



HealthCare  
Solutions®

# Security Compliance Services

## The Business Issue

Healthcare providers routinely collect and process sensitive information that, if misused, corrupted, or lost can cause irreparable harm—not only to patients, but to the providers themselves. Hospitals in many states, and soon nationally, are legally required to take public action to mitigate the impact of misused or lost information. The notification expenses of sentinel security events have already cost healthcare providers hundreds of thousands of dollars per incident, and the negative press that follows security breaches can have a lasting impact.

Protecting the security of your confidential information and your organization demands an organized, enterprise-wide approach to safeguarding patient privacy and your institutional data. Such an approach in turn necessitates intensive knowledge both of security mandates and their ramifications and their impact on clinical operations. It also requires mobilizing and managing personnel with specialized expertise.

Healthcare providers coming to terms with these challenges are encountering a growing shortage of qualified IT security professionals, and the internal resources needed to recruit, hire, equip, and manage them. The balance between cost and risk mitigation is even more problematic in cases where additional expertise is required on an interim basis. Many healthcare entities are recognizing that defining and fulfilling personnel and technology requirements in highly specialized areas such as HIPAA Security Rule compliance and data security require the guidance of experienced information security professionals.

## The CTGHS Answer

With almost twenty years' experience in helping healthcare providers and payers achieve their clinical and business goals through IT, CTG HealthCare Solutions (CTGHS) is uniquely qualified to serve as your security compliance management partner.

Our healthcare consultants deliver consulting, clinical, financial, IT management, and advanced technology services that are solidly grounded in our nationally recognized expertise in the applications unique to healthcare organizations. CTGHS information security specialists have performed over 250 security risk assessments to establish compliance baselines for healthcare providers, payers, and related organizations. Our strong security credentials are reflected in our authorship of the Health Information Management and Systems Society (HIMSS) *Certified in Healthcare Security* (CHS) training curriculum.

## CTGHS Security Compliance Solutions

CTGHS supports your security and privacy compliance needs through services that include:

### ***Compliance Evaluations and Independent Validation and Verification (IV&V)***

The primary goal of the IV&V compliance evaluation is to determine if your organization has met the minimum requirements of the HIPAA Security Rule by examining your security posture following all implementation activities. Its secondary goal is to ensure that repeatable and lasting security organizational processes are in place to support ongoing compliance.



The evaluation reviews all documentation, starting with the original gap analysis and ending with organizational policies and procedures. It includes interviews with individual staff members, evaluation of systems' technical safeguards, and comparison of the response of the workforce with results predicted in the documented policies and procedures. Any variations from the predicted results are further explored to determine whether they are statistical anomalies or indications of systemic problems.

### **Managed Security Services**

CTGHS' competencies in both IT security and managed outsourcing make us the provider of choice for managed security services. Our experts provide convenient and cost-effective access to a spectrum of core managed services that ensure close, continuous attention to enterprise network security administration to safeguard critical IT systems and information. Our services include:

- Periodic technical security evaluations (internal, external, web applications, wireless, remote communications)
- Periodic information security program evaluations of administrative components such as policies and procedures and enterprise and IT staff education and training curricula
- Continuity of care planning and disaster recovery planning, testing, and training
- On-call security incident response

CTG can customize a managed services program to your individual risk profile: one that anticipates and accommodates change in the technical and/or business environment and complements internal efforts to manage security and compliance as effectively as possible.

### **Virtual Chief Security Officer (vCSO) and CSO Mentoring**

The HIPAA Security Rule requires every covered entity to designate a "security official" to oversee the security management process, a position that requires sophisticated technical, organizational management, and training skills. Many organizations struggle to identify a qualified staff member to steward their enterprise security compliance programs.

CTGHS' vCSO program places our years of CSO experience with many different providers at the service of your organization, especially during the critical formulation stages of your security management program. The vCSO performs the mandated security official's duties until a permanent candidate can be identified, groomed, and appointed, and can then serve as a CSO mentor as your security program matures. For small to mid-size organizations, a vCSO functioning in a part-time role may be an excellent long-term strategy.

CTGHS specialists have years of experience in serving in interim or virtual CSO and CSO mentoring roles for major hospital networks and academic medical centers across the nation. Their responsibilities have included:

- Security strategic planning
- Security policy and procedure development, implementation, and support services
- Security tools requirements definition, selection, and implementation management
- Initial and subsequent risk analysis services, including risk management activities
- Security training program development and delivery
- Security incident forensics, mitigation, and recovery

*CTGHS helps healthcare institutions and related organizations maximize the potential of their information systems to achieve their financial and clinical objectives. Our consulting, clinical, financial, advanced technology, and IT management solutions resolve high-priority IT issues and provide significant return on investment for our clients. CTGHS is recognized for our ability to mobilize healthcare and IT expertise, to use proven methodologies, and to draw upon our corporate knowledge base in a client-responsive and cost-effective manner. We rely on AssureWare™, our standardized engagement management methodology, to deliver consistent, timely results.*



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