Healthcare Privacy and Security: Workforce Competency

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HEALTHCARE PRIVACY AND SECURITY: WORKFORCE COMPETENCY

Agenda:

- State of healthcare information protection
- Current solutions and impact
- Special environment of healthcare
- Healthcare-specific info protection competency
- Current healthcare info protection workforce
- Knowledge domains required
- Competency measures in action
- Return on investment
- Top 10 actions
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- Breaches are epidemic
- Often multiple per org
- Patients are affected
- Data loss is costly
- It is getting worse
- Healthcare lags behind

SOURCE: ID Experts: Ponemon Study; Third Annual Benchmark Study on Patient Privacy & Data Security; Dec 2012; Infographic included

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• SOLUTION?:
  Implement best practices from banking, military, telecomm, etc.

• IMPACT:
  Usually, intended.
    -- compliance
    -- privacy
    -- security
  Often, unintended.
    -- risk
    -- patient safety

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THEN

NOW

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• Protecting healthcare information
  – Special environment
    • Equipment
    • Infrastructure
    • Data
    • Applications
    • Regulations
  – IT security budget
  – Privacy and security concerns impact patient care

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• Healthcare information protection workforce competency measures can help
  – Because information privacy and security in healthcare must happen
  – Much of the risk can be addressed by InfoSec best practices
  – Not all risk is equal and healthcare requires a tailored approach
  – Additional $$$ are not coming

• Part of the answer is in recruiting and retaining the right people

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I DON'T ALWAYS GET THE FUNDING I NEED

BUT WHEN I DO, IT'S USUALLY AFTER AN INCIDENT

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- Primary Sources of Information Protection Workforce

  - Health Information Management
  - Legal
  - Risk Management

  - Internal IT Staff
  - Other Industry

  - Clinical Engineering
  - Device System Administrators
  - Super Users (Lab, Rad, Pharm)

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• Getting to the desired competencies

Healthcare Industry
Regulatory Environment
Privacy and Security in Healthcare
Information Governance and Risk Management
Third Party Risk Management

Admin, Technical, and Physical Controls
Business Continuity
Disaster Recovery
Telecommunications

Privacy

IT Security

Medical Technician

Ethical/Legal
Program Management
IT Security
Incident Reporting

Healthcare
Clinical Engineering
Manufacturer/Vendor Risk
Specific Medical Device
Clinical Workflow
IT Security
Patient Safety

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• Competency measures:
  -- A level of assurance key personnel are trained and ready

• Competency measures validated by several information protection areas
  -- DOD Directive 8570.01
  -- Position descriptions
  -- Information Technology
  -- Leading Professional Organization (like IAPP)
  -- National Initiative for Cybersecurity Education framework
  -- Healthcare C-level top two competencies desired:
    Privacy and Security Knowledge” 66% and “Knowledge of Healthcare Industry” 55%
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• Workforce competency measures have return on investment
  -- Avoid fines and penalties
  -- Reduce risk of adverse actions
    • Board action, Bond rating, Abnormal churn
  -- Increase due diligence
  -- Tailored risk management
  -- Enable initiatives: BYOD, HIE, Cloud Services
  -- Patient care improves
  -- More effective recruiting
  -- Turnover of employees reduced

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Top 10 actions

1. Read the sources for this material
   a) www.ecri.org
   b) csrc.nist.gov/nice/framework
   c) 2014 Healthcare Information Security Today survey (ISC)²
   d) Third Annual Patient Privacy and Data Security Study (Pomemon)
2. Take an inventory of all information protection POCs
3. Determine their competency areas and levels
4. Review your latest risk assessment and remediation actions
5. Examine current workforce competency credentials choices
   a) Consider Continuing Education requirements
   b) Evaluate domains covered

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**Top 10 actions (continued)**

6. Look at current position descriptions and job announcements
7. Consider potential candidates to obtain certification
8. Analyze next year’s information protection budget
   a) Prioritize workforce competency impact
9. Tweet, “We need healthcare-specific security and privacy credentials? RT if you agree #privacysummit @HIPAA_Smurf”
10. Tell me where I got it wrong
    a) Continue this important dialogue

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