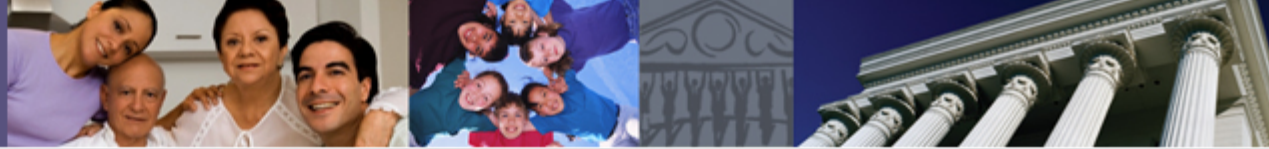




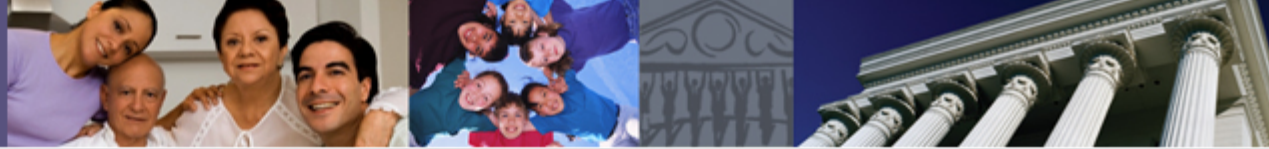
Privacy & Confidentiality Computer Based Training

Presented by: Lorraine Dixon and Edie Dittman
February 14, 2007



MAXIMUS BC has been the administrator for MSP and PharmaCare/Fair PharmaCare for BC since April 2005.

Privacy is a top priority for this government and for British Columbians, and was a major consideration during contract discussions.



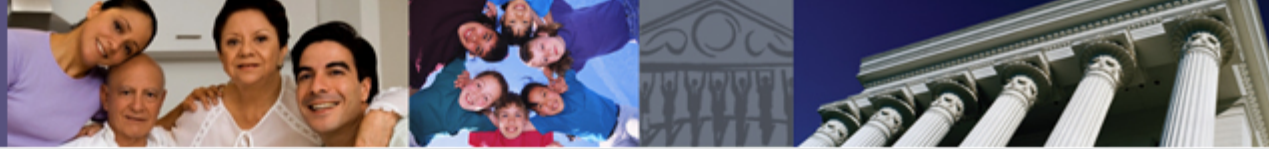
- Under the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, a public body cannot contract out of its obligations to protect privacy.
- The Ministry of Health is a public body under FOIPPA.
- MAXIMUS BC has privacy and security obligations set out in our Master Services Agreement (MSA) with the Ministry of Health.
- At the time the MSA was signed, these privacy obligations were acknowledged by government and the privacy community to be the “gold” standard for outsourcing contracts.



What does it mean to MAXIMUS BC to have these privacy obligations?

We must:

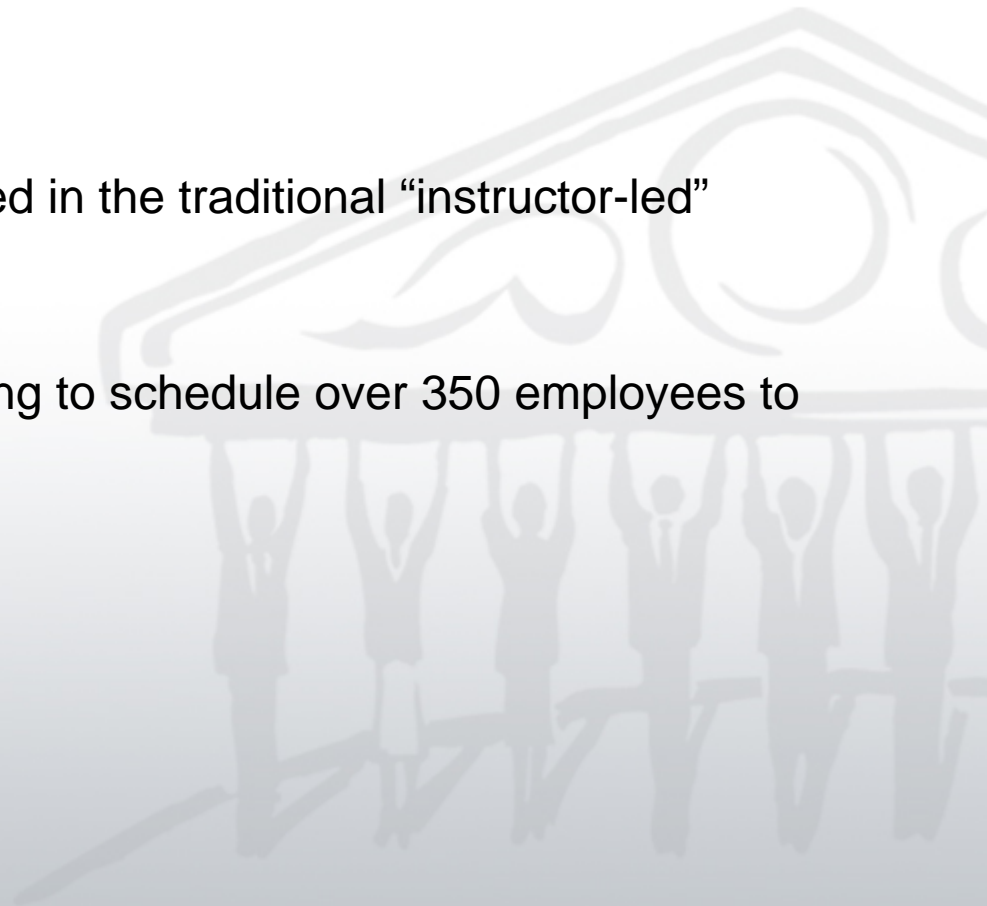
- Develop privacy policies and procedures
- Prepare Privacy Impact Assessments for any new or substantially changed programs or initiatives that involve personal information
- Report all actual or suspected breaches of privacy or security to the Ministry and investigate and report on these
- Require all staff, contractors and subcontractors to sign a Confidentiality Covenant with the Province annually
- Provide all employees and contractors with annual privacy training



OUR EXPERIENCE WITH PRIVACY TRAINING

Training at Transition:

- Privacy training was initially delivered in the traditional “instructor-led” method.
- It was expensive and time-consuming to schedule over 350 employees to attend a 2.5 hour training session.

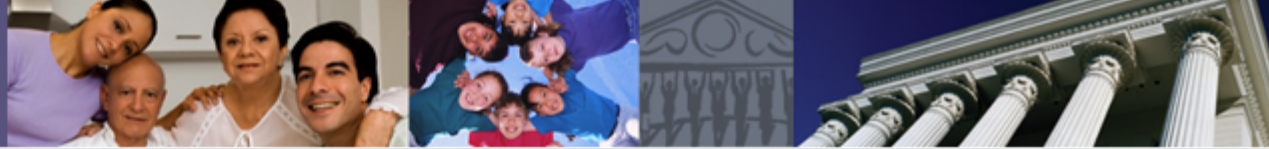




OUR EXPERIENCE WITH PRIVACY TRAINING

Training on an annual basis:

- In 2006, MAXIMUS BC developed Computer Based Training (CBT).
- We converted the essential points from the Privacy Overview that most staff received in Year One to Module One of our CBT.
- All employees and contractors can complete privacy training at their desktop at a time that is mutually convenient to the organization and the employee.
- Benefit of tracking who has completed training – employees and supervisors take accountability, rather than leaving it to the Privacy Officer



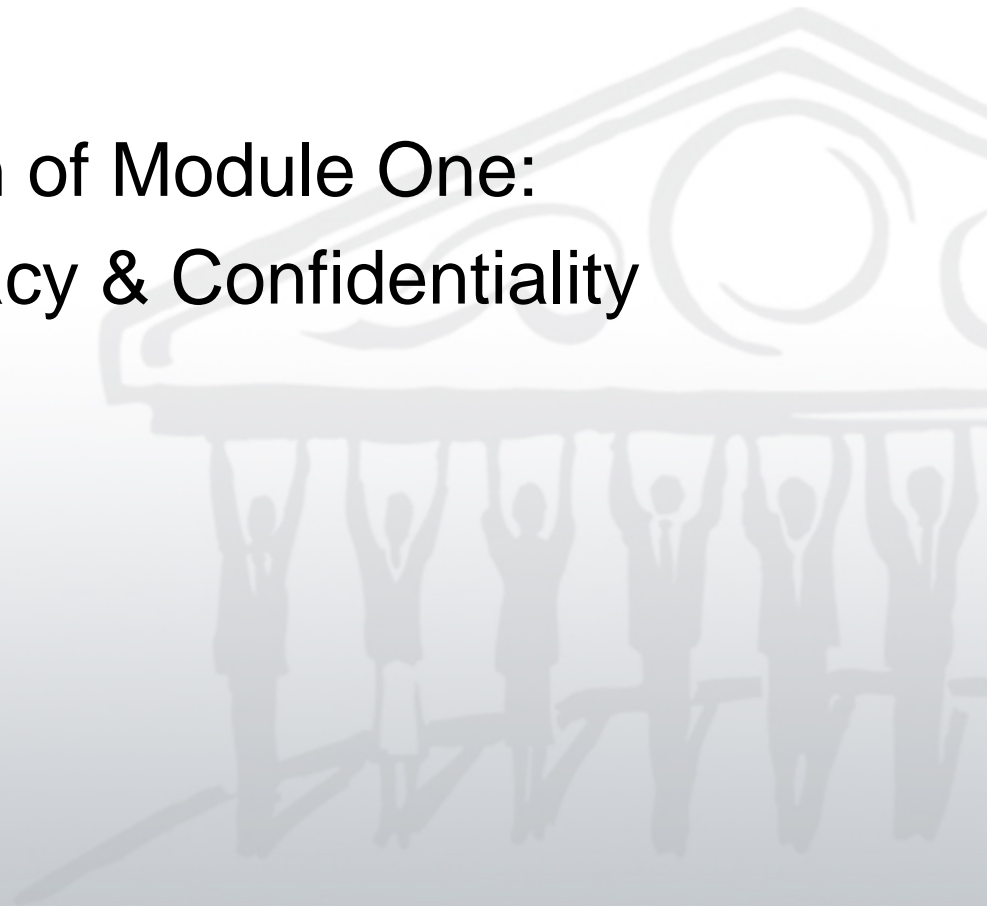
COMPUTER BASED TRAINING- THE BENEFITS

The many advantages to CBT is that it provides:

- all new staff can access the Privacy Overview and complete the Module prior to having any access to client personal information
- an opportunity for repeat privacy training
- availability of training 24/7 – at their desktop
- tracking of completions and non-starts
- accountability to complete training
- reduction in training time (for MAXIMUS BC employees) from 2.5 hours to 45 minutes



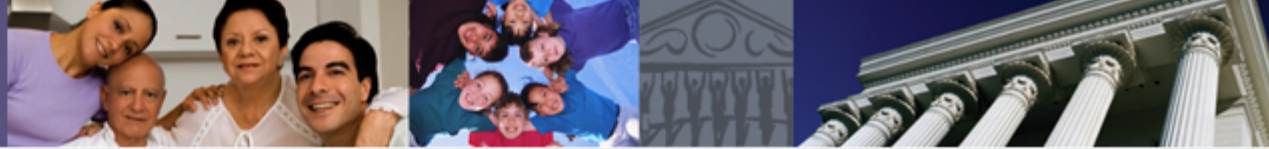
Demonstration of Module One: Overview of Privacy & Confidentiality



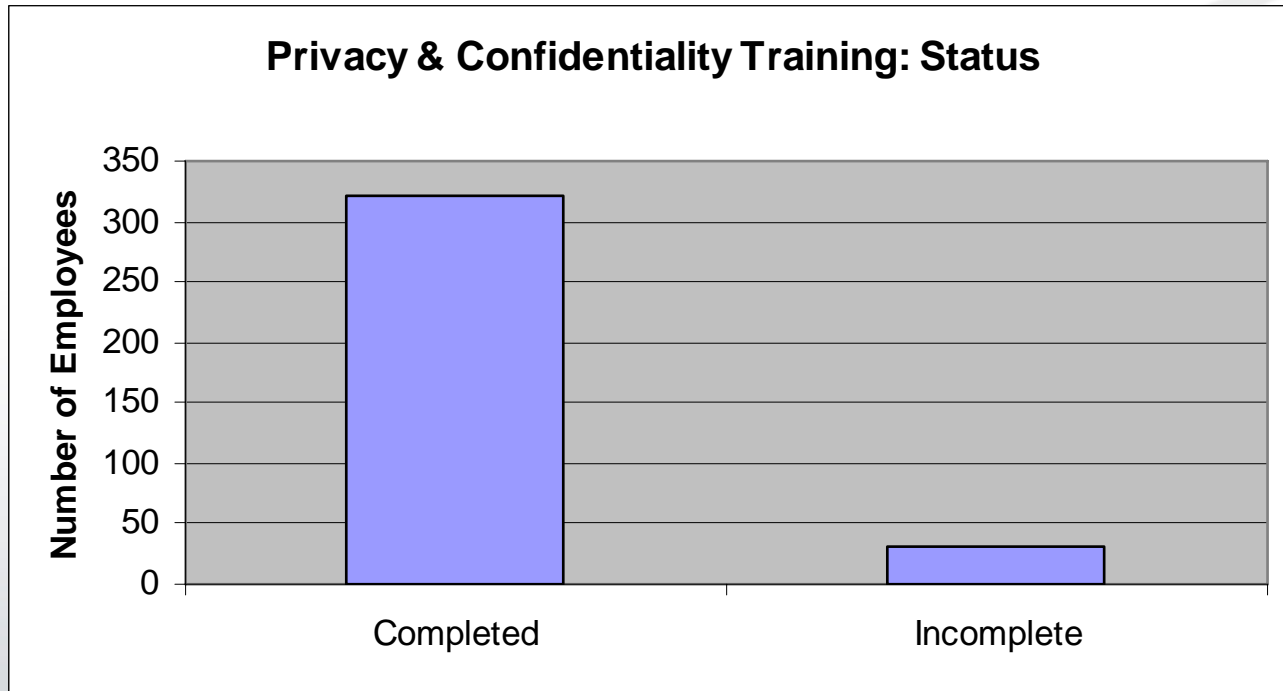


Demonstration of Module Two: Privacy Breaches

- In 2006, we looked at the areas we would benefit most from privacy training and developed Module Two: Breach of Privacy.
- We based these on real scenarios (with slight variations to protect the innocent!).
- This makes the training highly relevant to our employees.

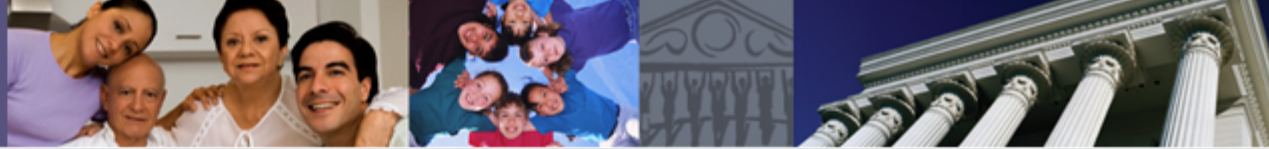


COMPUTER BASED TRAINING – SUCCESSFUL COMPLETIONS



Number of Employees

High rate of completions over one month period



OUR NEXT STEPS

In the coming months, we will:

- further develop the Privacy & Confidentiality CBT module
- assess market interest in this product
- determine pricing and resourcing requirements

Our aim is to provide modules that:

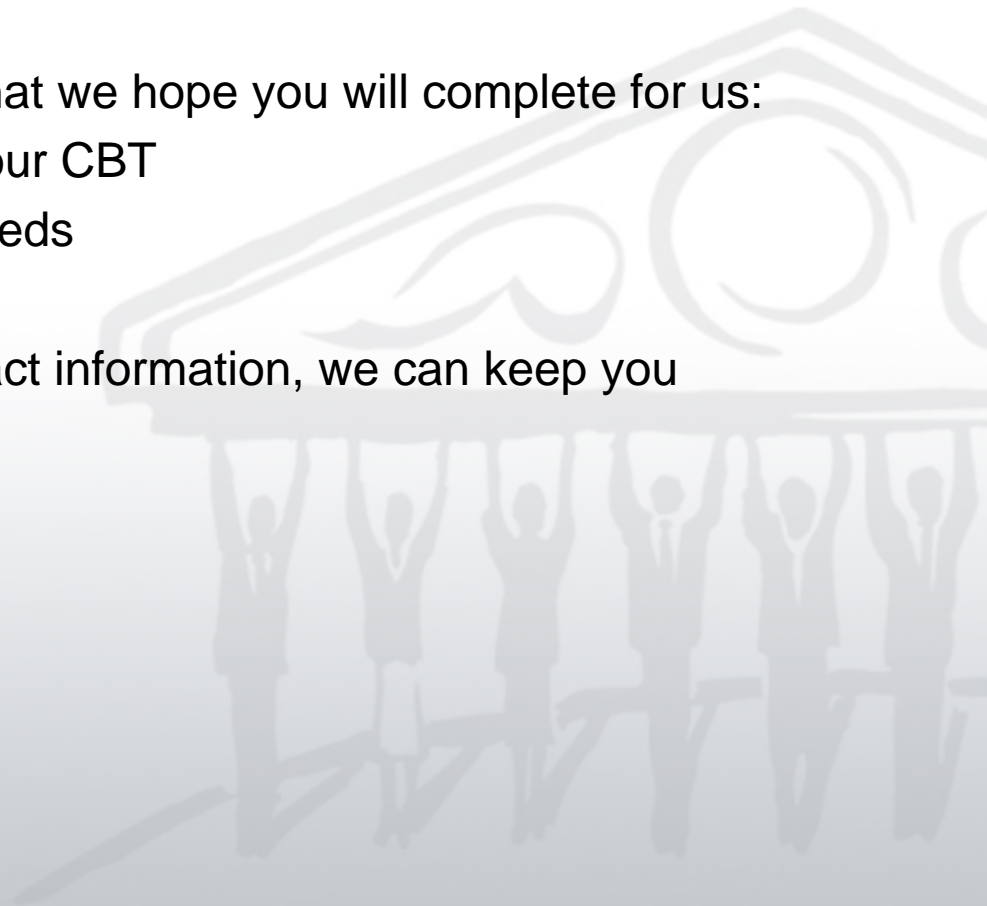
- can be updated annually
- customized to meet the needs of your organization and with your logo

CBT privacy training modules ensure all staff can have privacy training that is consistent and current.



YOUR NEXT STEPS

- We've distributed questionnaires that we hope you will complete for us:
 - we want your feedback about our CBT
 - we want to understand your needs
- If you include your name and contact information, we can keep you updated.
- Your feedback is confidential.





Thank you for your time.

Questions?

