HOW SHARP INCREASED HIPAA ADOPTION

SHARP | Community Medical Group

BACKGROUND

Sharp Community Medical Group (SCMG) is the largest independent physician association within San Diego County and one of the largest in California. Their network includes more than 200 primary care physicians and 500 specialists. With such a large network, it's no small undertaking for David Porter, SCMG Project Manager, to monitor and assist with the HIPAA efforts of each practice. For a long time, David was tracking each practice's HIPAA efforts on spreadsheets, which he found both difficult and time-consuming. In 2017, SCMG partnered with SecurityMetrics in an effort to save time and assist a greater number of practices.

"BECAUSE OF THE SECURITYMETRICS HEALTH NETWORK PORTAL, OUR PRACTICES' DATA SECURITY AND HIPAA ADOPTION HAS IMPROVED. ONCE OUR PRACTICES GET INTO THEIR PORTAL, THEY FIND THAT IT IS EASY TO UNDERSTAND. IT PROVIDES THEM A LOGICAL AND ORGANIZED PLATFORM ON WHICH TO NAVIGATE AND PRESENT THEIR HIPAA SECURITY RISK ASSESSMENT DOCUMENTATION.

AT THIS POINT, THEY DON'T PULL OUT THE WOODEN STAKE AND SILVER CROSS WHEN I SHOW UP AT THEIR DOOR BECAUSE IT'S NOT SOMETHING THEY DREAD. THE PORTAL IS INTERACTIVE; IT CREATES A SENSE OF OWNERSHIP AND AN IMPROVED LEVEL OF ENGAGEMENT IN THE SECURITY RISK ASSESSMENT PROCESS."

—DAVID PORTER
PROJECT MANAGER, SHARP

HIPAA CHALLENGES YOU FACED

- Our network is comprised of a lot of small practices, some of which struggled in their efforts to interpret the complicated HIPAA regulations. Because the regulations are worded in a way that fits all sizes of organizations, some practices struggle to understand what is required of them.

- Small practices are also challenged by the cost and effort to understand, plan, implement, and document the needed technology, conduct and document the required HIPAA training, perform network perimeter vulnerability scans, and conduct comprehensive security risk assessments.

- Prior to SecurityMetrics, to help our practices through the security risk assessment process, we had to create a set of complex spreadsheets to track our practices' progress with HIPAA compliance activities.

RESOLVING CHALLENGES WITH SECURITYMETRICS' HELP

- With SecurityMetrics' Health Network Portal, we have an overview of where each practice stands. This allows us to work with each practice to create their own gap remediation plan so they know what they need to do. The portal gives us visibility without having to maintain spreadsheets, and it's based on a practice's actual progress and not on how well we think they're following each requirement.

- SecurityMetrics provides our practices with a step-by-step breach protection checklist. This checklist takes away the mystery and uncertainty of incident response.

- SecurityMetrics makes required technology more affordable and provides a one-stop shop that practices can go to for compliance and security. A lot of practices that might not have done their training adequately are now able to train their staff because it's in the portal, along with the other HIPAA tools.

GOALS ACHIEVED WORKING WITH SECURITYMETRICS

- SecurityMetrics has taken the "big event" reluctance out of HIPAA for our practices.

- The level of effort required to follow HIPAA requirements used to be very high for many of our practices. Now they have a structured environment that provides them with a tool, templates, and a graphical dashboard to enhance and maintain their own HIPAA Compliance Program. SecurityMetrics has increased our practices' Office Manager/Security Officials' confidence and comfort level in their security risk assesment process and some have even said it almost made it fun. Almost.

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