

From Protection to Transformation:

Southcoast Health's Refreshed Cybersecurity Strategies Are Advancing Digital Transformation and Business Strategy



The Client Challenge

As New England-based Southcoast Health expanded from a hospital to health system, leadership identified the need to perform a cybersecurity readiness assessment before developing new business models that could increase their risk exposure.

Navigating to Next: The Solution

Southcoast Health is a not-for-profit, community-based health system with multiple access points, offering an integrated continuum of health services throughout southeastern Massachusetts and Rhode Island. The Chartis Group partnered with Southcoast to conduct an IT strategy refresh and cyber risk assessment to prepare Southcoast for continued business transformation.

Chartis supported this effort by including an assessment that considers current threats and related cybersecurity capabilities, given the desire to expand digital strategies. The assessment also evaluated capabilities of the current security program while focusing on cyber threats in the healthcare sector. Additional areas of focus were key programs and governance relating to:

- Medical device security
- Risk and compliance
- Vendor risk management

Southcoast had performed a separate enterprise-wide risk assessment, which further validated the cybersecurity risks.

TOP CYBERSECURITY THREATS TO HEALTHCARE:

- Phishing
- Ransomware
- Third-party risks
- Medical device security
- Insider threats

NAVIGATING TO NEXT: KEY COMPONENTS



BUSINESS STRATEGY

Reframe and confirm the organization's business strategy



ASSESSMENT

Evaluate current threats, capabilities, and risk treatment recommendations



IMPLEMENTATION

Align plan to address gaps and enhance capabilities to enable business strategies



TEST

Ensure implementation plan and deliverables address stated objectives



MONITOR

Perform ongoing monitoring, maintenance, and optimization of cybersecurity hygiene

Client Impact

As an output of the security assessment, Southcoast quickly demonstrated significant enhancements to its cybersecurity program, including vendor risk management (from pre-contract to partnership decisions with ongoing monitoring), maturity improvements with network security, and enhanced 24/7/365 support and monitoring.

Southcoast also greatly enhanced visibility into the cybersecurity program and its overall alignment to the business. This was made possible by implementation of stronger governance, heightened incident response preparedness, improved business impact analysis/business continuity planning, and matured processes around third-party evaluations. Senior leadership is now well positioned to better understand how well the program is supporting key business strategies while reducing overall risk.



How We Are Making Healthcare Better

“Business transformation doesn’t happen without trust. And strengthening cybersecurity measures enables the trust foundation for investment and innovation.”

—Jim Feen, Chief Digital & Information Officer

Southcoast Health is a not-for-profit, community-based health system with multiple access points, offering health services throughout southeastern Massachusetts and Rhode Island.

60

service locations across
Southeastern Massachusetts,
including 3 acute hospitals

7,500
employees

1,100
medical staff

NEXT INTELLIGENCE:

Maturing cybersecurity measures beyond technical controls can enable business strategies:

Integrating cybersecurity and business can enable business strategies and effective outcomes.

Regular engagement with senior leaders and key stakeholders ensures appropriate support.

Utilizing industry-accepted frameworks can provide the building blocks for establishing and monitoring an effective security program.

Authors



John Petersen

Associate Principal
jpetersen@chartis.com



Gregg Mohrmann

Director
gmohrmann@chartis.com

The Chartis Group® (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. It brings critical thinking and deep industry experience paired with cutting-edge data, analytics, and technology to deliver #NextIntelligence. With an unparalleled depth of expertise in strategic planning, performance excellence, health analytics, informatics and technology, digital and emerging technologies, clinical quality and operations, and strategic communications, Chartis helps leading academic medical centers, integrated delivery networks, children’s hospitals and healthcare service organizations achieve transformative results and build a healthier world. Chartis has offices in Atlanta, Boston, Chicago, New York, Minneapolis, and San Francisco.



© 2022 The Chartis Group, LLC. All rights reserved. This content draws on the research and experience of Chartis consultants and other sources. It is for general information purposes only and should not be used as a substitute for consultation with professional advisors.