eHEALTH INITIATIVE

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Building Operational Maturity to Protect Patient Data

July 15, 2015
2:00 – 3:00 pm ET

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- ## Today's slides will be available for download on our homepage at www.ehidc.org

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About eHealth Initiative

- Since 2001, eHealth Initiative is the only national, non-partisan group that represents all the stakeholders in healthcare.

- Mission to promote use of information and technology in healthcare to improve quality, safety and efficiency.

- eHealth Initiative focuses its research, education and advocacy efforts in three areas:
  - Business and clinical motivators
  - Interoperability
  - Data access and use

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What do "Shark Tank", Top Health IT Executives, and Innovative Ideas Have In Common?

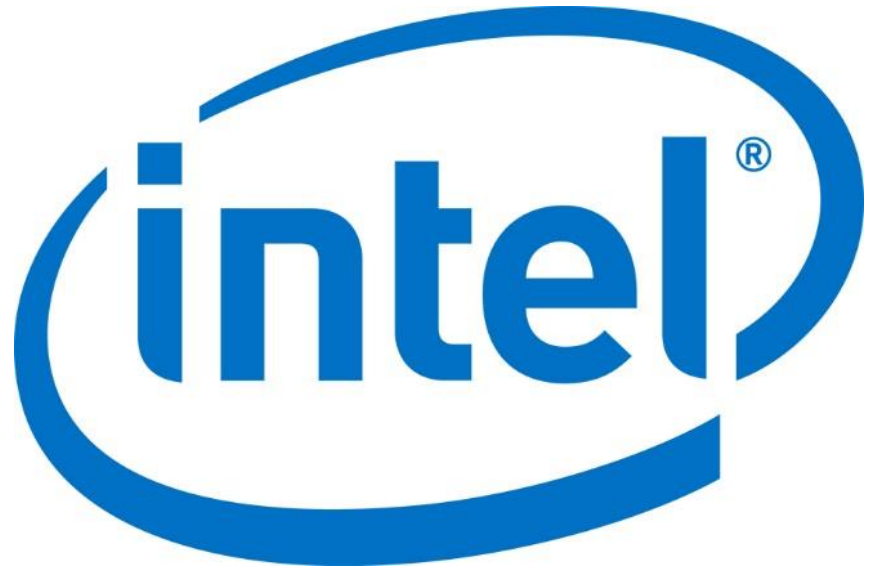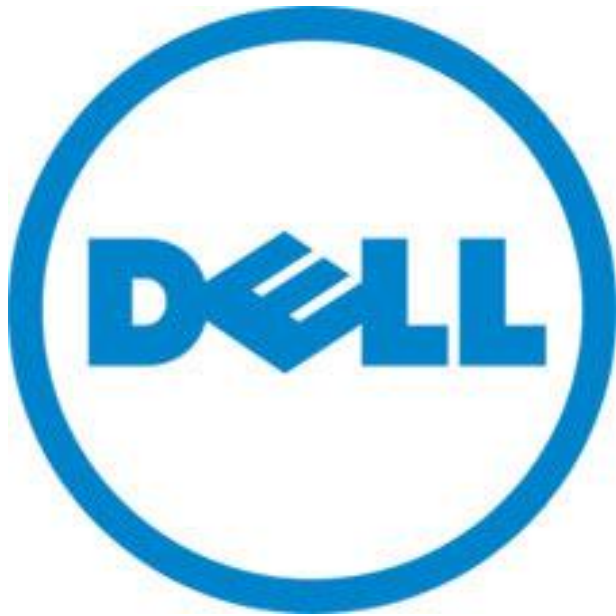# You Can Experience them all at eHealth's **iTHRIVE 2015**

August 12-13 | Omni Shoreham Hotel | Washington, DC

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Agenda

2:00 – 2:05 PM Welcome and Introductions

2:05 – 2:20 PM Presentations

- Jigar Kadakia, Chief Information Security & Privacy Officer, Partners Healthcare

- Tim Brown, Executive Director for Security, Dell Software Group

- Ben Cody, Vice President, Intel Security Group

2:20 – 2:50 PM Panel Discussion

- Moderated by Mark Blatt, MD, Worldwide Medical Director, Intel Corporation

2:50 – 3:00 PM Audience Q&A

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Presenters

Timothy Brown

Dell Fellow and Executive Director for Security

Dell Software Group

Ben Cody

Security Group Vice President

McAfee Data Loss Prevention

Jigar Kadakia

Chief Information Security & Privacy Officer

Partners Healthcare System

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The current healthcare security landscape

Healthcare industry data breach losses:

$7 Billion

per year

The average economic impact of a data breach:

$2.4M

30 million+

Patients affected by breaches from 2009-2014

Only 40%

of organizations can prevent or quickly detect all patient data loss or theft

< 48%

of organizations complete a security risk assessment

Top 3 causes of data breaches

Devices:
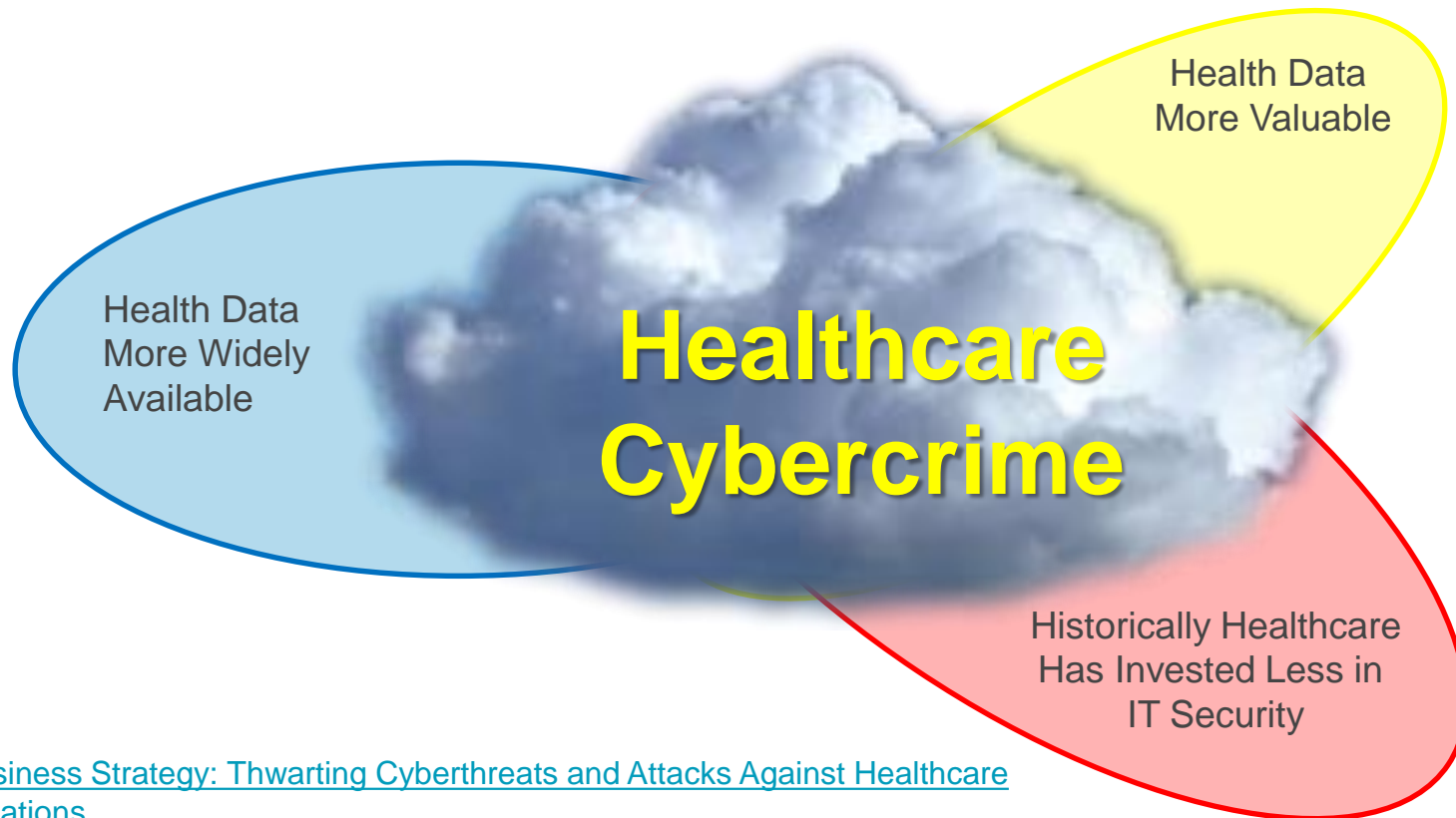Lost or stolen devices

Business Associates:
Third party data loss

The Human Element:
Employee mistakes

Healthcare Cybercrime – A Perfect Storm

Health Data More Widely Available

Health Data More Valuable

Healthcare Cybercrime

Historically Healthcare Has Invested Less in IT Security

Sources:
- IDC Business Strategy: Thwarting Cyberthreats and Attacks Against Healthcare Organizations
- Reuters: FBI warns healthcare sector vulnerable to cyber attacks

Common Types of Healthcare Breach Risks

1. **Loss / Theft of Mobile Device**
   Healthcare worker mobile device containing sensitive patient data in electronic form gets lost or stolen

2. **Workaround**
   Healthcare worker shares sensitive patient data with co-worker using personal mobile device and third party app out of compliance with policy leading to unauthorized access

3. **Remote Cybercriminal Attack**
   Remote cybercriminal group attacks a healthcare organization with the goal of stealing all sensitive patient data covertly from the master database

Breaches Maturity Model

None

No security controls

Baseline

+ Endpoint device encryption with HW acceleration
+ Mobile device management
+ Penetration testing / vulnerability scanning
+ DLP discovery
+ Device control
+ Anti-malware
+ Single factor access control
+ User awareness training
+ Email and web gateways

Enhanced

+ Client SSD with encryption
+ Endpoint DLP
+ NDLP monitoring & capture
+ Anti-theft: remote locate, lock, wipe
+ Multi-factor authentication with timeout
+ Secure remote administration, HW enabled
+ Policy based encryption for files and folders
+ Server / database / backup encryption, HW accelerated

Advanced

+ Server SSD with encryption
+ NDLP prevention
+ Database activity monitoring
+ Digital forensics capabilities
+ SIEM
+ Threat intelligence exchange / collaboration
+ MFA with walk-away lock

Improved Breach Security, Usability, Cost, Operations

Partners = Integrated Healthcare Network

Partners' Security Operations Center Strategy
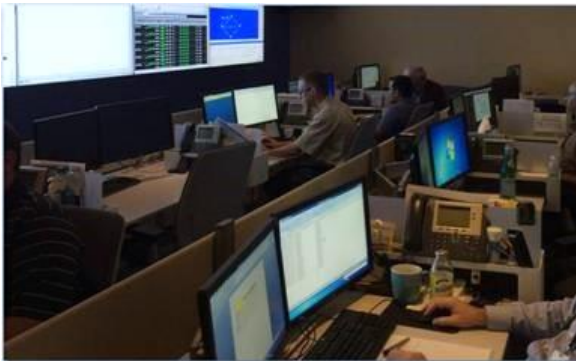
Network Forensics

Incident Response

Identity Management

Data Aggregation

Anomalous Behavior Detection

Polling Question

Does this Security Breach Maturity Model have value for your organization?

a. We would never use a maturity model to guide our decision making.

b. This security model can provide me valuable insights into my organization's readiness.

c. We have our own security model that does not map to the one shown, so it is of limited value.

d. This security model has value and we would like to learn more. Please contact us.

Moving toward security maturity

Security and privacy priorities for healthcare organizations

The healthcare security maturity model – focus and benefits

Applying the maturity model

Advancing and improving the model

Increasing security investment, avoiding pitfalls, and addressing cloud security

Gaining support for increased security investment

Common pitfalls of a data protection program

Addressing cloud security with the maturity model

Q&A

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