

Transformative IT for Healthcare



Delivering Secure and Seamless Access to Healthcare Technology

Cyber Safety is Patient Safety

HHS states that patient safety is a priority amid increasing cyber threats

While it may be tempting to believe that cyber attacks only target large hospitals, the truth is that these malicious threats impact healthcare practices of all sizes and specialties. A cyber breach can permeate through every level of an organization, from the nursing floor to the boardroom, underscoring the need to address this risk robustly. The days of relegating cybersecurity responsibilities solely to the IT department are long gone.

It is essential for everyone – doctors, nurse practitioners, administrative professionals, and executives – to have a thorough understanding of protecting patient safety.

Healthcare data breach costs increased **29.5%** from an average total cost of \$7.13 million in 2020 to \$9.23 million in 2021

Is triaging patients part of your daily responsibilities?
How about triaging cybersecurity issues?

From network connected medical devices to password management, there are critical steps you can take to keep you and your organization cyber-safe!

“There has never been a more critical time for our sector to discuss the importance of cybersecurity as it relates to patient safety because an increase in cyber attacks have crippled hospitals, doctor’s offices, and other care facilities.” -Janet Vogel, former CISO, US Dept of HHS in a letter to colleagues in 2020.

“Health information technology improves patient safety by reducing medication errors, reducing adverse drug reactions, and improving healthcare quality and safety.”

- U.S. National Institutes of Health (NIH)

Cyber Care
is
Patient Care



HHS 405(d)
Aligning Health Care
Industry Security Approaches



Top 5 IT-related Risks that Impact Healthcare Today

- 1** Cyber breach
- 2** Exposing HIPAA data
- 3** Compliance violations (ex. HIPSS data stored on local hard drives)
- 4** Potential loss of federal funding due to noncompliance of SP 800-66 Rev. 2 (HHS)
- 5** Inability to access or accessing the wrong version of procedural documents

81% of healthcare professionals access confidential patient data from mobile devices

34% of data breaches in healthcare organizations came in the form of authorized access or disclosure



Cyber Attack at FL Healthcare Facility

Broward Health based in Florida reported a data breach on January 2, 2022 that affected 1.35 million people in the form of private data including patient names, dates of birth, and Social Security numbers.

The breach occurred through access from a third-party medical provider.

<https://www.HIPAAjournal.com/broward-health-notifies-over-1-3-million-individuals-about-october-2021-data-breach/>

61% of healthcare data breach threats come from negligent employees



"The U.S. Department of Health and Human Services (HHS) maintains a holistic view of the intersection between cybersecurity and healthcare, including data protection and response to cyber threats. Cybersecurity is no longer a one-step solution. Rather, it is vital that the entire Healthcare and Public Health Sector (HPH) has a cybersecurity strategy, including a zero-trust approach. Healthcare Delivery Organizations (HDOs) need to make bold changes and significant investments to defend the institutions that make up the HPH sector."

~Andrea Palm
Deputy Secretary
Health and Human Services



Just like hand sanitizing is critical to prevent the spread of viruses, cybersecurity practices reduce the risk of cyber attacks and data breaches. And, like the simple act of hand washing, an organization-wide culture of cyber awareness doesn't have to be complicated or expensive to be effective.



An Ideal, Technology-Driven Experience in Healthcare Today...

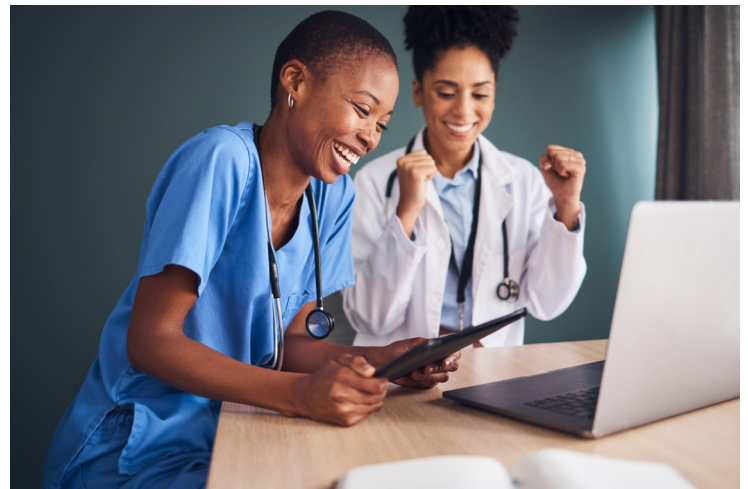
- ✓ Ability to roam freely from room to room with near instant tap-and-go logins
- ✓ Focus on patient care over trying to recall the process to ensure you are accessing or sharing data securely - It should just "be secure" without any concern around process or data left behind on local devices
- ✓ Everything just works and is fast; technology doesn't get in the way
- ✓ Compliance is automatic - not something for users to worry about
- ✓ Access is designed with cybersecurity in mind, not bolted on, negatively impacting the user experience
- ✓ Easy & quick access to collaboration data, internal workflows, internal procedural docs & forms - finding documents needed should be intuitive
- ✓ Easily share educational information & intake forms with patients

Your focus is healthcare.

Our focus is delivering secure & seamless access to healthcare technology.

What Does a Secure & Seamless Technology Experience Entail?

- Fully-managed specialized endpoint devices
- Adoption of a central hub for collaboration & communication
- Standards for data governance & enforcement
- Built-in data protection
- Workflow templates
- Built-in governance & cybersecurity



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By using unified communications and collaboration tools, patients can receive better care through improved knowledge sharing, streamlined clinical workflows, and personalized experiences.



The Waiting Room

- Intake/Sign-in kiosk
- Receiving/submitting forms & confirmation via text
- Appointment setting/confirmation
- Digital signage
- Secure guest wireless access
- Patient Mobile app features:
 - Appointment setting
 - Directions for parking & where to go
 - Electronic check-in
 - Payment processing
 - Educational resources
 - Directory of departments/ doctors with contact info & location



Intake/Reception

- Reliable kiosk that handles appointment setting, payments, check-in, scheduling
- Secure sharing & receiving documents from patients
- Access to patient accounting information
- Automated form processing
- Digital forms sent via text to patients
- Support for point-of-sale, signature pad & scanning devices



In-Room Patient Care

- Info screens in the lobby, exam rooms, & hallways with educational & status information
- Secure integrated telehealth monitors with on-screen markup & the ability to consult with remote doctors & family
- Form automation & access via text
- Secure guest wireless



Telehealth/Remote Access

(Walking around the hospital or working from home)

- Working securely to ensure compliance from anywhere on any device including BYOD
- Secure way of sharing and receiving documents from patients
- Digital educational information (vaccination & consent forms) sent via text to patients

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Mobile Clinics

- Access to data & applications from a moving platform
- Walk-up appointment & patient tracking
- Secure way of sharing & receiving documents from patients
- Digital educational information (vaccination & consent forms) sent via text to patients



Administration, HR, Management, & Finance

- Access to the financial system and/or employee records
- Document search & management, form processing, scanning docs/ forms/content
- Departmental, center-wide, and patient-facing policies & procedures
- HR manuals, training, & onboarding workflow management
- Manage workflows for updates to forms, approval of forms, and posting of forms
- Tracking Chaplaincy Referrals / Census forms & data
- Manage referrals, demographics, factsheets, authorizations
- Secure sharing & receiving documents internally



The Nurses' Station

- One consolidated device/computer with integrated telehealth
- Near instant tap-and-go Imprivata logins
- Mobile & battery-powered carts
- Form management, version control, & digital processing
- Digital signage
- Digital forms & educational information (vaccination / consent forms) sent via text to patients
- Secure way of sharing & receiving documents from patients



Labs, Pharmacy, Radiology, & Other Specialty Care

- One consolidated device/computer/desktop with multi-screen setup designed for healthcare imaging
- Secure sharing reports & receiving orders internally



TECHNOLOGY IN ACTION

Available to everyone:

- Real-time global or localized alerts/notifications
- Centralized access to the most up-to-date versions of forms & educational material
- Easy access to an internal global directory (People Search)
- Secure access to:
 - EMR & other patient digital records & applications
 - Diagnostic patient information/chart
 - Reports/images from scans, lab results, & logs
- eFax & digital scanners
- Cloud Printing
- Integrated telephony & internal chat



Doctor's Perspective

- One consolidated device/computer with integrated telehealth
- Near instant tap-and-go Imprivata logins
- Access to diagnostic patient information/chart
- Access to specialty medical systems (like x-ray, CT, dental, etc.)
- Access to reports/images from scans, lab results
- Digital educational information and forms (vaccination/consent forms) sent via text to patients



Forthright.

Patient Safety Starts with Your Data Governance!

That's why the foundational pillars of Forthright's IT services are Microsoft 365 governance standards, 24x7x365 Service Desk, neutral 3rd party data administration and access management to protect sensitive data, and a collaborative hub.

The Health Center "Collaborative Hub" is a Microsoft 365-based platform (powered by BindTuning) for managing and enforcing governance standards for collaboration and data that exist outside of your EMR/HMS/HER system. Delivering what we believe is at the core of each health center: communication.

From this foundation, you can build your technology experience to include:

- Managed Microsoft 365 experience
- Data administration & access management
- Customized governance, workflows, & electronic forms
- Managed endpoints, servers, networking, cloud printing
- Cybersecurity



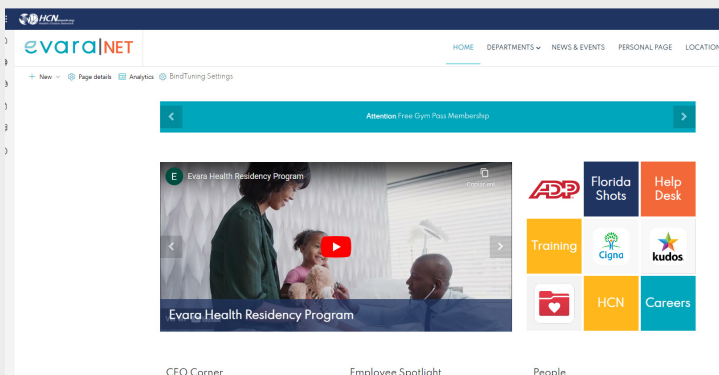
Health Center Collaborative Hub Digital Workspace

Protect sensitive data while promoting focused communication.

The Forthright Intranet solution brings together all the tools employees need to feel engaged, connected, and productive. From providing easy access to everyday working tools and documents, to releasing relevant company updates, this package brings everyone together and drives collaboration with:

- An on-brand experience delivered via SharePoint.
- Extended functionality, delivering the right tools for team collaboration, easy content creation, effective communications, & automated application of sensitivity labels.
- An accessible experience for all users, regardless of ability, location, or from where they login.
- Improved capabilities in MS Teams, improving the experience at team level, connecting to any data in your SharePoint Intranet with a built-in Governance Template Framework.

HCN CENTER SPOTLIGHT: EVARA HEALTH SharePoint Optimization Creates Go-To Hub For Employees



Evara Health's Intranet is now being used as a hub for every employee. Their older version of SharePoint was cumbersome and in need of a refresh. By partnering with Forthright, Evara Health now benefits from a higher performing and more inclusive Intranet solution, enabling employees to start their day from a centralized and engaging platform.

POWERED BY



Delivering An Ideal, Technology-Driven Experience in Healthcare

Delivering an ideal, technology-driven experience in healthcare is crucial for enhancing patient care, ensuring security, and streamlining operations. A seamless integration of technology improves communication between healthcare providers and patients, enabling personalized treatment plans and proactive care management. Robust cybersecurity measures protect sensitive patient information, fostering trust and compliance with regulatory standards. Ultimately, a secure and seamless healthcare experience leads to better health outcomes, increased patient satisfaction, and operational efficiency.



IGEL Preventative Security Model

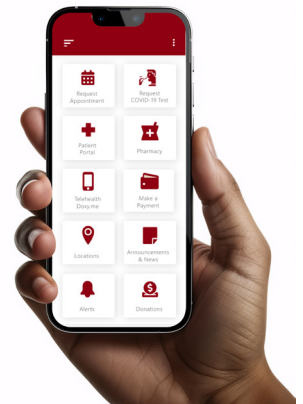
- Eliminate the possibility of data residing on local devices
- Reduce attack surface by 95%
- Simplified endpoint security
- Entra ID/CA & SSO support
- Enterprise secure browser support
- Built-in Imprivata fast user switching
- Significantly reduced ransomware threat
- Zero Trust architecture
- Intune & EntraID support



- Medical Grade All-in-One
- Secured IGEL Linux OS, Chrome OS, or Windows
- Imprivata readers
- Cameras, Speakers & Mic
- Digital Signage
- Mobile Platforms
- Diagnostic Monitors
- Digital X-Ray Detectors

“Every interaction with the Forthright team has been a delight.”

“We also worked with Forthright to develop a mobile app – a first for Florida’s FQHCs (Federally Qualified Health Centers). Among other features, it allows users to find a nearby CHI facility.”



- Jose Carmona- Director of IT
Community Health of S. Florida



Uncover Hidden Threats with a Cyber Threat Assessment

Gauge your current security, productivity, and utilization with no risk and no obligation.



<https://success.forthright.com/cyber-threat-assessment>

“Forthright guided us in the right direction and suggested the proper product for building our first-ever Intranet on the SharePoint platform. They listened and understood our needs well and helped us deliver a great product that was very welcomed by the organization. One of the most important features we provide our user base with is the Employee Directory so they can easily find anyone in the organization with the click of a mouse. It’s been a pleasure to work with Forthright on this project and am looking forward to many more in the future.”

Blerim Kaciu, IT Manager, Evara Health



WHY WORK WITH FORTHRIGHT?

We have a holistic approach to how IT affects your business and its growth. It’s not just about the latest and greatest technology, it’s about...

- Integrating and adoption of technology
- Delivering secure and compliant tools and workspaces
- Empowering your workforce
- Transforming communication and processes
- Driving adoption at every step

It all comes down to experience...

- Our clients’ exceptional **experience** working with us.
- Our team’s extensive **experience** with technology.
- The end user’s seamless day-to-day **experience**.

Forthright Technology Partners is proud to serve HCN and many of its centers for over a decade. We offer thought leadership with an understanding of your unique needs. Transform your business with secure, collaborative healthcare solutions that can help you deliver personalized, efficient, and informed care.

For more information or to book a discovery call with our team, scan the QR code:

www.Forthright.com/HCN

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