

# Making Technology Work for You, Not Against You

Julie McGovern CEO



September 19, 2015

# I just want to treat patients!



# Are you using EHR?

Review Past Notes - Test, Patient/1418/M/45 Years/DOB: 1-20-1970/

Single Visit Chart To File Complete Chart - Dr. Gillingham Zipped Complete Chart Print Viewing Options New

Review

Category	Type	Date	Status	Description
All	Message	6/2/2015	Patient Input	Patient Clinical Decision Support Reminder
Visit Note	Order Note	4/24/2014	Complete	V70.0 Routine General Exam--CPE
Message	Dr. Gillingham	1/19/2014	Complete	V70.0 Routine General Exam--CPE
Patient Input	Dr. Gillingham	1/12/2014	Complete	V70.0 Routine General Exam--CPE
Service Order Approval	Message	11/8/2013	Patient Input	Patient Question - General
Task				
Result				
Lab Results				
Attachments				
Generated Document				
Visits By Diagnosis				
V70.0 Routine General Exam--CP				

Patient: Test, Patient  
Medical Record #: DOB: January 20, 1970 Sex: Male  
cell: (760)555-1970

Created On: 06/02/2015 02:06 PM Created by: Fox, Sandra  
Completed On: 06/02/2015 02:06 PM Completed by: Fox, Sandra  
Assigned to: Test, Patient,  
Patient Clinical Decision Support Reminder  
Patient Clinical Decision Support Reminder  
June 02, 2015

Patient Test  
1970 Sherwood  
CARLSBAD, CA 92011

Important Health Reminder

Our records indicate that Patient Test has an important healthcare service that is overdue. Annual Physical was due on October 02, 2014, and an appointment should be scheduled as soon as possible.

Your health is important to us. Please call our office today at (503)614-8633 to arrange an appointment for follow up care.

Thank you,

Todd Gillingham MD, LLC  
15160 Laidlaw Road  
Suite 100  
Portland, OR 97229

# Still on Paper Charts?



# Would you do Surgery with these Tools?



# Don't run your office with these!



Software and Hardware

# **PURCHASING**

# Choose the Right Software

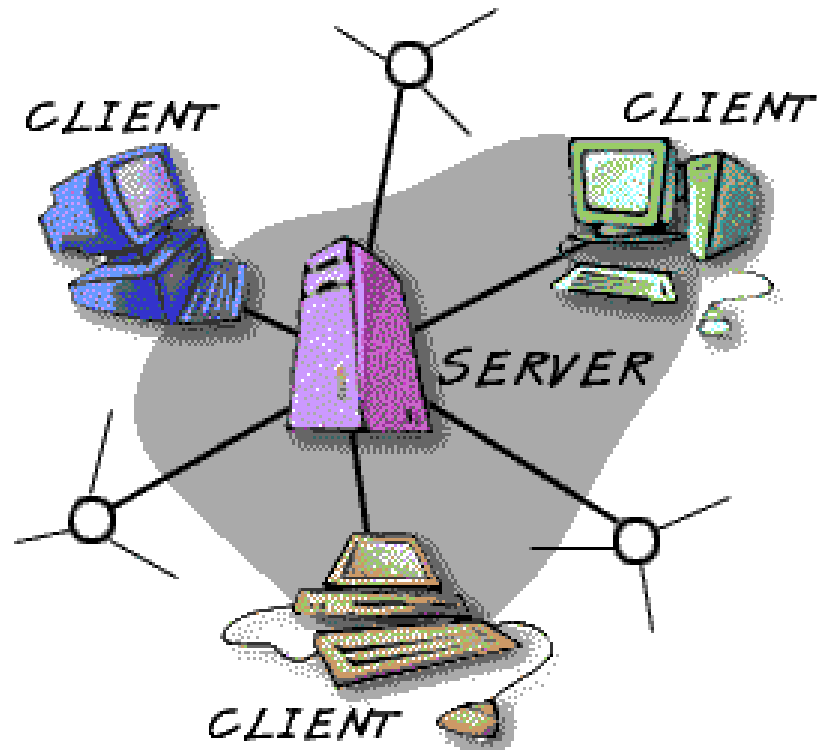
- What fits best with your practice?
- What are the current options?
  - Purchased software licenses
  - Software as a Service (SaaS)
- How do you decide?



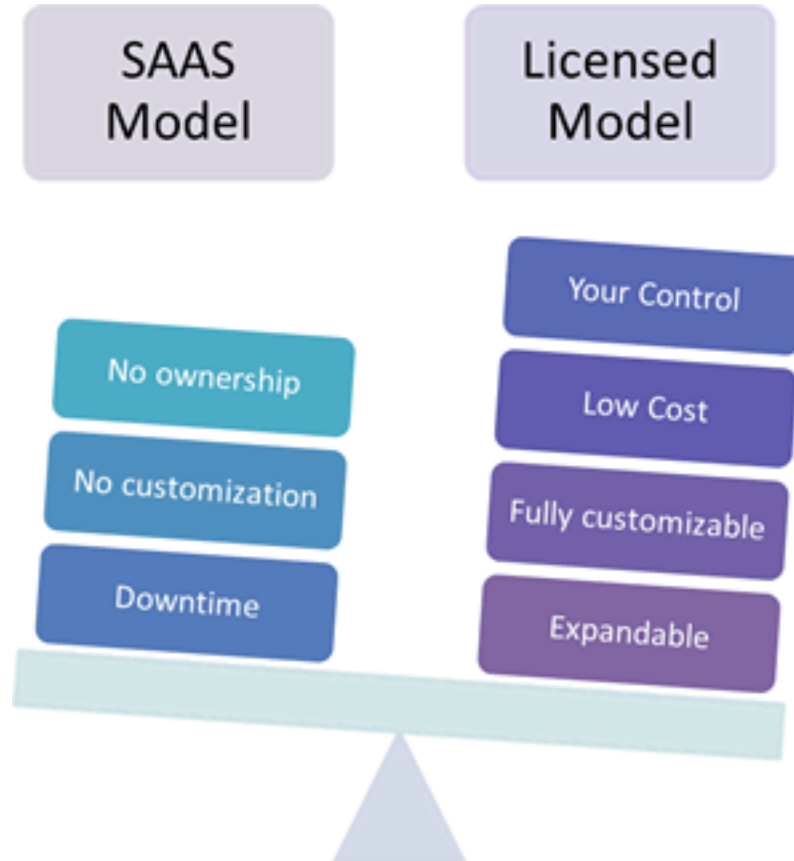
# Purchased Programs/Licenses



# In House Server / Client



# Software as a Service (SaaS)



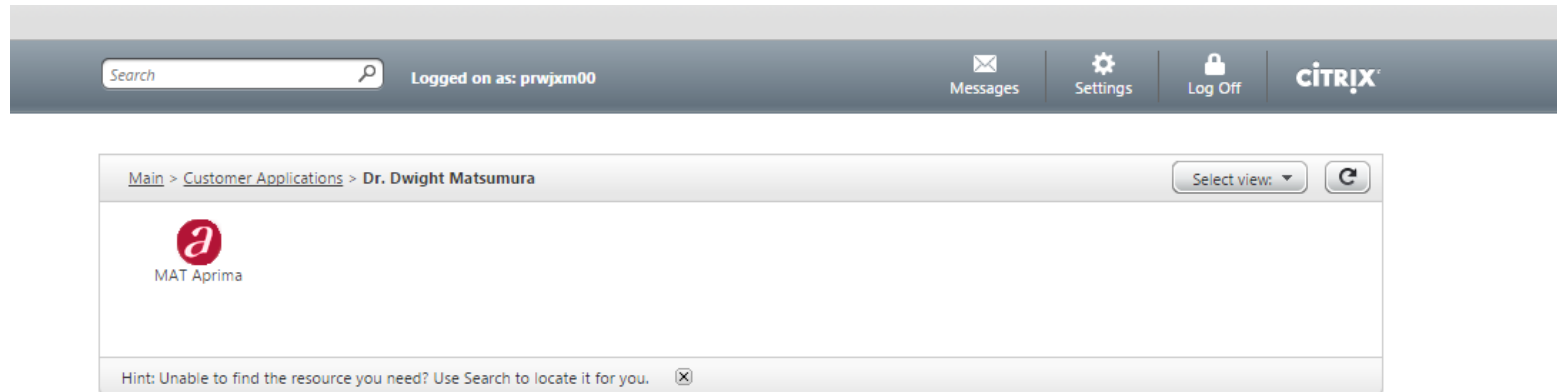
# Applications in the Cloud



# Web Based Software Options



# ASP – Hosted



Success with Technology – It's all about Support!

# **IMPLEMENTATION, TRAINING, UPGRADES**

# The First Point of Failure





# Don't Skimp on Training!



# Say Yes to Upgrade!



# Training is ONGOING!



You've got EHR, now what?

# **MANAGING YOUR TECHNOLOGY ASSETS**

# Life Cycle of Managed Hardware Assets



# BYOD



# BYOD Policies



**Should They or Shouldn't They:**  
BYOD Policies For Your Business



# Making BYOD Work

## The BYOD perfect storm

Explosion of data, devices and anytime, anywhere connectivity

**200 million**

employees bring their own device to work

**50%**

companies allowing BYOD have experienced a security breach

**Nearly half**

number of millennials who will make up the workforce in eight years

**182 billion**

mobile application downloads by 2015

**50%**

of business mobile devices to be personally owned by 2015

**1/3**

admit to breaking or would break policy to use personal devices

Dell World 2012

Confidential





# Mobile Apps



Engaging Patients in your Technology Workflow

# PATIENT PORTAL

# Today's Patients are Engaged!



63%

of adult cell owners  
use their phones  
to go online

- Has doubled since 2009
- 34% mostly go online using their cell phone
- 21% do most of their online browsing using their mobile phone—and not some other device such as a desktop or laptop computer



69%

of U.S. adults track a  
health indicator like  
weight, diet, exercise  
routine or symptom

- Half track “in their heads”
- One-third keep notes on paper
- One in five use technology to keep tabs on their health status



35%

of U.S. adults have  
gone online to figure  
out a medical condition

- Of these, half followed up with a visit to a medical professional



39%

of U.S. adults  
provide care for  
a loved one

- Up from 30% in 2010
- Many navigate health care with the help of technology

# How do patients find you?

www.oregonurologyclinic.com


- Self Manag... Business Branding P...

## Oregon Urology Clinic

503.229.7722  
Contact Us

PATIENT PORTAL

HOME SERVICES DR. ROSENCRANTZ WHAT IS UROLOGY? NEW PATIENTS CONTACT




### WELCOME!

Oregon Urology Clinic treats diseases and conditions of the urinary system for male and female patients of all ages. We combine state-of-the-art techniques with a compassionate and caring approach for these sensitive medical issues.

### CONTACT US

2222 N.W. Lovejoy, Suite 416  
Portland, OR 97210  
503.229.7722



Get Directions

### CONDITIONS WE TREAT

We treat a wide variety of urological conditions, including:

- Bladder & Prostate Disease
- Kidney Stones
- Urinary Incontinence

[LEARN MORE](#)

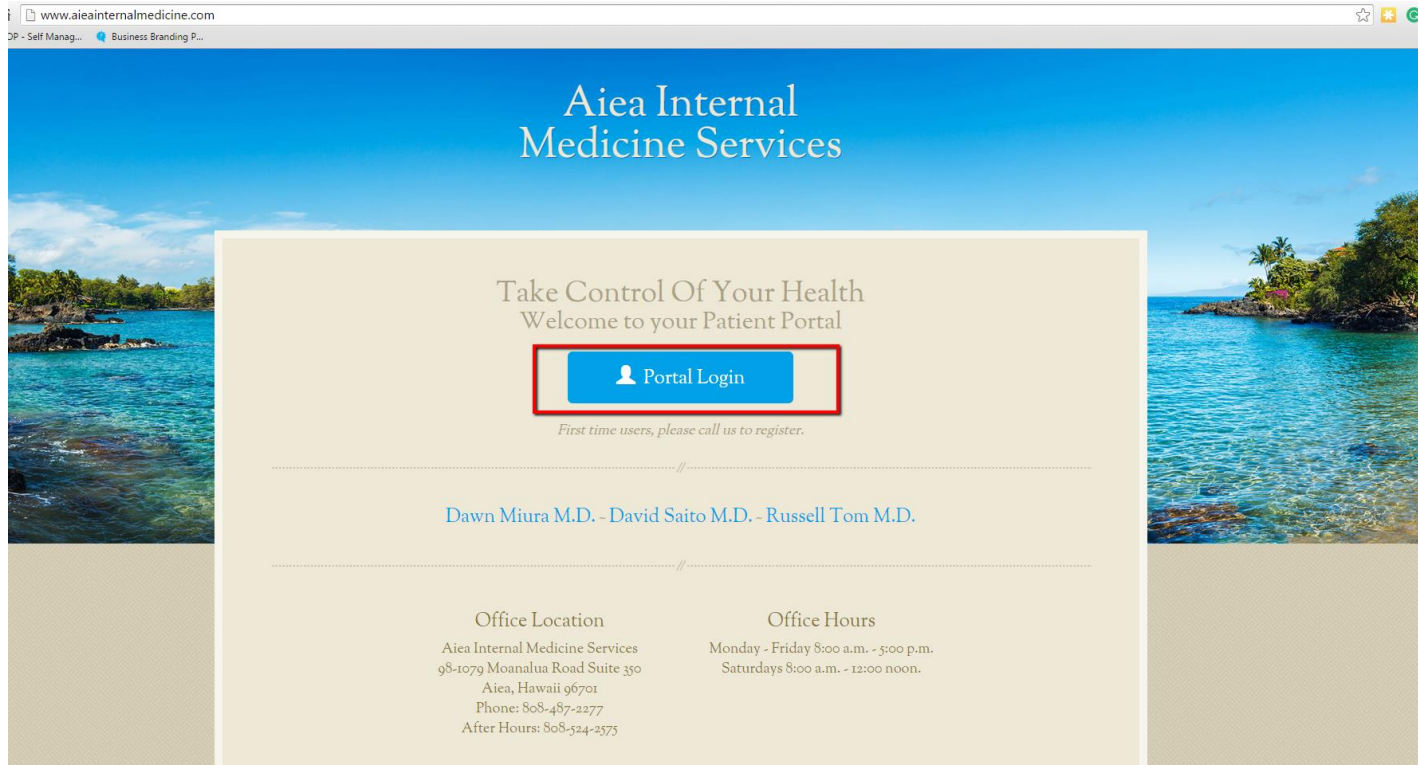
### TREATMENTS WE OFFER

We treat these conditions using the latest surgical, diagnostic and systemic techniques, including:

- Laser & Microwave Prostate Surgery
- Cryo Ablation
- Blood Conservation

[LEARN MORE](#)

# Keep it Simple!

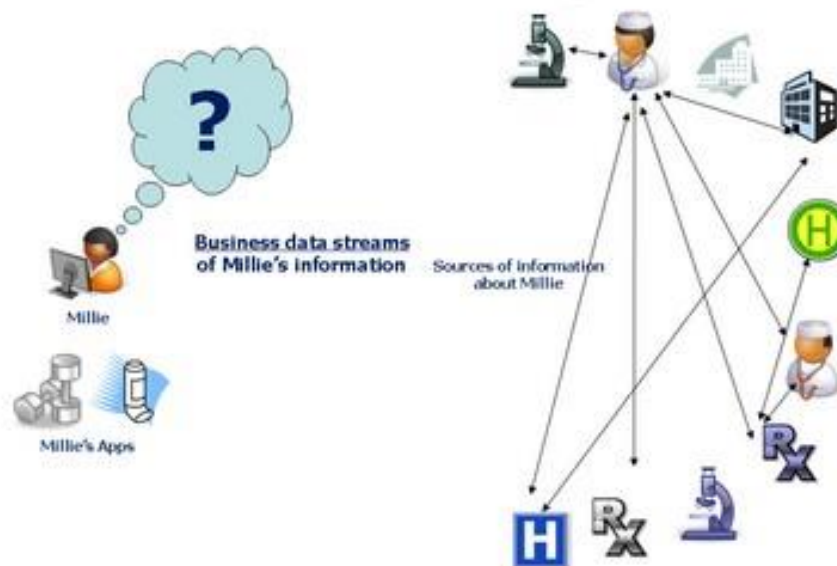


Connecting to the rest of the Medical Community

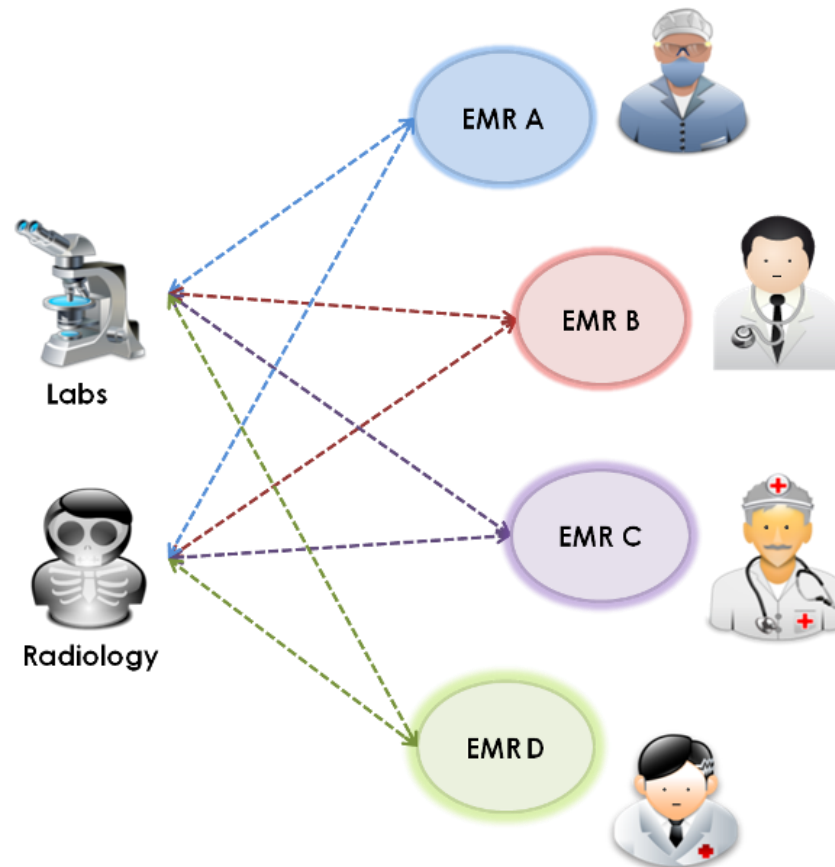
# INTERFACES

# Clinic Direct to Resource

## Scenario 1: Status Quo





# HHIE – Single Point of Interface






# Hawai'i HHIE

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Building  
**Bridges**  
to Transform  
Healthcare

Christine Sakuda – Hawai'i HIE  
Beth Giesting – Office of the Governor




### Patients

We envision a Hawai'i in which all residents, regardless of where they may receive care within our state, can receive uniquely tailored care that is based on their own up-to-date health records.

The Health eNet helps doctors, hospitals and other health care providers connect their computer-based patient record systems to a protected statewide network.

[More Info](#) | [Benefits](#) | [FAQ](#) | [Documents](#)

 **Health eNet**

### Providers

Through Hawai'i HIE and its HPREC and State HIE programs, your hospital, lab or pharmacy will have access to a number of features and benefits that will allow you to improve patient health care and security, reduce costs and increase revenue.


[Access Health eNet Materials Here](#)

[More Info](#) | [Physicians](#)

### News

**Congratulations Senator Rosalyn Baker!**

Senator Baker received the HIMSS State Legislator of the Year Award



### Meaningful Use

The Hawai'i Health Information Exchange is a support center making the implementation or upgrade of EHRs

Secure your data!

# DATA BREACH SECURITY

# Protecting...

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- Your Data
- Your Patients
- Your Business

# How do you Protect PHI?



## IS MY PHI DATA SAFE?

Most of us have the right IT security / policies and procedures in place but NOT the "peace of mind" that the data is safe.

### Your PHI is vulnerable every time PHI data is:

- Transmitted
- Shared
- Read
- Edited
- Saved
- Etc....Etc....

**Why do you think loss and theft continue to occur?**  
**The information is extremely valuable to those with corrupt intent. Practice Managers are losing sleep regarding PHI security and everyone knows why:**

- 96% of covered entities have suffered a record loss event in the past two years
- HIPAA now has the teeth to better enforce the laws and damage a practice when losses occur

Priced for Small and Medium sized Clinics  
Free Trial and Free Installation

### Top Questions

- Can you receive an alert within 24 hours of any PHI data loss? You can with MiddleGate.
- Is your data in the wrong hands? MiddleGate knows.
- How does it work? We TRACK the data 24/7 nationwide just like the credit card industry protects your bank card.
- If you lost records, who's fault was it? MiddleGate knows and will tell you.
- That's why millions of patients are protected with MiddleGate. Are yours?
- Give yourself the peace of mind you deserve. MiddleGate watches the data wherever it goes... 24/7. Without blinking.

"We were doing everything we could to stop PHI loss and we were still exposed. MiddleGate helped me sleep at night."

*Clinic Administrator,  
Gastroenterology Practice*



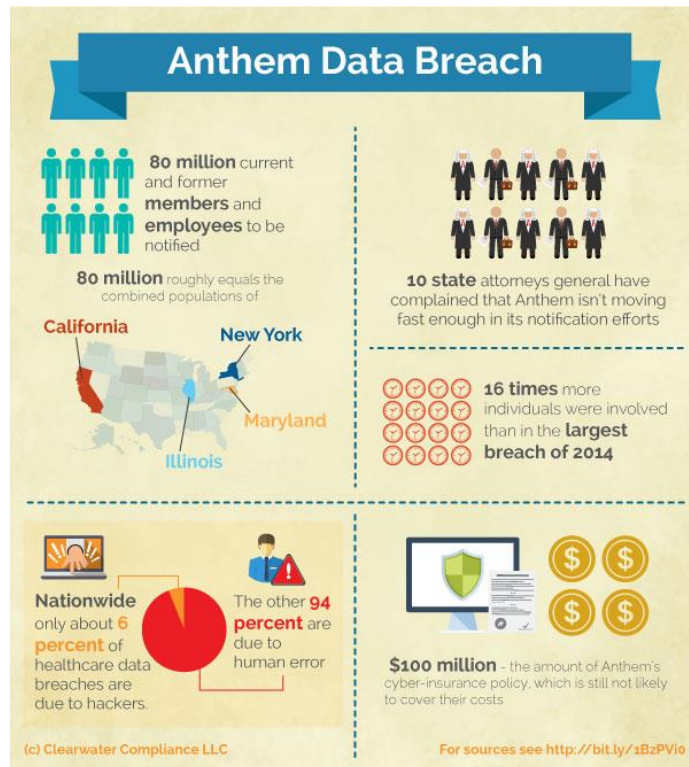
# Do you have a Data Breach Plan?



# Written Process

Section	Description
<b>1 Introduction</b>	<ul style="list-style-type: none"><li>• Purpose of response plan, initiation guidelines, and how to use the plan</li><li>• Plan contents and scope of use</li></ul>
<b>2 How to use the incident-response plan</b>	<ul style="list-style-type: none"><li>• Explanation of the different levels of incident response and escalation points</li><li>• Description of how to use the document for each part of the process</li></ul>
<b>3 Event handling</b>	<ul style="list-style-type: none"><li>• Event types, guidelines for categorization, and suggested actions</li></ul>
<b>4 Incident topology</b>	<ul style="list-style-type: none"><li>• Incident types</li><li>• Affected information assets</li></ul>
<b>5 Incident-response team and war room</b>	<ul style="list-style-type: none"><li>• Team responsible for incident response</li></ul>
<b>6 Setup of the war room</b>	<ul style="list-style-type: none"><li>• Structure of working groups that are part of the war-room/critical-decision rights and responsibilities</li></ul>
<b>7 Response plans</b>	<ul style="list-style-type: none"><li>• Plans for each incident type</li><li>• Plans for each information-asset type</li><li>• Checklists of key processes, actions, and notifications to be triggered in the event of a cyberattack, categorized by both incident and asset type</li></ul>
<b>8 Post-incident procedures</b>	<ul style="list-style-type: none"><li>• Post-incident procedures and documentation of post-incident learning and codification:<ul style="list-style-type: none"><li>— Documenting incident details and response actions</li><li>— Collecting lessons learned from incident response</li><li>— Updating plan to improve future responses</li></ul></li></ul>

# Responding to a Breach - *It's Inevitable*



## Incident Response – Identification Step

### PHI & PII Data Sensitivity

	Financial	Reputational	Medical/Other
<b>Direct Identifiers or PHI Data</b>			
Fax Numbers	●	●	●
Social Security Numbers	●	●	●
Medical Record Numbers	●	●	●
Names	●	●	●
Driver License Number	●	●	●
Account Numbers (Credit/Debit/Health Insurance) including access code if required	●	●	●
<b>Additional Identifiers &amp; Sensitive Healthcare Data</b>			
Pregnancy	●	●	●
Victim of Abuse	●	●	●
Patient's Physician	●	●	●
State Issued ID	●	●	●

# Data Breach Insurance Coverage

Cyber Liability  
Data Breach





# **PULLING IT ALL TOGETHER**

# Support

- Consultants
- Network Support
- Software Support
- Single Point of Contact



# Embrace Your Technology



# Question & Answers

Follow up contact:

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