Nebraska Methodist Health System leverages innovative technology to strengthen compliance program, protect data

imprivata®

Nebraska Methodist Health System

LOCATION
Omaha, Nebraska

INDUSTRY
Healthcare

CHALLENGE

In order to keep up with its dynamic growth, Nebraska Methodist Health also needed to strengthen and simplify its patient privacy and compliance program – and a partner to help it do so.

SOLUTION

- Imprivata FairWarning Patient Privacy Intelligence

- Imprivata FairWarning Managed Privacy Services

RESULTS

- Saved time and resources with advanced risk analysis of log data

- Reduced false positives with proactive alert filtering

- Reduced risk by mitigating privacy incidents and breaches while developing a culture of security

- Clear and accurate governance reports

METHODIST

Zorana Vojnovic
Privacy Officer

Tracy Durbin
Chief Compliance Officer

Based on more than 120 years of caring, Methodist Hospital created Nebraska Methodist Health System in 1982. As the first health system in the region, Nebraska Methodist Health System set out to establish a level of caring and quality that is second to none. The health system engages four hospitals, 21 health clinic locations, a nursing and allied health college, medical supply distributorship, and central laundry.

Nebraska Methodist Health System (NMHS) needed innovative and intelligent technology to protect sensitive patient data, increase compliance measures, reduce internal threats, and maximize productivity – so they placed their trust in Imprivata FairWarning.

The Challenge

The four hospitals, 21 clinics, and numerous affiliated organizations within the Nebraska Methodist Health System (NMHS) have cared for families throughout Nebraska and western Iowa for more than 120 years. Dedicated to superior service in patient care, NMHS realized that, in order to keep up with its dynamic growth, it also needed to strengthen and simplify its patient privacy and compliance program.

The robust health system began searching for comprehensive security solutions. After performing a deep-dive analysis of different cybersecurity offerings, the compliance team saw that Imprivata FairWarning's Patient Privacy Intelligence platform and Managed Privacy Services had the specific solutions their department needed, including:

- Ease of use

- Integration with existing EHR applications

- Affordability

- Low IT maintenance requirements

- Remote hosting

Moreover, the team decided to use Imprivata FairWarning's cloud-based Software as a Service (SaaS) offering to safely transmit patient health information to the cloud.

"Imprivata FairWarning was a good choice as it's very customer friendly, intuitive, and slick," said NMHS' Privacy Officer, Zorana Vojnovic.

"I have some friends that work in Iowa clinics with a different system, and they are suffering. I know we have a good system."

NEBRASKA HEALTH SYSTEM BY THE NUMBERS

4 hospitals

21 clinics

120 years

The Solution: Partners in security and trust

When it comes to educating healthcare staff about an entirely new security platform, Imprivata FairWarning understands what compliance professionals need to make the training process as seamless as possible.

"I was able to tweak and utilize Imprivata FairWarning's marketing tools in our newsletters and presentations to educate our employees on what was coming," said NMHS' Chief Compliance Officer, Tracy Durbin. "I found those materials to be invaluable because I didn't have to reinvent the wheel."

While training on the PPI platform, the NMHS compliance team quickly realized that partnering with Imprivata FairWarning's certified MPS team created powerful solutions with measurable results. Working with their dedicated MPS privacy analysts gives NMHS:

• Advanced risk analysis of log data, cutting auditing time in half and saving departmental resources.

• Proactive filtering of alerts, resulting in a reduction of false positives and allowing compliance officers to present clear and accurate governance reports to managers.

• Flexibility in designing, testing, and implementing the most effective governance policies for the organization.

Durbin describes her personal experience working with MPS: "The analysts are filtering alerts before emails are sent to managers. I've never heard any complaints because Imprivata FairWarning does a great job of weeding out the false positives. Managers just want to know, 'Was there a breach, an investigation? And how did it end?' Advanced filtering provides that information."

66 **I know if I call on my privacy analyst, he will be right there to help with any issue.** **99**

Zorana Vojnovic
Privacy Officer

The Results: Establishing best practices, maximizing productivity

The weakest link in any electronic health system is the user. Raising awareness among staff members about the importance of privacy helps reduce user risk and increases a culture of security. Imprivata FairWarning's intelligent tools and managed services allow NMHS to continue their growth and commitment to staff compliance, governance, and patient privacy excellence by:

- Using PPI's intelligent filtering technology to reduce alerts and staff snooping, mitigating future privacy incidents and breaches.

- Proactive monitoring of user access driving greater staff awareness, education, and compliance for a strong internal culture of security. "I can see a trend that people are more careful not to access records without a need to know," said Vojnovic. Thanks to this awareness, breaches have gone down.

- Saving time pulling and organizing reports by using Imprivata FairWarning Patient Privacy Intelligence as a central repository for all HIPAA reporting.

> " We know that the data is accurate from Imprivata FairWarning. When an email gets pushed out to a manager, we've already investigated the alert and we know it's an actual issue. We know there's something not right. "
>
> **Zorana Vojnovic**
> **Privacy Officer**

Advancing into the Future

As Vojnovic, Durbin, and the rest of the NMHS team look to the future, they are excited to continue their advanced education and training on the Imprivata FairWarning platform. Additionally, they hope to empower other hospitals and organizations joining NMHS in 2020 by teaching them the value of advanced security tools and solutions to strengthen and protect their EHR applications and overall patient privacy.

> **" I think that FairWarning really changed the world of compliance and privacy. It's more automated and factual. "**

Zorana Vojnovic
Privacy Officer

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