



BUSINESS CASE

TURN HIPAA COMPLEXITY INTO HIPAA COMPLIANCE

In today's world of HIPAA and HITECH regulations, not developing a plan for compliance is risky business for Healthcare providers. Multiple government agencies are actively enforcing these laws, and the penalty for non-compliance can be up to \$1.5 million over the course of a calendar year.

Yet most facilities simply do not have the manpower to research, implement and enforce a complex set of regulations and controls. And doing so is not a one-time event, but rather a continuous process that requires up to date research, analysis and monitoring. In response to this challenge, many healthcare providers have partnered with BlueOrange Compliance to help them turn HIPAA complexity into HIPAA compliance.

QUICK FACTS:



Over 30 million electronic medical records have been compromised since 2009



Penalties can be up to \$1.5 million over the course of a calendar year




Miami Jewish Health Systems

► PROJECT DESCRIPTION

Miami Jewish Health Systems did just that. This internationally renowned organization encompasses long term care facilities, assisted and independent living facilities, and on-campus acute care services. For nearly a century, Miami Jewish Health Systems has established a successful track record of promoting patient health and improving the quality of resident life. In the expanding complexity of a paperless healthcare world, safeguarding the privacy and security of their patients' electronic medical and billing records became progressively more challenging.

Bernardo Larralde, the Director of Information Technology for Miami Jewish Health Systems was working to keep up with the complex and numerous laws, but quickly realized they would benefit by leveraging BlueOrange compliance experience. "We had purchased a generic security policies package to help us develop the required HIPAA security measures alone, but the policy development process was cumbersome, complicated and did not provide the required support and guidance offered by BlueOrange." Recognizing the challenge, Bernie partnered with BlueOrange Compliance, a company specializing in assisting Healthcare organizations navigate privacy and security laws.



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*Director of Information Technology
for Miami Jewish Health Systems*

► COMPANY PROFILE



Miami Jewish Health Systems®
Miami, Florida

Miami Jewish Health Systems is an innovative healthcare provider helping people of all ages, cultures and faiths to enjoy longer, healthier and more enriched lives.

800 FULL-TIME
staff members *plus*
400 business partners

550 WORKSTATION
devices deployed

LTC SOFTWARE
PointClick Care

Visit Miami Jewish Health Systems at
www.miamijewishhealthsystems.org

In a matter of weeks, Miami Jewish Health Systems received an easy-to-read snapshot that identified key areas of importance and set benchmarks for improvement over the next nine months.

► IMPLEMENTATION APPROACH

The implementation approach was simple and low-touch. BlueOrange Compliance began their work with Miami Jewish Health Systems by performing a thorough assessment to identify security deficiencies that might allow unauthorized access or risk.

A heavy emphasis was placed on existing EMR use, practices and oversight. An on-site visit was conducted to gather, confirm and evaluate all pertinent security data. The entire assessment process relied on the up-to-date industry knowledge of BlueOrange Compliance staff to evaluate all relevant policies, procedures and controls, and required a minimal amount of time from the Miami Jewish Health Systems staff. BlueOrange customized the evaluation and assessment to meet the unique business practices and resource availability of Miami Jewish Health Systems.



"BlueOrange was able to analyze our environment and provide guidance to help us mitigate our risk exposure."

Bernardo Larralde
*Director of Information Technology
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► ADVANTAGES TO APPROACH

The advantages to the approach were quickly apparent. In a matter of weeks, Miami Jewish Health Systems received an easy-to-read snapshot that identified key areas of importance and set benchmarks for improvement over the next nine months.

The assessment also showed how Miami Jewish Health Systems compared to other healthcare organizations. "We have a good understanding of our security infrastructure and any possible area of concern", Bernie stated "BlueOrange was able to analyze our environment and provide guidance to help us mitigate our risk exposure." After providing the initial assessment, BlueOrange is with you every step of the way by supporting and guiding the remediation process. "We had a long list of remediation opportunities and limited resources", Bernie recalled, "and BlueOrange made our remediation successful by providing project lead and oversight".

► OUTCOME

Bernie indicates that one of the most significant security improvements achieved was in documentation and analysis. “We used to just think about security with each new roll-out, now we analyze, document, and monitor all security aspects”. Bernie stresses the need to constantly monitor and evaluate. “We had good policies in place, but did not have a process for monitoring their use. Now, for instance, our system alerts us if a user sends ePHI data unencrypted. Ensuring encryption is what I have for breakfast, and BlueOrange provided guidance to effectively achieve and manage our compliancy.”

Another important outcome of the BlueOrange partnership has been the implementation of more robust security practices. Bernie states that “we now go the extra step with the management of business contracts to ensure business associates are compliant, and our end-user training has been expanded and continually enhanced.”

Perhaps the most long-term impact of the BlueOrange partnership has been in educational development. Bernie estimates that his IT staff “realized a 25% improvement in their security knowledge skill-set the first year, and an additional 35% by the second year”. After Blue Orange’s initial assessment and remediation, Bernie states “It was like opening our eyes. Our HIPAA security compliance went from a 3 to a 7+ in the first year.”

► LESSONS LEARNED

Building compliancy without compromising efficiency can be a frustrating challenge. BlueOrange Compliance simplifies the process and ensures an outcome that is not only HIPAA compliant, but also manageable for the unique aspects and resources of each organization. “It is a team effort and it has to include all business units. It would make no sense to adopt a policy that could not, or is not, followed. BlueOrange helped us build flexibility into the policies that maintain compliance, but still allow our business units to perform their primary function.”

Bernie goes on to say that the key to compliancy is becoming proactive rather than reactive. He estimates that he spends at least 25% of his time managing HIPAA compliance, and maintains that success relies on an ongoing commitment. “Security compliancy is a continuous cycle. To be successful, you must continually analyze, implement, monitor and adjust”.

► ADVICE TO SHARE WITH OTHERS

Healthcare providers are legally and ethically obligated to ensure patient privacy. HIPAA law mandates documentation, processes and security controls that must be implemented to protect privacy and security of health information. Complex, ever-changing regulations, increased vulnerabilities and lack of policy can make it difficult to stay in front of emerging threats. Bernie advises other healthcare providers to meet this challenge by embracing compliancy as a continuous effort. "To do this right, it takes time. This is not a one-time event."

HIPAA law also requires covered entities to appoint a Security and Privacy Officer. Bernie holds the HIPAA Security Officer role at Miami Jewish Health Systems, and believes that this corporate commitment is crucial. As Jeffrey P. Freimark, President and CEO of Miami Jewish Health Systems remarks, "In today's healthcare environment, data management and security have quickly become paramount concerns for healthcare providers around the country. We are pleased to turn to an experienced professional like Bernie to ensure Miami Jewish Health Systems remains a leader not only in healthcare, but also one in data security."

Bernie contends that having corporate commitment and partnering with a company like BlueOrange can make the difference between success and failure. "My biggest day-to day challenge is safeguarding data security, and BlueOrange's ongoing project lead and insight has helped ensure our success".

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Let's Connect



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