**Regional Healthcare Partnership 8**

**Monthly Conference Call**

**Tuesday, May 12, 2015 • 10:00 a.m. – 11:00 a.m.**

Phone Number: 877-931-8150 **•** Participant Passcode: 1624814

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**ATTENDANCE**

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| --- | --- |
| **Organization** | **Name(s)** |
| Bell County Public Health District | Renee Stewart |
| Bluebonnet Trails | Beth McClary  Meghan Nadolski  Morgan Starr |
| Center for Life | N/A |
| Central Counties Services | Donna Flannery  Tia Mays  Michael Pinon  Robert Walker |
| Hill Country MHMR | Kristie Jacoby |
| Little River Healthcare | George DeReese |
| Baylor Scott & White Llano | N/A |
| Baylor Scott & White Memorial | N/A |
| Seton Harker Heights | N/A |
| Seton Highland Lakes | N/A |
| St. David’s Round Rock Medical Center | N/A |
| Williamson County and Cities Health District | Matt Richardson  Mary Beth Gangwer  Victoria Lippman |
| RHP 8 Anchor Team | Jennifer LoGalbo  Gina Lawson |
| Other Stakeholders | Pauline VanMeurs - Williamson County EMS  Mike Esparza – Texas A&M Health Science Center |

**AGENDA**

1. **Welcome and Introductions**
2. **RHP 8 Learning Collaborative Updates and Upcoming Events**
3. [**RHP 8 May Newsletter**](http://us8.campaign-archive2.com/?u=085e5ace42badb60a4dba747d&id=660e1ea34b) **Overview**

* Update on the RHP 8 and 17 joint regional meeting in College Station, Wednesday, April 15. If you were unable to attend the meeting, the PowerPoint slides and agenda are linked in the May newsletter.
* Update on the RHP 8 Behavioral Health and Primary Care Cohort – Wednesday, March 4th meeting.
  + Guest presenters: Reverend Randy Wells (Executive Director), and Dalia Vela of Faith Mission and Help Center. Faith Mission serves the homeless and working poor of Washington County. Rev. Wells shared best practices for addressing transportation issues and medication assistance programs. Thanks to Angie Alaniz for coordinating the guest presenters. Washington County is part of our sister region, RHP 17.
* Project Spotlight: Seton Medical Center Harker Heights’ 3-year DSRIP project. The project focuses on expanding primary care access for Bell County, low-income, uninsured or underinsured residents through a collaboration with the Greater Killeen Free Clinic.
* Celebration: Center for Life Resources (CFLR) featured in the Brownwood Bulletin Horizons February newsletter.
  + CFLR telehealth project gained the attention of State Representative Jim Keffer as CFLR CEO, Dion White, and licensed professional counselor Joey Smith demonstrated the telehealth system to Representative Keffer.
* Included three learning opportunities and links to RHPs 3, 7, and 9 project success stories.

1. **RHP 8 WilCo DSRIP Summit**  
   **Date**: Tuesday, May 26, 2015

**Time**: 1-2:30 p.m.

**Location**: Cedar Park Recreation Center (1435 Main Street, Cedar Park, 78613)

**RSVP:** Participants are required to register. Email Gina Lawson by **Friday, May 15**: [glawson@tamhsc.edu](mailto:glawson@tamhsc.edu).

* Four DSRIP providers in Williamson County (Williamson County EMS, St. David’s Round Rock Medical Center, Williamson County Mobile Outreach Team, and Bluebonnet Trails) will share information about their projects to community members.
* This event is open to all RHP 8 stakeholders.

1. [**HHSC Statewide Events Calendar**](http://www.hhsc.state.tx.us/1115-Waiver-Deadlines.shtml)

* HHSC created an online list of learning collaboratives, webinars, and conference calls being hosted by various RHPs across the state.
* Providers are encouraged to visit the website, and if you find an event of interest, RSVP with the contact listed and inform the RHP 8 Anchor team.
* If you participate in another RHP activity we encourage you to share what you learn on the RHP 8 monthly learning collaborative call.

1. **“Raise the Floor” – Focus Areas and Open Discussion**
2. **“Cybersecurity in Healthcare: Awareness and Basic Protections for Everyday Operations”**  
   Mike Esparza, Security Analyst – Texas A&M Health Science Center Office of Information Technology – [esparza@tamhsc.edu](mailto:esparza@tamhsc.edu)

* Cybersecurity Topics Your Organization Should Address:
  + Data Breaches – How common are they and how can you avoid being in the news?
  + Taking Stock of Current Data Environment – What security measures are in place at your organization around Wi-Fi guest accounts, passwords, email encryption, etc.?
  + Build a Culture of Security – When does staff receive data security training, and who is responsible for information security?
  + Reinventing the Wheel – Who has already implemented strong information security policies and procedures?
  + Bring Your Own Device (BYOD) Policies – What can be done to ensure patient data accessed via personal/mobile devices is secure?
  + Presentation Highlights:
  + The price of an individual’s data is approximately $7/record of data.
  + Item of cybersecurity concern - using USB drives to share data is not very secure.
  + Best practices discussion:
    1. Encryption is key for all devices (personal or organization-owned)
    2. Use pin number for mobile phones
    3. Establish multiple layers of access for mobile devices (i.e. laptops)
       1. For example, accessing an organization’s network using a virtual private network (VPN) with one password, then accessing the patient data using a different password on a secured website/database is more secure
    4. Wireless networks need to be projected/encrypted
       1. Establish guest/patient Wi-Fi separately from your organization’s internet access
    5. Establish a social media usage policy, especially when accessing patient information from the same device
    6. Establish complex passwords and change them often
    7. Ensure former employees do not continue to have access to data
    8. Establish a culture of cybersecurity among all employees – an organization’s name makes the paper during security breaches, not specific individuals

1. **Open Discussion/Q&A**

* **Question**: Has the implementation of DSRIP presented any unexpected or unique challenges associated with cybersecurity?

**Response**:

* + Williamson County & Cities Health District – Matt Richardson

Collaboration with St. David’s Round Rock Medical Center – Staff found it important to identify the specific patient data that would be included in patient data transfers for project implementation as well as for quality assurance/improvement/monitoring.

* **Question**: Do any of your organizations promote wearable healthcare devices, and if so, how are the devices monitored for security purposes? For example, one recent documentary on PBS, [*The Quiet Revolution*](http://www.pbs.org/program/rx-quiet-revolution/), followed the lives of persons in Mississippi living in poverty, diagnosed with diabetes, and how their healthcare providers are tracking care by having patients share blood test readings via tablets provided to them.
  + No response
* **Question**: Has your organization started any quality improvement efforts to evaluate or increase cybersecurity in your offices? Are any employee trainings offered?

**Response**:

* + Bluebonnet Trails Community Services (BTCS) – Beth McClary

BTCS conducts annual HIPPA training. Email encryption is offered to hired contactors by providing them a BTCS email address to ensure security.

* + Williamson County EMS (EMS) – Pauline VanMeurs

EMS staff use tablets. HIPPA training and encrypted emails offered. Strict data transfer/sharing procedures in place.

* + Little River Healthcare (LRH) – George DeReese

LRH’s annual audit reviews HIPPA and security training/procedures. Patients now can access

Wi-Fi via a separate secure network for guests/patients to increase data security and provide Wi-Fi access per patient requests.

* **Question**: Is it common for firewalls to block zipped files?

**Response**: Per Mike Esparza, it is a best practice to block emailed zipped files due to hackers using zipped files to access networks/data.

* **Question**: Are there other best practices for email use?

**Response**: Forward suspicious email to IT; do not open the links/attachments. For example, spear phishing is when a hacker/scammer builds a fake website that mirrors a real organization and asks for credentials to access resources. Do not provide credentials.

* **Question**: Any advice for telemedicine project security?

**Response** – Mike Esparza will provide more info to Jennifer later to pass on to Providers.

1. **Next Steps/Adjourn**

Next Conference Call: **Tuesday, June 16, 2015, 10:00 – 11:00 a.m. (rescheduled to 3rd Tuesday for June only)**