

County of Santa Clara Health System

NicView Camera Technology Used at Santa Clara Valley Medical Center

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 NicView Camera Technology to allow consenting parents to view their babies admitted to the Santa Clara Valley Medical Center (SCVMC) Neonatal Intensive Care Unit (NICU) on a secure, real-time portal. The camera captured the baby's image so that parents and family could see their baby when they were not able to be at the hospital. The camera did not capture images of any other visitors, patients, or staff and there was no recording or storing of images/video.

The NICU has 36 cameras set up to allow families to view their newborns. Parents/Guardians must sign a consent form if they want to be able to view their baby when not on hospital premises. Once the consent form is signed, it is scanned into the baby's medical record and the camera can be enabled for viewing. Cameras are not enabled during active patient care, such as procedures or when exams are taking place.

Medical Unit Clerks (MUCs) and nursing staff had access to the NicView cameras. The MUC was responsible to ensure the correct camera is on the baby, to update the camera when the baby changes bed location, and to remove the NicView access when the baby is discharged from the NICU.

2. DATA SHARING WITH OUTSIDE ENTITIES

No data from the NicView cameras are collected, recorded, or stored so there is no sharing with 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 Compliance Office.

During the reporting period, CSCHS received complaints from several parents that cameras were broken, and they could not view their infant.

4. NON-PRIVILEGED INTERNAL AUDITS/POLICY VIOLATIONS

The Nurse Manager of the SCVMC NICU was assigned to ensure compliance with the Surveillance Use Policy (SUP). The staff of the NICU have been educated on the technology, and there is a department policy on how to use it. Department has provided a copy of the SUP to their

staff with access to the camera system and obtained written confirmation that their staff understand it. New staff are trained by the NicView lead, staff developer, or clinical partner.

The NICU maintains records of the consent to use the technology which is stored in the medical record. The CSCHS Compliance Office conducted a random audit of charts which confirmed there are consent forms scanned into the baby's medical records.

5. EFFECTIVENESS IN ACHIEVING IDENTIFIED PURPOSE

The NicView camera technology allowed all consenting parents and family members to watch their baby in real time via a secure real-time portal. This is a useful technology to allow parents of NICU babies to feel connected to their child when they cannot be at the hospital with them.

6. PUBLIC RECORDS ACT REQUESTS

The Health System Ethics, Privacy & Compliance Office tracked 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

During the reporting period, the total cost for the NicView Camera Technology Service was \$7,374 which includes:

- Annual Service Agreement: \$7,374

The replacement technology has been initiated for end-of-life cameras. The estimated annual cost for the next reporting period will be \$18,374, which includes maintaining the current NicView cameras. The cost includes:

- Annual Service Agreement: \$7,374
- Replacement Technology: \$11,000 (estimated replacement costs).

The source of funding is from Budget Unit 921 which is an Enterprise Fund.