



Navigating Risk in the Sea of
Change

Protecting Our Most Vulnerable Patients and their Caregivers

Disclaimers

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Presenter(s)

Jacqueline Miner R.N. B.S.N., Clinical Risk Manager

Please refer to the Presenters' Bios available on the table and online for more information

Who are we?

- UMASS Memorial Medical Center is the only level 1 Trauma center in central Massachusetts (1)
- Home to the Duddie Massad Emergency and Trauma Center and Life Flight, New England's first hospital-based air ambulance (1)



Types of trauma patients

- Gunshot wounds
- Stabbings
- Major impalement injuries
- Crush injuries
- Penetrating injuries
- Amputations
- Major falls
- Burns
- Motor vehicle collisions
- Victims of assault (sexual, physical, etc.)

My role...?

Risk Manager for the Emergency Departments and
Intensive Care Units

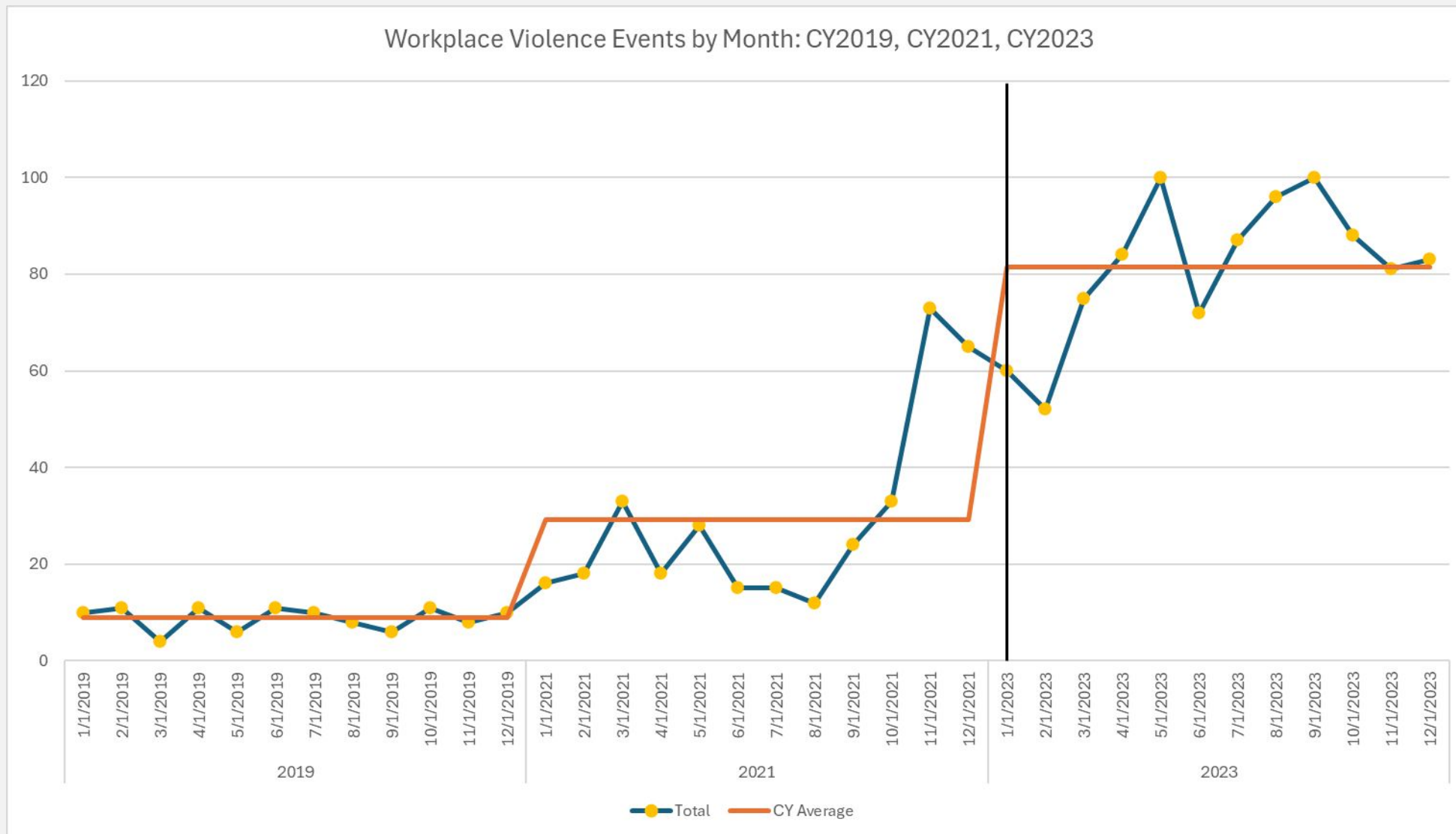
Trauma = Workplace Violence

Workplace violence includes verbal, physical, and psychological abuse (2).

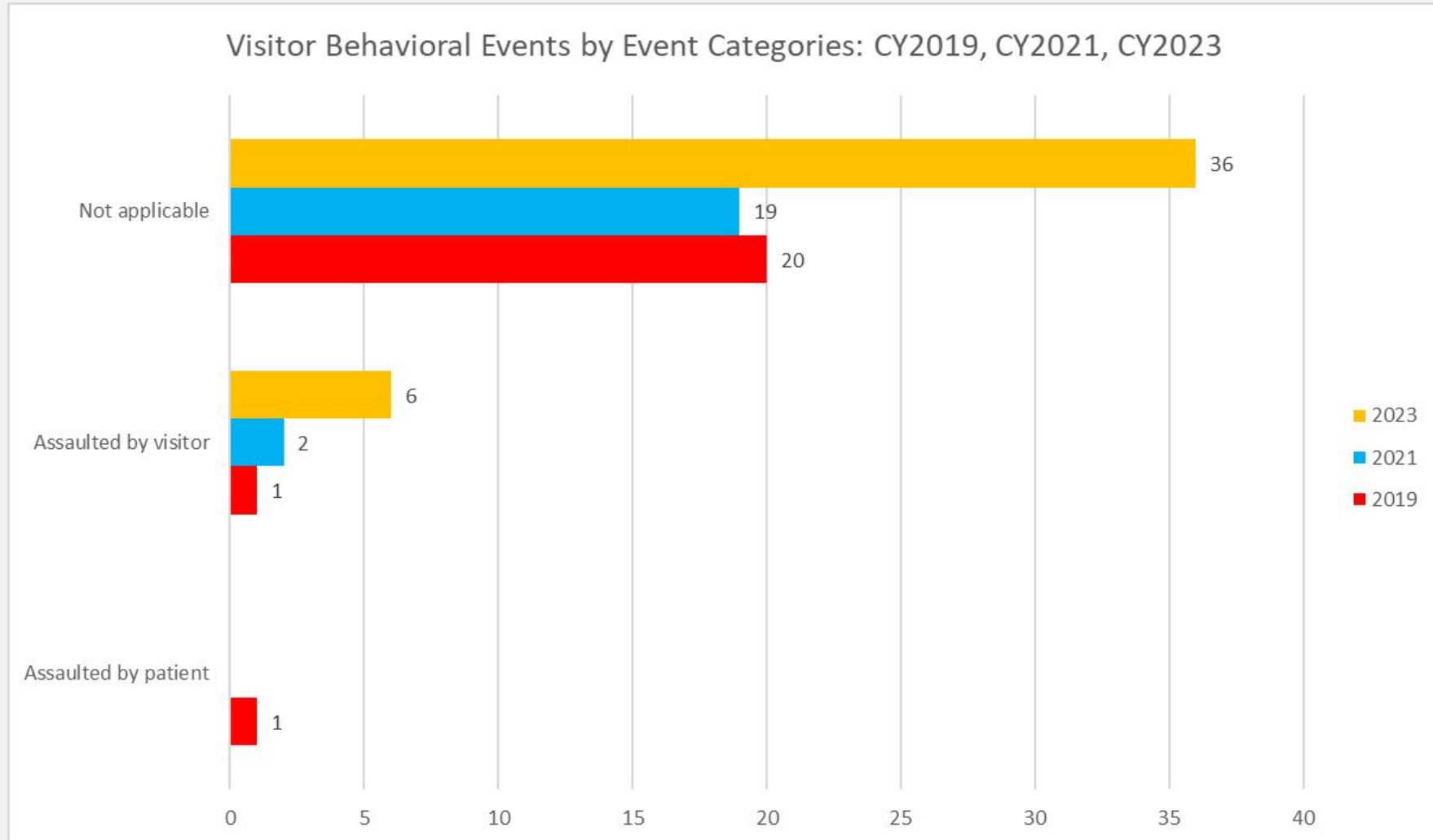
Workplace violence has significant institutional and personal repercussions affecting the quality of care (2).

May result in absenteeism, higher stress perception, low job satisfaction, high employee turnover, and self-medication (2).

Patient Related Events



Visitor related events



What types of incident reports were we seeing?

Case #1

Patient arrived with police as a reported gang related gunshot wound. He had “no visitors” indicated in comment field. This patient was registered as **Confidential**. Multiple visitors were allowed back to visit the patient. This then led to a cascade of visitors demanding to see the patient and ultimately aggressive behaviors toward staff.

Case #2

A **lockout** patient had multiple visitors in the waiting room without visitor stickers. The patient is a victim of gun violence, and their safety is a concern. There is no easily accessible policy or procedure for this situation. Visitor center in the lobby is not accurately screening visitors. Visitors who are not of the 3 approved visitors (with passwords) are gaining access to the 3rd floor ringing the doorbell for the unit.

Case #3

Two visitors were allowed by the front desk staff to go up to the trauma unit to see an **optout** patient. The visitors were very upset that I asked how they got upstairs to see patient.

Case #4

This patient was **starred** out as a **private** patient due to risk for harm from her abuser finding her. The patient's abuser called the ED, and the secretary acknowledged the patient was here and had the them on hold to ask this nurse for an update on the patient.

What is a confidential patient?



A patient that does not want their name listed on the hospital census and needs/wants to have their confidentiality maintained while in the hospital

Now what?

What policies do we currently have in place?

Verbiage from “Policy”

Right to Opt Out of the Patient Hospital Directory-

1. Patient selecting not to be listed in the patient hospital directory will be designated as an opt-out patient. **A patient's wish to opt out is considered “all or none” and not selective for certain callers or visitors.**

2. Patient wishes will be recorded in the computer system.

3. Patient care area Workforce Members should check the computer system for patient opt-out status.

4. **All information about the patient, their presence, status and condition will be withheld from all callers, visitors, delivery persons and the media.**

Jackie to the rescue!



Our Team

- Risk Management
- Visitor Ambassadors
- Registration
- IT/EPIC support
- Emergency Room leadership
- Office of General Counsel
- Trauma ICU Nurse manager and nurses
- Acute care trauma unit Nurse Manager
- Director of Critical Care Nursing
- Privacy
- Compliance

Issues found....

Lack of Policy or Procedure that addresses this population

Multiple different terms were being used for the patient designation (optout, blackout, confidential, private, starred, lockout)

The HIPAA policy states that no visitors or callers will be allowed

If a visitor presents, the front desk calls the floor to inquire if the patient can have visitors even if they are marked as confidential

Front desk being given a list of certain approved visitors from floors

Visitors were being allowed up to patient rooms

Phone calls being transferred to the nursing staff or patient rooms

Staff are unsure what confidential means, and it is not depicted well in EPIC.

We weren't following our own process!!

Current confidential patients that exist

Person in Custody patient type- hides name from the patient census, displays as confidential

Confidential patient type- hides name from census, displays as confidential

Visit level- Private Encounter- hides name from census, displays as confidential, requires you to log into the patient unit to see the patient's name

Visitor exception patient type- not confidential, used during covid to restrict visitors

Our goals

- What patient populations are we looking to help?: 1) those who request to be confidential, 2) any victim involved in a violent crime, crime with a weapon, or any form of assault.
- Maintain staff and patient safety- decrease workplace violence
- Crowd control in the ED and inpatient unit waiting rooms
- Controlling calls and visitors
- EPIC review and enhancements
- Create a standardized process

What are other entities doing?

- Assigning some type of Confidential patient status on arrival
- Names are showing differently on patient search screens (stars, fake names, etc.)
- Most are restricting visitors to 1-2 people
- Phone Restrictions
- Most entities have a form they have the patient or family fill out
- Visitor information is being kept in different locations depending on the hospital
- Education to both patient and family- realizing we have 2 audiences
- Public safety/Security/Police involvement



Visitor Ambassadors

There are 2
different ways
they can search
for a patient.

Each view
shows the
patient name a
different way.

EPIC view from Patient Lists

Patient Station Today's Patients In-House Patients Service Task HIM Help ED Track Board Clinical Resources

HIM Help Report Secure Chat Print Log Out HA

PLAYGROUND ENVIRONME

Patient Lists

Visitor Tracking

My Lists

- Hospital's list
 - MEM 5 South
 - UNV 6 East

Results of Searching Current Location for "beethoven" 17 Patients Refreshed 1 minute ago beethoven

Still Looking? Try these lists All My Lists All My Patients UNV 24 H IP Disc... UNV 4 Day IP Dis... Search All Admitt... Search All Admitt...

Patient	Legal Name	MRN	Admission Info	Has Visitor	Approved Visitor(s)	Number of Visitors Today	Isolation/Infection
60 y.o. / M	—	2012101	UNV 4 West-TRN IPORD Med Surg	—	—	0	—
	Beethoven, Camilla SUR	2012069	TRN Shared-TRN IPORD Shared Emer... UNV 2 HOLDING	—	—	0	—
	Beethoven, Claudia-SUR	2012106	UNV OR-TRN IPORD Main OR UNV 4 WEST	—	—	0	—
	Beethoven, Edward-IP	2012163	UNV 6 ICU-TRN IPORD ICU UNV 2 HOLDING	—	—	0	—
	Beethoven, Frank NEURO	2012361	TRN Shared-TRN IPORD Shared Emer... UNV 8 NORTH	—	—	0	—
	Beethoven, Gabby-SUR	2012225	UNV OR-TRN IPORD Main OR	—	—	0	—
	Beethoven, Ganesh-ORT	2012234	UNV 7 East-TRN IPORD ORT UNV 2 HOLDING	—	—	0	—
	Beethoven, Gordon-IP	2012300	TRN Shared-TRN IPORD Shared Emer... UNV 4 WEST	—	—	0	—

Available Lists

Recent Searches ***** DOB: 3/30/1965 Unit: UNV 4 West Room: TRN IPORD Med Surg Bed: TRN IPORD Med Surg

EPIC view from Today's Patient Search

Search for a Patient

Name/MRN

Birth Date

SSN

Sex

Zip Code

Phone #

beethoven,char

Find Patient

Clear

Results

Recent Patients

Match	MRN	Patient Name	Date Of Birth	Legal Sex	Address	PCP
100%	2012101	BEETHOVEN,CHARLIE-IP	03/30/1965	M	123 Bud Cas...	Finn-Op Bud, MD



Beethoven, Charlie-IP - 2012101

This patient's name is similar but not a match to what was entered.

Confidential Patient

Born 3/30/1965 (60 y.o.)

Male

123 Bud Cash Lane

WORCESTER MA 01606

Finn-Op Bud, MD

508-894-4465 (H)

devnull@epic.com

Language: English

Religion: None

Ethnicity: Not Hispanic or Latino

Race: White

Current Admission

Date: 3/30/2025

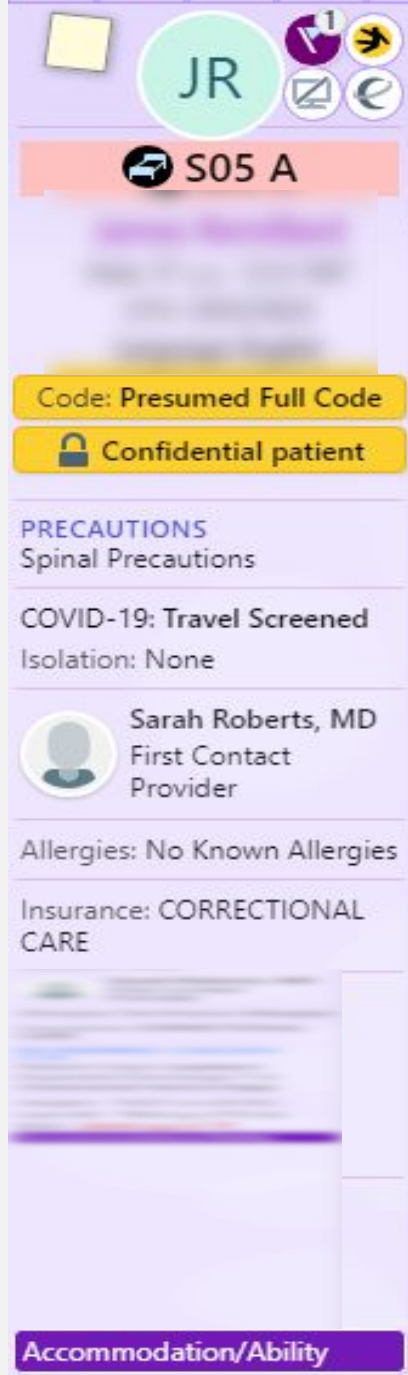
Unit:

Current Encounter Providers:

Accept

Cancel

What can nurse and physician staff see?



Code: Presumed Full Code

Confidential patient

PRECAUTIONS
Spinal Precautions

COVID-19: Travel Screened
Isolation: None

Sarah Roberts, MD
First Contact
Provider

Allergies: No Known Allergies

Insurance: CORRECTIONAL
CARE

Accommodation/Ability

Finding: Story board displays the Confidential Banner but does not explain what it means.

Prisoners

- Our Prisoner patients were showing as strictly Confidential to our staff. This did not give an adequate explanation on how to treat these patients.
- Prisoners have their own policy and workflow.

The screenshot shows a patient record interface. At the top, there is a yellow sticky note icon, a green circle with 'JR', and several small icons. Below this is a red bar with a car icon and 'S05 A'. The patient's name is 'James Hamilton' and their date of birth is '1980-01-01'. Below the name is a yellow bar with 'Code: Presumed Full Code' and another yellow bar with a lock icon and 'Confidential patient'. The 'PRECAUTIONS' section shows 'Spinal Precautions'. The 'COVID-19' section shows 'Travel Screened' and 'Isolation: None'. The 'Provider' section shows a profile icon for 'Sarah Roberts, MD' with the title 'First Contact Provider'. The 'Allergies' section shows 'No Known Allergies'. The 'Insurance' section shows 'CORRECTIONAL CARE'. The 'ED ROOMED' section shows '3/26/2025 (1 D)'. The 'Patient Class' is 'Inpatient', 'Expected Discharge' is '7 d', and the diagnosis is 'Intracranial hemorrhage'. The 'Height' is '172.7 cm (5' 8")', 'Last Wt' is '79.4 kg (175 lb)', and 'BMI' is '26.61 kg/m² !'. At the bottom is a purple bar with 'Accommodation/Ability'.

JR

S05 A

James Hamilton
1980-01-01

Code: Presumed Full Code

Confidential patient

PRECAUTIONS
Spinal Precautions

COVID-19: Travel Screened
Isolation: None

Sarah Roberts, MD
First Contact
Provider

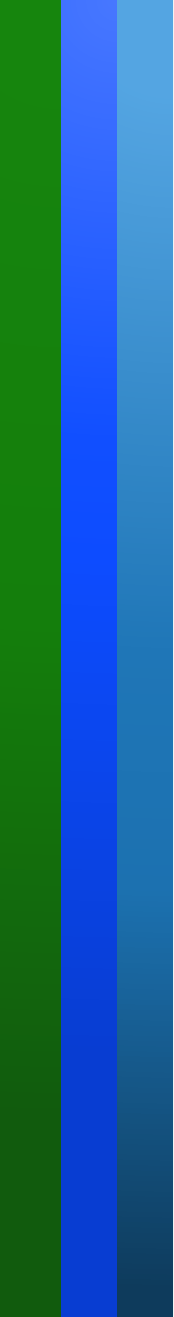
Allergies: No Known Allergies

Insurance: CORRECTIONAL
CARE

ED ROOMED: 3/26/2025
(1 D)
Patient Class: Inpatient
Expected Discharge: 7 d
Intracranial hemorrhage

Height: 172.7 cm (5' 8")
Last Wt: 79.4 kg (175 lb)
BMI: 26.61 kg/m² !

Accommodation/Ability



2 Patient Types
may be needed

#1 Confidential

Per patient
request-Consci-
ous patient

No visitors

No phone calls

Not on hospital
directory

#2 Confidential- With visitors

Patients have a right to have visitors.

A restriction is needed for staff and patient safety.

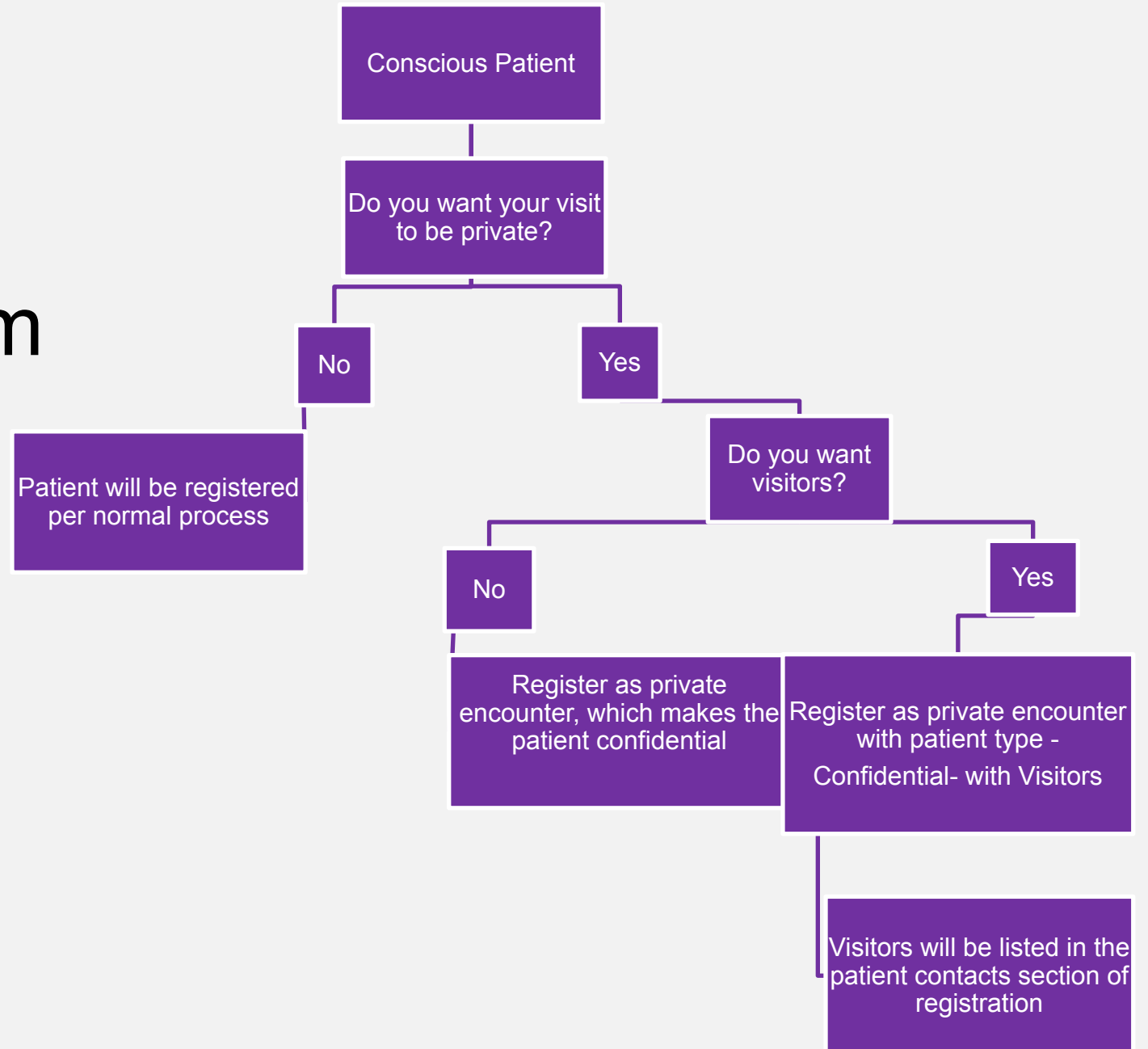
Will be assigned for any patient any victim involved in a violent crime, crime with a weapon, or any form of assault

1-2 visitors will be allowed chosen by the patient or their NOK/HCP if unconscious

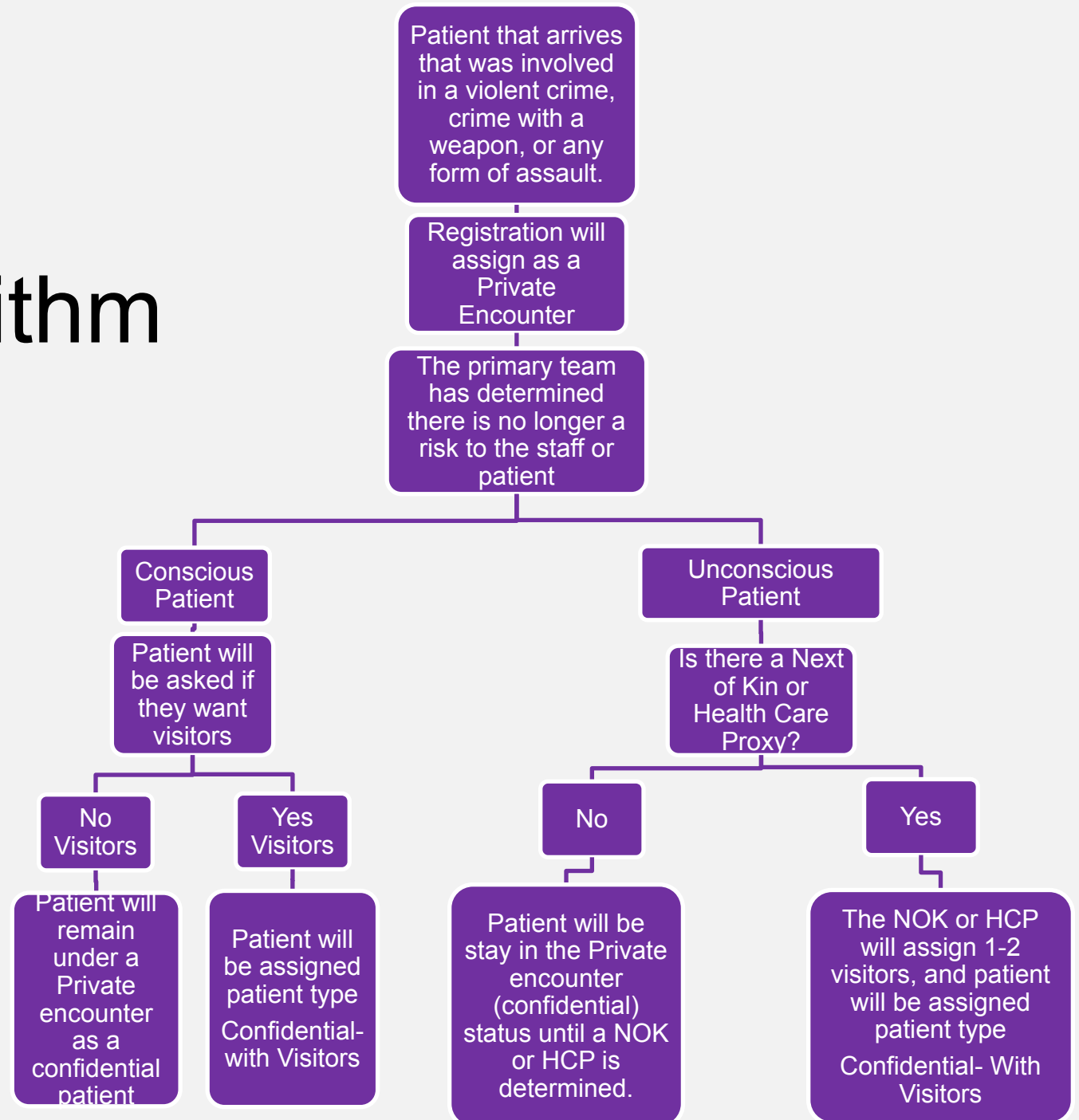
Phone calls and visits from those 1-2 people ONLY!

Not on hospital directory

Procedure algorithm



Procedure algorithm



Thoughts on a form

- Who will assist in filling it out?
- Where will it live?
- How will it get in the chart?
- If on paper, how do we edit the form when the patient wants their Private Encounter reversed?

In place of a form..

- A handout will be given to the patient or HCP/NOK that will state the patient type that was chosen.
- This will include information regarding their involvement in keeping their whereabouts safe.



CONFIDENTIAL PATIENT INFORMATIONAL HANDOUT

Confidential Patient

I wish to have my name removed from the hospital directory for this encounter. All information about myself, including my presence, status, and condition, will be withheld from all callers, visitors, delivery persons, and the media during my stay.

Confidential Patient – With Visitors- Designated by staff

I understand that for patient and staff safety, my encounter type for this visit will be listed as Confidential. Either my next of kin or I may list two support people who may visit and call during my stay. All information about myself, including my presence, status, and condition, will be withheld from all other callers, visitors, delivery persons, and the media. Either next of kin or I will alert these two-support people that they play a pivotal role in maintaining my confidentiality and should not disclosure my location to others. When hospital staff can determine this patient-type is safe to be removed (and upon my request), it will be removed, and my name will then be listed in the hospital directory.

Confidential Patient – With Visitors- Chosen by patient

I wish to have my name removed from the hospital directory for this encounter. I may list two support people who may visit and call during my stay. All information about myself, including my presence, status, and condition, will be withheld from all other callers, visitors, delivery persons, and the media. I will alert these two people that they play a pivotal role in maintaining my confidentiality and should not disclosure my location to others.

What about the allotted visitors?

Issue: How are the visitors being removed from the chart? What if the same visitors are not wanted during the next visit?

Solution: This patient type will be routed to a work queue that goes to Registration staff who then remove the visitors after discharge.

EPIC enhancements

Before

JR

S05 A

Language: English

Code: Presumed Full Code

Confidential patient

PRECAUTIONS
Spinal Precautions

COVID-19: Travel Screened
Isolation: None

Sarah Roberts, MD
First Contact
Provider

Allergies: No Known Allergies

Insurance: CORRECTIONAL
CARE

ED ROOMED: 3/26/2025
(1 D)

Patient Class: Inpatient
Expected Discharge: 7 d
Intracranial hemorrhage

Height: 172.7 cm (5' 8")
Last Wt: 79.4 kg (175 lb)
BMI: 26.61 kg/m² !

Accommodation/Ability

EPIC Enhancements

After

NB

Code: **Prior**

Confidential patient

Patient Types: Confidential
w/Visitor

Code Airway: Yes

Collection: Lab
COVID-19: Travel Screened
Isolation: None

Order Nutrition Consult

Prince A. Phillip,
MD
First Contact
Provider

Allergies: Not on File

ACTIVE TREATMENTS

mitoMYcin / Fluorouracil,
35 Day Cycle - Anal - ...

guselkumab (TREMFA)
IV induction 200 mg
weeks ...

denosumab (PROLIA)
every 6 months-REMS
Required

ADMITTED: 12/5/2024
(117 D)

Patient Class: Inpatient
No expected discharge
Malignant neoplasm of
nipple of left breast in
female, estrogen receptor
positive (HCC)

EPIC enhancements

The image displays two screenshots of the EPIC patient interface, highlighting specific enhancements. Both screenshots show a patient's profile with a name, date of birth, gender, address, and contact information. The top screenshot is for Nicole Beacon, and the bottom screenshot is for a patient with a blurred name. In both, the 'Patient Type' section is circled in red, showing the 'Confidential w/Visitor' and 'Person in Custody' options respectively. The 'Current Admission' section also displays the date, unit, and provider.

Top Screenshot: Nicole Beacon - 801044408

This patient's name is similar but not a match to what was entered.

Confidential Patient

Born 2/4/1986 (39 y.o.)
Female
123 Main St
Worcester MA 01605
Eric J. Alper, MD

508-555-5555 (H)
nicole@aol.com
Language: English
Religion: Non-Denominational
Ethnicity: Not Hispanic or Latino
Race: White

Current Admission
Date: 12/5/2024
Unit: UMass Memorial Medical Center- University Campus 4 East Unit
Current Encounter Providers: Prince A. Philip, MD

Patient Type
Patient Type
Confidential
Confidential w/Visitor

Bottom Screenshot: [Blurred Name]

This patient's name is an exact match to what was entered.

Confidential Patient

No e-mail address on file
Language: English
Religion: None
Ethnicity: Not Hispanic or Latino
Race: White

508-368-3561 (H)
508-368-3561 (M)

Current Admission
Date: 10/31/2024
Unit: UMass Memorial Medical Center- University Campus 4 East Unit
Current Encounter Providers: Nils Henninger, MD PhD

Patient Type
Patient Type
Person in Custody

Where will the designated visitors live?

VC

Violet Crayon

Female, 61 y.o., 09/20/1963

978-852-6565

MRN: 801041171

MEM ED / C2 A

Authorization for verbal communication on file

Pat had PCP appt within 1yr?: None

Specialty Comments: None

Last Physical, Well Child, or Medicare Wellness Visit (AWV): None

Phonetic Name: None

Confidential encounter

No HIPAA

GWN Full Screen

Confidential w/Visitor

LACE+ Score: 45

Disch Dt: None

 Chandrika Dilip Jain, MD
PCP - General

VISIT COVERAGE & FINANCIAL INFO

ED Update

Patient Contacts

Patient Relationships

+ Add Contact

Show: ☐ Priority ☐ Inactive Contacts ☒ Other Contacts

Name	Relationship	Home Phone	Work Phone	Mobile Phone	Comment	Email
Emergency Contacts						
No Emergency Contacts on file						
Other Contacts						
CRAYON,RED	Sister	508-393-5412		774-789-6542		
CRAYON,RED 508-393-5412 774-789-6542 Address: 34 Maple Street NORTHBOROUGH MA 01532 Same household? Yes Notify on admission? No						

Relationship

Relationship: Sister

Legal guardian? No

Roles: Approved Visitor

Language/Accessibility

Preferred: English

Interpreter needed? No

Final Product

Confidential Patient Procedure

Private Encounter – Encounter Specific Status

There are 2 ways this encounter type can be assigned:

1. The patient is asked during registration if they would like this visit to be Private.
 - This is a yes or no question.
 - If yes is indicated, the patient visit will become **Confidential**.
2. For any patient we have a reason to believe their admission poses a threat to staff or the patient, the organization will automatically assign a private encounter, which makes the patient **Confidential**. This includes any victim involved in a violent crime, crime with a weapon, or any form of assault.

Confidential

- The patient's name will be removed from the hospital directory for this encounter. All information about the patient, including their presence, status, and condition, will be withheld from all callers, visitors, delivery persons, and the media during their stay (No callers or visitors allowed).
- Private encounter (**Confidential**) may be changed upon the patient's request and/or after the primary team has determined there is no longer a risk to the staff or patient. Risk Management should be called if there are any questions or concerns with removing this patient type.
- The patient will receive a handout outlining the above and their pivotal role in this process.

Confidential - With Visitors

- Works in conjunction with Private Encounter. Does the patient want this visit to be Private (**confidential**). If yes, does the patient want visitors? If the patient indicates yes visitors,
 - The Patient Type of **Confidential with Visitor** will be added to the patient.
 - 1-2 visitors will be allowed for support. For conscious patients, they will choose their visitors.
 - For unconscious patients, decipher who is the next of kin or HCP and have them determine the 1-2 visitors that will be allowed to visit. NOK ((i) spouse (ii) adult children; (iii) parent(s); (iv) adult sibling(s); (v) adult grandchildren; (vi) grandparent(s); (vii) adult great-grandchildren; and (viii) adult niece or nephew.
 - The approved visitors will be captured in the patient contacts of registration.
 - Lists of approved visitors, outside of the 2 designated on the form, will not be accepted. Only the visitors listed in the contacts of registration will be allowed to visit.
 - Phone calls will only be accepted from the 2 persons listed in the contacts of registration.
 - Confidential with Visitor will be removed at discharge

Next steps?

- Heavy education
- EPIC build roll outs
- Create job aids
- Try it out and revisit in 6 months
- Enter incident reports for when the Procedure is not followed



References

- 1.
<https://www.umassmemorialhub.org/about-us/umass-memorial-health>
- 2. Ma PF, Thomas J. Workplace Violence in Healthcare. [Updated 2023 Apr 23]. In: StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2025 Jan-. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK592384/>



Questions/Discussion

A great question
doesn't simply inform...
it enlightens.

