

Information Technology for ASCs – Achieving Positive Outcomes and Avoiding Complications

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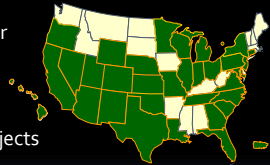
QSE Technologies

"Your I.T. General Contractor"



Who is QSE Technologies

- Premiere IT Systems Integrator – focusing on IT infrastructure (not software)
- Microsoft Gold Certified Partner
- Ten year history
- Health-care focus
- Over 175 healthcare clients/projects
- Over 95 Surgery Center projects
- National footprint (37 states/territories)



Technology can be scary...



Healthcare technology can be
particularly scary...

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Some positive notes

- I.T. infrastructure costs are continuing to drop dramatically, as speed and capacity also increase
 - Broadband costs are only ~1/10 of 5 years ago
 - Data storage costs are only ~1/1000 of 10 years ago, and with only ~1/100 of space required
 - Today's servers are ~10-30X the horsepower of servers 5 years ago, at similar cost
- Today's network system costs would have been a million dollars or more just 5-7 years ago

Too much technology?



You can't make things 100% secure



Addressing risks is a balancing act:



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Focus on the Big Picture

- Handle the biggest/most common issues first
- Address the primary risk factors present
- Realize that ASCs are at risk:
 - Potential negative publicity
 - "Physician-owned" facilities in the spotlight
 - They lack the corporate clout of large hospital systems and/or insurance carriers

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HIPAA Security

- 42 Specifications
- 3 categories
 - Administrative Safeguards
 - Technical Safeguards
 - Physical Safeguards
- HIPAA Security represents IT Best Practices
- HIPAA Security Rule compliance would solve virtually all of the "Dirty Dozen" issues

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Biggest HIPAA Security Risk?



Nope, this is by far the biggest risk...



Your business office, administrative and clinical staff, just doing their “normal” day to day work, represent the biggest HIPAA Security risk.

HC IT Risks – “The Dirty Dozen”

1. HIPAA Security Rule non-compliance
2. User-enabled/user-caused issues
3. Lack of data backups/disaster recovery
4. Portable media (including laptops)
5. Web issues (including social networking, popups, hijackers, fake PC “accelerators”)
6. Inept/untrained IT resources

Dirty Dozen (2nd half)

7. Non business-class IT systems
8. "Weak" usernames and passwords
9. Equipment failures/power issues
10. Inadequate secure space, power and cooling for servers and data storage equipment
11. No anti-virus/-spam/-malware software
12. Software failures/software updates

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What to do?

- Become informed
- Hire/retain **COMPETENT** resources. Look for:
 - Proper certifications
 - **Relevant** experience (in healthcare IT/HIPAA)



- 9-yr old girl in India becomes youngest ever Microsoft Certified Professional (MCP)
- Record was formerly held by an 11-yr old boy from Sri Lanka

What to do (continued):

- Design, install and maintain **business-class** IT systems:
 - It's not a PC, it's a BC (business computer)
 - PC ad – "The Computer is Personal Again"
 - Don't buy retail/web or closeout systems
 - Design and implement IT systems properly



What to do (continued)

- Do a HIPAA Security audit
 - Most IT vendors don't even know how to spell HIPAA
 - HIPAA security represents industry best practices
- Keep your systems and software updated
- Educate your employees and contractors
- Expect the best, plan for the worst





Questions?

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