Achieving HIPAA Compliance in a Non-Acute Environment: Challenges & Strategies

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METROPOLITAN JEWISH HEALTH SYSTEM

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Why This Topic?
What Are We Going To Discuss?

   Most HIPAA seminars and lectures tend to favor topics relating to acute hospitals or doctors' offices. Non-acute facilities, like MJHS, face separate challenges. In this lecture we talk about:

☺ Acute vs. Non-Acute

☺ MJHS as a non-acute facility

☺ "Unique" Challenges

☺ MJHS Approach to Compliance

Acute vs. Non-Acute
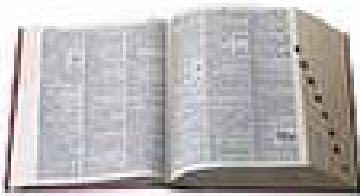
 Dictionary Definition

   Acute (Merriam-Webster On-Line) = having a sudden onset, sharp rise, and short course <*acute* disease> OR being, providing, or requiring short-term medical care (as for serious illness or traumatic injury) <*acute* hospitals>

   Non-Acute = obviously, the opposite of acute; long term medical care
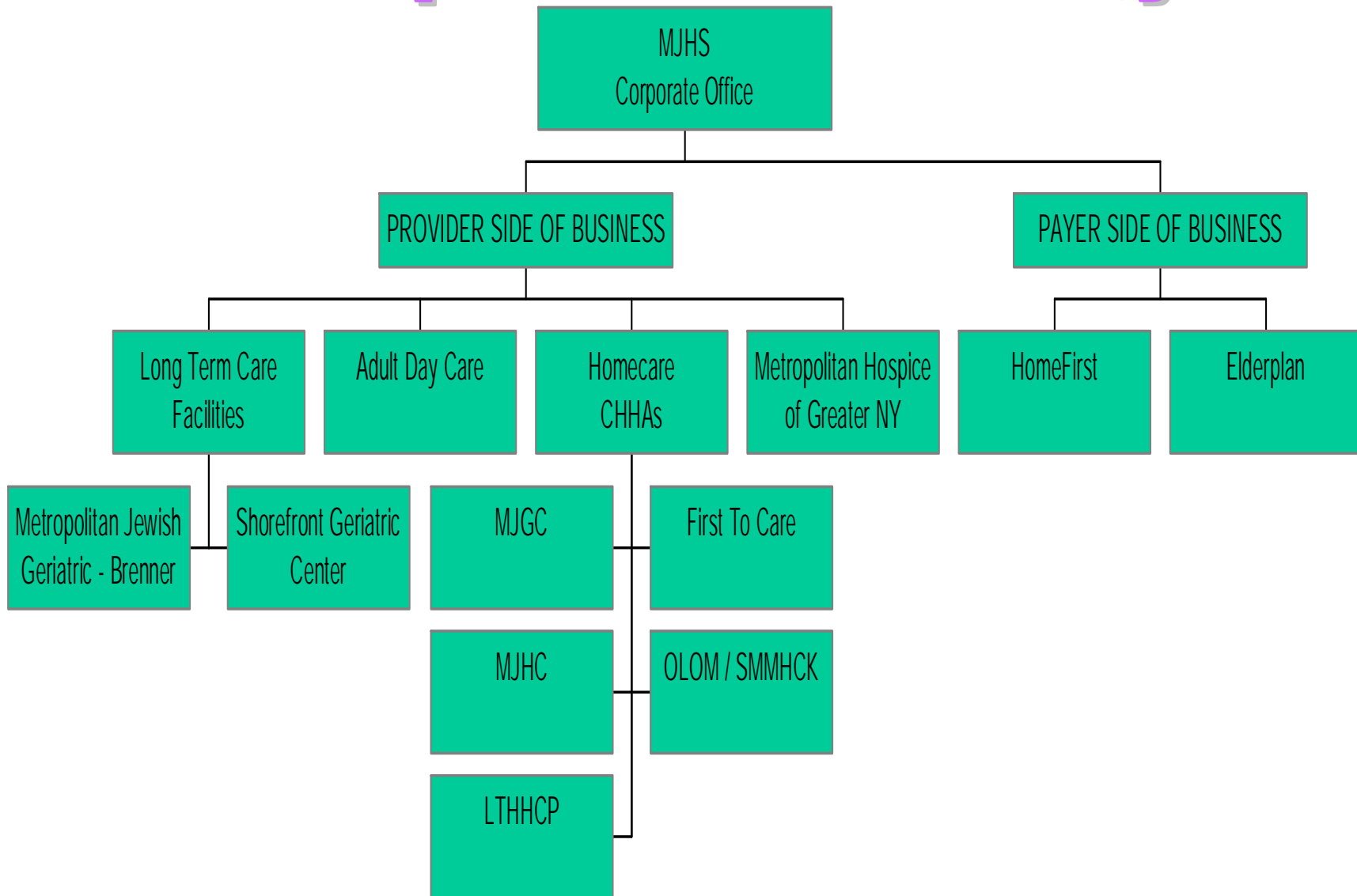
 "Operational" Definition

   Acute = Doctor's Office, Hospital, Emergency Room

   Non-Acute = Long-Term Care Facility, Hospice, Homecare, Palliative Care, HMOs

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Who is Metropolitan Jewish Health System?

MJHS
Corporate Office

PROVIDER SIDE OF BUSINESS

PAYER SIDE OF BUSINESS

Long Term Care Facilities

Adult Day Care

Homecare CHHAs

Metropolitan Hospice of Greater NY

HomeFirst

Elderplan

Metropolitan Jewish Geriatric - Brenner

Shorefront Geriatric Center

MJGC

First To Care

MJHC

OLOM / SMMHCK

LTHHCP

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Challenges in Non-Acute Care Environment

☒ Corporate Issues

☒ PHI on Tablet PCs

☒ Home Health Aide Vendors

☒ Wound Care Pictures

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Corporate Issues

- All Employees of MJHS; encryption needed?

- Various Reporting Requirements

    - secure transmission vitally important

    - 837s and 835s

- BAAs amongst entities

- NPI – multiple core applications

- Corporate-wide Disaster Recovery Plan

- Lack of funding – little $ in corporate budget for HIPAA

- Users lack of technical expertise

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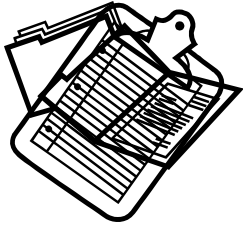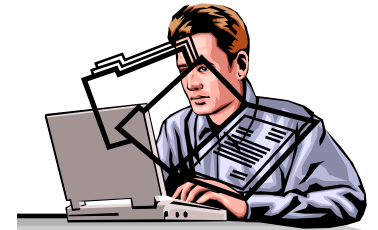
Tablet PCs

- PHI "floating around" on tablet PCs

  - 80 current users – eventually 450 across 5 agencies

  - Data usually does not "leave the building" in acute care environment

  - Minimum necessary issues

  - Protecting PHI and securing network access

  - Easy user access to data

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Home Health Aide Vendors

🏠 Home Health Aide Vendors

    🏠 Desire to have HHA vendor submit electronic invoice

    🏠 Some vendors are small with limited technical resources

    🏠 File format – need to meet EDI transaction rules?

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Wound Care Pictures

- Field Nurses take pictures of patient wounds to send to a consultant

- Pictures put on disk then handed to consultant; delays treatment decisions

- Only a few shared cameras resulting in availability and pick-up issues

- Request to provide nurses with ability to take pictures and transmit securely to consultant

Decisions and Compromises
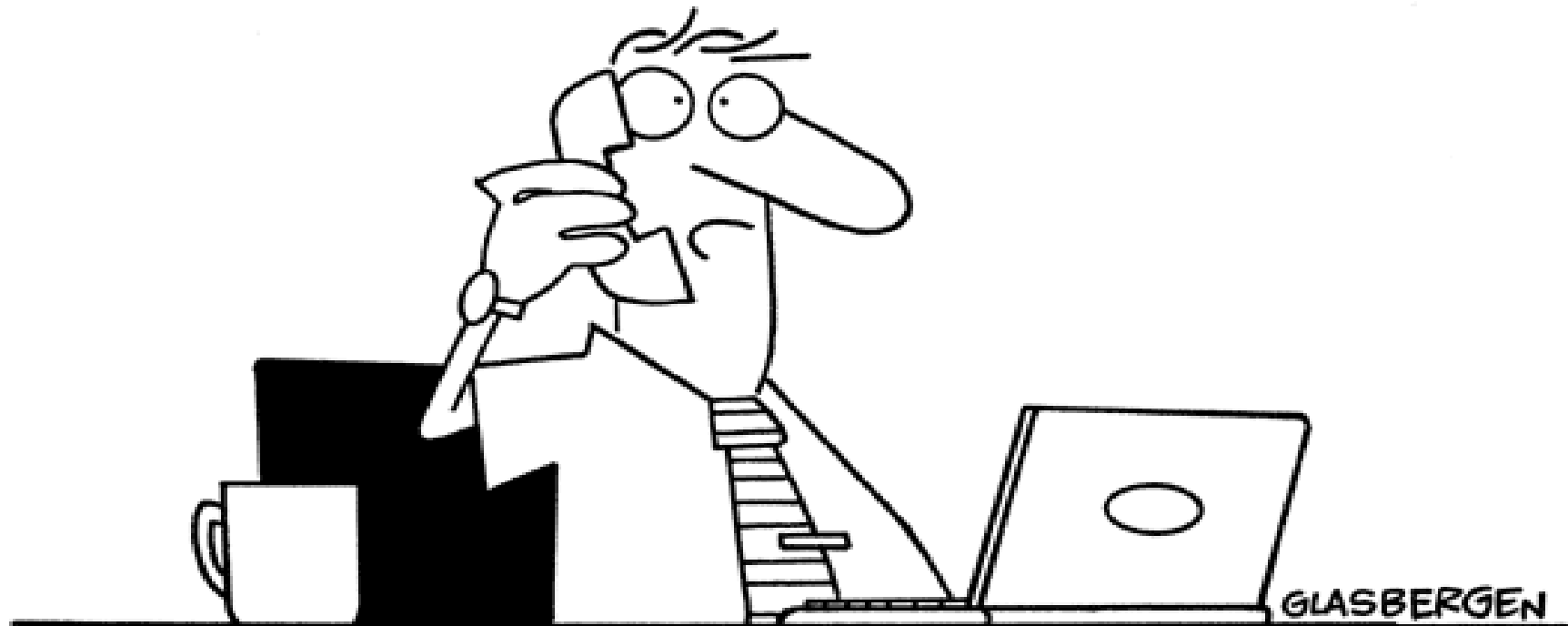
PHI on Tablet PCs

Home Aides

Corp Issues

Wound Care Pictures

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"I'm sure there are better ways to disguise sensitive information, but we don't have a big budget."

"Encryption software is expensive...so we just rearranged all the letters on your keyboard."

"You should have received it by now!
We're not allowed to transmit confidential information
by telephone, fax, or e-mail, so I sent it telepathically."

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Decisions and Compromises (cont.)

PHI on Tablet PCs

- 🖥 FIRST RESPONSE – use login IDs and passwords

    - 🖥 Windows, VPN, Groupwise, Network, Application, Disk encryption passwords

    - 🖥 Secure policy, but Help Desk nightmare

- 🖥 FINAL COMPROMISE

    - 🖥 Policy – no ePHI stored locally

    - 🖥 No Microsoft Office apps on mobile devices, just viewer only

    - 🖥 VPN accounts – specific to device, not user

    - 🖥 VPN password specific to device; easy to remember, difficult to guess

    - 🖥 Encryption of data at rest built-in to apps

    - 🖥 No Groupwise or Windows login

    - 🖥 Network and Application logins & passwords required for access to network & e-mail and to protect patient data

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Decisions and Compromises (cont.)

Home Health Aide Vendors

- Vendor files are contractor invoices, not claims – may use proprietary format, not EDI

- Vendors e-mail invoices using PGP encryption

- MJHS technical operations assists with set-up of PGP keys

- No need for MJHS to maintain FTP site and vendor log-in accounts

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Decisions and Compromises (cont.)

Wound Care Pictures

- Nurses given cameras

- Pictures saved on a disc

- Disc information copied to the network

- E-mail without the PHI sent to consultant

- Consultant given access to the application where information resides

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Decisions and Compromises (cont.)

- ⌨ Do not spend on technology for technology sake
  - ⌨ Compliance via strong policy and procedure
  - ⌨ Thorough risk analysis
  - ⌨ IT disaster recovery
- ⌨ Lots and lots of training
  - ⌨ HR handled face-to-face training
  - ⌨ On-line product shared across GNYHA
- ⌨ Lots and lots of documentation

Corp Issues

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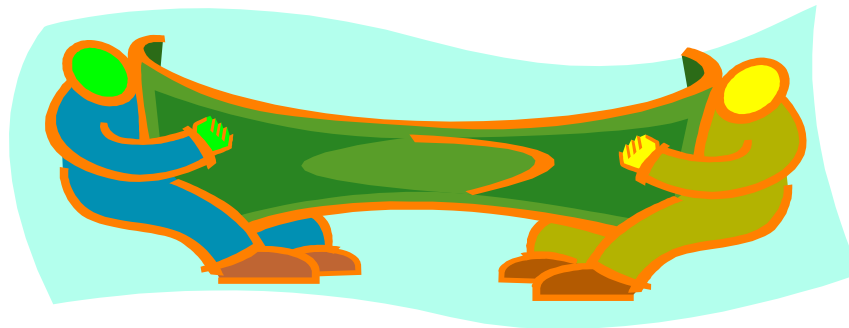
Decisions and Compromises (cont.)

⌨ Data exchanged between staff across entities – no encryption needed

⌨ MJHS companies signed BAAs with each other

⌨ NPI

    ⌨ Corporate-wide committee formed

    ⌨ Application NPI Readiness Analysis

    ⌨ Each entity responsible for enumeration

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THE END

Any Questions

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