

County of Santa Clara Health System

Baby Match Technology Used at Santa Clara Valley Medical Center (SCVMC)

Annual Surveillance Report: July 1, 2022 – June 30, 2023

1. DESCRIPTION OF HOW THE SURVEILLANCE TECHNOLOGY WAS USED

The County of Santa Clara Health System (CSCHS) used the Baby Match Technology to monitor newborns or children admitted to the hospital units to ensure their safety. This system is in use at O'Connor Hospital (OCH) at Labor and Delivery (L&D) and Santa Clara Valley Medical Center (SCVMC) units at part of Mother Infant Care Center (MICC), Pediatrics Unit, and Labor and Delivery (L&D). The technology works by placing a banded tag on the child's foot and then entering minimal information into the database such as the child's gender, last name, and room number. The tag is then activated, and sensors are placed around the unit to alert if there is unauthorized movement or the tag is removed or tampered with. When a child is discharged from SCVMC, the band is removed from the child and the staff delete the child's information from the system.

There are approximately 30 reusable baby tags for the mother and 3,200 disposable bands for the child used during the reporting period.

There have been no reports of misuse and the systems are functioning properly and used as it is defined in SUP.

2. DATA SHARING WITH OUTSIDE ENTITIES

During the reporting period, CSCHS did not share data in the Baby Match Technology system with any outside entities.

3. COMMUNITY COMPLAINTS OR CONCERNS

CSCHS values community and customers' feedback and has several ways for the patients and customers to file their concerns, questions, or complaints with the Customer Relations, Administration, or the Health System Ethics, Privacy & Compliance Office.

During the reporting period CSCHS did not receive any community complaints regarding the Baby Match Technology system.

4. NON-PRIVILEGED INTERNAL AUDITS/POLICY VIOLATIONS

The personnel charged with ensuring compliance with the Surveillance Use Policy (SUP) is the Women and Children's Service Line Director, Biomed Manager, and the Nurse Managers of the units the technology is used. The Departments using the technology have provided a copy of the

SUP to the employees and are obtaining their written confirmation that the employees understand it.

The only staff with access to the Baby Match Technology's data was the L&D nursing staff, MICC nursing staff, Pediatric Unit nursing staff, Protective Services Officers, Dispatch Hospital Communication Officers, and Biomedical staff. Each patient department had their own view and access to just the children/infants currently admitted in their unit and they could not see into other units. The Protective Services and Biomedical staff could access all units. There was no mechanism to access data on discharged patients because data is deleted at discharge, and there are no audit trails available.

The Health System Ethics, Privacy & Compliance Office performed a review of the user access and system retention processes and found no violations of the Surveillance Use Policy related to the use of Baby Match Technology. CSCHS complied with the Surveillance Use Policy requirements regarding the oversight of the technology. The Baby Match data was stored on the servers from birth/admit to discharge of the child. At discharge, the data was deleted from the system.

There were no reports of inappropriate use of the Baby Match Technology, and no sanctions were necessary related to use of this technology.

5. EFFECTIVENESS IN ACHIEVING IDENTIFIED PURPOSE

CSCHS used this technology to effectively meet the safety and security goals for the children. The use of the infant security tags has demonstrated the effectiveness in achieving the security of infants and children during their hospital stay and alerting security to respond to an incident when necessary.

Baby Match is older technology and needs to be replaced. CSCHS is in the process of implementing the new technology at all three hospitals including SCVMC, OCH and St. Louis Regional Hospital (SLRH).

6. PUBLIC RECORDS ACT REQUESTS

The Health System Ethics, Privacy & Compliance Office tracks all California Public Records Act requests for CSCHS, and there were no Public Record Act requests that involved data gathering by this system.

7. ANNUAL COSTS

The total cost for the Baby Match Technology Service during the reporting period was \$455,200:

- Operational hardware: \$140,000
- Internal resources: \$115,200
- Maintenance: \$200,000

There are no installation, repair, or data storage costs. Equipment maintenance is performed by Biomed.

For FY24, the system will be replaced by the Real Time Location System and Hugs Infant Protection system which was recently approved by the Board of Supervisors. The anticipated cost is \$2,070,279.

- Operational hardware:
 - o OCH \$891,780
 - o VMC \$446,385
 - o SLRH \$341,914
- Internal resources: \$115,200
- Moves/Adds/Changes: \$275,000

This is funded via the Budget Unit 921, which is an Enterprise Fund.