![imprivata®]

# MaineGeneral Health expands commitment to patient privacy, takes data security to the next level

By partnering with Imprivata, MGH established a stronger and more proactive security program, taking their patient privacy commitment to the next level

## Challenges

MGH wanted to continue to strengthen and streamline their patient privacy and data security programs.

## Solution

- Imprivata Patient Privacy Intelligence

- Imprivata Managed Services

## Results

- More accurate auditing alerts, resulting in proven workflows and proactive detection of privacy breaches and security incidents.

- Increased staff awareness of privacy policies, driving a culture of security and compliance, as well as more effective training and education.

- Reduction in false positives through technology like behavioral correlations.

- Saved time and more efficient use of valuable departmental resources through easy-to-use reporting.

![MaineGeneral Medical Center logo]

## Organization Snapshot

**Location**
Kennebec Valley region of Maine

**Employees**
4,000+

**Industry**
Healthcare

**Patient beds**
192

**Tara Yeaton**
HIM Operations Manager

As a 192-bed acute-care community hospital with 4,000+ employees located in the Kennebec Valley region of Maine, MaineGeneral Health (MGH) is a leader in patient privacy, compliance, and establishing a culture of trust.

## Peace of mind and a flexible security solution

Expanding and improving patient privacy and security platforms takes innovation and a true team effort. When it's done right, results can be seen across multiple departments.

As MGH's HIM Operations Manager, Tara Yeaton explains, "Before Imprivata Patient Privacy Intelligence, all of our EHR monitoring would be done manually, making it a very reactive process and difficult to pinpoint users. We didn't know if it was an employee or a relative the user was looking at."

After the implementation of Imprivata Patient Privacy Intelligence (PPI), Yeaton noticed how "our compliance team felt a greater peace of mind because we knew Imprivata PPI has the visibility and awareness to catch what's going on and alert us to which staff member or user we need to bring to the forefront."

Imprivata Managed Services also gives MGH a scalable and flexible security solution to help strengthen their compliance posture, as well as reporting and accountability. Yeaton appreciates how quickly and efficiently their dedicated Managed Services analyst works to deliver mission-critical files and data.

"Our privacy analysts are right on top of it," says Yeaton. "They know exactly what's needed and keep us on track and accountable."

Yeaton continues, "Before Imprivata Patient Privacy Services, IT would have to take our auditing requests on top of their large to-do list. But now, with Imprivata PPI, we can run our own reports – they're easy to do. The [Managed Sevices] team also works one-on-one with our IT members, allowing us to focus on other privacy issues – that part of the service I really applaud. This all makes the process so much faster. If you can catch issues quickly, you can stop it before it gets out of hand, and that's obviously the best approach."

**"The [ Imprivata Managed Services] privacy analysts are exactly what they said they'd be right from the very beginning. They said that, any time you need them, they're right there, they're your people – and they have been. I email them, I get a response within 10 minutes."**

– Tara Yeaton, HIM Operations Manager

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## A culture of security

MGH takes pride in their extensive training and education on HIPAA mandates and internal privacy policies.

After they began monitoring audit logs and user activity workflows with PPI, Chris Simons, MGH's HIM Director and Privacy Officer, said they noticed greater privacy awareness among healthcare staff.

"There are a lot of educational opportunities that have resulted from using Imprivata Patient Privacy Intelligence," says Simons. "We've worked with pharmacy managers on the floors to figure out the workflows for their employees – and which workflows are not secure. We also try to help educate them on why they can't be logged into their own record (or another employee's record) to conduct trainings or to learn a new program. It's been a real eye-opener for the staff, and us."

"Whenever we do find a breach," Simons adds, "we will schedule a staff meeting to immediately address the issue – we had 25 meetings in 2018 and 17 so far this year."

"**[Imprivata Patient Privacy Intelligence] has not only drastically improved our compliance with HIPAA for auditing, but it satisfies education and training, as well as reinforcement of policies and follow-through.**"

– Chris Simons, HIM Director and
  Privacy Officer

## Embracing a digital future

As part of MGH's ongoing commitment to excellence in patient care, they plan to use Imprivata PPI Software as a Service (SaaS) platform to gain more storage flexibility and strengthen security for patient data and clinical care systems.

With data stored on Imprivata servers rather than on premise, MGH benefits from stronger disaster recovery with two servers instead of one, and the convenience of a hosted data center rather than ongoing maintenance of costly hardware. This innovative and cost-effective approach is just one of many ways MGH continues to expand upon their dedication to protecting ePHI, staying fully compliant, and putting patients first.

**"There's no question at all – Imprivata Patient Privacy Intelligence has considerably upped our game and improved our ability to audit and also use our resources more effectively. We know now when we put energy into a case, it's also going to turn into something."**

– Tara Yeaton, HIM Operations Manager

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