

Making the Best Use of Information Technology in ASCs

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QSE Technologies

*"Your I.T. General
Contractor"*



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

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Too much technology?



You can't make things 100% secure



It's a balancing act:



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

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

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.

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

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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