



# Operations, Information Technology, and Facilities

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Quarterly Report  
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# HIPAA Security Risk Analysis

- Conduct an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of electronic protected health information held by the [organization].
- We did our own in house Risk Analysis as usual.

# Physical Safeguards

- Physical Safeguards are a set of rules and guidelines outlined in the HIPAA Security Rule that focus on the physical access to Protected Health Information
- During our risk assessment we discovered one area in which we needed to improve. Ensuring the correct people are in the correct areas as it pertains to having access to PHI. We deployed a badge system with photo ID to all employees to be worn at all times.

# Technical Safeguards

- Technical Safeguards refer to the technology and the policy and procedure for its use that protect ePHI and control access to it.
- Identified a lack of MultiFactor Authentication for remote access and EPHI access. We implemented MFA for VPN access. We are in the process of implementing biometric devices at each computer for access to the computer systems including EPIC.
- We revamped our backup solution to enable immutable backups. This protects our backups even in the event of a ransomware attack.

# Administrative Safeguards

- Our analysis revealed several policies and procedures that need updating. We are reviewing those now. Mainly stemming around the Data Backup Policy and Procedure, Remote Access Procedures, and email/365 access on mobile devices.

# Facilities

- Phase 1 of TCC renovation is almost complete.
- Pendergrass - cabinets are being painted and new counter tops installed.
- Lakeland's renovation plans are close to going out for bid.
- Village renovation plans are in progress.
- Bethany moved and operational.













# Health Equity Survey

- Room for improvement
  - Some employees have observed racism in the workplace.
  - Many employees want more training about health equity, systemic racism, and social determinants of health.
  - We had about half of our employees complete the survey.

# Diversity, Equity, and Inclusion

- Corporate wide training on DEI was completed the end of 2021.
- An Equity Committee has been formed and has met 2 times. Next meeting is scheduled in March.
- People appreciate the opportunity to talk about DEI.
- Training, Training, Training