



Ottawa Hospital
Research Institute
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Patient Privacy Audit in the Department of Medical Imaging at the Civic Campus of The Ottawa Hospital

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Thursday, May 28, 2015



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Disclosures

- None.



Background



- Preservation of privacy and dignity are basic requirements for all patients.^{1,2}
- Studies in ER departments have shown a significant correlation between respecting privacy and patients' overall satisfaction.^{3,4}
- TOH Quality Improvement Plan: ongoing effort to improve patients' overall experience.⁵

Standard



- All patients should feel that they have their need for privacy met during their hospital visit⁵.

Methods



- Ethics approval obtained from OHRI.
- All consecutive outpatients who underwent MRI, CT, US, XR examinations in the Department of Medical Imaging at TOH – Civic Campus were asked to fill out a survey on patient privacy.
- Survey responses were anonymous.
- Completed surveys were collected over a five day period (Aug.11-15, 2014) during regular business hours.

Please **check** your **age group**.

18–25 Yrs

26–45 Yrs

46–59 Yrs

over 60 Yrs

Please **check** which **type of examination** you had.

X-ray

Ultrasound

CT Scan

MRI Scan

Patient privacy is defined as the practice of keeping personal and medical information about a patient confidential. It also refers to a patients' right to have their physical privacy respected.

We are interested in knowing if you felt your privacy was respected. Using the scale below please rank how you felt your privacy was respected in the following areas of the Department of Medical Imaging.

Excellent – 6 Good – 5 Acceptable – 4 Poor – 3 Very poor – 2 No privacy – 1

1 Reception Desk Area:

Excellent

6

5

4

3

2

No Privacy

1

If you scored 2 or 1 please indicate the problems you experienced

2 Waiting Room:

Excellent

6

5

4

3

2

No Privacy

1

If you scored 2 or 1 please indicate the problems you experienced

3 Changing areas:

Excellent

6

5

4

3

2

No Privacy

1

If you scored 2 or 1 please indicate the problems you experienced

4 Examination room:

Excellent

6

5

4

3

2

No Privacy

1

If you scored 2 or 1 please indicate the problems you experienced

5. Radiology staff (Receptionists, technologists, staff physicians):

Excellent

6

5

4

3

2

No Privacy

1

If you scored 2 or 1 please indicate the problems you experienced

Target



- 90% of patients are satisfied their privacy was respected (*defined as a score greater or equal to 5*).

Results



- 502 surveys were completed and returned.
- Time invested for initial audit:
 - 48 hours total:
 - 3 hours of literature review and protocol write-up
 - 40 hours of data collection
 - 5 hours of data tabulation and analyses.

Results



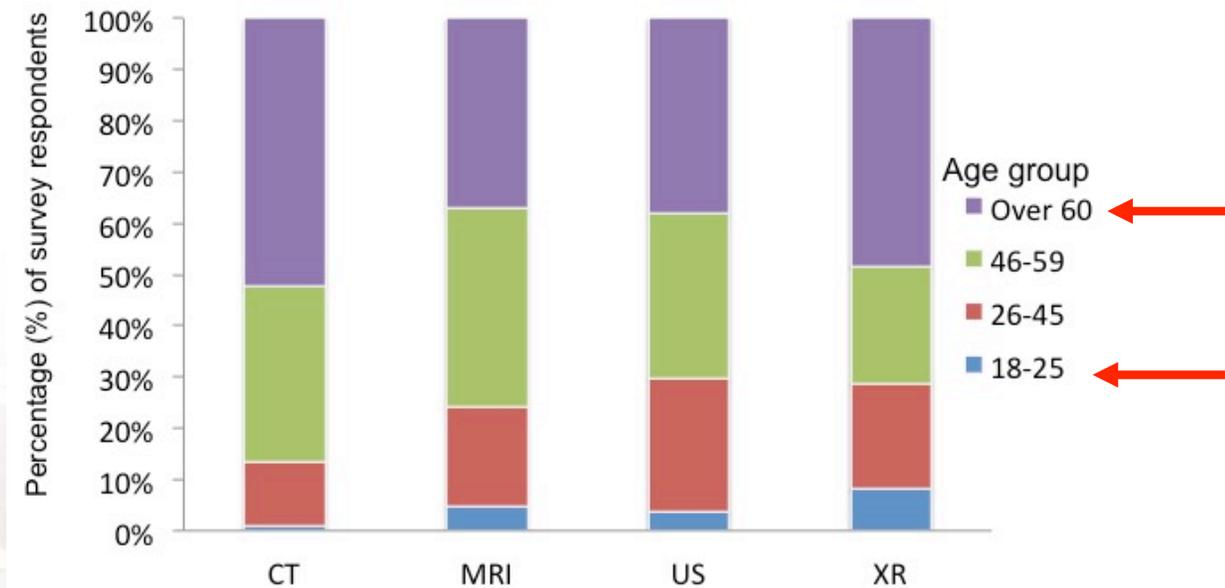
- Response rates:
 - # of completed surveys / total # of completed exams (per modality).

Modality	Response Rates
MRI	55% (108/195)
CT	42% (188/450)
US	45% (84/186)
XR	47% (122/259)

Results



- Age distribution:



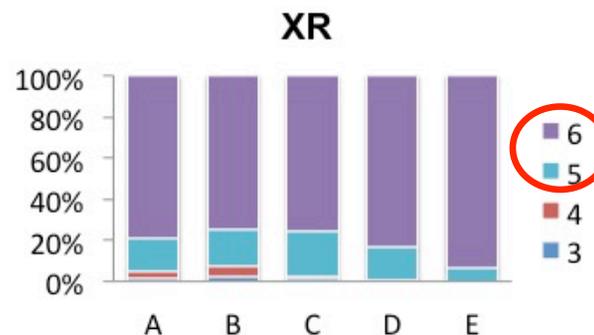
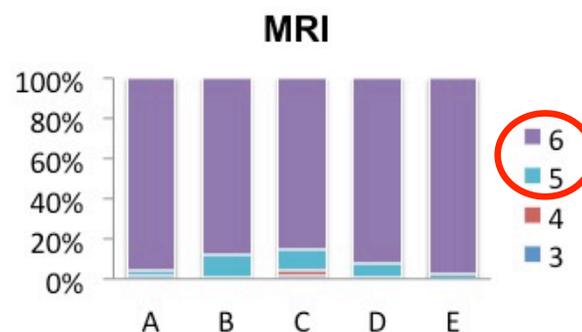
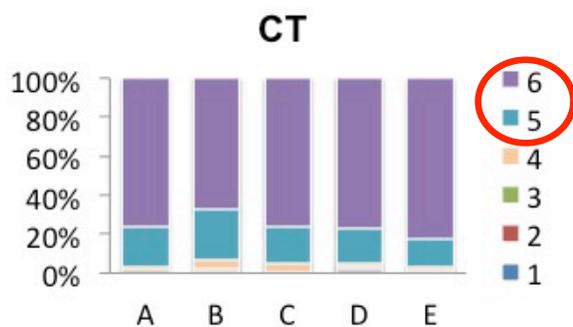
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Results



- Frequency of privacy scores per imaging modality:

A = Reception
 B = Waiting room
 C = Changing areas
 D = Exam room
 E = Radiology staff



Results



- How does our data compare to our target?
 - For each imaging modality, the majority of patients felt that their privacy was respected (>90% of the scores were 5 or 6).

Results

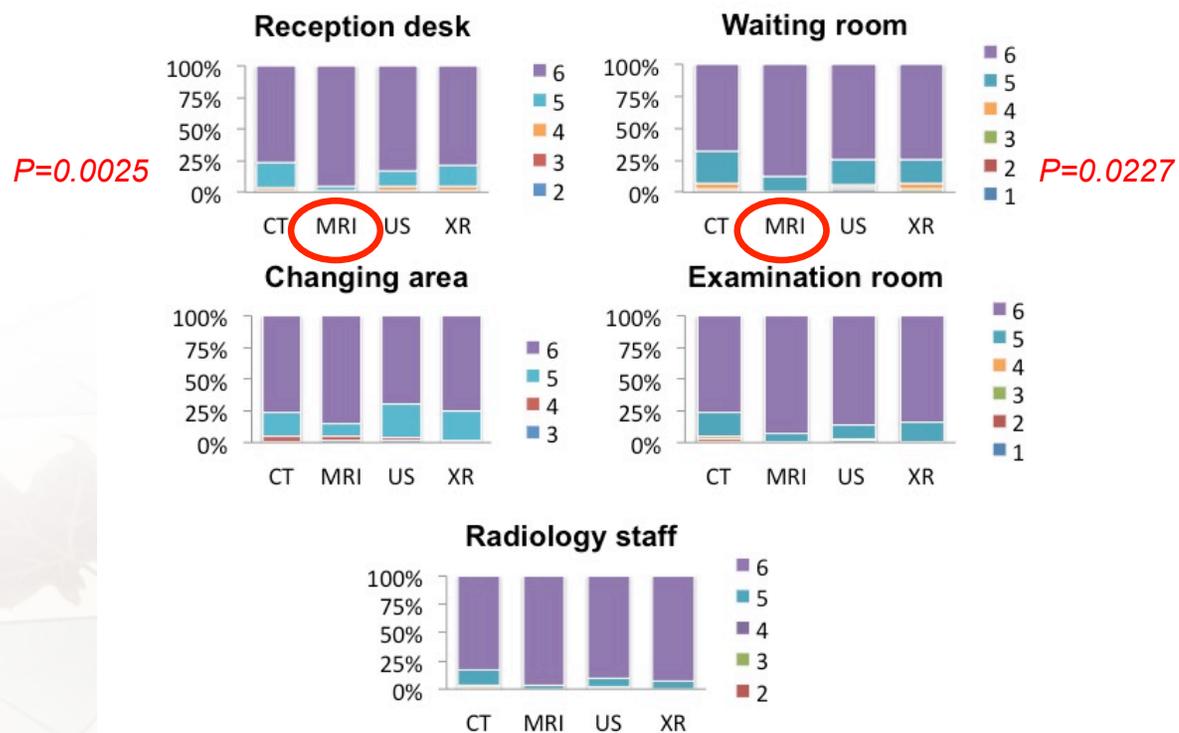


- Patient '**negative**' feedback:
 - 16/20 responses from CT + US
 - Primary concern: small size of waiting and examination rooms
- Patient '**positive**' feedback:
 - 6/11 responses from MRI
 - Described positive interactions with radiology staff

Results



- Frequency of privacy scores per location:



MRI Suite



Reception



privacy glass

Waiting Room



- relatively spacious;
- smaller number of patients waiting

Summary



- Patient privacy was well respected and we met our target within the Department of Medical Imaging at TOH – Civic Campus.
- For a given imaging modality, differences in privacy ratings may in part be related to departmental design and layout.



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Recommendations



- In order to achieve 'the standard' changes are required.
- Future changes will be influenced by cost and existing infrastructure.
- Proposed changes:
 - Installation of privacy glass for reception and waiting room areas throughout the department.
 - Privacy barrier (screens or curtains) in CT observation room.
 - Annual mandatory teaching module on patient privacy for all staff.

Future directives



- Implement changes to departmental design and perform a re-audit in August, 2015.
- Similar privacy audits across all medical departments will hopefully lead to increased awareness of patient privacy, which in turn, may positively impact patient satisfaction.

References



1. Bäck E, Wikblad K (1998) Privacy in hospital. J Adv Nurs 27:940-945.
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5. (2004) The Ottawa Hospital Corporate Policy and Procedure Manual. Section: Administration. Privacy: ADM II 260.



Thank you!



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