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RHODE ISLAND MAKES NEWS

RHODE ISLAND HOSPITAL NURSES STRIKE: Local 5098 of the United Nurses and Allied Professionals Union members held a 3-day strike at **Rhode Island Hospital** and **Hasbro Children's Hospital** (both subsidiaries of Lifespan, Inc.) which started on July 23. The nurses, technicians, therapists and other health care professionals involved planned to return to work on July 26 but were locked out by the hospital (temporary worker contract mandated 4-day commitment) and returned to work for the evening shift on July 27. The issues in contention are wages and staffing levels. Other local hospitals reported a 10% increase in patient volume due to the strike.



STATE OF RHODE ISLAND ELEANOR SLATER HOSPITAL: According to the August 8 eEdition of the Providence Journal - Beginning this month, patients from the state's **Eleanor Slater Hospital** are scheduled to begin moving into Benton, which has been transformed into a state-of-the-art psychiatric hospital, said Megan N. Clingham, the state's mental health advocate. The new Benton Center "hospital" has a number of added security features, added Cindy Huether, ESH CEO, including 75 cameras, multiple layers of alarm systems for staff and patient security. The center has 52 beds.

AMS completed a comprehensive ESH Assessment in the Spring of 2015, which was a thorough analysis that identified many opportunities for change. Three months after the project, AMS was hired by the state to provide ESH with leadership services for a new era, which included a CEO, COO/CFO, CNO and Chief Quality Assurance Officer, to implement the findings of the report. The AMS contract was completed in 2017 as Jeanne Beando, Vice President, was the final interim position filled with a permanent replacement. AMS also conducted a number of management consulting projects, which included a 2016 ESH security/risk assessment summary. The security project was led by Jennifer Schuster, Principal.

AMS congratulates Cindy Huether and the ESH team for achieving this important milestone, and wishes them continued success.

AMS PROJECT MANAGEMENT FOR HEALTH CARE SEMINAR

Shari Robbins, Vice President at Applied Management Systems as well as a Lecturer in the Colleges of Bouve Health Sciences and Computer and Information Science at Northeastern University, will present the seminar entitled, Project Management for Health Care. *This will be the 7th time in the past three years AMS has put on the*

seminar for the Massachusetts Health & Hospital Association, Burlington MA. Over 200 people have attended the previous 6 seminars.

This seminar is being held MHA on Friday, September 14, 2018 between 8:30 a.m. – 3:00 p.m. at their Conference Center, Burlington, MA. To register, please go to www.mhalink.org/education. If you have questions, call 781-262-6059.

WELCOME LESLIE DAVIS

AMS is presently working coast to coast on complex laboratory projects across the entire spectrum of the healthcare. These include engagements for non-profit hospitals and health systems, for-profit health systems and government owned hospitals and health systems. Therefore, we are very excited to announce Leslie Davis has joined AMS full time as a member of our team! She brings a diverse background of laboratory professional experience and achievements that we look forward to sharing with clients. Most recently, she was Director of Laboratory Services, **York Hospital** in York, Maine. Prior to that position, Leslie spent more than 15 years at **Lowell General Hospital**, Lowell, Massachusetts, where she also served as the Director of Laboratory Services.

Leslie received her Bachelor of Science in Medical Laboratory Science from Northeastern University and her Master of Science in Clinical Laboratory Science Administration from University of Massachusetts, Lowell. Please join AMS in welcoming Leslie.

Welcome

HEALTH CARE CYBERSECURITY RISKS



We have met the enemy, and it is us!

Health care professionals (Health Administrators, IT Administrators/staff involved in cybersecurity initiatives) have cited “internal” risks of cybersecurity breaches to be their greatest concern. The breaches were caused by errors, malware, hacking and privilege abuse. Breaches occurred in medical (60%), personal (36%) and financial (4%) data.¹ *The level of concern was noted to be 8.2 out of a possible 10.* The reports also confirmed that health care was the only industry that experienced greater internal breaches than external - 56% versus 43% - to give credence to the concern.

“Guide to Fix Health Care Cybersecurity Risks” is attached to this issue of the Biweekly. For more information, please contact Alan Goldberg, Principal and President, at agoldberg@aboutams.com.

Attached to the Biweekly is the Second Top 10 “Hot Button Issues” in HIM, Compliance, Risk, HIPAA and Quality from our new AMS publication

¹ Verizon 2018 Data Breach Investigations Report published on April 11, 2018, and a follow up survey of Health Care Information and Management Systems Society (HIMSS) in July 2018 (“Insider Health Data Security Threats Bigger Concern than External”, Fred Donovan 7/11/18)

AMS *INTRODUCES* the **Top 10 “Hot Button Issues”** in
HIM, Compliance, Risk, HIPAA, Quality

The Fire Alarm has just sounded!

What is your first move?

Applied Management Systems Healthcare HIM/Compliance consultants face “fire” alarms daily and in rapidly increasing succession and severity.

As a result, we are sharing the **10 Top “Hot Button” issues** that raise these alarms.

We will **publish** one topic per week. We **invite** you to read, comment, suggest “future” topics and reach out if you have any questions. Our **hope** is that you find these helpful!

AMS, Inc. is a full service health care management consulting firm serving healthcare entities nationwide. Our Health Information Management and Compliance (HIMC) Group consist of highly experienced, educated and professional consultants. Collectively, we have 50+ years of experience in all aspects of HIM, Compliance, Risk Management, Quality and HIPAA in every conceivable health care environment.



Please email jbeando@aboutams.com and/or lmancini@aboutams.com with questions, comments or if we may be of any assistance in helping you extinguish your fires!

TOP 10 HOT BUTTON ISSUE #2: CYBERSECURITY RISKS

WERE YOU HACKED IN THE TIME IT TOOK TO READ THIS QUESTION?



CYBER SECURITY STATISTICS

A reported 3.6 billion breaches occurred in healthcare from 2005 through May 1, 2018. The majority of these breaches occurred through Phishing, Network Intrusion, Inadvertent Disclosure, Stolen/Lost Devices and Systems Misconfiguration.

CYBER SECURITY COSTS

The costs are staggering and may include the following (list is not exhaustive).

- Remediation
- System/Software Upgrades
- Increased Oversight
- Increased IT and professional staff
- Public and/or Client Fall Out
- Revamped policy/procedures
- Enhanced Education
- Civil (and possible criminal) actions

“HOT BUTTON ISSUES” WITHIN A HOT BUTTON ISSUE

Technology is growing at a faster rate than we can educate staff. As a result, the **industry has a shortage of qualified professionals who can quantify the issues in a clear/concise manner.**

CAN WE PREVENT ALL CYBER SECURITY RISKS?

Probably not, but we can reduce the risks, significantly, by adhering to **best practices** which include:

- Comprehensive Risk Assessment
- Comprehensive Security Plan

- Enhanced/continuous Education
- Enhanced/continuous Monitoring
- Purchase, revision, transition to new computer system, platform or technology.
- **Team Approach** (HIM, IT, Privacy/Security Officer and Chief Operating Officer)

HOW CAN AMS HELP?

Our consultants have helped many clients navigate and respond to health care breaches. We are proficient in risk assessment, developing and implementing security plans, audits to monitor compliance and providing staff education.

OUR CONSULTANTS WILL:

- Provide a Comprehensive Risk Analysis.
- Prepare/Review Comprehensive Security Plan (with documented policy/procedures).
- Prepare/Revise Education Plan and educate.
- Monitor progress and compliance.
- Assist with remediation and public/client issues.
- **Provide concise/concrete** communication about the issues.
- Train staff to perform new or enhanced security duties.
- Provide Interim services for immediate need(s) and long term consultation services for compliance (i.e. quarterly, yearly).

TO LEARN MORE PLEASE CONTACT:

- Jeanne Beando, JD, RHIA-Vice President (jbeando@aboutams.com)
- Lynn Mancini, JD, RHIA-General Counsel and Vice President (lmancini@aboutams.com)

Insert to the August 13, 2018 AMS Biweekly

GUIDE TO FIX HEALTH CARE CYBERSECURITY RISKS

The errors and misuse of computer privileges can be addressed through education, continuous reinforcement and random audits. The blue print includes revision (and/or drafting) of policies/procedures, education pertinent to the policies/procedures and consistent auditing to ensure compliance (document progressive disciplinary actions that may occur for non-compliance).

In fact, this blue print is a replica of the one Health Care entities used to usher in the Health Insurance Portability and Accountability Act (HIPAA) in 2003. Further, many of the cybersecurity risk issues cited are addressed in the HIPAA documentation that was promulgated in 2003 (do not share passwords, do not access unauthorized files, do not download or introduce new software to computer system).

Health Care entities may be able to task their Health Information Management (HIM) and Compliance professionals with expansion of the HIPAA efforts/documentation to include Cybersecurity Risks. This will entail revision of policies/procedures, initial (mandated) education of entire work force, revision of ongoing education materials/programs and expansion of auditing parameters.

In 2003, Health Care entities convened committees to assimilate HIPAA mandates. The committees were co-chaired by HIM and Information Services (IS) leadership. Fifteen (15) years later, the results speak for themselves (success). Once again, the model for Cybersecurity risk mitigation is the same (HIM/Compliance and IS). The difference is that the “players” will bring 15 years of experience to this new venture.

AMS played a key role in HIPAA preparation and implementation for a number of clients. Our efforts began in 2001 when our (then) Vice President of HIM/Compliance travelled the country for the American Health Information Management Association (AHIMA) to educate health care entities about HIPAA. Shortly thereafter, and through 2003, our consultants developed HIPAA policies/procedures, education materials and provided work force education for many clients.

Thus, AMS is well prepared to assist in the Cybersecurity efforts outlined in this article. Please do not hesitate to contact us if we may be of any assistance (Jeanne Beando at jbeando@aboutams.com, or Lynn Mancini at lmancini@aboutams.com).

Please continue reading to see our 2nd “Top 10 Hot Button Issue” which is Cyber Security!