Session: “Clinical Systems - Have Access Control Methodologies Kept Pace with User’s Expectations and the Regulatory Environment?”

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Answer to question: Nope, well?...

Ross Koppel, Ph.D.  University of Pennsylvania
rkoppel@sas.upenn.edu
Ross Koppel, Ph.D.

> Sociology Department and the Center for Clinical Epidemiology and Biostatistics (School of Medicine) University of Pennsylvania
> Co-PI, AHRQ’s *Guide to Reducing Unintended Consequences of HIT*
> Co-Investigator, NSF Project on Safe Cyber Communication of Medical Devices University of Pennsylvania
> Internal Evaluator, Harvard Medical School, project (SMART) to create a new HIT architecture
> Chair, Evaluation Working Group, & Usability TF member, AMIA
> Reviewer, IOM panel on HIT and patient safety

rkoppel@sas.upenn.edu
Two Announcements:
1. Migration of URL

“Guide to Reducing Unintended Consequences of Electronic Health Records”
http://www.healthit.gov/ucguide
FIRST DO LESS HARM

CONFRONTING THE INCONVENIENT PROBLEMS OF PATIENT SAFETY

EDITED BY ROSS KOPPEL AND SUZANNE GORDON
“Have Access Control Methodologies Kept Pace with User’s Expectations & the Regulatory Environment?”

Better answer (from methodologist):
It’s not one question, it’s two:
1. “Have Access Control Methodologies Kept Pace with User’s Expectations: 
   Nope (if users expect protection);
2. ...and the Regulatory Environment?” Yes, and that’s a far more negative answer than the first answer!
HIPAA
Context and Info Sources (as per request)

• Local: 4 hospitals and ~400 practices in Phila
• Plus: Reports and observations from/in US, Australia and Europe
• Ways to Authenticate? *Many*: Passwords, scan badges, scan barcodes, RFIDs, magnetic strip
• Same everywhere? NO, NO, NO!!!
• Different for different risks? Yes, but not rational
Number of passwords?
Mean = ~ 6 at one time

How often must they change?
Mean = 4 to 6 weeks, but some more frequent
How Enforced?
View of passwords inside the supply room

Password for all smart pumps
Smtpum

Who drank my coffee?
Barb

My passwords
Hidden: Lift to see
Suzzythe best223**2

Don’t look

“Simulated” to avoid ethical violations and jail
(LC)  TALK TO ME BIG
Not True

But
Access Policy Decisions

Policy Making

Workaround Realities

WORKAROUNDS TO BARCODE MEDICATION ADMINISTRATION SYSTEMS: THEIR OCCURRENCES, CAUSES, AND THREATS TO PATIENT SAFETY by Koppel et al
Circumvention & Workarounds Rule (the Rule)
Circumvention (2): Attending’s Daily Reviews of Emergency Department Residents’ Cases

OLD

NEW
Stories to learn?

Medication barcodes: crinkled, smudged, torn, missing, covered by another label

Don’t forget to scan label!
Patient barcodes affixed to:
RN clipboard
Scanner itself
In nurses’ pockets
Belt-rings
Worn as bangles
More places we found extra copies of pt. barcodes (1st workaround, continued)

- Nurses’ desk
- Medication cart
- Supply room
- Med dispensing machine
- Doorjamb
- Baby crib
- Other places…
Code: 43L, 23R, 2L
Key under coffee pot
Solutions

• Workflow Workflow Workflow Workflow

• Existing Workflow?

• Emerging Workflow
  – With technology
  – With GOOD technology
Thank you.

Questions?

Ross Koppel, Ph.D.

Sociology Department, School of Arts & Sciences, &
Center for Clinical Epidemiology & Biostatistics,
School of Medicine, University of Pennsylvania;

rkoppel@sas.upenn.edu