

A network diagram with several blue circular icons containing white person silhouettes, connected by white lines. The background is a light green with larger, semi-transparent green circles.

Information
SHARING

An Information Sharing Approach to Working Collaboratively

Grey Matters 2018 Conference

September 25, 2018

Alberta

Agenda



Information Sharing & Privacy Legislation



IS Guide & Toolkit



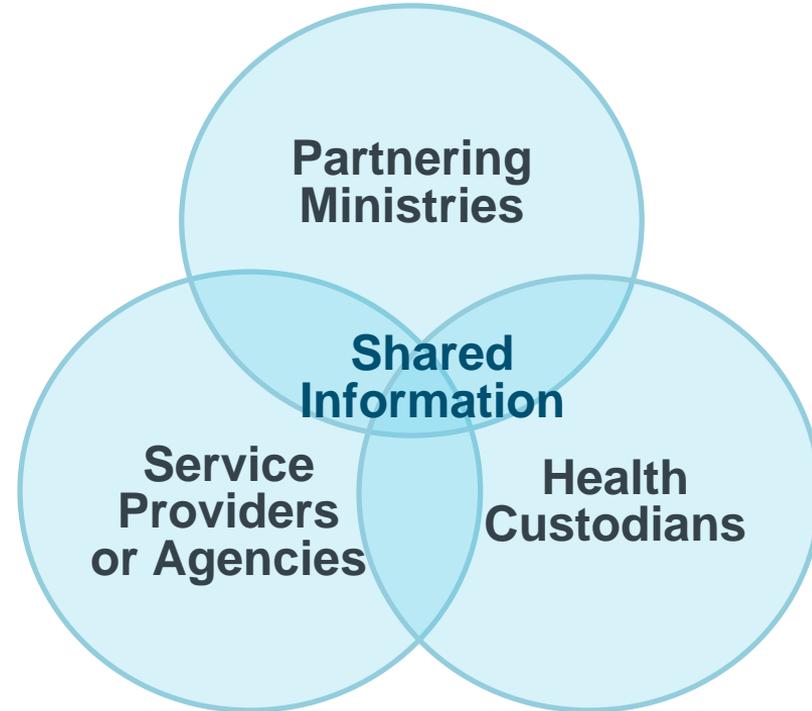
Activity



Discussion & Questions

What is Information Sharing?

- In a collaborative or integrated service delivery context, appropriate information sharing means that the *right information* is *available* to the *right people* at the *right time*. This allows for:
 - Informed decision-making and improved outcomes for Albertans



Information Sharing

Vision

Information Sharing will improve service delivery to Albertans through increased collaboration across the Government of Alberta and service delivery partners



Privacy Legislation in General

Authority

- Determining legislative authority to collect, use, or disclose is always the first consideration

Collection

- Authority and obligations for both direct and indirect
- Legal requirement to provide notice

Use

- Consistent uses
- Other uses as defined

Disclosure

- Disclosure with consent or not, various authorities
- Health and safety

Notice:

- A legal requirement. To be provided either before or at the time of collection of the information

Additional Common Elements:

- Right of Access
- Obligations for protecting personal privacy
- Independent Review
- Health and Safety

Privacy Legislation

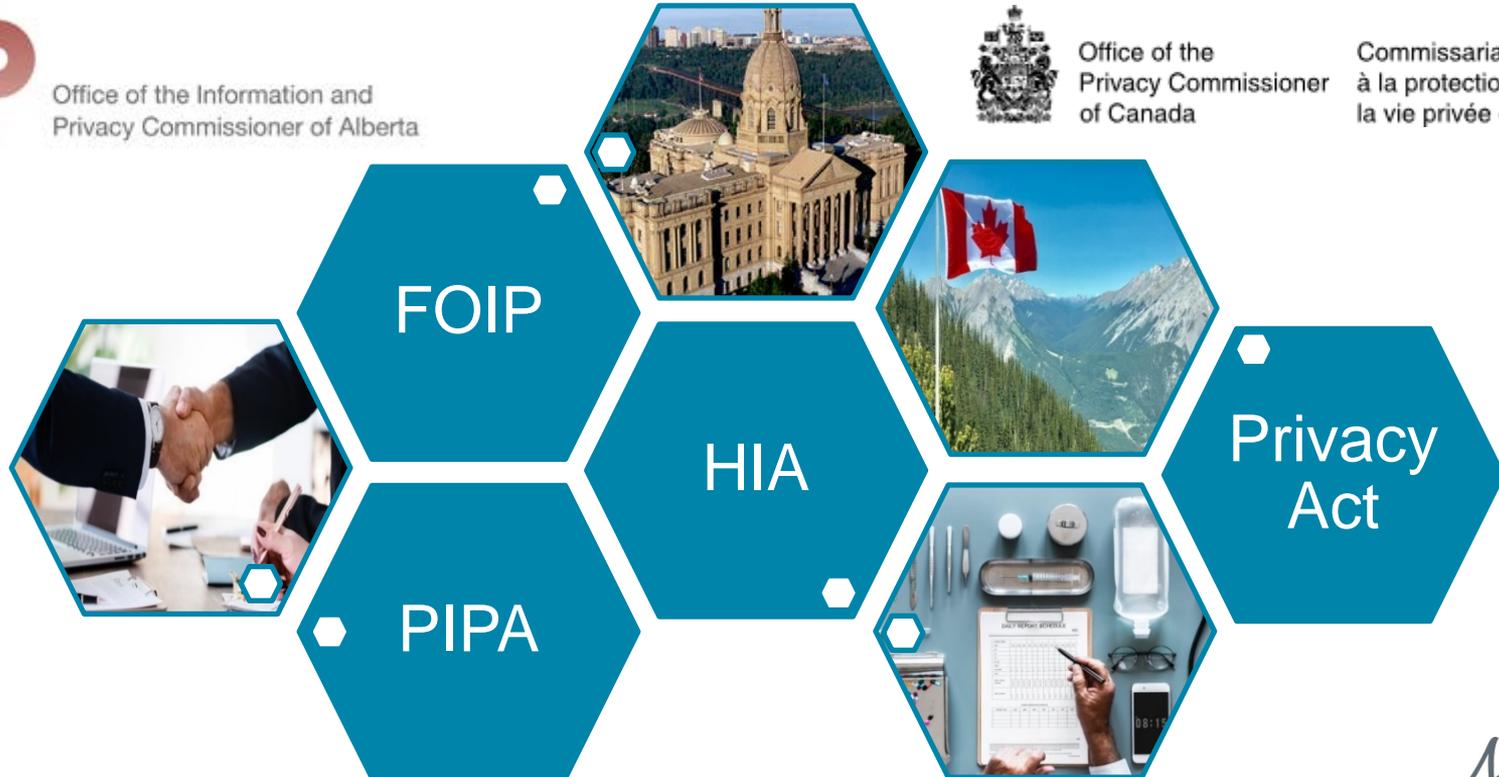


Office of the Information and
Privacy Commissioner of Alberta



Office of the
Privacy Commissioner
of Canada

Commissariat
à la protection de
la vie privée du Canada



Freedom of Information and Protection of Privacy Act (Alberta)

- Applies to public bodies in Alberta, strikes a balance between the public's right to know and an individual's right to privacy, in regards to the information in the custody and control of public bodies.
- The Act protects privacy by setting controls in which a public body may collect, use or disclose personal information.
- Provides a right of access to information in the custody or control of a public body.

All three privacy laws in Alberta are subject to oversight by the Information and Privacy Commissioner

Health Information Act (Alberta)

- Applies to health records in the custody or control of custodians, as defined in the Act.
- Enables health information to be shared and accessed, where appropriate, to provide health services and to manage the health system.
- Provides individuals with a right of access to health information about themselves.

All three privacy laws in Alberta are subject to oversight by the Information and Privacy Commissioner

Personal Information Protection Act (Alberta)

- Applies to private sector organizations, to govern the means by which they handle personal information, similar to the FOIP Act, recognizing both the right of an individual to access their personal information, and the needs of the organization.

All three privacy laws in Alberta are subject to oversight by the Information and Privacy Commissioner

Privacy Act (Federal)

- Applies to federal government institutions, as identified in the schedule. It applies to all personal information the federal government collects, uses and discloses – about individuals or federal employees. The Act relates to an individual's right to access and correct information the Government of Canada holds about them.

The Privacy Commissioner of Canada oversees compliance with this law.

Information Continuum

Individual Level Information

- Used primarily to deliver services

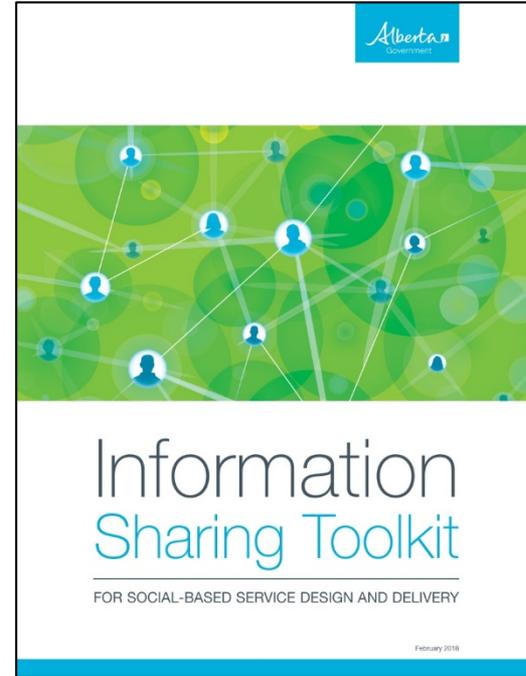
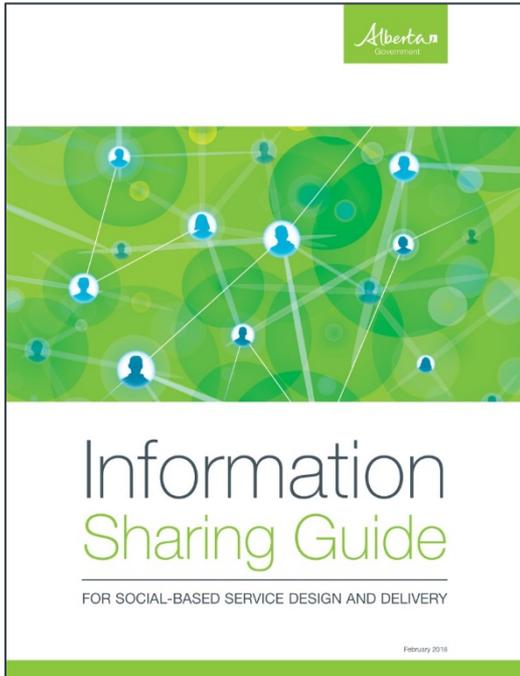
Linked Data

- Administrative Data – often used for analysis, evaluation, informing policy

Open Data

- Non identifying
- Population level, statistical
- Available for public use

The Information Sharing Guide & Toolkit



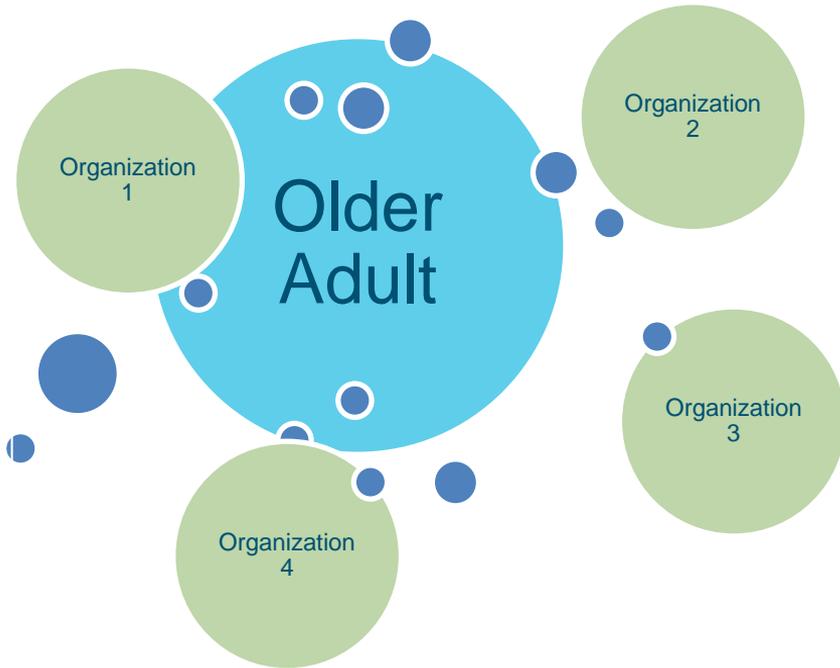
The Information Sharing Approach

- An overarching approach to program design
- A comprehensive plan that provides decision-makers direction
- Built on common principles
- Promotes accountability and transparency



The Guide is intended for decision-makers, SMEs in privacy, legal, program and policy.

Information Sharing Approach



VS.



What's in the Toolkit?

- **Templates**
 - Common consent to disclose
 - Notification statements
 - Legal authority table
 - Information Sharing Approach
- **Tip Sheets / Resources**
 - Decision tree
 - Information Sharing Critical Considerations
 - Assessing risk
- **FAQs**
 - Information sharing
 - Notification
 - Consent to disclose
 - Health and Safety
 - Risk management
- **Common Terms**

The Toolkit is designed to support decision-makers and frontline service delivery staff within government organizations, health care organizations, contracted service provider agencies and other community agencies.

Critical Considerations

Critical questions

What legislation applies to me?

What authority do I have?

Collection

Use

Disclosure

Consent for
disclosure

What is the minimum amount of information necessary?

When is notification needed?

Notification

- Legal **requirement** under each of Alberta's privacy laws
- Notification statements ensure that individuals have been **informed** about the **purpose and authority** for collecting their personal and/or health information with a **clear explanation** supporting broader coordination of multiple programs and services working in collaboration
- **Identifies** a person within the organization that can answer questions
- Clearly defined **roles and responsibilities** between partners



Providing Notice

Notification may be provided in a variety of ways including:

- Printed on a collection form
 - Contained on a separate sheet or in a brochure accompanying a form
 - Presented in a pop-up window linked to an online form
 - Provided verbally, for example, during a phone call
-
- If more than one format is used, the text of the notification statement must remain the same for all formats

 - Providing notice is an opportunity to engage with the Albertan about how their information may be used to enable collaborative and coordinated services

Consent for Disclosure

- If consent is not required – make a conscious and purposeful decision about whether or not you will use it
- The first consideration should always be whether there is authority to proceed without consent
- Understand your legal authority to collect, use and disclose personal information
- Understanding what information is required and for what purpose can help both parties make an informed decision about how much information should be shared

When you do need to get consent, use a form / process that meets legislative requirements for all service providers identified (See Information Sharing Toolkit)



Collaboration & Non-Profit Organizations

- Non-profit organizations play a key role in supporting Albertans
 - Largely not subject to privacy legislation
 - Often have contractual relationships with organizations that are
 - Impacts on project governance and information management
- Ensure accountability
 - Use a strong framework to set up new initiatives (Eg. IS Approach)
 - Understand contractual expectations
 - Develop organizational relationships
 - Establish administrative and operational policies and procedures, common tools, training and terminology used consistently across partners

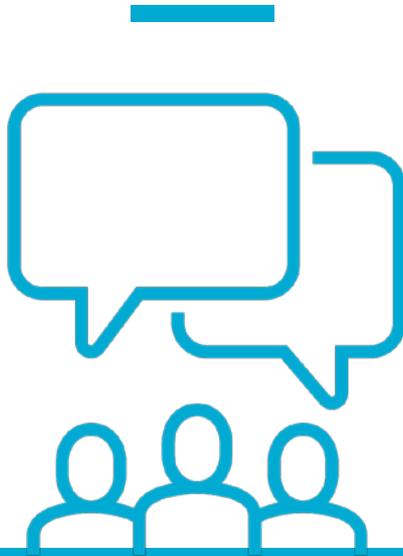
Integrated Services – Common Challenges

- Lack of identified shared goals and objectives
 - Principles
- Lack of clarity around roles and responsibilities
 - Broad and narrow
 - Core and peripheral
- Messaging – communications – language
 - Are all partners on the same page?
- Lack of clarity around legislation
 - What applies? How?
- Standards of Practice – more narrow interpretation of legislation
- Operational process / policies / practices vary among partners
- Consent – when should it be used?



Activity

Discussion



Questions to Think About

- What can you change or implement in your practice today that will have an immediate impact on service delivery?
- How can you share the information you have learned today with your colleagues and partners?
- What else do you need to feel supported in this work?

Thank you!

Information Sharing Office (ISO)

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