

CLIENT SUCCESS



IT Assessments: Preventative Medicine for Healthcare Information Systems



THE CHALLENGE

The healthcare industry is under constant pressure to implement new technology solutions that adhere to regulatory mandates and maximize operational efficiency. As systems adapt to meet evolving needs and new products are deployed, compliance, governance, and cybersecurity are increasingly difficult to manage. The need to balance innovation and risk affects every organization in the healthcare sector—from individual hospitals and clinics to the IT service providers who work with them.

While IT service providers are aware of the risks, awareness is not immunity. That's why our client chose to measure their new suite of cloud-based solutions against best practice benchmarks, ensuring their controls were optimized to meet internal objectives, compliance requirements, and customer expectations.

THE CLIENT

CloudWave designs and delivers technology solutions that help healthcare providers achieve operational sustainability. They provide a range of IT consulting services and have developed a suite of cloud-based solutions, OpSus Cloud Services, built specifically for healthcare. These cloud-based offerings include OpSus Live, infrastructure as a service (IaaS); OpSus Recover, disaster recovery; OpSus Archive, data management; OpSus Manage, systems management; and OpSus Connect, secure VPN support connectivity.

"One of the greatest challenges at the intersection of Healthcare and IT is keeping up with the ever-changing guidelines. Using unbiased professionals to validate our controls provides a unit of effectiveness and a crucial comparison to best practice benchmarks. It's about doing what's best for us and our clients."

- Mark Middleton, VP of Cloud Services





THE SECURANCE SOLUTION

CloudWave has a staff of talented IT experts and developers, but they wanted outside assistance to assess OpSus Live. Working with a third-party assessment firm allows companies to receive unbiased feedback from professionals with specialized experience in compliance, governance, and risk management. In this case, CloudWave needed a partner with expertise spanning the healthcare industry, cloud services, and MEDITECH electronic health record systems.

They turned to Securance.

ASSESSMENTS DRIVE RESULTS

The assessment process is a period of intense scrutiny, in which stakeholders should expect to uncover gaps. The point is not to earn a perfect score, but to find ways to enhance controls while meeting organizational objectives.

We began by assessing the design of the administrative, technical, physical, and operational controls, and testing individual controls on a sample basis. The initial results met benchmarks set by industry standards and best practices. However, CloudWave was determined to deliver an exceptional product and wanted to surpass industry norms.

To apply the most exacting standards, we evaluated the controls against MEDITECH's internal standards, using an assessment program developed by Securance for MEDITECH partners.

The results were compiled into detailed reports and concise scorecards to make it easier for stakeholders to identify and prioritize opportunities for improvement.

By following our recommendations for enhancing and optimizing controls, OpSus Live received a Best Practice rating as a MEDITECH IaaS Provider and established a framework for continuous improvement going forward.

Contact us to make your assessment a roadmap for success.

Healthcare records are more valuable to cyber criminals than any other type of record, including financial. Motivated by high profit margins, criminals are increasing their attacks on companies that operate in the healthcare sector, targeting protected health information (PHI) via means such as phishing, hacking, and ransomware.

Healthcare breaches are also the most expensive from which to recover, averaging \$408 per lost or stolen record, more than three times the cross-industry average.

Investing in cyber hygiene and sound governance is the best defense. Strong controls and processes around incident response, employee training, data loss prevention, and disaster recovery can significantly reduce the cost of a breach.



13904 Monroes Business Park • Tampa, FL 33635 • 877.578.0215

www.securanceconsulting.com

