

Case Study

Mason General Hospital & Family Clinics

Mason General Hospital & Family of Clinics demonstrates leadership in risk management, regulatory compliance, and fiscal responsibility through a partnership with Critical Insight.



Introduction

Based in Shelton, Washington, Mason General Hospital & Family of Clinics (MGH&FC) prides itself on using technology to benefit its physicians, staff, volunteers, and patients.

MGH&FC uses electronic health records as required by the Health Information Technology for Economic and Clinical Health (HITECH) Act, passed as part of the American Recovery and Reinvestment Act (ARRA) of 2009.

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By partnering with Critical Insight, MGH&FC has reduced our risk and liability, improved our regulatory compliance and assisted our mission of providing patient care and safety.

Tom Hornburg
CIO MGH&FC

This increased use of technology amplifies the challenge of keeping patient records and other critical data safe. With its focus on continuous improvement and the

Customer Profile

Mason General Hospital & Family of Clinics (MGH&FC) is known industry wide as one of the top rural hospitals in the region. With more than 680 employees including 100 physicians (active, courtesy, consulting) on staff and 100 volunteers, these healthcare professionals are highly regarded throughout the state of Washington.

Business Driver

MGH&FC is committed to responsible stewardship of their finances. Cybersecurity is viewed less as a technical issue than a fiduciary responsibility –avoidance of outcomes that result in high recovery costs, brand damage, fines, and increased regulatory oversight.

principles of the Baldrige Framework, MGH&FC is always seeking to optimize its security practices. The Critical Insight professional services relationship, combined with Critical Insight's managed security service, has resulted in a reduced risk of records breached and other undesired outcomes, and significantly reduced the cost of providing auditable security processes in compliance with regulatory requirements.

MGH&FC has truly positioned itself as a leader, both regionally and across the national health sector, by combining managed cybersecurity and consulting services while demonstrating fiscal responsibility. Mason General Hospital & Family of Clinics demonstrates leadership in risk management, regulatory compliance, and fiscal responsibility through a partnership with Critical Insight.





Situation

MGH&FC outsources their security monitoring and response using Critical Insight's Managed Detection and Response.

Covered entities are required to comply with the Health Insurance Portability and Accountability Act, or HIPAA. HIPAA is composed of four sets of rules: Privacy, Security, HITECH, and Meaningful Use. Failure to comply, as determined by the Office of Civil Rights (OCR) through audit, can result in significant fines, reputational impact, and increased regulatory oversight –all of which create unplanned financial impacts.

In 2014, MGH&FC collaborated with Critical Insight to meet regulatory obligations related to the HIPAA Meaningful Use Rule. The consultants at Critical Insight are senior professionals who have been working with HIPAA compliance since the inception of the statute, and in fact participated in its formation.

Critical Insight performed an assessment of their compliance, initiating a relationship with Critical Insight that for the past 3 years has helped MGH&FC meet and exceed regulatory requirements, contributed to its ability to deliver quality patient care, and demonstrated leadership in health sector fiscal responsibility.

Solution

Critical Insight provided the following suite of solutions and services in partnership with MGH&FC during our partnership.

- Performed a Meaningful Use Assessment and Attestation of Compliance.
- Facilitated several HIPAA Security Rule risk assessment required by 45 CFR 164.308.a1iiA in various years.
- Performed Meaningful Use Assessment and Attestation of Compliance audits when required.
- Reviewed all HIPAA Security and HITECH related policy and procedure documentation.
- Developed executive communication identifying top risks and mitigation strategies.
- Provided a part-time senior health-sector security strategist.
- Conducted a deep-dive risk assessment of 41 major systems that contain patient data.
- Conducted penetration test based on external and insider attack scenarios Implemented Critical Insight's Managed Detection and Response service.
- Developed an appropriately-scaled IT Security Strategy that is aligned with the National Institute of Standards and Technology (NIST) Cybersecurity Framework.
- Created and conducted an executive-level exercise of a data breach scenario.



Benefits

Throughout the partnership, hospital executives have become aware of the potential adverse outcomes that result from cyberattacks, and how these outcomes are translated into dollar amounts of liability. This awareness facilitates solid strategic decision-making with respect to investments that reduce these risks, while addressing the regulatory requirements of the HIPAA Security Rule, HITECH Omnibus Bill, and Meaningful Use. Hospital leadership

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Critical Insight provided MGH&FC with a rich approach to compliance and a sound foundation for an improved security strategy. The whole engagement was about improving security not just achieving compliance.

Gary Diemert

Director of Information Technology

understands that avoiding costly data security breaches means that financial resources can be dedicated to patient care rather than regulatory fines.

Improved Compliance

MGH&FC is demonstrably compliant with the HIPAA Security and Meaningful Use rules, lowering the risk of fines and regulatory enforcement actions.

Improved Security & Risk Management

By identifying threat likelihoods and vulnerabilities in information technology assets and providing remediation recommendations, the MGH&FC “risk bar” has been significantly lowered.

Smart Financial Stewardship

Critical Insight provided resources that are aligned with actual needs, to include financial constraints. For example, MGH&FC outsources their security monitoring and response using Critical Insight's Managed Detection and Response service. This creates efficiencies that allow the organization to remain focused on its core mission.