tw-Security's Virtual Officer Enhances Cybersecurity and Data Privacy.

The Business Challenge

The role of the Security and Privacy Officer continues to grow in importance. 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 or privacy 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 2020 Cost of Data Breach Study: Global Overview, the average cost of a healthcare data breach increased 10.5% compared to the 2019 study *(2020 per record cost $499).* Unsurprisingly, skills shortage was among the top three factors that increased the average cost of a data breach.

Today, the role of the privacy officer has expanded to protecting confidential and personal information. The privacy officer needs to understand security safeguards. This is more important than ever due to the continual rise in cybersecurity threats, smart technology, social media and the rise in ransomware events, a threat to patient care.

As healthcare moves to a patient-centric consumer model, plan for an increase in privacy concerns and complaints. The number one complaint the Office for Civil Rights (OCR) receives from patients is about providers not giving them access to their medical records. In November 2021, HHS OCR Issued its 25th HIPAA records access enforcement agreement.

The tw-Security Solution

tw-Security's tailored Virtual Security/Privacy Officer (VSPO) service offers experienced, certified security and data privacy professionals without the cost of hiring a full-time salaried employee.

Customized to accommodate diverse organizations, the objective of the service is to oversee the security and/or privacy programs with *a deliverable focus.* We achieve this by performing periodic privacy and security assessments, contributing to policy and procedure processes, and conducting related ongoing compliance monitoring activities.

As part of engagement initiation, based on your allocated budget, we will define our role and responsibilities into the following areas:

- Program governance
- Program performance
- Tactical and essential functions
- Regulatory compliance

Consider tw-Security as a set of *"fresh eyes"* and an extension of your workforce. Initially, we will assess the alignment of your privacy, breach notification and or your cybersecurity program with relevant *"recognized security practices"* to drive a prioritized plan of action to operationalize data privacy.

Our cohesive proprietary methodologies, tools and templates are focused on efficiency and measurable results. We document, measure program maturity, and create/update a compliance **'Book of Evidence.'**

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

For quotes, articles, publications, podcasts, etc., visit www.tw-security.com, Trusted Advisor, In the News.

tw-Security provides the organization with a team of credentialed security and data privacy experts with diverse healthcare organizational and operational experience.

VSPO Service Highlights

A tailored cost-effective solution designed to provide:

⟩ **Staffing continuity -** tw-Security will assign you a primary consultant, supported by a diverse team. tw-Security's high-availability staffing model eliminates a single point of failure with multiple assigned resources and ensures a reliable crossover and participation in engagement activities. All consultants have hands-on relevant experience, have solid domain competency in their specialties, and maintain critical certifications that best prepare them to provide you with superior service.

⟩ **Accountability to executive management -** We communicate programs and project status to key stakeholders and assist in removing project barriers

⟩ **Efficient and effective proprietary tools and tested methods -** 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

Services

⟩ Virtual or Interim Security/Privacy 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
⟩ Technical assessments, evaluations, managed services

tw-Security's Value Proposition

⟩ **Leadership -** A nationally recognized leader and trusted advisor in providing healthcare cybersecurity, privacy, and compliance since 2003

⟩ **Services -** "Right sized" services are grounded in the guiding principles that information security is the cornerstone to maintaining public trust. Information security and privacy are primarily business issues – not just a technology issue. Our recommendations will be risk-based, cost-effective, and aligned with your priorities, industry-prudent practices, and government requirements.

⟩ **Expertise -** We are experienced with implementing regulatory requirements and industry standards. tw-Security actively assists multiple customers to guide and develop, monitor and maintain, and improve their HIPAA and cybersecurity programs through hands-on support and ongoing advisory and managed services

⟩ **Customer-focused -** tw-Security scored 95 out of 100 by an impartial healthcare research firm that ranked cybersecurity advisory vendors based on validated customer experience data

⟩ **Results -** We follow an 'outcomes' driven methodology for defining, measuring, and reporting project progress that drives results

⟩ **Diverse healthcare experience -** Served >200 customers from AMCs to CAH, and business associates from start-ups to global operations

⟩ **Consultants -** Have either served/functioned as a Corporate/Enterprise CISO or Privacy Officer. Consultants have 'hands-on' relevant healthcare experience with multiple standards, frameworks, and regulatory requirements - **There are no junior consultants on our staff.**

⟩ **Trusted advisor -** Past involvement with several legal cases and testifying in court as an expert witness for healthcare organizations

⟩ **Quality -** All of our customers that have been audited have passed the requirement for risk analysis and our deliverables have held up under the scrutiny of multiple HHS/OCR investigations/audits