



Privacy Management Annual Report 2016-2017

This report is produced by South Eastern Sydney Local Health District in accordance with annual reporting obligations regarding privacy matters, contained in the *Annual Reports (Departments) Regulation 2015*, Section 6 and *Annual Reports (Statutory Bodies) Regulation 2015*, Section 10.

South Eastern Sydney Local Health District is proudly committed to safeguarding the privacy of health and personal information and has implemented a range of measures to comply with its obligations under the *Health Records and Information Privacy Act 2002* and the *Privacy and Personal Information Protection Act 1998*.

Privacy matters are addressed from a range of different perspectives, including:

- Delivery of on-demand, tailored privacy training and resources for staff
- Privacy Awareness Week presentation
- Communications to staff from the Chief Executive relating to privacy requirements
- Privacy consultation and advice to internal stakeholders
- PCO participation in privacy networking and professional development
- Provision of local and Ministry of Health privacy related information including
 - Privacy leaflet for patients and staff
 - A Privacy Management Plan
 - Mandatory HETI privacy training
 - Privacy policies and related procedures
 - Embedding privacy links in internal and external webpages.

Highlights and achievements

Refresh of SESLHD privacy webpage

Increased delivery of privacy training

Privacy Awareness Month 2017 presentation

Privacy Complaints

Reflecting the dynamic nature of privacy matters, complaints may be managed in accordance with a range of policies. Those policies include the *Privacy Internal Review Guidelines NSW Health*, the *NSW Health Complaint Management Policy* and related information management policies. Where an application for a privacy internal review is made, efforts are made to demonstrate to an applicant the



difference between the processes, to enable an informed choice in the management of their complaint.

Privacy Internal Review

South Eastern Sydney Local Health District received three applications for internal review in the 2016-2017 period. Of those applications, one was withdrawn, one discontinued and one determined as invalid.

A fourth internal review received prior to the current period was also finalised in February 2017. That review found a breach of HPP 9 relating to accuracy. The breach related to inclusion of diagnoses in the primary diagnosis section of a discharge summary, which were not actually primary diagnoses for the patient.

None of the matters were reviewed by NCAT.

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A handwritten signature in black ink that reads 'G. Marr'.

Gerry Marr OBE
Chief Executive, SESLHD

Date: 5 September 2017