. Most importantly though, it’s the right thing to do. OBRA and HIPAA are two important federal and state regulations that define and protect privacy and confidentiality in long-term care settings. A person living in a long-term care facility has the same rights as anyone in the community at large.

As caregivers, our job can be complicated. In addition to the support and care we provide for residents, we are also their advocates. We protect their privacy and help ensure that personal, financial and medical affairs remain confidential.

This program and the accompanying in-service training will explain what privacy and confidentiality mean and why both are so important.
“Resident Care: Protecting Privacy and Confidentiality” is a video-based learning program. It supports the needs and motivations of health care professionals and staff that provide direct resident care.

Conduct learning sessions for:
- All CNAs
- All Nursing professionals
- Staff across your facility including those supporting activities, social services, housekeeping and food service

“Resident Care: Protecting Privacy and Confidentiality” can positively influence caregiving by helping staff and caregivers. The learning objectives will help viewers:
- Understand what privacy and confidentiality mean and why both are so important
- Recognize everyday situations that might jeopardize resident privacy and confidentiality
- Learn practical ways to assure residents receive the privacy they deserve and maintain the confidentiality they desire
PRoGRAM CONTENT

“Resident Care: Protecting Privacy and Confidentiality” is a practical educational tool. It demonstrates important ways to help assure that your residents receive the appropriate privacy and the requested confidentiality. It also provides guidance to help caregivers manage situations that involve privacy and confidentiality.

Filled with practical information and useful instruction, this video training provides a unique and interactive learning experience. In addition to the valuable information contained in the video and the accompanying facilitator’s guide, the video in-service provides opportunities for facilitated discussion to help participants understand how they can help protect a resident’s privacy and confidentiality.
SAMPLE GROUP SESSION AGENDA

Use the following sample agenda to structure a session featuring “Resident Care: Protecting Privacy and Confidentiality”

Suggested length of session: Sixty minutes. Group discussion is important to learning. If participants are slow to respond, consider briefly recapping the main ideas just covered or the key situations and behaviors with which you feel your group can most easily relate.

Length of videotaped program: approximately 25 minutes

Materials needed:
- This facilitator’s guide
- The “Resident Care: Protecting Privacy and Confidentiality” DVD program
- Optional paper and pencils for participant note-taking
- Optional flipchart and markers for writing key ideas
**SUGGESTED SESSION AGENDA**

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome the group to your session.</td>
</tr>
<tr>
<td>2</td>
<td>INTRODUCE the “Resident Care: Protecting Privacy and Confidentiality” topic and show the first module of video program — Introduction</td>
</tr>
<tr>
<td>3</td>
<td>Engage viewers in a brief discussion about MODULE 1.</td>
</tr>
</tbody>
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**DISCUSSION:** Ask group to define/explain privacy and confidentiality. Ask group to discuss and recognize some situations where privacy in their long-term care workplace might be different from privacy they see in their home. Consider responses of the group and focus the instruction during the remaining in-service to help correct any misunderstanding and to provide a truer definition.

**ASK:** What does privacy and confidentiality mean to you?

**ASK:** Do you think the lack of privacy influences the attitudes and moods of your residents?

**ASK:** What are some situations where privacy in your home might be different from privacy you see for your residents? How can the violation of privacy and confidentiality present a concern in your workplace?
RESIDENT CARE: PROTECTING PRIVACY AND CONFIDENTIALITY

4  Show second module of video program – Background and Definitions

5  Engage viewers in a brief discussion about MODULE 2. Focus on the legal definition and general issues surrounding privacy and confidentiality.

ASK: What is the difference between privacy and confidentiality?

ASK: Why do you think privacy is important to residents?

ASK: What should you do if you are unsure about whether something is or is not confidential?

6  Show third module of video program – Protecting Medical, Financial and Personal Affairs

7  Engage viewers in a brief discussion about MODULE 3.

ASK: What are the three types of resident information we must protect? Explain each (personal, financial and medical affairs)

ASK: What are some ways that the confidentiality of resident information can be violated through computers/internet? How can we avoid this?
8 Show fourth module of video program – Practical Tips for Protecting Privacy and Confidentiality

9 Engage viewers in a brief discussion about MODULE 4.

**DISCUSS** a resident’s right to privacy and confidentiality. Invite viewers to describe situations where protecting privacy and confidentiality could be difficult. How can we handle these situations?

**ASK:** What are strategies you can use to ensure a resident’s right to privacy and confidentiality? Consider different settings to apply strategies – at mealtime, in common areas, upon admission, in private rooms.

**ASK:** What are some resources you can turn to if you are unsure what to do in a situation regarding privacy and confidentiality?

Thank group members for their participation and conclude the session.
EXERCISES AFTER VIDEO

1. What have you learned during this session that you had not known beforehand?

2. With what you have learned, do you look at resident privacy and confidentiality differently than you had before this session?

3. How would you apply what you’ve learned on-the-job?

4. Considering what this in-service covered, how would you rate your facility protocol for preparing caregivers to understand resident rights? What would you recommend to enhance that protocol?
Questions?

If you have questions about how to implement the “Resident Care: Protecting Privacy and Confidentiality” program, or if you would like information about other programs available from Video Pro Productions, call or write:

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