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Tara Yeaton
HIM Operations Manager



Client Profile

As a 192-bed acute-care community hospital with 4,000+ employees located in the Kennebec Valley region of Maine, MaineGeneral Health (MGH) is a leader in patient privacy, compliance, and establishing a culture of trust.



Challenge

MGH wanted to continue to strengthen and streamline their patient privacy and data security programs.



Solution

- FairWarning Patient Privacy Intelligence®
- FairWarning Managed Privacy Services



Results

- Reduced false positives through technology like behavioral correlations.
- More accurate auditing alerts, resulting in proven workflows and proactive detection of privacy breaches and security incidents.
- Increased staff awareness of privacy policies, driving a culture of security and compliance, as well as more effective training and education.
- Saved time and more efficient use of valuable departmental resources through easy-to-use reporting.

MaineGeneral Health Expands Commitment to Patient Privacy, Takes Data Security to the Next Level

By partnering with FairWarning, MGH has established a stronger and more proactive security program, taking their patient privacy commitment to the next level.

Peace of Mind and a Flexible Security Solution

Expanding and improving patient privacy and security platforms takes innovation and a true team effort. When it's done right, results can be seen across multiple departments.

As MGH's HIM Operations Manager, Tara Yeaton explains, "Before FairWarning, all of our EHR monitoring would be done manually, making it a very reactive process and difficult to pinpoint users. We didn't know if it was an employee or a relative the user was looking at."

After FairWarning's implementation, Yeaton noticed how "our compliance team felt a greater peace of mind because we knew FairWarning has the visibility and awareness to catch what's going on and alert us to which staff member or user we need to bring to the forefront."

FairWarning's Managed Privacy Services (MPS) also gives MGH a scalable and flexible security solution to help strengthen their compliance posture, as well as reporting and accountability. Yeaton appreciates how quickly and efficiently their dedicated MPS analyst works to deliver mission-critical files and data.

"Our privacy analysts are right on top of it," says Yeaton. "They know exactly what's needed and keep us on track and accountable."

Yeaton continues, "Before FairWarning, IT would have to take our auditing requests on top of their large to-do list. But now, with FairWarning, we can run our own reports – they're easy to do. The [MPS] team also works one-on-one with our IT members, allowing us to focus on other privacy issues – that part of the service I really applaud. This all makes the process so much faster. If you can catch issues quickly, you can stop it before it gets out of hand, and that's obviously the best approach."



The [MPS] privacy analysts are exactly what they said they'd be right from the very beginning. They said that, any time you need them, they're right there, they're your people – and they have been. I email them, I get a response within 10 minutes."

– Tara Yeaton
HIM Operations Manager

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A Culture of Security

MGH takes pride in their extensive training and education on HIPAA mandates and internal privacy policies.

After they began monitoring audit logs and user activity workflows with FairWarning, says Chris Simons, MGH's HIM Director and Privacy Officer, they noticed greater privacy awareness among healthcare staff.

"There are a lot of educational opportunities that have resulted from using FairWarning," says Simons. "We've worked with pharmacy managers on the floors to figure out the workflows for their employees – and which workflows are not secure. We also try to help educate them on why they can't be logged into their own record (or another employee's record) to conduct trainings or to learn a new program. It's been a real eye-opener for the staff, and us."

"Whenever we do find a breach," Simons adds, "we will schedule a staff meeting to immediately address the issue – we had 25 meetings in 2018 and 17 so far this year."



[FairWarning] has not only drastically improved our compliance with HIPAA for auditing, but it satisfies education and training, as well as reinforcement of policies and follow-through."

- Chris Simons
HIM Director and Privacy Officer



Embracing a Digital Future

As part of MGH's ongoing commitment to excellence in patient care, they plan to use FairWarning's Software as a Service (SaaS) platform to gain more storage flexibility and strengthen security for patient data and clinical care systems.

With data stored on FairWarning's servers rather than on premise, MGH benefits from stronger disaster recovery with two servers instead of one, and the convenience of a hosted data center rather than ongoing maintenance of costly hardware. This innovative and cost-effective approach is just one of the many ways MGH continues to expand upon their dedication to protecting ePHI, staying fully compliant, and putting patients first.



There's no question at all – FairWarning has considerably upped our game and improved our ability to audit and also use our resources more effectively. We know now when we put energy into a case, it's also going to turn into something.”

– Tara Yeaton
HIM Operations Manager



About MaineGeneral Health

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About FairWarning

FairWarning grows trust in an increasingly interconnected world by protecting people from the harm of having their most sensitive data compromised. Our patented cloud-based platform and managed services simplify the full life-cycle of privacy and insider security incident management. FairWarning helps satisfy key regulatory requirements across multiple industries and localities, including HIPAA and HITRUST.



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