

## SUCCESS STORY

# Sacred Heart Health System Protects Patient Privacy with Iatric Systems Security Audit Manager™



- OBJECTIVE:** Sacred Heart Health System was well aware of the importance of patient privacy regulations, and the severe financial penalties for non-compliance. The challenge was how to detect and protect against inappropriate access with limited resources and staff.
- SITUATION:** Sacred Heart Health System is a member of Ascension Health, the nation's largest Catholic, non-profit health system. The hub of the Sacred Heart Health System is a 466-bed acute care facility, which includes Sacred Heart Hospital in Pensacola, Sacred Heart Children's Hospital and Sacred Heart Women's Hospital. More than 700 primary care and specialty physicians practice at Sacred Heart. The hospital has a complex IT environment, with clinical information systems from Siemens, McKesson and Picis that are accessed thousands of times daily.
- SOLUTION:** Sacred Heart Health System uses Iatric Systems Security Audit Manager to monitor access to patient records, and identify possible violations across its hospitals in Pensacola, Destin, and Port St. Joe as well as its expansive medical group. The easy-to-use software solution allows many different types of audits to be defined, and provides immediate alerts to possible violations, with point-and-click simplicity.
- RESULTS:** What was previously a nearly impossible task has become routine using Security Audit Manager's automated reporting and integration capabilities to monitor access to patient records. This is achieved by capturing the audit log data from many disparate clinical systems including Siemens, McKesson, and Picis in near real-time, and making the data available to the Sacred Heart Health System's Security and Privacy team. Additionally, Sacred Heart Health System has partnered with Iatric Systems to develop powerful new features that are part of the latest Security Audit Manager 5.1 release.

"Security Audit Manager gives us a centralized view of patient records accessed. It tells us who has accessed, it crosses disparate systems, and it automates the audits we need for investigations."

– Jan Sizemore  
Director, HIM and Privacy Officer  
Sacred Heart Health System

HIPAA regulations place strict rules on patient privacy, with steep penalties for non-compliance. It's a cultural, technology, and resource challenge in many hospitals, since it means daily monitoring of unauthorized patient access in thousands of records located in many disparate systems.

Sacred Heart Health System is meeting its patient privacy challenges using Iatric Systems Security Audit Manager to monitor systems from multiple vendors and immediately detect potential access violations. "Security Audit Manager allows us to proactively monitor the inappropriate accesses that may be out there, which none of our existing systems could do on their own," explains Jan Sizemore, Director, HIM and Privacy Officer. The easy-to-use software solution consolidates and automates tracking of all accesses to patient records across the enterprise, making a normal routine out of what was once a virtually impossible task.

"Before implementing Security Audit Manager, investigations usually took many hours," Jan adds. "In addition to my time, I also had to ask IT to run audits on their side to be sure we had fully investigated the complaint. Now when I receive a request to check on a patient or staff member, Security Audit Manager has the report ready within minutes."

Sacred Heart Health System currently uses Security Audit Manager to audit patient information in its Siemens MS4 main Hospital Information System (HIS), its McKesson Horizon Clinical Infrastructure (HCI), Horizon Expert Documentation (HED), and Horizon Patient Folder (HPF) systems, and its Picis IBEX system used in the Emergency Department. Using Security Audit Manager, Jan and her colleagues Jon Runnels, HIPAA Security Officer and Ginger Nowling, HIM Ops and Sys Manager, can track all accesses of patient records from the time patients register at the hospital and throughout their stay.

"Using Security Audit Manager, it's very easy to determine if a breach has occurred," Ginger says. "Some people may have thought we couldn't do it before, but now we can truly see what's going on!" The Privacy and Security team can look up a patient's medical record number and instantly see everyone who accessed that medical record within any given timeframe. They get frequent requests to perform a *Same Last Name* audit that shows all accesses of a patient record by users with the same last name. Other audits include all accesses of a specific patient, all accesses by a specific user, and custom audits using a combination of criteria.

Ginger explains that Security Audit Manager is much easier to use than manually sifting through multiple paper reports. "When we received a complaint in the past, we had to run reports from up to five different systems to determine if there had been unauthorized access. Now all those systems and reports have been integrated into Security Audit Manager so we can run one easy audit from a single screen."

### Helps Educate Staff

Security Audit Manager is also helping Sacred Heart Health System's Privacy and Security team educate hospital staff about patient privacy and the ability to audit. Team members are currently spreading the word about Security Audit Manager and the importance of protecting patient privacy in articles in the hospital newsletter, in orientation for new employees, and in annual education.

Jon Runnels says that the ability to show actual screen shots and reports of activity hits home with associates. "They see we truly can drill down to individual user violations, and this has really helped us with compliance. They know we have a true auditing system in place, and that alone has helped us begin a culture change."

"Being able to show screen shots and reports of activity has really helped us with compliance. Now we can show we have a true auditing system in place—and that alone has helped us begin a culture change."

– Jan Sizemore  
Director, HIM and Privacy Officer  
Sacred Heart Health System

## **From Customer to Partner**

Sacred Heart Health System is not just a satisfied Security Audit Manager customer—their experience with Iatric Systems has also made them an enthusiastic partner. Sacred Heart's Security and Privacy team worked closely with Iatric Systems on enhancements to Security Audit Manager, now part of the new 5.1 release. In one key contribution, they helped define the Breach Risk Assessment and Notification process that determines risk of harm due to unauthorized use of Protected Health Information. They also provided valuable input for the executive dashboard that provides an at-a-glance view of a hospital's privacy compliance program. "With the new features in 5.1, we're making Security Audit Manager even stronger and more beneficial," Ginger notes.

## **Streamlining HIPAA Compliance**

"Security Audit Manager is helping us comply with HIPAA guidelines, and Iatric Systems understands what we need to do to stay in compliance," Jan adds. "With its reporting, Security Audit Manager even provides documentation to support disciplinary action should that become necessary. The new features will allow us to streamline privacy auditing immensely and accomplish more with the resources we have."

To learn more about **Security Audit Manager** please contact us using the information below.