

JOSH GREEN, M.D.
GOVERNOR OF HAWAII
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII



DEPT. COMM. NO. 69
KENNETH S. FINK, MD, MGA, MPH
DIRECTOR OF HEALTH
KA LUNA HOOKELE

STATE OF HAWAII
DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO

HAWAII STATE HOSPITAL
45-710 KEA'AHALA ROAD
KĀNE'OHE, HAWAII 96744-3528

In reply, please refer to
File:

December 5, 2025

The Honorable Ronald D. Kouchi
President of the Senate
State Capitol, Room 409
415 South Beretania Street
Honolulu, HI 96813

The Honorable Nadine K. Nakamura
Speaker of the House of Representatives
State Capitol, Room 431
415 South Beretania Street
Honolulu, HI 96813

RE: Report of Security Breach by the Hawaii State Hospital, Department of Health

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

Pursuant to Hawaii Revised Statutes Section 487N-4, the Department of Health submits the attached Report of Security Breach on November 7, 2025, involving the inadvertent disclosure of Personally Identifiable Information (PII) of a single Hawaii State Hospital (HSH) employee. This occurred after another HSH employee uploaded the affected employee's name, address, telephone number, birthdate and social security number into ChatGPT, a free online AI tool, then emailed the PII results to another employee via an unencrypted email. The affected employee was timely notified, and the uploading employee was counseled. Immediate measures were taken to prevent the breach from reoccurring, including reissuance of the department AI guidelines on November 14, 2025 (Admin Memo 25-06) and a freeze on the use of GenAI by all department employees until a mandatory training is first taken.

If you have further questions regarding this matter, you may contact me at (808) 247-2191 or at mark.linscott@doh.hawaii.gov.

Sincerely,

A handwritten signature in blue ink that reads "Mark Linscott".

MARK LINSCOTT
Administrator, Hawaii State Hospital

c: Director of Health
Deputy Director, Behavioral Health Administration

Hawaii State Hospital Report of Security Breach

I. Nature of the Breach

On November 7, 2025, a Hawaii State Hospital employee reviewing personnel data related to a special project, desired to re-format the information in the file. Taking the data for a single employee, she uploaded it into ChatGPT, a free Artificial Intelligence (AI) chatbot. The data consisted of Personally Identifiable Information (PII) as follows: first name, last name, cellphone number, home address, birthdate, and social security number.

The uploading employee sent the ChatGPT results, which included the PII, to IT personnel working on the special project via an unsecured email that was not encrypted and password protected as required by Hawaii Revised Statutes, Chapter 487N. After the IT employee questioned the uploading employee on what occurred, both employees reported the breach to HSH management, who notified the BHA and General Administration Deputy Directors of Health of the suspected breach on November 12.

II. Impacted Persons

One HSH employee's PII was potentially compromised when it was uploaded to ChatGPT. Once uploaded the PII could not be resecured.

III. Notice of Security Breach

The affected employee was notified of the security breach by telephone on November 12, 2025, by the Assistant Administrator and the employee's supervisor. The employee was advised to freeze his credit as a safety precaution to prevent identity theft or fraud and was provided contact information to all three credit reporting agencies. HSH management met with the employee in-person on November 13, 2025, to further advise the employee and answer questions. As a precaution, HSH will reimburse the affected employee the reasonable cost of a year of credit monitoring services.

IV. Correctional Procedures Implemented

The uploading employee was counseled on not uploading PII to the internet via unapproved AI tools as well as not transmitting PII via an unsecured email.

To prevent a similar breach in the future, on November 14, 2025, the Department of Health's GenAI Guidelines and Procedures was updated to make AI training mandatory prior to use and to require the use of pre-approved AI tools:

As a reminder, and as stated in the DOH GenAI Guidelines, all staff must complete GenAI training prior to using GenAI tools. Also, employees may only use approved, paid, and licensed GenAI tools that operate in a “digital sandbox” that does not use DOH data to train the AI models. This is to protect the privacy of DOH data and residents of Hawaii.

DOH Administrative Memorandum 25-06. This guidance was distributed to all department employees via email.