

CASE STUDY

Beacon Health System excels with patient privacy protection and managed services support from Imprivata

A powerful AI- and machine learning-powered risk intelligence and analytics solution, plus managed services expertise, boost the organization's security and operating efficiencies

Challenges

- Further strengthen patient privacy protection throughout the extensive health system
- Ensure continuous regulatory monitoring and compliance
- Overcome resource constraints to better support monitoring capabilities

Solutions

- Imprivata Patient Privacy Intelligence, providing AI-driven monitoring plus robust investigating and reporting features
- Imprivata Managed Services, supplementing limited resources with expertise driving maximum solution value

Results

- Enhanced patient data security, compliance capabilities, and operating efficiencies
- Built-in EHR security to optimize investment and secure access management processes
- Skilled hands-on alert monitoring, analysis, and incident escalation expertise from Imprivata Managed Services resulting in an annual average of:
 - 184 hours saved through the review of over 11,000 alerts
 - 30 hours saved through the creation of over 350 investigations



Organization snapshot

Beacon Health System is a locally owned, not-for-profit health system serving people and communities in Indiana and Michigan through 146 care sites across seven counties, including seven hospitals and about 1,232 inpatient beds systemwide.

Overview

Beacon Health System improves its ability to ensure patient privacy protection and meet regulatory compliance mandates by investing in Imprivata Patient Privacy Intelligence (formerly Imprivata FairWarning Patient Privacy Intelligence) and Imprivata Managed Services. The organization achieves this goal through the solution's robust monitoring, reporting, and investigation features, as well as through the hands-on support of an Imprivata Managed Services privacy analyst, whose expertise is an extension to the Beacon Health System Privacy Department's limited resources.

Challenge

With a geographical footprint spanning two states, including 146 care sites and nearly 8,000 associates, the regional health system has a lot of ground to cover when it comes to ensuring patient privacy.

Like many other not-for-profit organizations, Beacon Health System operates with a lean infrastructure: the Privacy Department is comprised of a two-person team – Connie Kutschbach, Registered Health Information Technician and Privacy Specialist, along with the Privacy Officer.

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– Connie Kutschbach, Registered Health Information Technician and Privacy Specialist, Beacon Health System

The team needs additional hands-on support and expertise to keep up with the level of monitoring required to ensure privacy and compliance across many facilities. As Kutschbach explains, “It would be impossible for us as a team of just two to review all of the questionable activity identified by the system.”

To help augment not only its systems, but its team as well, the Privacy Department at Beacon Health System relies on Imprivata.

Solution

Through the combination of Imprivata Patient Privacy Intelligence (PPI) and Imprivata Managed Services, the Privacy Department has stepped up its ability to protect patient privacy throughout the system’s many facilities. The PPI full-lifecycle privacy monitoring platform uses AI through a combination of rule-based learning, machine learning, and behavioral analytics to automatically detect snooping, inappropriate record modification, unusually high-volume accesses, and other abnormal activity. The solution empowers Kutschbach’s team with exceptional visibility leading to actionable insights.

Reporting customization and flexibility

Kutschbach appreciates the ease, customization options, and flexibility provided by PPI when it comes to monitoring activity, including reactive and proactive auditing. That includes the ability to easily set up scheduled reports or create them ad hoc for a quick review on the platform’s dashboard. She’s a big fan of the quick review’s Top 10 Report, which flags users who’ve accessed the most patient records in a day. “We also have the flexibility to set up standard reports, such as household snooping, unusually high access, anomalous activity, and access after termination or highly customized reports by specific criteria,” Kutschbach says. “The system then generates alerts for investigation in just a few clicks.”

Robust, streamlined investigation and documentation

Once a suspicious activity is identified, Kutschbach finds it quick and easy to escalate the documentation for a breach investigation. "The system seamlessly pulls in all the information needed to get a full picture for the investigation, including data from HR, the Active Directory, and the EHR," she notes. "It's a huge time savings, because I don't have to go back and forth to get additional details. For every investigation, we know we're consistently getting everything we need." As with the reporting function, the platform's investigation capability enables the flexibility of standard and custom fields. It also lets Kutschbach easily categorize and track statuses of open investigations, which helps her stay on course to meet required compliance deadlines.

Identifying incident trends

The Privacy Department also takes full advantage of PPI outcome reports to support its continuous improvement efforts. By reviewing the reports, it gains valuable insights that help in identifying behavioral trends and uncovering compliance process issues. For instance, the department reviews investigations by location, department, and disciplinary outcome to get a better picture of activity trends. As Kutschbach explains, "The platform makes it easy for us to compile this information. And if we're seeing a certain trend in a particular department, we can reach out to that manager for corrective actions and recommend some additional education. The reports can also give us an overview of alerts, enabling us to adjust the number of alerts or the sensitivity of the algorithm to improve alert functionality."

Extended analyst expertise

The expertise of Imprivata Managed Services privacy analysts helps maintain data integrity standards and manage the risk of data loss and compromised privacy. This hands-on expertise provided to Beacon Health System enhances operations and frees up internal resources, which is especially valuable given the volume of activity to be monitored and the department's limited resources. It also helps ensure a consistent level of expertise, while also avoiding the need to add an FTE. Acting as the first line of investigation, the analyst proactively reviews alerts, while also generating and scheduling reports, enabling the department to save time and effort. "Our analyst takes a proactive, personalized approach to supporting our department's privacy efforts, and she's always ready to share her wealth of knowledge," says Kutschbach. "We would probably not be able to stay compliant in reviewing all the information without the help of our Imprivata Managed Services analyst – she's great."

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Results

Beacon Health System strengthened its privacy strategy with a powerful, comprehensive solution that meets its expansive needs via PPI. That includes a user-friendly tool enabling continuous system monitoring and consistent, customizable investigation documentation, as well as trend identification, all of which contributes to HIPAA compliance. In addition, the proactive expertise provided by the Imprivata Managed Services analyst has extended and bolstered the Privacy Department's capabilities, while improving operating efficiencies. That support has resulted in an annual average of 184 hours saved through the review of over 11,000 alerts, as well as 30 hours saved through the creation of over 350 investigations.

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Future plans

While Kutschbach appreciates the strong value currently delivered by PPI and Imprivata Managed Services, she also has an eye for what's next. "We find an abundance of value in using Imprivata Patient Privacy Intelligence, and Imprivata Managed Services has been a great investment for us. Imprivata is continually reaching out to customers to ask them what they can do better and using that feedback to regularly enhance their solutions," she says. "We're excited about what additional capabilities are coming soon to help us take our privacy monitoring, investigating, and reporting approach to the next level."

Beacon Health System is now tapping the power of additional Imprivata solutions to continue to bolster its identity and access management posture. "Our information system security team is also implementing Imprivata Enterprise Access Management [formerly Imprivata OneSign and Imprivata Confirm ID]," notes Kutschbach. "We're excited about using proximity badges, which will further strengthen our security and protect the privacy of patient records from unauthorized individuals. Imprivata has been a good ally for us, and we look forward to its innovations."



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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