



Technology Optimization & Cyber Risks

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Meet the Presenters



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Recent Cyber Events in Healthcare

The New York Times

Cyberattack Paralyzes the Largest U.S. Health Care Payment System

The hacking shut down the nation's biggest health care payment system, causing financial chaos that affected a broad spectrum ranging from large hospitals to single-doctor practices.

Chicago Children's Hospital Confirms Cyber Threat Activity

Phone, email, and electronic systems at Lurie Children's in Chicago have remained offline for nearly two weeks following a cyberattack.

After ransomware attack, state's second-largest health insurer says patient data stolen

Point32Health says current and former members of Harvard Pilgrim Health Care may have been affected

By Jessica Bartlett Globe Staff. Updated May 23, 2023, 7:38 p.m.



Cyberattack disrupts health-care system's services in several states

California-based Prospect Medical Holdings had some services shut down down at affiliated locations, and others were forced to rely on paper records

Agenda



Technology Optimization Overview



Case Study



Risk Management Programs & Best Practices



Update on Cybersecurity Trends in Healthcare

Questions We'll Answer Today

- What is our definition of technology optimization?
- Why is technology optimization important for healthcare organizations?
- How do we review & improve technology optimization practically?
- Why are we still talking about risk management?
- Why is risk management an entity-level concern?
- How can we improve our organization today?

Technology Optimization

- Process improvement
- Create efficiencies
- Reduce costs
- Increase speed & productivity
- Reduce manual processes



Technology Optimization

- Why is optimization important?
 - Improves clinical outcomes
 - Facilitates care coordination
 - Allows for cost savings/reallocation
 - Identifies weaknesses with interoperability
 - Reduces human error



Case Study

Organization background:



Community-based hospital with onsite outpatient medical offices



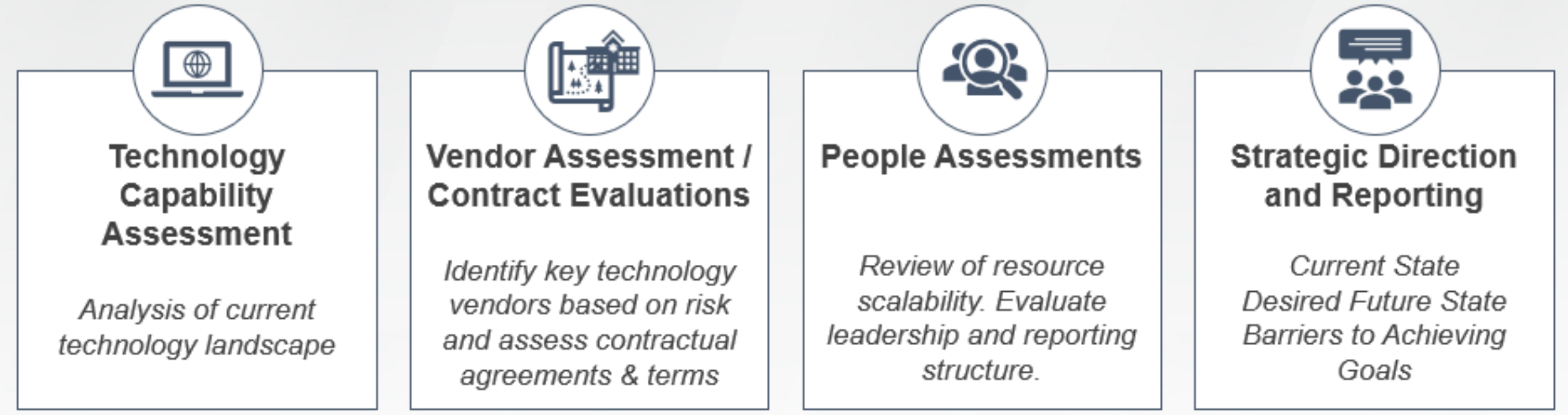
250+ bed hospital



Approximately 1,900 employees

A client lost its Chief Information Officer (CIO) &, due to financial constraints, did not plan to replace the position. Senior leadership relied on the CIO for routine information technology & security updates & no longer felt there was a conduit to those departments. Forvis Mazars was engaged to perform an assessment to determine if IT/S personnel, processes, & technology were adequate & provide an IT strategic road map with considerations & recommended priorities.

Technology Optimization



Technology Optimization



PHASE 1:
DISCOVERY



PHASE 2:
COMMUNICATION & REPORTING



PHASE 3:
CONTINUED SUPPORT

Case Study Analysis



Operational IT is deemed more important than cybersecurity



Lack of financial & people resources was an easy excuse



"Self-reflection" is hard



Sufficient knowledge & experience already existed



"No news is good news" proverb still exists

Risk Management



UNDERSTANDING &
IDENTIFYING RISKS



ASSESSING
INHERENT &
RESIDUAL RISK



RISK MITIGATION &
MONITORING



IDENTIFYING RISK
MANAGERS



CONTINUED
AWARENESS
EFFORTS



DEFINING THE
ORGANIZATION'S
RISK RESPONSE

Reactive Nature of Risk Management

- No requirement to provide a risk analysis to regulators
- Risk assessments are only provided in response to a regulatory inquiry or audit
- Organizations tend to be over-confident in policies & procedures
- HIPAA Security & Privacy Officers aren't typically dedicated to those roles full-time
- “No news is good news”

Implementing a Proactive Approach

Once an incident occurs & a regulatory inquiry is initiated – it's too late! It's important for organizations to establish a proactive approach to risk management & HIPAA compliance assessments. Assessments can be performed internally or externally by healthcare organizations.

Recommendations



Perform a Risk Analysis

A Risk Analysis can be framework-specific, entity-wide, or both. A Risk Analysis should evaluate inherent and residual risks to the organization. A risk score should be associated with each functional area of the Risk Analysis.



Perform a HIPAA Compliance Assessment

Utilize the Office of Civil Rights' (OCR) HIPAA Audit Protocol to assess the organization's HIPAA Compliance. Develop corrective action plans to formalize, assign, and track identified vulnerabilities to completion.

Thank You!



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