

1.0 My Amazing Section

1.1 My Amazing SubSection

1.1.1 My Amazing SubSubSection

UNIVERSITY OF WATERLOO
Faculty of Mathematics

**PROFESSIONAL SKILLS NECESSARY FOR WORKING IN
THE LONG-TERM HEALTH INDUSTRY**

PD2: Critical Reflection and Report Writing
Waterloo, Ontario

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November 15, 2015

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Mr. Ron Champion, PD2 Instructor
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Dear Mr. Champion:

This report, entitled "Professional Skills Necessary for Working in the Long-Term Health Industry" has been prepared as my 2A work-term report for PD2: Critical Reflection and Report Writing. The purpose of this report is to discuss the professional skills one needs to work in the long-term health industry, and to analyze the importance of these skills in any future industries one may work in.

PD2 is a course which instructs students on report writing, as well as critical reflection and analysis. The quizzes and assignments in this course have taught me how to properly form my report, while adhering to a set of specific guidelines. The writing of this report has also caused me to reflect and analyse my own skills and weaknesses, and how I can improve going forward.

This report was written entirely by me and has not received any previous academic credit at this or any other institution. I would like to thank Ms. Srishti Gupta for proofreading my report. I have received no other assistance.

Sincerely,



Fatema Boxwala
ID 20567052

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Summary

2.0 Introduction

For the past four months, I have been employed at the company PointClickCare, or PCC. PCC develops and maintains software for nursing homes. At its core, the PointClickCare application manages Private Health Records for residents of nursing homes. One of the app's most important usages is its integration with other aspects of the senior care industry. For example, PCC interfaces with software at various pharmacies, allowing a resident's prescriptions to be refilled and delivered automatically.

As a Testing Analyst in PCC's Vendor Integration Services department, my job was concerned with these integrations. Although I was working in a software position, the demands of my job required me to become very familiar with the long-term healthcare (LTC) industry. During my time at PCC I learned and improved upon the professional skills that are vital in such a niche industry.

In this report, I will describe the various professional skills developed through working in the long-term healthcare industry. These include: understanding legal codes, communicating effectively and problem solving time-sensitive issues. My personal experiences with work, along with thorough research of my company's documentation, and readings from outside sources, allowed me to determine the importance these skills.

The report will then go on to analyze the applicability of these skills to the software industry in general, and whether they can be used in any future employment.

3.0 Professional Skills Developed at PCC

during my time at PointClickCare I had to learn several new technical and professional skills in order to be successful at my job. among the professional skills i developed, the three most important were: understanding legal codes, communicating effectively and problem solving time-sensitive issues.

3.1 Parsing and Understanding Legal Codes

As PCC's software deals with health records of residents and patients at nursing homes, all of it's employees had to be compliant with all laws regarding the privacy of personal health information (PHI). PointClickCare's app is used in both Canada and the United States, and as such, we were required to comply to PIPEDA (Canada's Personal Information Protection and Electronic Documents Act) and HIPAA (The United States' Health Insurance Portability and Accountability Act). These two Acts outline the responsibilities of any corporation and it's employees, that deals with PHI (Statutes of Canada [SoC], 2000; HIPAA, 1996).

At PointClickCare, HIPAA and PIPEDA are taken very seriously. Every employee regardless of department is trained in HIPAA and PIPEDA compliance so that we are all aware of our personal liabilities. Awareness and understanding of these acts is essential in the LTC industry, as the penalties for any violation of these acts can be severe. As you can see in the table below, the corporate fine for a PIPEDA violation in Ontario is

| | Individual Fine | Corporation Fine |
|------------------|-----------------|------------------|
| Federal | \$10,000 | \$100,000 |
| Alberta | \$10,000 | \$100,000 |
| Ontario | \$50,000 | \$250,000 |
| British Columbia | \$10,000 | \$100,000 |
| Nova Scotia | \$50,000 | \$250,000 |
| Quebec | Up to \$20,000 | Up to \$20,000 |

Table 1: PIPEDA fines in various provinces (PointClickCare, 2015)

\$250,000. HIPAA violations are equally serious, and a table of fines for various violations can be found in Appendix B of this report.

Understanding HIPAA and PIPEDA became extremely relevant to my daily tasks at PointClickCare. As a client-facing employee, I was constantly sending emails and making phone calls to external organizations. Any PHI, including even just a patients name, must be released only in confidential correspondance, and only between parties authorized to handle PHI (PointClickCare, 2015). On multiple occasions, I have received un-encrypted emails from clients containing PHI, such as the patient’s name. Replying to this email would be considered a HIPAA violation, as the quoted text would contain the initial email. I had to constantly be on the lookout for such violations, since I can be held accountable not only for violations I committed personally, but also for any violation committed by someone else that I noticed and did not report (SoC, 2000; HIPAA, 1996).

Being able to comprehend and act upon these two legal codes was extremely important to my position at PCC. Any misunderstanding or small slip up could have cost my company thousands of dollars.

3.2 Effective Communication

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4.0 Conclusions

5.0 Recommendations

References

- 1 Champion, R., Paci, T. & Vardon, J. (2012). PD 2: Critical Reflection and Report Writing. Retrieved 1 March, 2012 from <https://learn.uwaterloo.ca/d2l/le/content/80224/viewContent/605550/View>
- 2 Personal Information Protection and Electronic Documents Act, Statutes of Canada (2000, c.5). Retrieved from the Department of Justice Canada Website: <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/>.
- 3 Health Insurance Portability and Accountability Act. Pub. L. No. 104-191, § 264, 110 Stat.1936.

Appendix A: Lorem Ipsum

Appendix B: PD2 Report Checklist

Your report must:

- [Y] Include 4-6 pages of body content. Figures or tables that are included in the body are excluded in the 4-6 page count. (Example: 8 pages of content that includes a one-page figure and a half-page table counts as 6.5 pages of body content.) Adherence to the 3Cs (clarity, conciseness, and coherence) will allow you to meet this page limit.
- [Y] Include at least one table (Place the table in the body of your report if you discuss it in detail; place the table in an appendix if your analysis refers to it only briefly.)
- [Y] Include at least one figure (Place the figure in the body of your report if you discuss it in detail; place the figure in an appendix if your analysis refers to it only briefly.)
- [Y] Use a 12-point serif font
- [Y] Be double-spaced
- [Y] Be written in formal, standard English, with no contractions
- [Y] Be spellchecked and proofread
- [Y] Include pages numbered according to the conventions described in the Report Resources tab.

Your report must conform to the format and conventions described in the Report Resources page. You do not have to bind your report or include a front cover because you will submit your report to us online. Your report will include the following pages and sections:

- [Y] Title page
- [Y] Letter of submittal (addressed to the PD 2 course instructor)
- [Y] Table of contents
- [Y] List of figures and tables, if appropriate (Figures or tables in an appendix should not be listed on the List of figures and tables; figures or tables elsewhere in your report are required to be on this list.)
- [Y] Summary
- [Y] Introduction
- [Y] Body (that includes both an objective analytical component and a reflective component)
- [Y] Conclusions (the section is "conclusions" as in "findings", not "conclusion")
- [Y] Recommendations (specific, measurable, and attainable)
- [Y] References
- [Y] Appendices (you need at least one appendix which includes this checklist)