



## CASE STUDY

*This university-affiliated, 300-physician practice operates clinical facilities and a hospital in the Southwest.*

### **Situation**

Over a period of ten years, this practice underwent a rapid expansion of its information technology (IT) department. Much of the growth has happened in the past five years, as it acquired a hospital, built clinics, developed a service agreement with the state, and registered more people on its health plans.

From the perspective of the Chief Compliance officer and the Chief Information Officer, much of this growth occurred with potentially inadequate governance and controls for securing and keeping private Protected Health Information (PHI) under Federal Law. Both officers wanted to get an understanding of the magnitude of the risks and how best to address them.

### **Our Approach**

Hayes worked with its business partner, Techumen, to conduct a gap analysis of the organization's security and privacy adherence to the federally mandated provisions of the Health Information Portability and Accountability Act (HIPAA).

Hayes also provided a set of recommendations on how to meet compliance obligations. The project work included:

- Detailed interviews with more than 30 staff members
- An approximate determination of the size of IT infrastructure
- An analysis of security policies and procedures
- An assessment of technical, administrative and physical controls used to protect PHI
- Provision of detailed recommendations and concrete steps to improve information security over the very near term (within six months), in the medium term (one to two years), and longer term to ensure security as growth continues.

### **Results**

Hayes and Techumen delivered a clear, concise roadmap delineating the actions this client needed to take to improve its overall security posture. After it adopts these concrete steps, the organization will be in compliance with the HIPAA Security Rule. Our work was necessary for the client to be able to protect patient data and to meet compliance obligations. It will also increase the comfort level of its employees and patients regarding the security of personal health information.

### **About Hayes**

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.

### **About Techumen**

Techumen has over 50 years' experience in the information security, compliance and high-tech fields. Through the Hayes partnership, Techumen provides IT security and privacy solutions for healthcare providers.

## Large Physician Practice

### **ARRA: HIPAA Security Rule Compliance**