INFORMATION TECHNOLOGY READINESS

ARE YOU READY FOR THE NEXT TECHNOLOGY CHALLENGE?

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INFORMATION TECHNOLOGY READINESS

• CONSIDER WHERE YOU ARE NOW
• LESSONS FROM THE RECENT PAST
• BEING READY FOR THE FUTURE
CONSIDER WHERE YOU ARE NOW

Technical Systems

Security

Policy and Procedure

Staff Facing Systems

Staff Satisfaction
THE TECHNOLOGY WATERFRONT CAN BE WIDE
EVERY TECHNOLOGY IMPLEMENTATION IS DIFFERENT AND TAKES CONSTANT REFINEMENT
Aligning Expectations with Capability is crucial.
NO SHORTAGE OF DATA NEEDS
MEETING YOUR DATA NEEDS
SECURITY

HEALTHCARE DATA’S CONSTANT COMPANION

- Desktop/Laptop Security
- Mobile Device Security
- Malware Protection
- Configuration Management
- Vulnerability Management
- Intrusion Protection and Prevention
- Password Management
- Access Control and Monitoring
- Remote Access and Authentication Control
- Physical and Environmental Security
- Secure Disposal
POLICIES AND PROCEDURES

- Information Security Policies
- Information Systems Policies
- Training and Awareness
- Business Continuity Management
- Auditing
- Downtime Policies for both Clinical and Technology areas
LESSONS FROM THE RECENT PAST

• Dispersed workforce adds additional complexity to the availability of Systems and Data
• Data use requirements can change
• Security and Quality Risks are ever present
SYSTEM AVAILABILITY

Pre-COVID with On Premises Systems
SYSTEM AVAILABILITY

Pre-COVID with On Premises and Cloud Systems

- Servers
- Resources
- Users
SYSTEM AVAILABILITY

Post-COVID
DATA USE CHANGES

• Moving from primarily consuming data, to both consuming and producing digital content.
**DATA USE CHANGES**

- Moving from primarily consuming data, to both consuming and producing digital content.
- **Asymmetric vs. Symmetric** data connections
  - One Telehealth video stream ~ 4 Mbit

Table:

<table>
<thead>
<tr>
<th>Type</th>
<th>Download</th>
<th>Upload</th>
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<tbody>
<tr>
<td>Asymmetric</td>
<td>100 Mbit</td>
<td>10 Mbit</td>
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<tr>
<td>Symmetric</td>
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RISKS OF A DISPERSED WORKFORCE

More endpoints on more networks
• Increased risk of:
  • PHI/PHII Exposure
  • Introduction of malicious content
• Deploy Basic Safeguards:
  • Encryption
  • Removable Storage
  • Multi-Factor Authentication

Need for Quality and Oversight
• Setup “Norms” and codify with policy to insure a professional experience for your clients
• Use electronic systems to monitor and secure remote devices and users
BEING READY FOR THE FUTURE

Connectivity is key for all parts of the practice

- Work with your vendors to insure robust and redundant connectivity
BEING READY FOR THE FUTURE

Connectivity is key for all parts of the practice
• Work with your vendors to insure robust and redundant connectivity
Design networks to insure availability of local and internet resources
• Consider all forms of connectivity

Post-Covid with Redundant Connectivity
BEING READY FOR THE FUTURE

Keeping Systems Secure with Technical Safeguards
- Passwords / Multi-factor
- Encryption
- PHI/PII Protections
- Centralized Management
- Auditing

1. West Virginia health center email breach exposes 3,700+ patients' info
   Full story

6. Alaska hospital getting a new EHR, says former employee snooped through files for 3 years
   Full story

8. Colorado health provider alerts 295,617 patients of data breach
   Full story
BEING READY FOR THE FUTURE

Data Security takes constant vigilance and reinforcement

- Create or buttress your Security Awareness Program
- Monthly HIPAA Walkthroughs
- Security Training at Orientation, along with additional “Online Learning/CE” required of all employees yearly
- Simulated phishing attacks
  - Follow-up training required for repeat offenders
- Mass emails warning about specific phishing attacks (including ransomware)
BEING READY FOR THE FUTURE

The use of Healthcare Data in the future…

• CCBHC’s are data heavy and require specialized workflows to capture required data points
  • Knowledge of EHR system configuration and reporting are key
• The 21st Century Cures Act has changed data sharing from an Opt-In to and Opt-Out methodology.
  • Is your EHR vendor ready for that future?
BEING READY FOR THE FUTURE

• Value of additional training for Technical / Data / Clinical Staff
• No workflow too small or so large that it can’t be improved
• With proper preparation, you can be ready for technology’s next big challenge
Thank you!

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