

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

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APHAA Fall Conference 2018

October 1, 2018

Alberta

# Agenda

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Information Sharing & Privacy Legislation



Information Sharing Approach



Small Group Activity

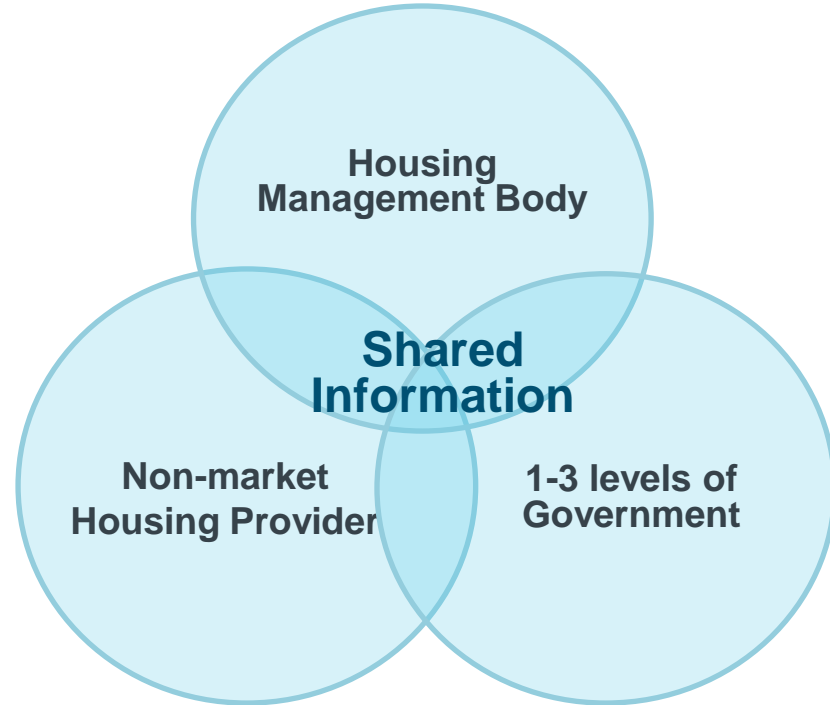


Discussion & Questions

# What is Information Sharing?

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- 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

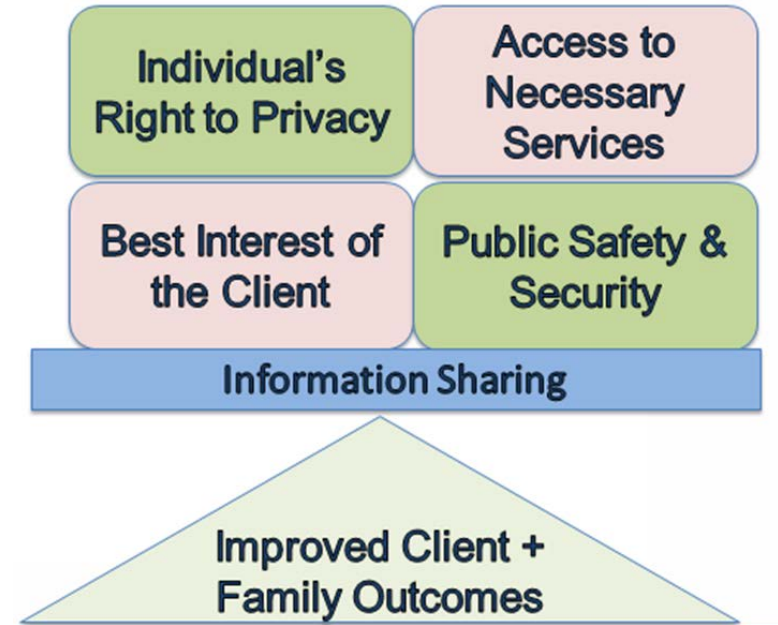


# Information Sharing

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## 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)*

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- 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)

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- 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)

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- 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)

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- 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.

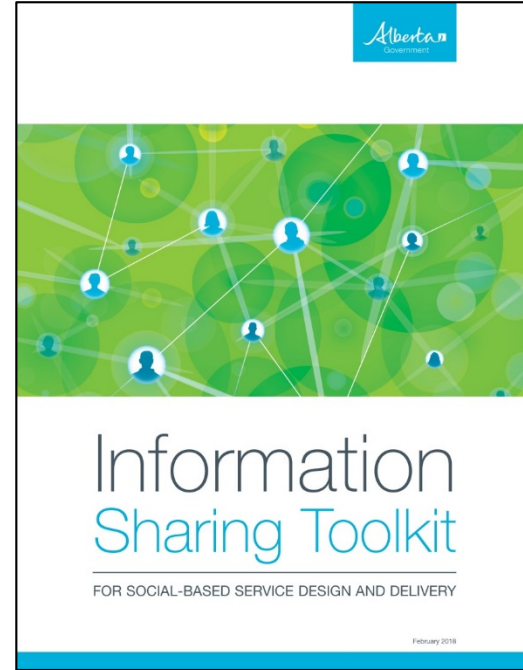
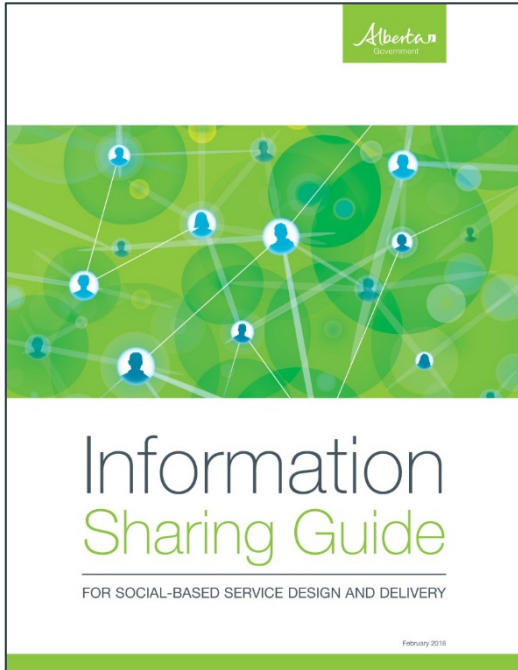
*The Privacy Commissioner of Canada oversees compliance with this law.*

# Key Concepts

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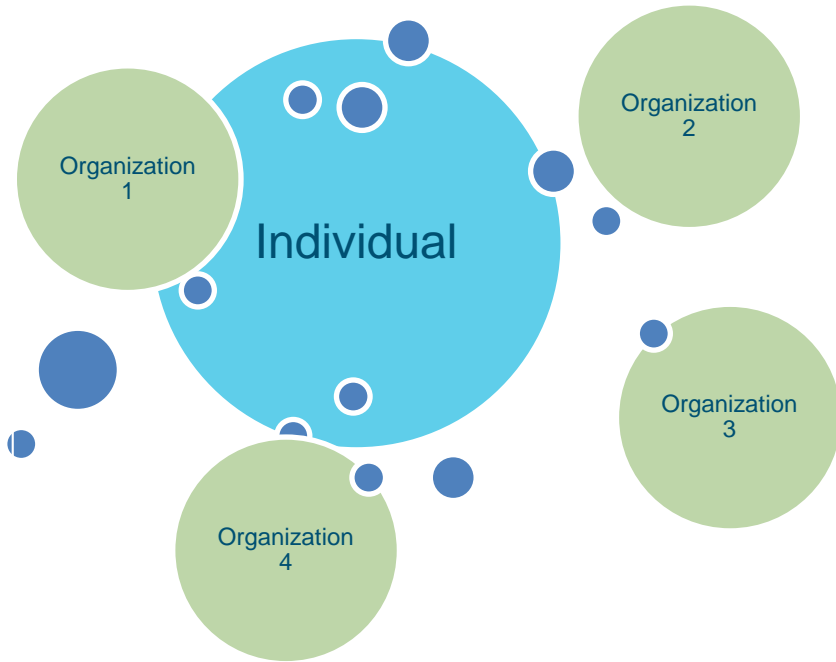
- Health & safety
- Continuing treatment and care
- Organizational relationships
- Contractual relationships

# The Information Sharing Guide & Toolkit



# Information Sharing Approach

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**VS.**



# The Information Sharing Approach

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- 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.*



*Begin with the end in mind*

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Stephen Covey



Think about your **purpose**

Example:

Provide safe and adequate housing to people that may also have complex needs.

- What does that look like?
- How is it achieved?

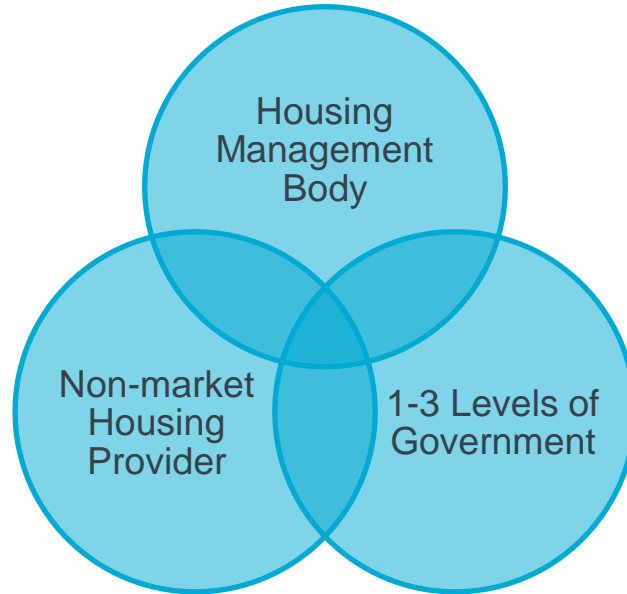




“Decision-making has to consider the whole, and not be made from only an internal, organizational or individualistic perspective”

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Information Sharing Guide



# Collaboration & Non-Profit Organizations

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- Non-profit organizations often play a key role in service delivery
  - Largely not subject to privacy legislation
- Non-profits and contracts
  - Impacts on project governance and information management
- Ensure accountability
  - Use a strong framework to set up new initiatives (e.g. IS Approach)
  - Ensure contracts are clear and understood
  - Develop organizational relationships
  - Establish administrative and operational policies and procedures, common tools, training and terminology used consistently across partners

# Collaborative Services – Common Challenges

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- 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?



# Discussion



# Questions to Think About

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- 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!

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