Prepare and Protect: A Multi-Pronged Approach to Thwart Threats

Grand A/B 3:20 pm to 3:50 pm
• Three hospitals, 15 primary care practices in Boston’s Metro North region
• Serving about 140,000 patients
• 4,323 employees (702 physicians)
• HIMSS Stage 6 Inpatient
• HIMSS Stage 7 Ambulatory
• NCQA Level 3 medical home recognition for seven CHA Primary Care Practices
CHA Approach:

- Anticipate a successful breach against CHA’s data and infrastructure
- Deploy technology, policies and education to manage the assumption of breach
- Conduct semi-annual table top drills on breach scenarios to refine policies and processes
2016 Healthcare trends and **CHA Behaviors:**

- Human Error loss/theft/bad practices - by far the largest threat
- Target attacks (ransomware/viruses) - Increasing Occurrences
- CHA sees an increase in malicious E-mail and Files
How are we mitigating these risks in 2016?

Human Error loss/theft/bad practices

• 4 mandatory online educational modules for security and privacy
• Individualized education and discussions after incidents
• Device encryption and remote access erase/track
• USB restriction and encryption
• Virtru interception/encryption to catch PHI/PI being sent
• Phishing campaigns with enhanced authenticity, built in education and repeat offender testing
Cont’d Human Error loss/theft/bad practices

• E-Prescribing with Controlled and Non-Controlled Substances
  • One Sign Solution Provides:
    • Remote Access to CHA
    • Integrated with EHR Vendor
    • Combination Soft/Hard Tokens
    • Bluetooth hands free authentication
• Scalable platform allows expansion to proximity based authentication
Target attacks (ransomware/viruses) - Increasing Occurrences

- Firewall, vulnerability scanning for system/application vulnerability
- Penetration testing
  - Internal/external network security
  - Focused remediation framework with documentation
  - Leverage Server/desktop security updates
Matters worth noting PwC Audit:

- **CHA’s** Business Associate policy, procedures and yearly audit is one of the most comprehensive, closed loop programs compared to other healthcare systems.

- **CHA’s** Phishing campaigns are well designed, authentic and with built-in education.

- **CHA’s** Security and Privacy staff education programs are well designed and meaningful.

- **CHA’s** Penetration testing for internal/external network security follows industry standards with a reasonable remediation process following testing.
Questions/discussion