



Photo by Jimmy Thomas, CC BY-SA 2.0



Deborah Knott
Clinical Informatics Analyst



Client Profile

Community Hospital in Grand Junction, Colorado is a full-service, acute care hospital with 1000 employees licensed for 60 beds. As a part of the Colorado West Healthcare System, Community Hospital is a Level III Trauma Center that offers outpatient diagnostic services, as well as inpatient care for the Western Slope region of Colorado and eastern Utah.



Challenge

As a growing hospital expanding into a new 140,000 square foot facility, Community Hospital needed to streamline privacy practices and patient privacy monitoring to create a more secure environment and comply with HIPAA regulations.



Solution

FairWarning Patient Privacy Intelligence®
FairWarning Managed Privacy Services



Results

- Established a proactive privacy monitoring program
- Saved staff 8-10 hours per week by streamlining investigations and activity analysis
- Reduced incidents hospital-wide thanks to greater employee awareness of privacy and improved compliance across the organization
- Able to dedicate additional time to other areas of privacy program

Community Hospital Saves Time, Transforms Privacy Program with Proactive Monitoring

With a need to dramatically simplify their auditing processes and improve security and privacy policies, Community Hospital looked to FairWarning to automate their audit reports, advance patient security and protocols, and streamline their EHR applications.

The Challenge

As a full-service, acute-care hospital offering world-class medical treatment in a healing, family-centered environment, Community Hospital has always understood that their patients' health is highly personal. As such, they've been committed to protecting patient privacy for generations.

As Community Hospital expanded into a new 140,000-square-foot, state-of-the-art facility in 2016, their expert IT team looked at their

EHR platforms, manual auditing processes, and security protocols and realized they needed to transform and streamline their current patient privacy practices. They determined the next best step was to implement a more robust patient privacy monitoring system. This would help them maintain a more secure environment and keep up with the ever-changing needs of a growing organization in a highly regulated industry.



To have FairWarning's privacy analyst team that's versed in how all of the programs run and how to analyze all the algorithms – that's a godsend.”

– **Deborah Knott**
Clinical Informatics Analyst



The Solution

To create a comprehensive culture of patient security and privacy, you need a strategy, innovation, and experience – all traits possessed by Community Hospital's IT team. Bart Butzine, Community Hospital's CIO, and Deborah Knott, a nurse of 30 years and the hospital's Clinical Informatics Analyst, started with a comprehensive assessment of existing auditing processes. By doing this, they found limitations in their primary EHR platform, Meditech.

Butzine and Knott also saw that their secondary EHR systems were often disconnected from one another, making it unclear which data was being accessed and by which user. This lack of interoperability and visibility led to time-consuming auditing processes. They realized they needed a more robust patient privacy system across all applications.

After researching other solutions, Community Hospital's IT team discovered that FairWarning's Patient Privacy Intelligence (PPI) platform, coupled with the Managed Privacy Services (MPS) offering, addressed all of their privacy monitoring needs – from detecting breaches and unusual patient access to random auditing and advanced analysis of audit log data.

Before FairWarning, the Community Hospital IT team spent hours searching multiple EHR programs, analyzing data, and running logs in the event of a potential incident. After FairWarning's implementation, Community Hospital's auditing process was drastically reduced by eight to 10 hours per week – a full day's work. These time-savings helped transform their privacy program by:

- ▶ Saving staff time with more streamlined EHR system monitoring
- ▶ Enforcing security and privacy protocols
- ▶ Helping the IT team keep up with HIPAA compliance standards



We were impressed with FairWarning because of the breadth of things that they can do. We could look at using FairWarning's products across the board because we have other EHRs, as well. You get more bang for your buck."

- Deborah Knott
Clinical Informatics Analyst

Once FairWarning was fully implemented and integrated into the hospital's system – and the hospital staff educated on the product's monitoring capabilities – Community Hospital was able to quickly address potential privacy violations. This helped shape an even greater culture of security, privacy, and compliance. Today, this increased awareness helps Community Hospital's IT and privacy teams catch incidents that will help them avoid data breaches or more widespread patient privacy issues down the line. And since FairWarning integrates with over 475 EHRs and other applications, they were able to get a clear picture of what type of access was occurring.



Thanks to FairWarning's MPS team and their expert privacy and security analysts, Community Hospital's IT staff now has the time and support for additional privacy assessments and projects. Working with FairWarning has also helped the hospital's IT team easily analyze areas throughout their EHR systems they may not have thought to focus on, driving advanced auditing measures and a clearer picture of their data.

Customer trust and exceptional service are at the core of each MPS team member. This was evident during Hurricane Irma, when FairWarning staff were evacuated to a secure location. MPS team members immediately contacted Community Hospital to let them know that, despite the evacuation, their dedicated team of privacy analysts would still be available to the hospital. This level of commitment created more trust in the FairWarning solution and greater peace of mind for Community Hospital's IT staff.



Using FairWarning's platform and managed privacy services saved us at least a full day's worth of work – a full eight to 10 hours every week."

– Deborah Knott
Clinical Informatics Analyst

Create a Culture of Security and Privacy

Community Hospital has strengthened their privacy and compliance program with the help of FairWarning.

They were especially surprised by the level of support they received from the FairWarning Managed Privacy Services Team. Using information from their dedicated FairWarning analyst, the hospital can better identify areas where staff may need additional or repeated training to avoid access and policy violations.

With an emphasis on education and training to help ensure patient data security, Community Hospital has been able to lower their risk by using the findings from the Patient Privacy Intelligence platform and Managed Privacy Services.

"Training is now rolled into the privacy program," said Deborah Knott, Community Hospital's Clinical Informatics Analyst.



We were delighted that we got a weekly call (with FairWarning Managed Privacy Services). Our team never expected that level of support after we were up and running."

- Deborah Knott
Clinical Informatics Analyst



About Community Hospital

Community Hospital is a full-service, acute care Level III Trauma Center that offers full outpatient diagnostic services and inpatient care for the Western Slope region of Colorado and eastern Utah. Community Hospital brings together expert staff and world-class technology in a healing, family-centered environment.



About FairWarning

FairWarning grows trust in an increasingly interconnected world by protecting people from the harm of having their most sensitive data compromised. Our patented cloud-based platform and managed services simplify the full life-cycle of privacy and insider security incident management. FairWarning helps satisfy key regulatory requirements across multiple industries and localities, including HIPAA and HITRUST.

FAIRWARNING

13535 Feather Sound Drive, Suite 600
Clearwater, Florida 33762 USA



For more information, please visit www.FairWarning.com
727-576-6700 | Solutions@FairWarning.com

© Copyright 2004-2019 FairWarning, Inc. | All rights reserved. Various trademarks held by their respective owners.