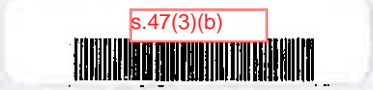


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RECEIVED
DATE [redacted] BY [redacted]

QCOS/c s.47(3)(b)
2014

14AA

Brief for Noting

Requested by:

- Department
- Minister's office

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South Health
File Ref No:	s.47(3)(b)

SUBJECT: s.47(3)(b) - s.47(3)(b)
Investigation following security breach at the s.47(3)(b)

Headline Issues

- On [redacted] 2014, a security breach occurred at the s.47(3)(b) when former employees entered the s.47(3)(b)
- s.47(3)(b) were witnessed accessing patient information on a staff computer in s.47(3)(b)
- The matter was escalated to the Queensland Police Service (QPS) on [redacted] 2014 for advice and investigation.
- A QPS search warrant of s.47(3)(b) was executed on [redacted] 2014.
- s.47(3)(b)
- s.47(3)(b)
- s.47(3)(b) 2014
- Specific areas of concern raised at the time of the incident by s.47(3)(b) Metro South Executives include:
 - s.47(3)(b)
 - s.47(3)(b) 2014
 - Patient confidentiality
 - Staff separation procedures and protocols
- The following mitigation strategies have been undertaken:
 - The [redacted] has undertaken a review of staff separation procedure, and an audit of identification (ID) cards and information technology (IT) access is currently underway
 - The [redacted] Executive have met with the QPS to review access to key areas s.47(3)(b)
 - A media statement has been prepared by the s.47(3)(b) should any media coverage occur s.47(3)(b)
- Additional details of actions taken are provided in Attachment 1: s.47(3)(b) s.47(3)(b) Timeline.

Background

- Background was provided in the brief s.47(3)(b) supplied on s.47(3)(b) 2014 - Attachment 2.
- This matter aligns to the Blueprint - Health services focused on patients and people.

Consultation

- Consultation has been undertaken with s.47(3)(b) Metro South Health Executive and QPS.
- Crime and Misconduct Commission - Notification occurred on [redacted] 2014. CMC assessment was finalised on s.47(3)(b) 2014. As requested, the CMC will be advised of remedial actions related to staff separation procedures and processes.
- s.47(3)(b) - Notification was provided [redacted] verbally and in writing on [redacted] 2014.

Attachments

- Attachment 1: s.47(3)(b) - Timeline (Updated)
- Attachment 2: Copy of brief s.47(3)(b)

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South Health
File Ref No:	s.47(3)(b)

NOTED ✓

Richard Ashby

IAN MAYNARD
Director-General

s.47(3)(b) 2014

Director-General's comments

To Minister's Office for Noting

Cam - FYI

Minister's Office Use Only
NOTED

LAWRENCE SPRINGBORG
Minister for Health

NOTED

[Signature]

Chief of Staff

s.47(3)(b)

104

Minister's comments

[Empty lines for Minister's comments]

Briefing note rating

1 2 3 4 (1 = poor and 4 = excellent)

Author s.47(3)(b)	Cleared by: (SD/Dir)	Content verified by: (CEO/DDG/Div Head)
		Dr Richard Ashby
		Chief Executive
Metro South Hospital and Health Service	South Hospital and Health Service	Metro South Hospital and Health Service

Timeline: Issue / Security Breach by s.47(3)(b)

Attachment 1

Background

s.47(3)(b)

- Employed via s.47(3)(b) - allocated to and commenced 2012
- s.47(3)(b)
-
-
- No current employment with other Queensland Health facilities

Situation

Incident 2014:

- s.47(3)(b) former s.47(3)(b) entered the s.47(3)(b) using ID proxy cards at s.47(3)(b) on 14 which had not been returned nor cancelled following the end of their employment s.47(3)(b) Closed circuit television (CCTV) footage confirms their presence in s.47(3)(b) including entry into the s.47(3)(b)
- s.47(3)(b) Staff in s.47(3)(b) Unit witnessed s.47(3)(b) in particular s.47(3)(b) was approached by the s.47(3)(b) was located in the staff work cubicle viewing patient pathology results via a work computer.
- When challenged about s.47(3)(b) presence in the s.47(3)(b) indicated that s.47(3)(b) was reviewing patient pathology results s.47(3)(b) During this conversation s.47(3)(b) questioned why the s.47(3)(b) had an issue with this, then walked to the staff photo wall and begun taking photographs of the wall. When questioned why s.47(3)(b) was taking photos, s.47(3)(b) replied that this was part of a s.47(3)(b)
- The incident was notified immediately to the s.47(3)(b) Unit and Security Services and then escalated to s.47(3)(b) Executive.

Actions

Actions 2014:

- Preliminary assessment of situation from s.47(3)(b) Metro South Health - based on the current information the incident would be considered unlawful entry. Further investigations would be required to gather all information.
- ID Proxy cards disabled immediately and audit of entry - post cessation date undertaken.
- IT access disabled immediately and audit of computer system access - post cessation date requested.
- CCTV footage requested to identify possible locations visited on 14.
- Metro South Health Service Chief Executive briefed s.47(3)(b) s.47(3)(b) were the designated areas for the s.47(3)(b) It was also noted that s.47(3)(b) had been s.47(3)(b) 14. Issue escalated to



Queensland Police Service (QPS), s.47(3)(b) Department of Health). Verbal notification to Dr Michael Cleary, Deputy Director-General, Health Service and Clinical innovation Division, provided by s.47(3)(b)

- s.47(3)(b)
- Follow up actions post meeting:
 - s.47(3)(b) preparation of witness statements from s.47(3)(b) staff and Security Services
 - IT and ID proxy card audit reports to be reviewed and submitted to QPS
 - Review of s.47(3)(b) procedure for cessation process for ID, IT access and hospital equipment

Actions s.47(3)(b) 2014:

- Confirmed access to AUSLAB s.47(3)(b) 14. Patient names are as follow: s.47(3)(b)
- Medical records reviewed for patient interaction with s.47(3)(b)
- s.47(3)(b)
- s.47(3)(b)
- s.47(3)(b)

Actions s.47(3)(b) 2014:

- Meeting: s.47(3)(b) s.47(3)(b) s.47(3)(b) The group walked through the similar route taken by s.47(3)(b) 14. s.47(3)(b)
- Additional information/discussion on situation and background undertaken by s.47(3)(b) s.47(3)(b) Details of patients reviewed on Auslab provided to QPS. s.47(3)(b)

Actions s.47(3)(b) 2014:

- s.47(3)(b)
- s.47(3)(b) Additional information/discussion on situation and background undertaken by above meeting attendees.
- QPS witness statements completed by s.47(3)(b)
- Confirmation received that s.47(3)(b) pagers not returned upon cessation of employment s.47(3)(b) s.47(3)(b) Details of pagers and ID proxy cards provided to QPS.

Actions s.47(3)(b) 2014:

- s.47(3)(b)

s.47(3)(b) The group walked through the similar route taken by s.47(3)(b) 14. s.47(3)(b)

- s.47(3)(b)
- Verbal advice by QPS to s.47(3)(b) – warrant to be executed for search s.47(3)(b) of s.47(3)(b)

Actions taken s.47(3)(b) 2014 and s.47(3)(b) 14:

- Search warrant executed on s.47(3)(b) During the search of the premise, s.47(3)(b) via telephone to advise that the s.47(3)(b) pagers and ID proxy cards were located. Of concern to QPS was a variety of clinical records, UR stickers and patient lists. s.47(3)(b)

s.47(3)(b)

review.

- During the interview with QPS, s.47(3)(b) advised that s.47(3)(b)
- QPS requested a meeting with s.47(3)(b) to review the content of the seized clinical records. s.47(3)(b)

- s.47(3)(b) Triage Meeting held: s.47(3)(b) 14 to review situation. Action items from the meeting :

- QPS s.47(3)(b) meeting to review seized documents s.47(3)(b)
- Notification to CMC – interim notification to be provided to CMC.
- Notification to s.47(3)(b) – interim advice of pending QPS investigation. Notification actioned s.47(3)(b) 14 via telephone and formal submission of form.
- s.47(3)(b)

- Media holding statement – prepared s.47(3)(b)
- Notification to Health Quality Complaints Commission – breach of patient confidentiality. Notification pending confirmation of documents seized. Open disclosure to be undertaken if required.

Actions taken s.47(3)(b) 2014:

- Received assessment of CMC notification on s.47(3)(b) 2014. CMC has requested to be advised of remedial actions related to staff separation procedures and processes

Actions taken s.47(3)(b) 2014:

Advised of the following by QPS on s.47(3)(b) 14:

- s.47(3)(b)
-
-
-
-

s.47(3)(b)

s.47(3)(b)

Actions taken on **2014:**

s.47(3)(b)

Actions taken on **2014:**

- s.47(3)(b)
-

RTI Released

Brief for Noting

Requested by:

 Department Minister's office

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South HHS
File Ref No:	s.47(3)(b)

SUBJECT: s.47(3)(b) - s.47(3)(b)
Investigation following security breach at the s.47(3)(b)

Headline issues

- s.47(3)(b) are currently under investigation s.47(3)(b) following a security breach on s.47(3)(b) 2014 at the s.47(3)(b) where the s.47(3)(b) former employees entered the s.47(3)(b) and were witnessed accessing patient information on a staff computer in s.47(3)(b) s.47(3)(b)
- s.47(3)(b) s.47(3)(b)
- The matter was escalated to the QPS on s.47(3)(b) 2014 for advice and investigation. Full details of the actions taken are provided in Attachment 1: s.47(3)(b) Timeline.
- A QPS search warrant was executed on s.47(3)(b) on s.47(3)(b) 2014. During the search of s.47(3)(b) QPS located s.47(3)(b) property including pagers, identification proxy cards and a variety of clinical records, patient detail stickers and patient lists. Personal computers and telecommunications items were seized for forensic review.
- QPS s.47(3)(b) will meet with s.47(3)(b) on the week commencing s.47(3)(b) 2014 to review the seized documents s.47(3)(b) s.47(3)(b)
- Notification has been provided to the following external agencies on s.47(3)(b) 2014:
 - s.47(3)(b)
 - Crime and Misconduct Commission

Background

- s.47(3)(b) were employed at the s.47(3)(b) from 2012 s.47(3)(b) s.47(3)(b)
- s.47(3)(b) 2014.
- s.47(3)(b)
- A review of the s.47(3)(b) procedures upon cessation of employment, including cancellation of identification proxy cards, ceasing computer access logins and returning s.47(3)(b) equipment is currently underway.
- This matter aligns to the Blueprint – Health services focused on patients and people

Consultation

- Consultation has been undertaken with s.47(3)(b) Metro South Health Executive and QPS.
- Legal advice will be sought with regards to the seized documents and the potential for criminal offence or notification to the CMC.
- Notification has been provided to s.47(3)(b)

Attachments

- Attachment 1: s.47(3)(b) - Timeline

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South HHS
File Ref No:	s.47(3)(b)

NOTED

(Handwritten Signature)
IAN MAYNARD
 Director-General

s.47(3)(b) 2014

Director-General's comments

To Minister's Office for Noting

Minister's Office Use Only
NOTED

NOTED

LAWRENCE SPRINGBORG
Minister for Health

Chief of Staff

Minister's comments

Briefing note rating

1 2 3 4 (1 = poor and 4 = excellent)

Author s.47(3)(b)	Cleared by: (SD/Dir)	Content verified by: (CEO/DDG/Div Head)
		Dr Richard Ashby Chief Executive
Metro South Hospital and Health Service	South Hospital and Health Service	Metro South Hospital and Health Service

RELEASABLE

s.47(3)(b)

Timeline: Issue / Security Breach by s.47(3)(b)

Attachment 3

Background

s.47(3)(b)

- Employed via s.47(3)(b) - allocated to and commenced 2012
- s.47(3)(b)
-
-
- No current employment with other Queensland Health facilities

Situation

Incident 2014:

- s.47(3)(b) former s.47(3)(b), entered the s.47(3)(b) using ID proxy cards at s.47(3)(b) on 14 which had not been returned nor cancelled following the end of their employment s.47(3)(b). Closed circuit television (CCTV) footage confirms their presence in s.47(3)(b), including entry into the s.47(3)(b)
- s.47(3)(b) Staff in s.47(3)(b) Unit witnessed s.47(3)(b). In particular s.47(3)(b) was approached by the s.47(3)(b) who was located in the staff work cubicle viewing patient pathology results via a work computer.
- When challenged about s.47(3)(b) presence in the s.47(3)(b) indicated that s.47(3)(b) was reviewing patient pathology results s.47(3)(b). During this conversation s.47(3)(b) questioned why the s.47(3)(b) had an issue with this, then walked to the staff photo wall and begun taking photographs of the wall. When questioned why s.47(3)(b) was taking photos, s.47(3)(b) replied that this was part of a s.47(3)(b)
- The incident was notified immediately to the s.47(3)(b) Unit and Security Services and then escalated to s.47(3)(b) Executive.

Actions

Actions 2014:

- Preliminary assessment of situation from s.47(3)(b) s.47(3)(b) - based on the current information the incident would be considered unlawful entry. Further investigations would be required to gather all information.
- ID Proxy cards disabled immediately and audit of entry - post cessation date undertaken.
- IT access disabled immediately and audit of computer system access - post cessation date requested.
- CCTV footage requested to identify possible locations visited on 14.
- s.47(3)(b) noted that the areas visited on 4, s.47(3)(b) were the designated areas for the s.47(3)(b). It was also noted that s.47(3)(b) had been s.47(3)(b) 14. Issue escalated to



Queensland Police Service (QPS), s.47(3)(b)

s.47(3)(b) Department of Health). Verbal notification to Dr Michael Cleary, Deputy Director-General, Health Service and Clinical innovation Division, provided by s.47(3)(b)

- s.47(3)(b)
- Follow up actions post meeting:
 - s.47(3)(b) preparation of witness statements from s.47(3)(b) staff and Security Services
 - IT and ID proxy card audit reports to be reviewed and submitted to QPS
 - Review of s.47(3)(b) procedure for cessation process for ID, IT access and hospital equipment

Actions s.47(3)(b) 2014:

- Confirmed access to AUSLAB s.47(3)(b) 14. Patient names are as follow:
 - s.47(3)(b)
- Medical records reviewed for patient interaction with s.47(3)(b)
- s.47(3)(b)
- s.47(3)(b)
- s.47(3)(b)

Actions s.47(3)(b) 2014:

- Meeting: s.47(3)(b)
 - s.47(3)(b)
 - s.47(3)(b) The group walked through the similar route taken by s.47(3)(b) 14. s.47(3)(b)
 - s.47(3)(b)
- Additional information/discussion on situation and background undertaken by s.47(3)(b)
 - s.47(3)(b) Details of patients reviewed on Auslab provided to QPS.
 - s.47(3)(b)

Actions s.47(3)(b) 2014:

- s.47(3)(b)
 - s.47(3)(b) Additional information/discussion on situation and background undertaken by above meeting attendees.
- QPS witness statements completed by s.47(3)(b)
- Confirmation received that s.47(3)(b) pagers not returned upon cessation of employment s.47(3)(b)
 - s.47(3)(b) Details of pagers and ID proxy cards provided to QPS.

Actions s.47(3)(b) 2014:

- s.47(3)(b)

s.47(3)(b) The group walked through the similar route taken by s.47(3)(b)

s.47(3)(b)

- QPS witness statements completed by s.47(3)(b)
- Verbal advice by QPS to s.47(3)(b) – warrant to be executed for search s.47(3)(b) of s.47(3)(b)

Actions taken s.47(3)(b) 2014 and s.47(3)(b) 14:

- Search warrant executed on s.47(3)(b) During the search of the premise, s.47(3)(b) via telephone to advise that the s.47(3)(b) pagers and ID proxy cards were located. Of concern to QPS was a variety of clinical records, UR stickers and patient lists. s.47(3)(b)

s.47(3)(b)

s.47(3)(b) QPS seized personal computers/equipment and documents for forensic review.

- During the interview with QPS, s.47(3)(b) advised that s.47(3)(b)
- QPS requested a meeting with s.47(3)(b) to review the content of the seized clinical records.
- s.47(3)(b) Triage Meeting held: s.47(3)(b) 14 to review situation. Action items from the meeting :

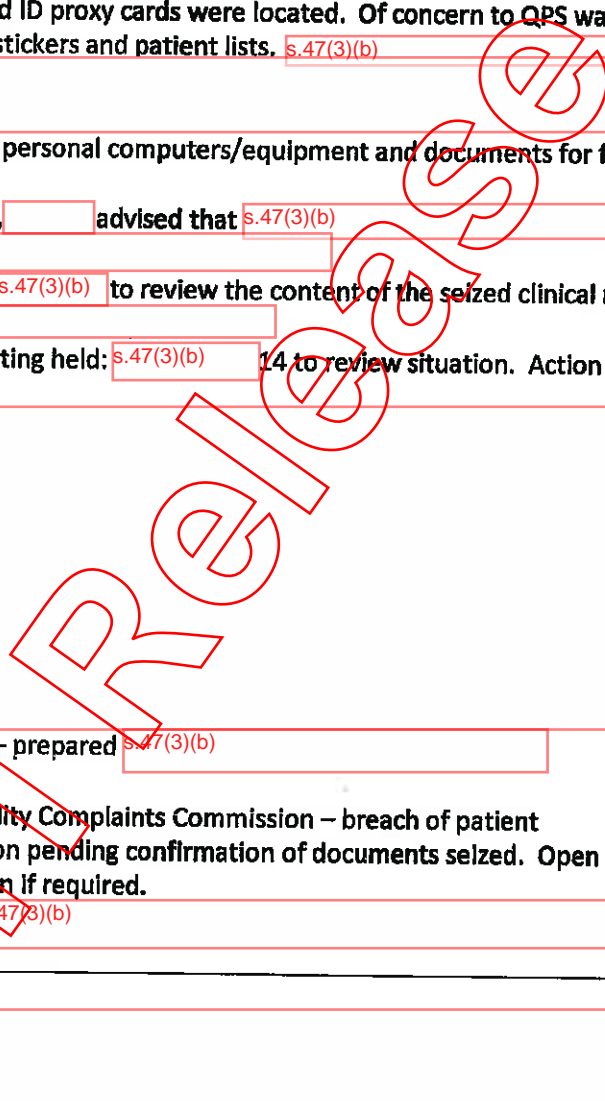
s.47(3)(b)

- Media holding statement – prepared s.47(3)(b)
- Notification to Health Quality Complaints Commission – breach of patient confidentiality. Notification pending confirmation of documents seized. Open disclosure to be undertaken if required.
- Briefing for Noting submitted s.47(3)(b)

s.47(3)(b)

Actions: s.47(3)(b) 14 – s.47(3)(b) 14

- s.47(3)(b)
-
-
-



Actions: [redacted], 14

- s.47(3)(b)
- [redacted]

Actions: s.47(3)(b) 2014 (Overall [redacted] Security Review)

- s.47(3)(b)

Actions: [redacted], 14

- Notification received from [redacted] advising of decision to investigate [redacted] s.47(3)(b)

Actions: [redacted], 14 – [redacted], 15

- s.47(3)(b)
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- s.47(3)(b) 2014 – briefing note submitted to the Director General to provide an update on the situation. Media response prepared.

RTI Releases

Brief for Noting

Requested by:

Department

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South HHS
File Ref No:	s.47(3)(b)

SUBJECT: Notification of s.47(3)(b) for s.47(3)(b) regarding a security breach at the s.47(3)(b)

Issue(s)

1. s.47(3)(b)
- 2.
- 3.
- 4.
- 5.

Background

6. s.47(3)(b)
- 7.
8. A review of procedures upon cessation of employment was undertaken following this incident and improved governance processes implemented.

Consultation

9. Ongoing consultation has been undertaken with the QPS, [redacted] Legal Counsel, Metro South Health and [redacted] Executives.
10. Metro South Health and s.47(3)(b) personnel have been briefed on the incident.
11. Initial notification of the incident and updates have been provided to the following external agencies:
 - 11.1 s.47(3)(b)
 - 11.2 Crime and Misconduct Commission

Attachments

12. Attachment 1: Draft Media Holding Statement
- Attachment 2: Copy of Brief s.47(3)(b)
- Attachment 3: Updated Incident Timeline

FOR RELEASE

Department RecFind No:	s.47(3)(b)
Division/HHS:	Metro South HHS
File Ref No:	s.47(3)(b)

NOTED



**DR MICHAEL CLEARY
A/Director-General**

s.47(3)(b) 12015

Ministerial Brief for Approval required
Ministerial Brief for Noting required

Director-General's comment

PLEASE ADVISE MEDIA & COMMUNICATIONS SO THIS CAN GO ON ISSUES REPORT
SDLO TO URGENTLY BRIEF MINISTERIAL OFFICE.

RTI Release

Author	Cleared by: (SD/Dir)	Content verified by: (CEO/DDG/Div Head)
s.47(3)(b)		
Metro South Hospital and Health Service	Metro South Hospital and Health Service	Metro South Hospital and Health Service