



2007-2008 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

SANTA CLARA VALLEY MEDICAL CENTER PEDIATRIC UNIT SECURITY

Introduction

The 2007-2008 Santa Clara County Civil Grand Jury (Grand Jury) received information from the 2006-2007 Grand Jury that it had begun an inquiry into a security breach within Santa Clara Valley Medical Center's Pediatric Unit.

Background

The Santa Clara Valley Medical Center (SCVMC) is a public hospital offering a comprehensive range of medical services, including pediatric services and a Pediatric Unit. Security of its patients is a responsibility of SCVMC, including security of its infant patients.

During a tour by the 2006-2007 Grand Jury, a security incident occurred in the Pediatric Unit. The incident demonstrated to the SCVMC administration and the Grand Jury that security procedure improvements were needed.

Based on the foregoing, the 2007-2008 Grand Jury conducted a review of the security procedures and policies at the SCVMC Pediatric Unit.

The Pediatric Unit review consisted of the following:

- (1) Correspondence from the Joint Commission, Division of Accreditation and Certification Operations (the national standards setting and accreditation body in health care);
- (2) Security policies and procedures for the SCVMC Pediatric Unit;
- (3) SCVMC correspondence dealing with the 2007 security breach;
- (4) SCVMC response and plan to correct the deficiencies;
- (5) Correspondence between Santa Clara County Social Services Agency, Department of Family and Children's Services and SCVMC regarding infant security.

In addition, the Grand Jury met with the SCVMC Pediatric Unit management and staff to review the security history, and to tour, observe, and validate the implementation of the corrective action plan.

Conclusion

As a result of this review, the Grand Jury determined that the SCVMC's Pediatric Unit had implemented comprehensive improvements in security procedures, staffing, training and technology to reduce potential future occurrences of security breaches in the Pediatric Unit. The Grand Jury commends SCVMC's administrators, supervisors, and staff that worked to economically and effectively implement these improvements in security to their Pediatric Unit.

REFERENCES

Documents

Acting Director of SCVMC, *Memo to Santa Clara County Civil Grand Jury*, March 14, 2007.

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Santa Clara Valley Medical Center, *Administrative Policies and Procedures Manual, Use of Overhead Paging System*, September 17, 2007.

Santa Clara Valley Medical Center, "Authorization for Release of Minor," Form 6903#C640, August 17, 2007.

Santa Clara County Social Services Agency, Department of Family and Children's Services, "Notification of Change in Temporary Custody for Child in Hospital," Form SC 155B. June 14, 2007.

Santa Clara County Social Services Agency, Department of Family and Children's Services, "Notification of Temporary Custody for Child in Hospital," Form SC 155A, June 14, 2007.

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Santa Clara Valley Medical Center, Medical Social Services Department *Procedures for Placement of Minors, B6792/12-15*, September 2007.

Santa Clara Valley Medical Center, *Mother Infant Care Center, Labor and Delivery Joint Policy #A-6536-64 and #A-6546-68*, February 2007.

Santa Clara Valley Medical Center, *Mother Infant Care Center Policy Manual Infant Security Policy # A-6536-5*, February 2007.

Santa Clara Valley Medical Center, *Mother Infant Care Center Procedure Manual, Electronic Infant Security System Procedures Policy B-6536-30*, February 2007.

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Santa Clara Valley Medical Center, *Summary Plan of Actions and Dates of Completion Reported to Joint Commission*, August 27, 2007.

Santa Clara Valley Medical Center, Medical Social Services Department, *VMC Medical Social Services Policy B6792/12-15, "Placement of Minors,"* rev. September 2007.

Santa Clara Valley Medical Center, Security Assessment Report, "*A Review of SCVMC's Infant Security Program,*" pp 29-39, A07.059, Revised July 25, 2007.

The Joint Commission, Division of Accreditation and Certification Operations, *Letter to SCVMC*, August 28, 2007.

Interviews

October 22, 2007	Chief Executive Officer, Santa Clara Valley Health & Hospital System
November 2, 2007	Executive Director, Hospital and Ancillary Services Santa Clara Valley Medical Center
November 2, 2007	Director, Performance and Outcomes Management Santa Clara Valley Health & Hospital System
November 2, 2007	Nurse Manager, Maternal Child Health-3W Mother Infant Care Center, Santa Clara Valley Health & Hospital System
December 13, 2007	Executive Director, Ambulatory Care Service and Managed Care, Santa Clara Valley Health & Hospital System

PASSED and ADOPTED by the Santa Clara County Civil Grand Jury on this 7th day of February, 2008.

Raymond A. Blockie, Jr.
Foreperson

Tim Cuneo
Foreperson pro tem

Kathryn C. Philp
Secretary