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West Virginia University Hospitals Simplifies Patient Privacy Auditing with iatricSystems™ Security Audit Manager™

OBJECTIVE: West Virginia University (WVU) Hospitals needed a cost-effective way to comply with HIPAA and HITECH rules, which require hospitals to proactively audit patient records to ensure their privacy is protected.

SITUATION: WVU Hospitals' view of patient information was fragmented and incomplete. In addition to its primary Hospital Information System (HIS), patient data was scattered among a number of disparate clinical systems. With thousands of accesses daily, WVU Hospitals was able to audit only a very small selection of records. Proactive auditing was ongoing, but proved difficult and time consuming due to the lack of a centralized audit record from all the disparate systems.

SOLUTION: iatricSystems™ **Security Audit Manager (SAM)** pulls together audit trails from WVU Hospitals' primary HIS system, its document management system, its clinical labs and a variety of other applications. Within this complex environment, SAM automatically examines every access of personal health information (PHI) and identifies and notifies staff of potential HIPAA breaches 24/7.

RESULTS: With Security Audit Manager, WVU Hospitals' audit team can easily run many different types of audits and reports. With its automation, flexibility and point and click simplicity, SAM allows WVU Hospitals to proactively detect security breaches, deter potential violators and comply with HITECH requirements. WVU Hospitals continues to extend SAM to new applications, protecting patient privacy easily and effectively.

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>
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> AVP & Assistant Chief
> Information Officer
> West Virginia United Health System

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West Virginia University (WVU) Hospitals is a 531-bed tertiary care center providing advanced treatment in many medical fields. Like other U.S. hospitals, WVU Hospitals had to find a way to comply with HITECH rules that require hospital staff to know when patient records are accessed or disclosed inappropriately. The solution would have to audit thousands of accesses daily across a wide range of systems and identify potential privacy breaches. It would also have to be easy to use and cost-effective, offering the same or greater capabilities as other products, but at a lower cost.

At WVU Hospitals, that solution is iatricSystems Security Audit Manager (SAM), software that monitors audit logs across multiple applications, sees every access and identifies potential privacy breaches 24/7. "Security Audit Manager brings together audit trails across many disparate systems to give us a complete view of how people are looking at our data. It is allowing us to have a view into applications that we wouldn't normally audit due to time and resource constraints," explains Mark Combs, Director, Information Technology, WVU Hospitals.

Easy Auditing of Disparate Systems

SAM has been integrated to pull audit data from WVU Hospitals' HIS and other clinical systems that contain patient information such as document management solutions, lab systems and other enterprise solutions. SAM collects audit data from these different applications, examines the results and notifies staff of potential violations and reportable breaches.

"The whole process is very easy and straightforward," Mark says. "SAM looks for scenarios we want to monitor and notifies us when it finds them." For example, a Same Last Name audit will see if any employees looked at records of patients with the same last name. They also run Random Employee, Random Patient and VIP audits (among others) to make sure all accesses are appropriate and to deter potential violations.

"Like the regulations say, we need to proactively monitor for patient privacy breaches. Before we implemented Security Audit Manager, we would only become aware of some breaches after an incident occurred. While our HIS system has some audit functionality, we were not able to monitor our other systems without a lot of manual effort. With SAM, we now have a complete picture—we're automatically looking at HIS audits and several other systems at the same time, and we're continuing to bring other applications online."

Protecting Patient Privacy while Saving Money

"SAM gave us as much audit functionality as the competitive product, at half the price," Mark says, noting that a trusted vendor also makes a big difference. "iatricSystems has been very attentive in getting us answers, assigning talented people and overcoming challenges along the way. It's the type of relationship that allows us to move forward with confidence."

WVU Hospitals is expanding its use of SAM to cover more applications and keep up with HITECH requirements for continuous process improvement. With this expanded use, the hospital is working closely with iatricSystems to communicate their future needs. This feedback together with feedback from other hospitals allows iatricSystems to continue to enhance the product as requirements change. It's another example of how iatricSystems listens to the needs of its customers and responds.

"We have a more complete picture today, and it will be an even more complete picture in the future," Mark adds. He has a message for other hospitals looking for a patient privacy solution. "Security Audit Manager will let you audit applications you previously didn't even think to audit. It will give you a much deeper view into how personal health information is used throughout your organization."

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

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