



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Security Services

A Structured, Collaborative Approach to Security Risk Management

Securing Personal Health Information (PHI) is more important today than ever as hospitals, healthcare providers, insurers, and care facilities transition to electronic health records. This electronic shift has increased remote access to patient PHI by an increasing number of non-facility staff and third parties.

Protecting confidential patient information and maintaining compliance to HIPAA and HITECH regulations requires a comprehensive security solution built around strong policies, regular risk assessments, and on-going employee training. Hayes can help you design your strategic security program, assess critical information security breaches, and make recommendations to meet your compliance mandates.

Security Assessment

Hayes experts will assess the status of your current information security program by comparing your process to best practices in all key security areas. Our assessment utilizes a risk-based approach based on proven IT security risk management principles. Working with your primary stakeholders, our team analyzes, identifies, validates, and prioritizes key risk areas. The process includes a review of your security related documentation, network diagram, existing software and tools, and interviews with key organization stakeholders.

Interim Leadership

Hayes' expertise in partnering with healthcare organizations to temporarily fill vacant management positions is unparalleled. We begin each engagement by gaining a thorough understanding of your needs and then assign the consultant with the most appropriate skill set and experience to become a seamless member of your management team. In addition to delivering candidates, we provide tools and insights at the end of each assignment to help set your organization up for future success.

To ensure a smooth transition and a successful engagement, our interim leaders help conduct interviews of permanent candidates, refine job descriptions, create a go-forward roadmap for the position, and provide an assessment that identifies opportunities for organizational improvement.

Impact of Ineffective Security Practices on Healthcare Industry:

- *138% increase in the number of patient records breached in 2012-2013*
- *\$6.5 billion cost annually in fines, legal findings, issue resolution, and remediation*
- *\$5.9 million annually in costs for lost or stolen confidential records*

Experts say nearly one in four organizations with at least 10 thousand records will experience a material data breach over the next two years.

Security Management Planning

We work with your team to establish a solid foundation for an effective security program. We review your information security policies, the organization of your information security, HR security, and access control. We also assess and advise you on physical and environmental security and identify gaps in decentralized operational areas. We ensure that security reporting is tied to key performance indicators, all risk areas are appropriately monitored, all procedures are updated, and a mechanism is in place for issuing due notice to potential “breachers.”

Security Training and Awareness

It’s critical for your organization to sustain the security program developed during the engagement. Our expertise in knowledge transfer provides comprehensive training in all phases of IT security to ensure your staff is fully equipped to sustain the solution implementation once the project is complete. We also provide a plan for you to raise awareness of the importance of IT security throughout your organization.

Providing security services in the healthcare environment requires a depth of experience and knowledge of current security and compliance standards. Our decades of front-line experience in the healthcare industry enable us to evaluate security within the culture of your organization. This allows us to leverage appropriate industry best practices to deliver a program tailored to your specific needs.

About Hayes

Hayes Management Consulting is a leading, national healthcare consulting firm focused on transforming healthcare operations. This includes strategic planning, interim leadership, revenue cycle optimization, clinical optimization, project management, IT consulting, and preparation for federal initiatives such as ICD-10 and Meaningful Use.

As a trusted partner to healthcare organizations, Hayes delivers tailored consulting services that improve operations, enhance technology, and develop staff so clients can succeed in an evolving healthcare market.

As many of our clients have told us, it is impossible to guarantee 100% security, but Hayes can identify many of the causes for security breaches and develop an effective remediation plan, which allows your organization to reduce its risk of facing a security related issue.
