



Security Privacy Ticket Number	Incident Type		Organization		Date Opened	Date Closed	Risk Category
SPE000000061851	Mishandled/ Misused Physical or Verbal Information		VISN 16 Oklahoma City, OK		5/2/2011	5/12/2011	Low
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/2/2011	INC000000148082	N/A	N/A	N/A	6	
<p><b>Incident Summary</b></p> <p>An employee mailed a letter to Veteran A using recycled paper in the printer. The back of the letter contained six Veterans' names, full SSNs, preoperative diagnoses and operations. The employee did not realize other Veterans' information was on the back of the letter and mailed the letter. Veteran A returned the letter to the facility and showed the supervisor all of the information on the back of the letter.</p>							
<p><b>Incident Update</b></p> <p>05/02/11: Six Veterans will receive a letter offering credit protection services.</p> <p><b>NOTE: There were a total of 83 Mis-Mailed incidents this reporting period. Because of repetition, the other 82 are not included in this report, but are included in the "Mis-Mailed Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.</b></p>							
<p><b>Resolution</b></p> <p>The employee has been educated. The employee will no longer recycle paper in the printers.</p>							

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SPE000000061904	Mishandled/ Misused Physical or Verbal Information		VHA CMOP Murfreesboro, TN		5/3/2011	5/6/2011	Low
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/3/2011	INC000000148281	N/A	N/A	N/A		1
<p><b>Incident Summary</b></p> <p>It was reported to the Murfreesboro Consolidated Mail Outpatient Pharmacy (CMOP) that Patient A received Patient B's controlled substance medication. The package was sent out from Media Mail through UPS. Media Mail placed the UPS shipping label for Patient A on Patient B's package and it was delivered to Patient A. Patient A did not ingest any of the medication. When Patient A opened the package, he realized it was not his and he reported it to the local VA medical facility. Patient A destroyed the medication per their instructions. Patient B's name, address and medication have been compromised. CMOP notified Patient B's medical facility to contact the provider for a replacement. The incident will be reported to Media Mail for investigation and follow-up action.</p>							
<p><b>Incident Update</b></p> <p>05/03/11: Patient B will be sent a notification letter.</p> <p><b>NOTE: There were a total of 9 Mis-Mailed CMOP incidents out of 6,016,513 total packages (8,847,737 total prescriptions) mailed out for this reporting period. Because of repetition, the other 8 are not included in this report, but are included in the "Mis-Mailed CMOP Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter.</b></p>							
<p><b>Resolution</b></p> <p>Media Mail has been informed. They attributed the error to an inexperienced packer and the packer has been retrained.</p>							

Security Privacy Ticket Number	Incident Type		Organization		Date Opened	Date Closed	Risk Category
SPE000000062294	Missing/Stolen Equipment		VISN 07 Decatur, GA		5/10/2011		Low
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/10/2011	INC000000149581	N/A	N/A	N/A		
<p><b>Incident Summary</b></p> <p>An employee transferring from another facility to the Atlanta VAMC had lab equipment including four desktop computers and one laptop transported by a moving company through the VA. The items were delivered and placed into storage until the Physician obtained space. When the boxes were unpacked, the four desktops and one laptop were discovered missing. It is unknown at this time whether the systems were encrypted or if they contained any data. The employee has been instructed to file a police report.</p>							
<p><b>Incident Update</b></p> <p>05/12/11: The Information Security Officer (ISO) from the originating location affirmed to the ISO at the receiving location that the four desktops and one laptop had been sanitized prior to shipping. There is no data breach.</p>							

Security Privacy Ticket Number	Incident Type		Organization		Date Opened	Date Closed	Risk Category
SPE000000062323	Mishandled/ Misused Physical or Verbal Information		VISN 09 Huntington, WV		5/11/2011	5/20/2011	Medium
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/11/2011	INC000000149629	N/A	N/A	N/A		50
<p><b>Incident Summary</b></p> <p>A resident left his patient lists in the snack bar of the facility. The Privacy Officer (PO) saw him in the snack bar at 7:00 AM on her arrival. The Information Security Officer (ISO) found the paperwork just after 7:30 AM so the documents were not out in the public for much more than 1/2 hour. There were 50 names on the lists and the lists included the last four digits of the SSN, ages, admission dates, and inpatient locations of the patients. There were also handwritten notes on some of the patients that included diagnoses, medical testing and medications.</p>							
<p><b>Incident Update</b></p> <p>05/11/11: Due to the list being left unattended in a public area, the 50 patients will be sent a notification letter.</p> <p><b>NOTE: There were a total of 93 Mis-Handling incidents this reporting period. Because of repetition, the other 92 are not included in this report, but are included in the "Mis-Handling Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.</b></p>							
<p><b>Resolution</b></p> <p>The PO reminded the resident that documents containing Personally Identifiable Information (PII) and Protected Health Information (PHI) must be safeguarded at all times.</p>							

Security Privacy Ticket Number	Incident Type		Organization		Date Opened	Date Closed	Risk Category
SPE000000062903	Mishandled/ Misused Physical or Verbal Information		VISN 08 West Palm Beach, FL		5/23/2011	6/8/2011	Medium
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/23/2011	INC000000151769	N/A	N/A	N/A	96	
<p><b>Incident Summary</b></p> <p>Folders containing outpatient mental health clinic appointment lists were placed in an unsecured drawer over the weekend. Upon arrival to duty this morning, the Medical Administrative clerk found the labels were removed from the folders and the lists were out of order. The lists contained 161 outpatients' name, full SSN and medical information.</p>							
<p><b>Incident Update</b></p> <p>05/24/11: The clerk left the clinic area around 4:30 PM on Friday 05/20/11. The VA Police secured the door as they normally do between 6:00 - 6:30 PM. The area was re-opened by VA Police on Monday 05/23/11 at 5:00 AM. To access the area over the weekend someone would have had to have a standard key to the area and would have had to climb over the clerical counter to access the drawer. There were no clinical or administrative staff assigned to this area over the weekend and there were no clinics in operation. There are no cameras in the area.</p> <p>Due to 161 Veterans information being at risk, 161 Veterans will receive a letter offering credit protection services.</p> <p>05/25/11: According to the Privacy Officer (PO) a meeting was held with appropriate staff to discuss other options and to provide education. If clinic appointment lists are still requested by providers, they will only be printed the morning of the clinic, and shredded at the end of the clinic. The PO is in the process of creating the patient list in a spreadsheet to remove any duplicates and provide an accurate report for requesting promotional codes.</p>							
<p><b>Resolution</b></p> <p>The total number of patients to receive letters offering credit protection is 96 due to duplicate patients on the lists having multiple clinic appointments for that same day. Providers in the clinic have been educated to use the VIEW option in CPRS to electronically view their list of patients, rather than have printed clinic lists. If clinic lists are required, they will be printed prior to the start of the clinic and properly disposed of in the shredding receptacle at the end of the clinic. The Supervisor of the clinic has entered a work order to have keys issued for any cabinets in this area to ensure a higher level of security.</p>							

Security Privacy Ticket Number	Incident Type		Organization		Date Opened	Date Closed	Risk Category
SPE000000062974	Missing/Stolen Material (Non-Equipment)		VISN 01 West Haven, CT		5/25/2011		Low
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
	5/25/2011	INC000000152173	N/A	N/A	N/A		

**Incident Summary**

During an equipment inventory, 6 Macintosh computers (4 desktop and 2 laptop units) are missing and presumed stolen. Information Resource Management (IRM) last inventoried the items on 10/19/10. They were then locked in a storage closet and now they are gone. The VA Police have been notified of the missing computers and laptops.

**Incident Update**

05/26/2011:

All of the equipment that was stolen was new in the box (not encrypted) and did not have any VA data on them. The VA police are investigating the theft.

**NOTE: There were a total of 3 IT Equipment Inventory Incidents this reporting period. Because of repetition, the other 2 are not included in this report, but are included in the "IT Equipment Inventory Incidents" count at the end of this report.**

Total number of Lost Blackberry Incidents	16
Total number of Internal Un-encrypted E-mail Incidents	66
Total number of Mis-Handling Incidents	93
Total number of Mis-Mailed Incidents	83
Total number of Mis-Mailed CMOP Incidents	9
Total number of IT Equipment Inventory Incidents	3
Total number of Missing/Stolen PC Incidents	1
Total number of Missing/Stolen Laptop Incidents	6 (6 encrypted)