

County of Santa Clara Health System

Voice-Controlled Intelligent Personal Assistant Used at Santa Clara Valley Medical Center-Acute Rehabilitation Unit

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

1. DESCRIPTION OF HOW THE SURVEILLANCE TECHNOLOGY WAS USED

The Santa Clara Valley Medical Center's (SCVMC) Acute Rehabilitation Unit (Rehab Unit) applies Voice-Controlled Intelligent Personal Assistant (VIPA) to teach patients how to use the VIPA to perform common tasks such as turning on lights, operating a fan, using window blinds, or operating a television during a patient's stay. Due to the constant listening for the wake word required by such devices, there will be signs posted in the activities of daily living (ADL) suite in the Rehab Unit so that people in the area are aware that a VIPA is being used and may be listening or recording. Patients will also complete a consent/waiver form before they are trained on how to use the VIPA. The consent/waiver will be scanned into the medical record. The VIPA will be powered off when not in use or when a patient has not signed the consent form.

The SCVMC will be using the Amazon Alexa Echo Plus smart device including one Echo Plus and two Smart Plugs, which only includes voice recording and audio capabilities.

The VIPA has not been implemented at the Rehab Unit yet.

2. DATA SHARING WITH OUTSIDE ENTITIES

The VIPA has not been implemented at the Rehab Unit yet.

3. COMMUNITY COMPLAINTS OR CONCERNS

The VIPA has not been implemented at the Rehab Unit yet.

4. NON-PRIVILEGED INTERNAL AUDITS/POLICY VIOLATIONS

The VIPA has not been implemented at the Rehab Unit yet.

5. EFFECTIVENESS IN ACHIEVING IDENTIFIED PURPOSE

The VIPA has not been implemented at the Rehab Unit yet.

6. PUBLIC RECORDS ACT REQUESTS

The VIPA has not been implemented at the Rehab Unit yet.

7. ANNUAL COSTS

The total cost for the Voice-Controlled Intelligent Personal Assistant (VIPA) during the reporting period was \$0.

The Voice-Controlled Intelligent Personal Assistant (VIPA) will be purchased and installed with costs during next reporting period, broken down as follows:

- Hardware (VIPA): \$0
- Maintenance/Support: \$1,784.

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