


CONFIDENTIALITY AND CREATING BOUNDARIES IN THE WORKPLACE*

▶ ABOUT THIS ACTIVITY

 **Time:** 45 minutes

 **Objectives:** By the end of this session, participants will be able to:

- Understand the importance of appropriate boundary setting with patients/clients;
- Understand the importance of confidentiality and HIPAA laws.

 **Training Methods:** Brainstorm, Lecture

 **In This Activity You Will...**

- Share key definitions with the group (25 minutes).
- Provide examples of when confidentiality and boundaries are broken (10 minutes).
- Lead a group discussion to summarize (10 minutes).

 **Materials:**

- Newsprint
- Markers
- Powerpoint slides

 **Preparation:**

- Prepare powerpoint presentation.

Instructions

1. This discussion is followed by a short brainstorming activity: Boundaries or Confidentiality Scenarios.
2. Elicit from the group responses to “What is Confidentiality?”
3. Affirm responses.
4. Follow talking points.

Talking Points

What is Confidentiality?

- Keeping information protected from unauthorized viewers
- Ensuring that information is accessible only to those authorized to have access
- Refers to an ethical principle associated with several professions- “privileged”
- Trusting another person with information that will not be shared with others

Health Insurance Portability and Accountability Act (HIPAA)

- The federal government established this act to maintain and protect the rights and interest of the customer. HIPAA defines the standard for electronic data exchange, protects confidentiality and security of healthcare records. The privacy or confidential rules regulate how information is shared. Upon engagement of health services- pharmacy, medical visit, social services etc. the client is informed of his rights to confidentiality and the policy and procedures regarding the release of his personal health information. The client signs form stating that they received and reviewed HIPAA law.

* This module comes from the Missouri People to People Training Manual, 2008.

CONFIDENTIALITY AND CREATING BOUNDARIES IN THE WORKPLACE

Situations when data can be released without the client's permission or consent:

- For the purpose of reporting abuse, neglect or domestic violence to the proper social service or protective services agency.
- To prevent serious threat to health and public safety
- To the department of public health for health reporting purposes
- Inform appropriate bureau during disaster relief
- Workers Compensation
- Food and drug administration for side effects of drugs or food product defects to enable product recall.
- Correctional institution
- To medical examiners, coroners, procurement of organ, or certain research purposes.
- Notify family members, legal guardian involved in the client's care for notifying them of a person location

Consequences of breaking confidentiality include:

- Employee reprimanded, given a warning or be dismissed from the agency.
- The client/patient may be embarrassed.
- The client will lose trust in the peer educator and the agency.
- The client may file charges against the peer educator and the agency.
- The agency could be fined criminal penalties for disregarding HIPAA.

What is a boundary and what does it mean to set boundaries?

- A boundary is a dividing line between you and anyone else that represents both physical and emotional limits.
- Boundaries ensure that others do not cross the line.
- Boundaries make you feel safe and healthy .

- Boundaries make others feel safe around you.
- Boundaries set relationship guidelines so people know how to behave around you.

Tips for setting boundaries:

- Clearly state what you will and will not do.
- Avoid justifying, rationalizing or apologizing for your boundaries.
- You cannot simultaneously set a boundary and take care of another's feelings.
- Set a boundary without feeling guilty
- Be ready to enforce a boundary once it's set
- Follow through. What we say must be what we do
- Be prepared for people to get angry when you set a boundary

What to do when someone crosses your boundaries?

- Inform - Let the person know what they are doing while using I statements
- Request- Let them know what you want
- Take a stand – Let them know that the behavior they crossed is not appreciated or is disrespectful
- Time Out – Step out of the situation briefly for your safety
- Extended Time Out – Stop the relationship until person changes behavior

Summary

Wrap up session.

Borrowed from: Codependence: The Dance of Wounded Souls and, Chapter- Setting Personal Boundaries by Robert Burney

Borrowed from: The Relationship Coach Newsletter by Rinatta Paries, www.WhatItTakes.com

* This module is part of the online toolkit *Building Blocks to Peer Success*. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. This module comes from the Missouri People to People Training Manual, 2008.

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SESSION POWERPOINT



Confidentiality and Creating Boundaries in the Workplace



Confidentiality & Boundaries

What is a boundary and what does it mean to set boundaries?

- ✓ A boundary is a dividing line between you and anyone else, even a loved one. The line represents both physical and emotional limits others may violate.
- ✓ When boundaries are crossed it creates intense feelings or anger, hurt, outrage etc.
- ✓ Boundaries ensure that others do not cross the line
- ✓ Boundaries make you feel safe, healthy, good
- ✓ Boundaries make others feel safe around you
- ✓ Boundaries let others know your limits
- ✓ Boundaries set relationship guidelines so people know how to behave around you



Confidentiality & Boundaries

Tips for setting boundaries:

- ✓ Do it clearly - without anger and with few words
- ✓ Avoid justifying, rationalizing or apologizing
- ✓ If needed, offer a brief explanation
- ✓ Tell what hurts
- ✓ Don't simultaneously set a boundary and take care of another's feelings
- ✓ Don't allow guilt or shame to keep you from setting a boundary
- ✓ Be ready to enforce a boundary once it's set
- ✓ Follow through.
- ✓ What we say must be what we do
- ✓ Be prepared for people to get angry when you set a boundary



Confidentiality & Boundaries

What to do when someone crosses your boundaries:

- ✓ **Inform** – Let the person know what they are doing while using “I” statements
- ✓ **Request** – Let them know what you want
- ✓ **Instruct** – Let them know what you want them to do
- ✓ **Take a stand** – Stop
- ✓ **Time Out** – Step out of the situation briefly for your safety
- ✓ **Extend Time Out** – Stop the relationship until the person changes behavior



Confidentiality and Boundaries Activity

- Group Activity



Confidentiality & Boundaries

What is Confidentiality?

- Information protected from unauthorized viewers
- Information accessible only to those authorized to have access
- Ethical principle associated with several professions - “privileged”
- Trusting another person with information that will not be shared with others

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

- A federal government act established to maintain and protect the rights and interest of the customer.

CONFIDENTIALITY AND CREATING BOUNDARIES IN THE WORKPLACE

SESSION POWERPOINT (cont.)



Confidentiality & Boundaries

HIPAA

- Defines the standard for electronic data exchange
- Protects confidentiality
- Provides security of healthcare records
- Privacy or confidential rules regulate how information is shared
 - ✓ Prior to receiving health services at pharmacy, medical visit, social services etc...
 - ✓ Client is informed of his rights to confidentiality, the policy and procedures regarding the release of his personal health information
 - ✓ Client signs a form stating they received and reviewed HIPAA



Confidentiality & Boundaries

Situations when HIPAA data can be released without client's permission or consent:

- ✓ Reporting abuse, neglect or domestic violence
- ✓ Prevent serious threat to health and public safety
- ✓ Reporting to Department of Public Health for health purposes
- ✓ Inform appropriate bureau during disaster relief
- ✓ Workers Compensation
- ✓ Food and Drug Administration for expected side effect to drugs or food product defects to enable product recall.
- ✓ Correctional institution
- ✓ Funeral directors, medical examiners, coroners, procurement of organ, or certain research purposes
- ✓ Notify family members, legal guardian involved in the client's care for notifying them of a person's location



Confidentiality & Boundaries

Consequences of breaking confidentiality include:

- ✓ Employee reprimand, warning or dismissed
- ✓ Client/patient may be embarrassed
- ✓ Client will lose trust in Peer Educator and agency
- ✓ Client may file charges against Peer Educator and agency
- ✓ Agency could be fined criminal penalties for disregarding HIPAA