



**Virtual Security, Privacy,  
Compliance Officer Service**

**Expertise you can trust**

## Many organizations don't need full time experts on staff.

### The Business Challenge

The role of the Security and Privacy Officer continues to grow in importance. For many organizations, the challenge is to find a qualified credentialed resource with healthcare experience, in-depth knowledge of healthcare regulatory requirements, and industry frameworks.

Having first-hand knowledge of healthcare operations, and state and federal regulations, is critical to reprioritizing day to day job duties when there is a complaint or potential breach that compromises the security or privacy of protected health information. Your security/privacy/compliance officer's expertise and prior experience specific to investigation, triage, and documentation, to complying with the Breach Notification Rule is compounded with applying the appropriate incident response plan to mitigate risk.

According to Ponemon Institute/IBM Security's 2019 Cost of Data Breach Study: Global Overview, the cost of a healthcare data breach is \$429 per individual patient record. The average cost of a healthcare data breach is \$15 million. The financial effects are felt for years.

Today, the privacy officer needs to understand security safeguards. *Security makes privacy possible!* This is more important than ever due to the continual rise in cybersecurity threats, smart technology, and social media. Ransomware is a key threat to patient care.

As healthcare moves to a patient-centric consumer model, an organization must plan for an increase in privacy concerns and complaints. The number one complaint the Office for Civil Rights (OCR), the HIPAA enforcement agency, receives from patients is about providers not giving them access to his/her medical records.

### The tw-Security Solution

Many organizations don't need full time experts on staff.

Customized to accommodate diverse organizations, our right-sized flexible Virtual Officer (VSPO) offering is disciplined support aimed at developing, maintaining, or advancing your security, privacy, and compliance programs.

tw-Security credentialed security and privacy professionals are experienced in managing programs to preserve the overall confidentiality of protected health information (PHI) and Personally identifiable information (PII) to be in compliance with federal and state laws.

Consider tw-Security as a set of "fresh eyes" and an extension of your workforce. We quickly assess your current capabilities, resources, and evaluate your processes, policies, and operational practices. The results inform the development of a prioritized plan to provide hands-on strategic and tactical support. The workplan addresses risk and compliance remediation tasks and a status of accomplishments.

Our cohesive proprietary methodologies, tools and templates focused on efficiency and measurable results that are updated to keep pace with cybersecurity threats and newly discovered vulnerabilities. This service documents ongoing risk management efforts and enhances your compliance 'Book of Evidence.'

tw-Security aligns our project management practices and standards with the principles and methodologies of the Project Management Institute (PMI).

All organizations don't need or may not be able to justify the expense of hiring a fulltime, healthcare experienced, credentialed security/privacy/compliance professional.

## Virtual Security, Privacy, Compliance Officer

A tailored cost-effective solution designed to provide:

- )] **Guidance and prioritize tasks** - We provide guidance to keep your security and data privacy programs moving forward. Our methodology assures that your limited resources are being applied to manage risk to an acceptable level and address compliance issues.
- )] **Expertise when needed** - Our credentialed experts provide program leadership continuity. We provide help as needed through emails or scheduled calls.
- )] **Accountability to executive management** - We communicate programs and project status to key stakeholders and assist in removing project barriers.
- )] **Efficient and effective proprietary tools** - We have developed policies, procedures, and plans to align with multiple industry and regulatory requirements. We tailor and test our tools to effectively and efficiently deliver results.
- )] **Knowledge transfer** - We provide knowledge to stay abreast of changes that impact your security and privacy program and mentor staff as needed.

### Our services include:

- )] Virtual or Interim Security/Privacy/Compliance Officer
- )] Strategy and planning
- )] Compliance – multiple regulations, standards, and frameworks, audit preparation
- )] Risk analysis/risk management
- )] Policies/documentation - program governance
- )] Advisory and tactical support
- )] Incident response preparedness
- )] Privacy and breach management
- )] Business impact analysis, disaster recovery, and business continuity solutions
- )] Educational and awareness presentations/workshops
- )] Business associate compliance vetting and due diligence

## tw-Security's Value Proposition

- )] **Leadership.** A nationally recognized leader and trusted advisor in providing healthcare cybersecurity, privacy, and compliance
- )] **Stability.** A privately held, partner-owned company that has been in business since 2003
- )] **Vendor neutral.** We are not a reseller of products or services
- )] **We focus on results.** We follow an 'outcomes' driven methodology for defining, measuring, and reporting project progress that drives on-time, on-budget results
- )] **Experience:** Served >175 customers representing a diverse healthcare industry
- )] **Consultants:** All consultants hold professional certifications with 'hands-on' relevant healthcare experience with multiple standards, frameworks, and regulatory requirements - **There are no junior consultants on our staff**
- )] **Services:** Solutions are "right-sized" for the organization
- )] **Quality:** All of our customers that have been audited, have passed the requirement for risk analysis and our deliverables have held under the scrutiny of multiple HHS/OCR investigations/audits

**Performance excellence.** In January 2020, an impartial healthcare research firm announced cybersecurity advisory vendors' rankings across multiple customer experience pillars. Representing validated customer experience data, tw-Security came in second, scoring 95, narrowly missing the top spot by two tenths. This motivates us to try harder!

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