Information Security During the ROI Process

Panel Discussion
Tuesday, July 28, 2015
Rita Bowen: Moderator
Paul Gue and Scott Ruthe: Panelists
Your Panelists

• Rita Bowen, MA, RHIA, CHPS, SSGB, Sr. VP of HIM and Privacy Officer
• Paul Gue, Chief Information Officer
• Scott Ruthe, Vice President of Network & Security
Panel Agenda

• Mass breaches dissected
• Applying lessons learned
• Security in HIM
  – Top three concerns in ROI
  – Top three concerns in other HIM functions
What Went Wrong?

- Large health insurer security breach:
  - 80 million members’ data
  - $8B to $16B total cost
  - Severe reputational harm
  - Class action suits filed
  - Well known and frequently leveraged vulnerability: Heartbleed Bug
  - Lack of internal controls
What Went Wrong?

• Large health system security breach:
  – 4.5 million patients’ data
  – $75M to $150M total cost
  – Severe reputational harm
  – Class action suits filed
  – Well known and frequently leveraged vulnerability: Heartbleed Bug
  – Lack of internal controls
Applying Lessons Learned

• Tighten internal controls and cyber security protocols
• Put systems in place to detect intrusions
• Remain diligent—apply all fixes
• Purchase security breach insurance
• Be prepared for a breach
Group Questions / Panel Answers

• What remains the largest area of risk regarding privacy and security?
• What is the budgetary impact of recent breaches? Security controls, leadership, breach planning
• Where are organizations most and least prepared for an attack?
• What are the key elements of an effective response? Attorneys, cyber insurance, vendors
• What are the top investments for improved breach preparedness and response in healthcare?
General Panel Discussion: Maintaining Security in HIM
## Security During ROI

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<tr>
<th>Processes</th>
<th>Technology</th>
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<tbody>
<tr>
<td>• Prevention through education</td>
<td>• Patient name on every screen</td>
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<td>• View and approve step</td>
<td>• Request and documents stored online</td>
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<td>• Ongoing security audits, risk assessments</td>
<td>• Additional patient name verification required</td>
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<td>• Review audit trail, logs</td>
<td>• Audit trail for each ROI task</td>
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<td>• Incident response plan of action</td>
<td>• Use e-delivery</td>
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Other Security Topics in HIM

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<tr>
<th>Remote Workforce</th>
<th>Offshore Services</th>
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<tr>
<td>• Transcription, coding, CDI</td>
<td>• Contractors and subcontractors</td>
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<tr>
<td>• Practical use of encryption</td>
<td>• Due diligence: BAs</td>
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<td>• Education and training</td>
<td>• Service agreements</td>
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Brainstorming & HIM Best Practices
Information Security During the ROI Process

Thank You!