

# Making Technology Work for You, Not Against You

Julie McGovern CEO

September 19, 2015



**I just want to treat patients!**



# Are you using EHR?

Review Past Notes - Test, Patient/1418/M/45 Years/DOB: 1-20-1970/

Single Visit Chart To File Complete Chart - Dr. Gillingham Zipped Complete Chart Print Viewing Options

Category	Type	Date	Status	Description
All	Message	6/2/2015	Patient Input	Patient Clinical Decision Support Reminder
Visit Note	Order Note	4/24/2014	Complete	V70.0 Routine General Exam--CPE
Message	Dr. Gillingham	1/19/2014	Complete	V70.0 Routine General Exam--CPE
Patient Input	Dr. Gillingham	1/12/2014	Complete	V70.0 Routine General Exam--CPE
Service Order Approval	Message	11/8/2013	Patient Input	Patient Question - General
Task				
Result				
Lab Results				
Attachments				
Generated Document				
Visits By Diagnosis				
V70.0 Routine General Exam--CP				

Patient: Test, Patient  
Medical Record #: DOB: January 20, 1970 Sex: Male  
cell: (760)555-1970

Created On: 06/02/2015 02:06 PM Created by: Fox, Sandra  
Completed On: 06/02/2015 02:06 PM Completed by: Fox, Sandra  
Assigned to: Test, Patient;

**Patient Clinical Decision Support Reminder**  
**Patient Clinical Decision Support Reminder**  
June 02, 2015

Patient Test  
1970 Sherwood  
CARLSBAD, CA 92011

**Important Health Reminder**

Our records indicate that Patient Test has an important healthcare service that is overdue. Annual Physical was due on October 02, 2014, and an appointment should be scheduled as soon as possible. Your health is important to us. Please call our office today at (503)614-8633 to arrange an appointment for follow up care.

Thank you,

Todd Gillingham MD, LLC  
15160 Laidlaw Road  
Suite 100  
Portland, OR 97229

# Still on Paper Charts?



# Would you do Surgery with these Tools?



**Don't run your office with these!**





Software and Hardware

# **PURCHASING**



# Choose the Right Software



- What fits best with your practice?
- What are the current options?
  - Purchased software licenses
  - Software as a Service (SaaS)
- How do you decide?

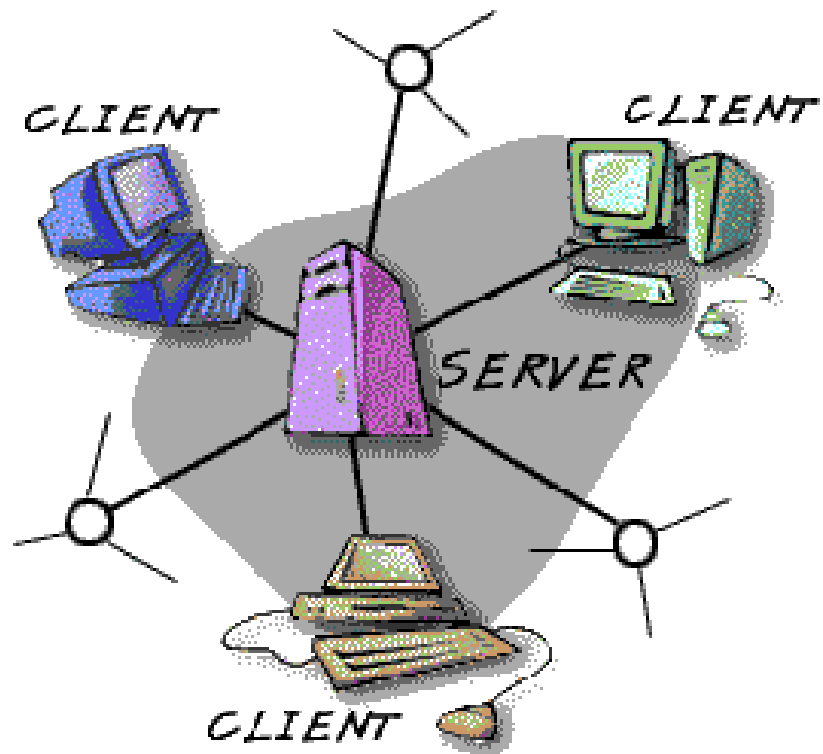




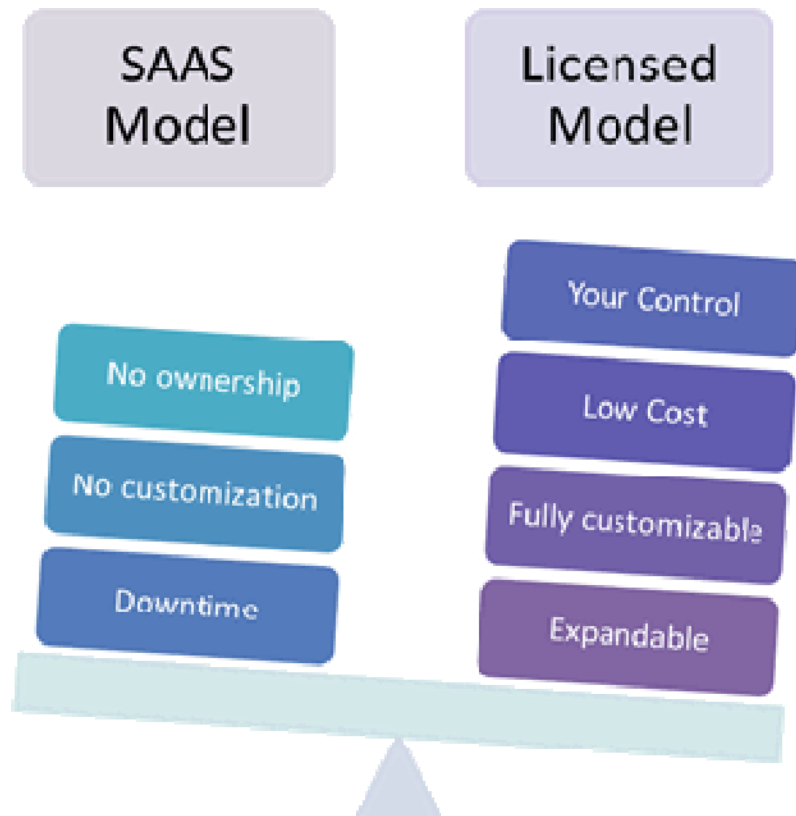
# Purchased Programs/Licenses



# In House Server / Client



# Software as a Service (SaaS)





# Applications in the Cloud



# Web Based Software Options



# ASP – Hosted

Search 

Logged on as: prwjxm00

 Messages

 Settings

 Log Off


CITRIX

Main > [Customer Applications](#) > Dr. Dwight Matsumura

Select view: ▾



MAT Aprima

Hint: Unable to find the resource you need? Use Search to locate it for you. 



Success with Technology – It's all about Support!

# **IMPLEMENTATION, TRAINING, UPGRADES**

# The First Point of Failure





# Don't Skimp on Training!



# Say Yes to Upgrade!



**Training is ONGOING!**





You've got EHR, now what?

# **MANAGING YOUR TECHNOLOGY ASSETS**

# Life Cycle of Managed Hardware Assets



# BYOD



# BYOD Policies



# Making BYOD Work

## The BYOD perfect storm

Explosion of data, devices and anytime, anywhere connectivity

**200 million**

employees bring their own device to work

**50%**

companies allowing BYOD have experienced a security breach

**Nearly half**

number of millennials who will make up the workforce in eight years

**182 billion**

mobile application downloads by 2015

**50%**

of business mobile devices to be personally owned by 2015

**1/3**

admit to breaking or would break policy to use personal devices





# Mobile Apps

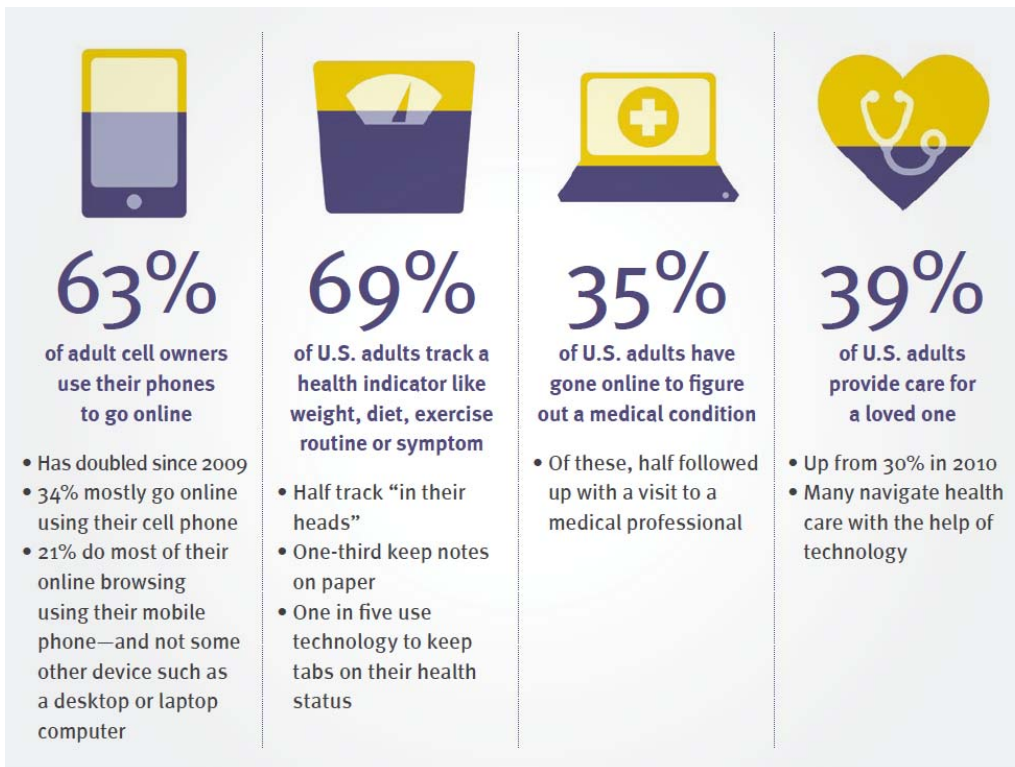




Engaging Patients in your Technology Workflow

# PATIENT PORTAL

# Today's Patients are Engaged!



# How do patients find you?

The screenshot shows the website for Oregon Urology Clinic. The browser address bar displays [www.oregonurologyclinic.com](http://www.oregonurologyclinic.com). The page features a navigation menu with links for HOME, SERVICES, DR. ROSENCRANTZ, WHAT IS UROLOGY?, NEW PATIENTS, and CONTACT. A 'PATIENT PORTAL' button is highlighted with a red box in the top right corner. The main content area includes a 'WELCOME!' section with a photograph of an elderly couple on a bench and a paragraph describing the clinic's services. Below this are sections for 'CONTACT US' (providing address and phone number), 'CONDITIONS WE TREAT' (listing bladder/prostate disease, kidney stones, and urinary incontinence), and 'TREATMENTS WE OFFER' (listing laser/microwave prostate surgery, cryo ablation, and blood conservation). A map of the Nob Hill Alphabet District in Portland, OR, is also included.

www.oregonurologyclinic.com

Self Manag... Business Branding P...

Oregon Urology Clinic

503.229.7722  
Contact Us

PATIENT PORTAL

HOME SERVICES DR. ROSENCRANTZ WHAT IS UROLOGY? NEW PATIENTS CONTACT

**WELCOME!**

Oregon Urology Clinic treats diseases and conditions of the urinary system for male and female patients of all ages. We combine state-of-the-art techniques with a compassionate and caring approach for these sensitive medical issues.

**CONTACT US**

2222 N.W. Lovejoy, Suite 416  
Portland, OR 97210  
503.229.7722

**CONDITIONS WE TREAT**

We treat a wide variety of urological conditions, including:

- Bladder & Prostate Disease
- Kidney Stones
- Urinary Incontinence

[LEARN MORE](#)

**TREATMENTS WE OFFER**

We treat these conditions using the latest surgical, diagnostic and systemic techniques, including:

- Laser & Microwave Prostate Surgery
- Cryo Ablation
- Blood Conservation

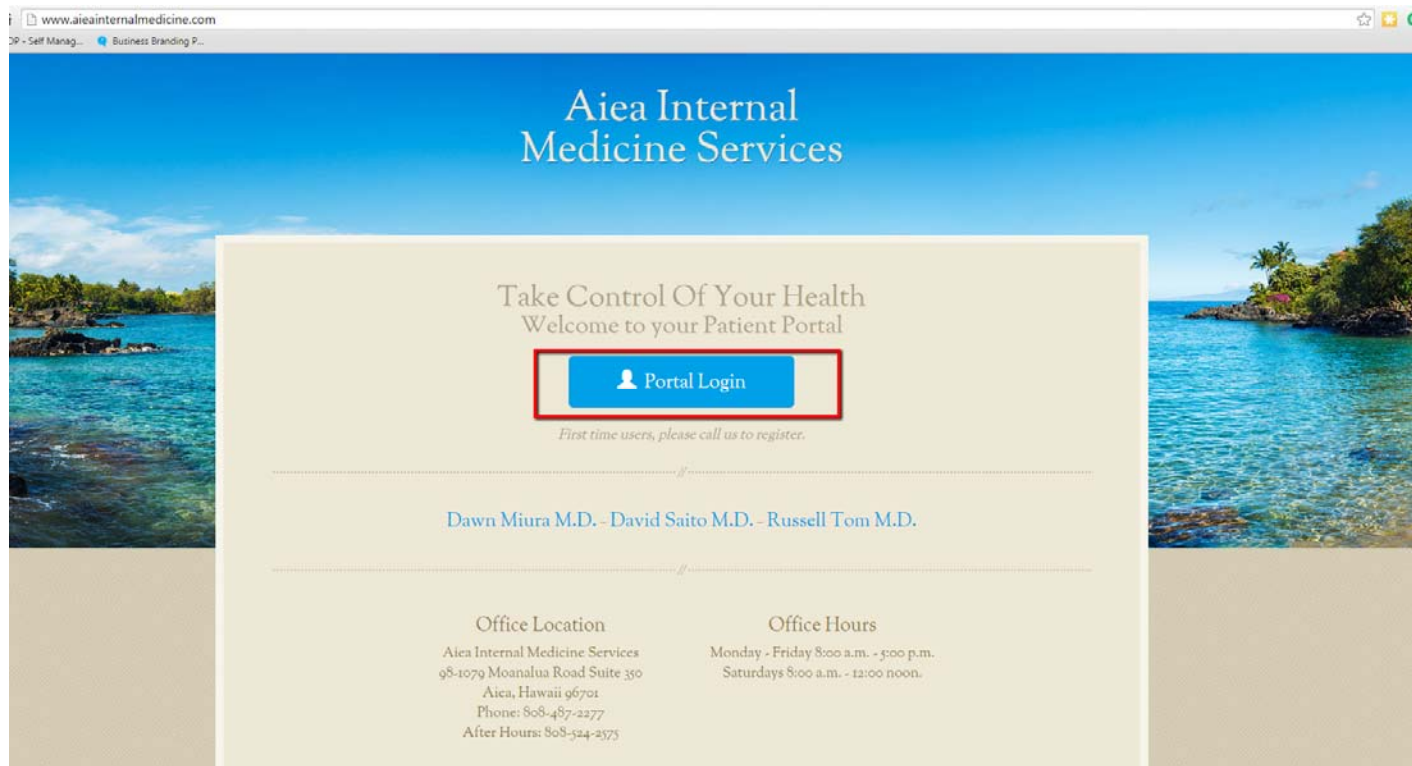
[LEARN MORE](#)

Map data ©2015 Google Terms of Use Report a map error

Get Directions

PRACTICE WISE

# Keep it Simple!



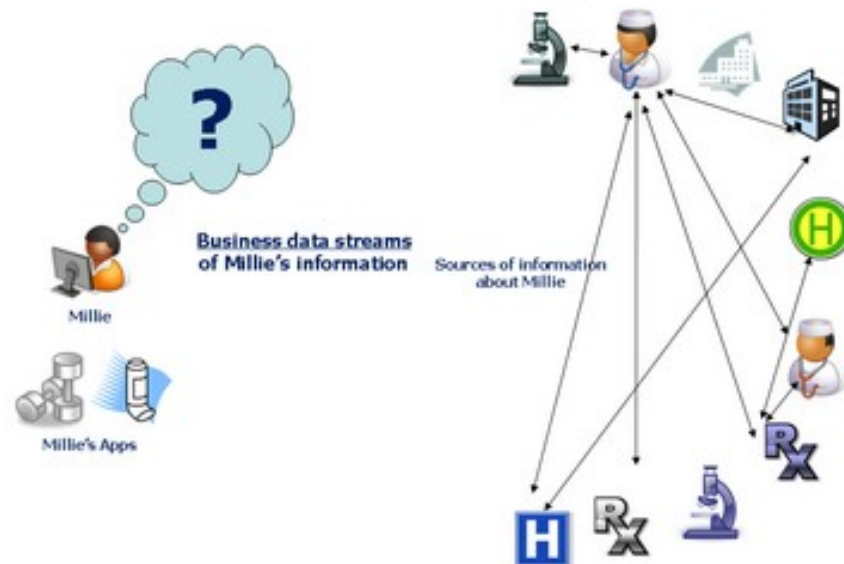


Connecting to the rest of the Medical Community

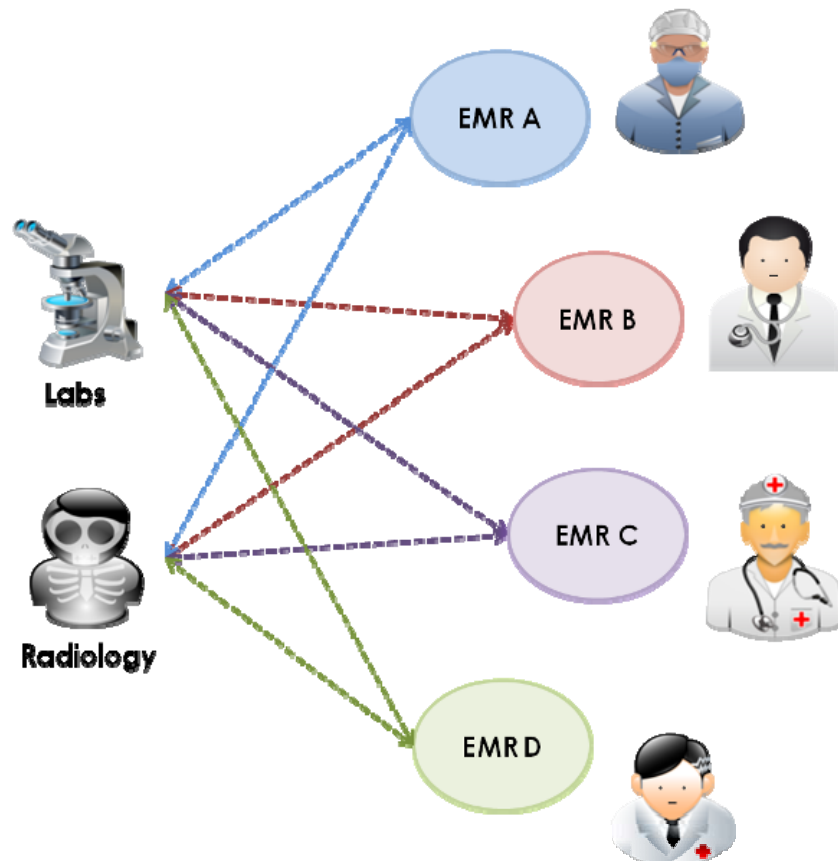
# **INTERFACES**

# Clinic Direct to Resource

## Scenario 1: Status Quo



# HHIE – Single Point of Interface





# Hawai'i HHIE

The screenshot shows the homepage of the Hawai'i Health Information Exchange (HHIE). At the top left is the HHIE logo, which includes the text "HAWAII'S HHIE HEALTH INFORMATION EXCHANGE". To the right of the logo is a navigation menu with links for Home, About Us, Patients, Providers, Products, Services, Events & Meetings, News, Policies, and Customer Support, along with a Facebook icon. The main banner features the headline "Building Bridges to Transform Healthcare" and a photograph of two women, Christine Sakuda and Beth Gleasing, with their titles: Christine Sakuda - Hawai'i HIE and Beth Gleasing - Office of the Governor. Below the banner are three columns of content: "Patients" (describing the vision of statewide care and the Health eNet), "Providers" (describing the benefits of HPREC and State HIE), and "News" (announcing Senator Rosalyn Baker's award). At the bottom left is the Health eNet logo, and at the bottom right is a video player showing a woman speaking.

**HAWAII'S HHIE HEALTH INFORMATION EXCHANGE**

Home | About Us | Patients | Providers | Products | Services | Events & Meetings | News | Policies | Customer Support

## Building Bridges to Transform Healthcare

Christine Sakuda - Hawai'i HIE  
Beth Gleasing - Office of the Governor

### Patients

We envision a Hawai'i in which all residents, regardless of where they may receive care within our state, can receive uniquely tailored care that is based on their own up-to-date health records.

The Health eNet helps doctors, hospitals and other health care providers connect their computer-based patient record systems to a protected statewide network.

[More Info](#) | [Benefits](#) | [FAQ](#) | [Documents](#)



### Providers

Through Hawai'i HIE and its HPREC and State HIE programs, your hospital, lab or pharmacy will have access to a number of features and benefits that will allow you to improve patient health care and security, reduce costs and increase revenue.

[Access Health eNet Materials Here](#)

[More Info](#) | [Physicians](#)

### News

**Congratulations Senator Rosalyn Baker!**

Senator Baker received the HMSS State Legislator of the Year Award



### Meaningful Use

The Hawai'i Health Information Exchange is a support center making the implementation or upgrade of EHRs



Secure your data!

# DATA BREACH SECURITY



# Protecting...

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- Your Data
- Your Patients
- Your Business

# How do you Protect PHI?



## IS MY PHI DATA SAFE?

Most of us have the right IT security / policies and procedures in place but NOT the "peace of mind" that the data is safe.

**Your PHI is vulnerable every time PHI data is:**

- Transmitted
- Shared
- Read
- Edited
- Saved
- Etc...Etc...

**Why do you think loss and theft continue to occur? The information is extremely valuable to those with corrupt intent. Practice Managers are losing sleep regarding PHI security and everyone knows why:**

- 96% of covered entities have suffered a record loss event in the past two years
- HIPAA now has the teeth to better enforce the laws and damage a practice when losses occur

Priced for Small and Medium sized Clinics  
Free Trial and Free Installation

### Top Questions

- Can you receive an alert within 24 hours of any PHI data loss? You can with MiddleGate.
- Is your data in the wrong hands? MiddleGate knows.
- How does it work? We TRACK the data 24/7 nationwide just like the credit card industry protects your bank card.
- If you lost records, who's fault was it? MiddleGate knows and will tell you.
- That's why millions of patients are protected with MiddleGate. Are yours?
- Give yourself the peace of mind you deserve. MiddleGate watches the data wherever it goes...24/7. Without blinking.

"We were doing everything we could to stop PHI loss and we were still exposed. MiddleGate helped me sleep at night."

*Clinic Administrator,  
Gastroenterology Practice*



# Do you have a Data Breach Plan?



# Written Process

Section	Description
<b>1</b> Introduction	<ul style="list-style-type: none"><li>• Purpose of response plan, initiation guidelines, and how to use the plan</li><li>• Plan contents and scope of use</li></ul>
<b>2</b> How to use the incident-response plan	<ul style="list-style-type: none"><li>• Explanation of the different levels of incident response and escalation points</li><li>• Description of how to use the document for each part of the process</li></ul>
<b>3</b> Event handling	<ul style="list-style-type: none"><li>• Event types, guidelines for categorization, and suggested actions</li></ul>
<b>4</b> Incident topology	<ul style="list-style-type: none"><li>• Incident types</li><li>• Affected information assets</li></ul>
<b>5</b> Incident-response team and war room	<ul style="list-style-type: none"><li>• Team responsible for incident response</li></ul>
<b>6</b> Setup of the war room	<ul style="list-style-type: none"><li>• Structure of working groups that are part of the war-room/critical-decision rights and responsibilities</li></ul>
<b>7</b> Response plans	<ul style="list-style-type: none"><li>• Plans for each incident type</li><li>• Plans for each information-asset type</li><li>• Checklists of key processes, actions, and notifications to be triggered in the event of a cyberattack, categorized by both incident and asset type</li></ul>
<b>8</b> Post-incident procedures	<ul style="list-style-type: none"><li>• Post-incident procedures and documentation of post-incident learning and codification:<ul style="list-style-type: none"><li>— Documenting incident details and response actions</li><li>— Collecting lessons learned from incident response</li><li>— Updating plans to improve future responses</li></ul></li></ul>

# Responding to a Breach - *It's Inevitable*

## Anthem Data Breach



**80 million** current and former members and employees to be notified

**80 million** roughly equals the combined populations of



**10 state** attorneys general have complained that Anthem isn't moving fast enough in its notification efforts



**16 times** more individuals were involved than in the largest breach of 2014



Nationwide only about **6 percent** of healthcare data breaches are due to hackers. The other **94 percent** are due to human error



**\$100 million** - the amount of Anthem's cyber-insurance policy, which is still not likely to cover their costs

## Incident Response – Identification Step

### PHI & PII Data Sensitivity

Data Category	Data Sensitivity		
	Financial	Reputational	Medical/Other
Direct Identifiers of PHI Data	Green	Green	Green
Fax Numbers	Green	Green	Green
Social Security Numbers	Red	Red	Red
Medical Record Numbers	Red	Red	Red
Names	Green	Green	Green
Driver License Number	Yellow	Green	Green
Account Numbers (Credit/Debit/Health Insurance) including access code if required	Red	Red	Red
Additional Identifiers & Sensitive Healthcare Data	Financial	Reputational	Medical/Other
Pregnancy	Yellow	Yellow	Yellow
Victim of Abuse	Red	Red	Green
Patient's Physician	Yellow	Yellow	Yellow
State Issued ID	Yellow	Green	Green

# Data Breach Insurance Coverage

## Cyber Liability Data Breach







**PULLING IT ALL TOGETHER**

# Support

- Consultants
- Network Support
- Software Support
- Single Point of Contact





# Embrace Your Technology





# Question & Answers



Follow up contact:

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