



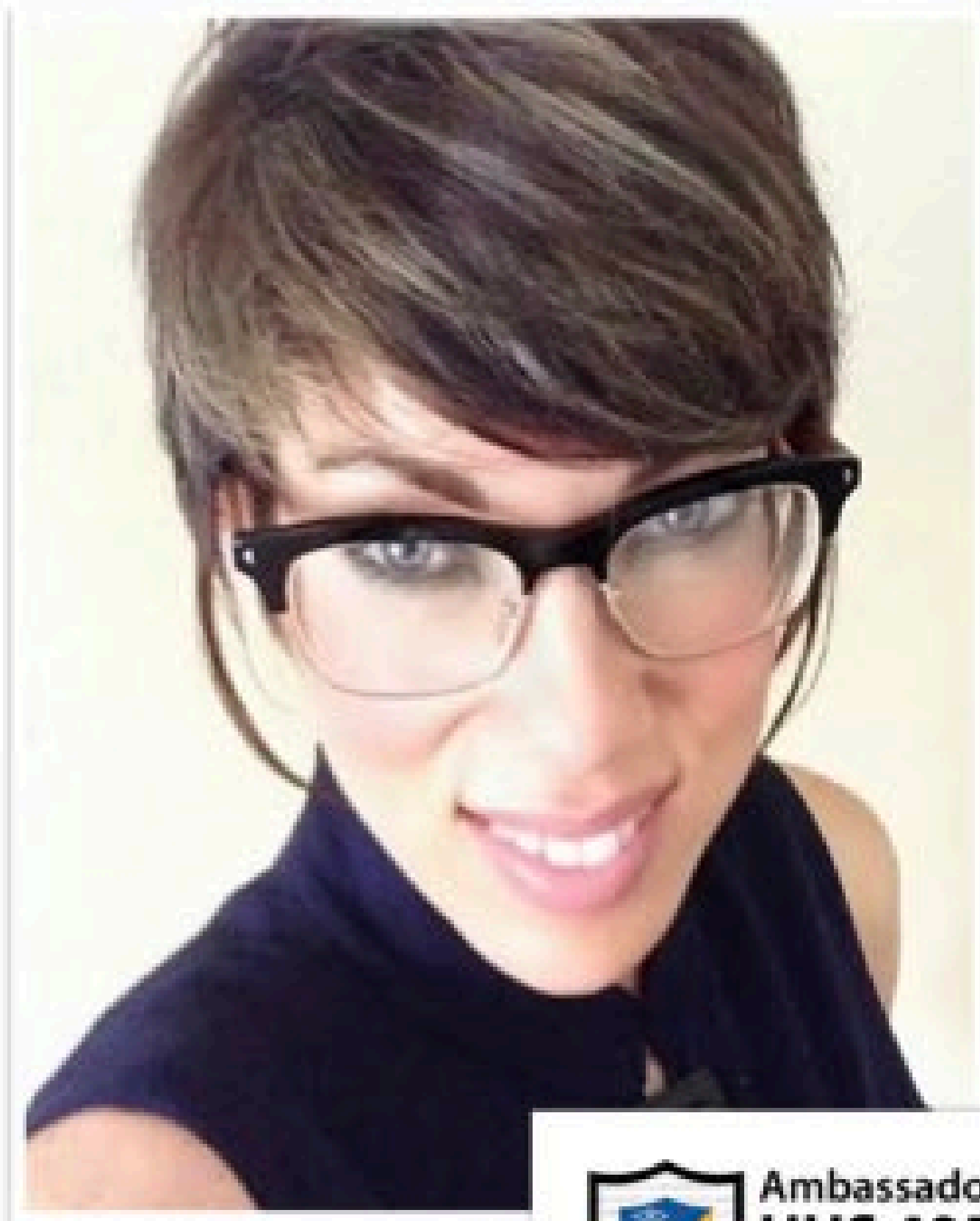
Environmental Scan Deep Dive

July 2022



Kendra Siler, PhD

President/CEO,
CommHIT



- 20+ years of experience in technology architecture design and community capacity building for complex healthcare, transportation, and communication issues
- Lead of Wave 1 of the HHS 405(d) Work Group. *The 405 (d) Program and Task Group is a federal award winning collaborative effort between industry and the federal government developing cybersecurity best practices that go into federal law (Public Law 116-321)*

Don't miss tomorrow's presentation at 10:30a

Primer on the New Digital Security Resource for USVI

with Kendra Siler, PhD and Mike Echols.



Ambassador for
HHS 405(d)
Aligning Health Care
Industry Security Approaches

Jennifer N. Woodard, MPH Project Manager, CommHIT



- Serves as qualitative data lead for USVI Environmental Scan
- Previously, Director of Quality Analysis for Medicaid Transformation, Texas Health and Human Services Commission of Medicaid
- Research areas of interest include translational research with a focus in measure based performance improvement, health disparities, cancer screening and preventive care.

David C. Willis, MD

Chief Medical Information Officer, CommHIT

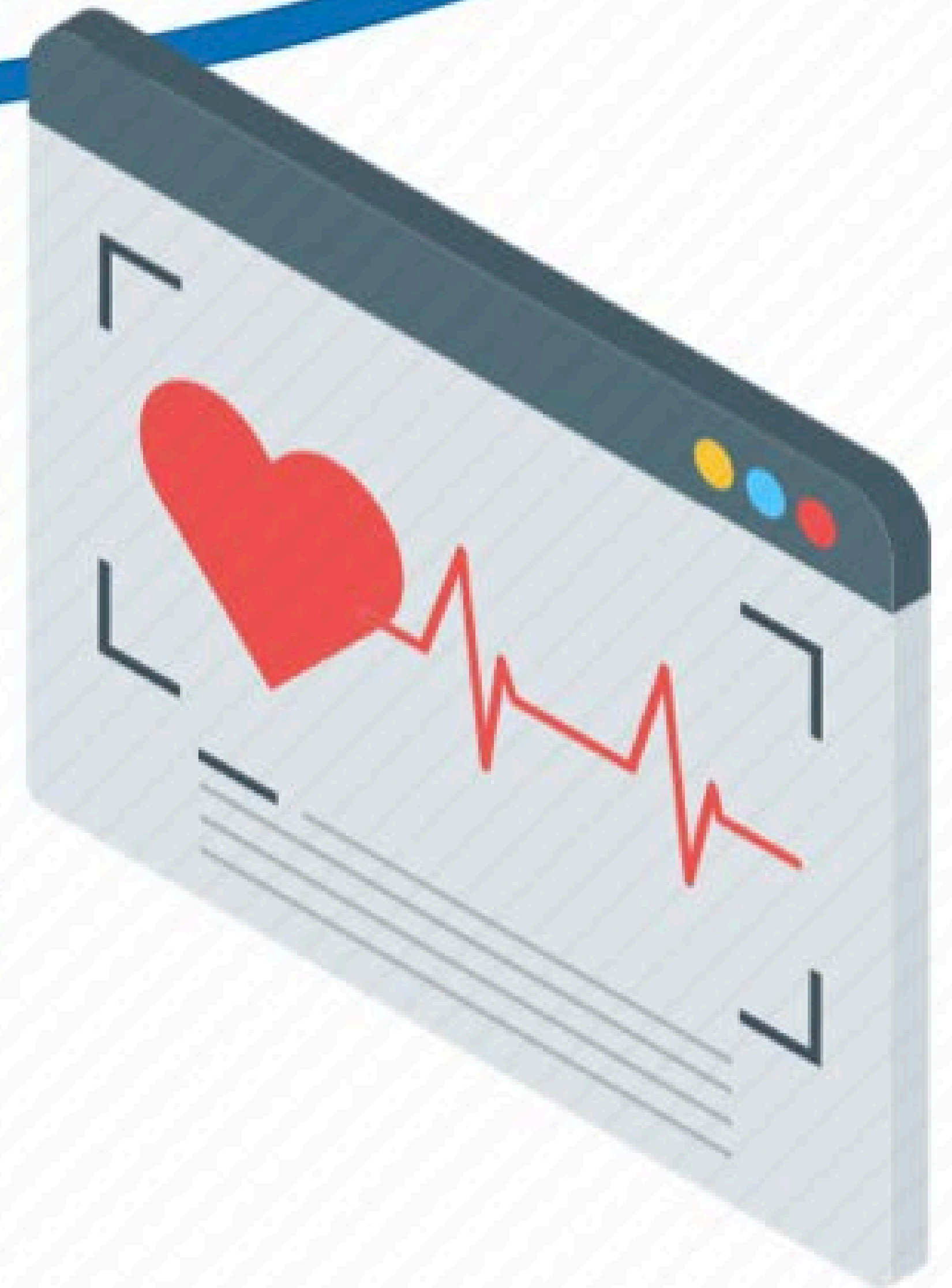


- Practicing Family Physician
- CMIO CommHIT
- Previous hospital CMIO and Chief Medical Officer for large FQHC
- National HIMSS presenter
- Awarded 2013 Critical Access and Rural Hospital Champion Award from the U.S. Office of the National Coordinator

What does that mean?

CommHIT is commissioned to take a ***SNAPSHOT*** of USVI's healthcare delivery system's cyber maturity for the purpose of HIE development.

Digital Security HIE Environmental Scan is to gather information so that the CMS-funded USVI HIE ***BUILDS*** on the work that the USVI medical community and government agencies have already done.



Learn More at CommunityHealthIT.org/VIDHS.

How was it done?

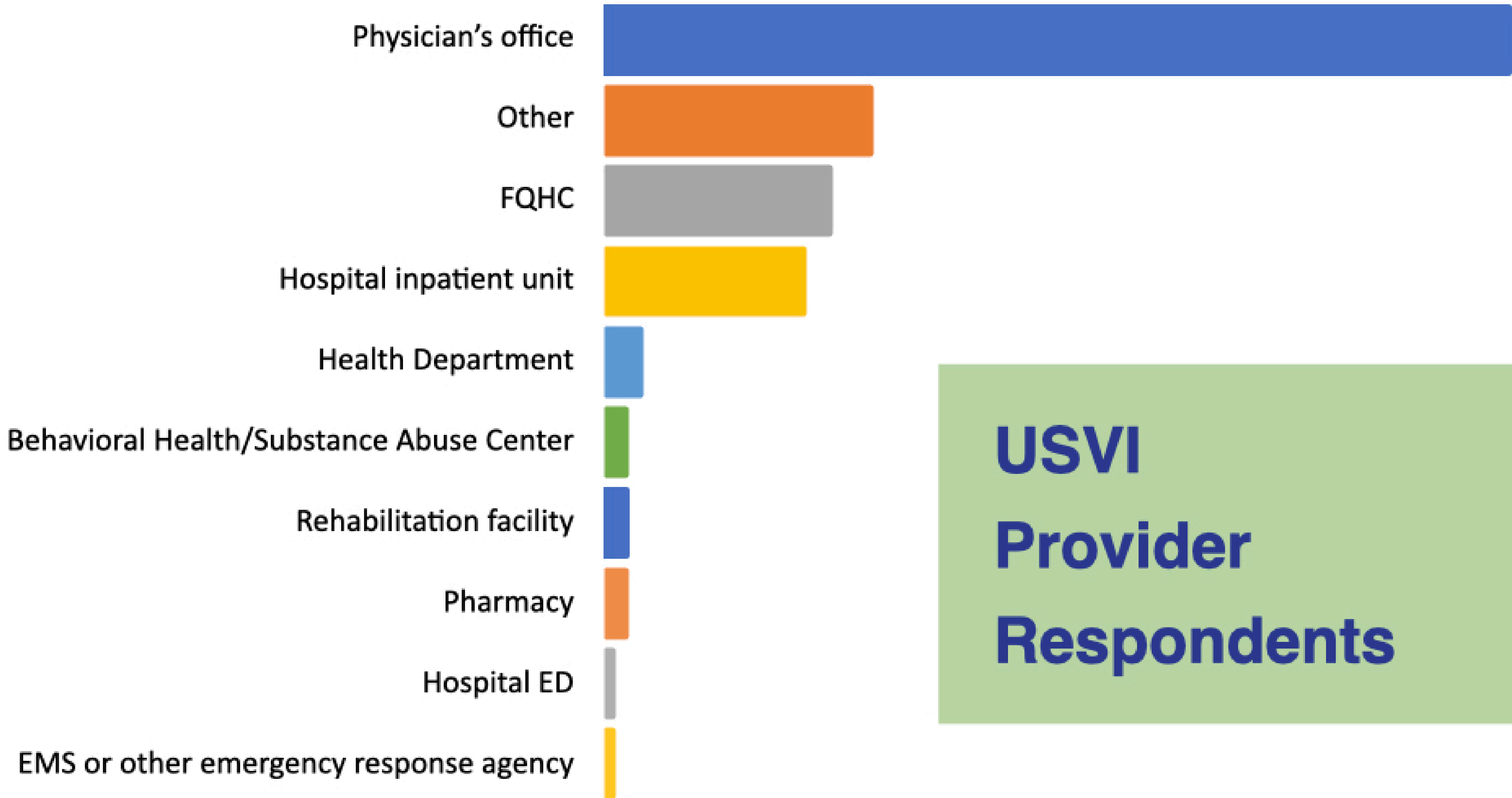
- **Surveys to**
 - **Providers**
 - **IT Professionals**
 - **Leadship**
- **Focus Groups**
- **Government systems assessments and interviews**

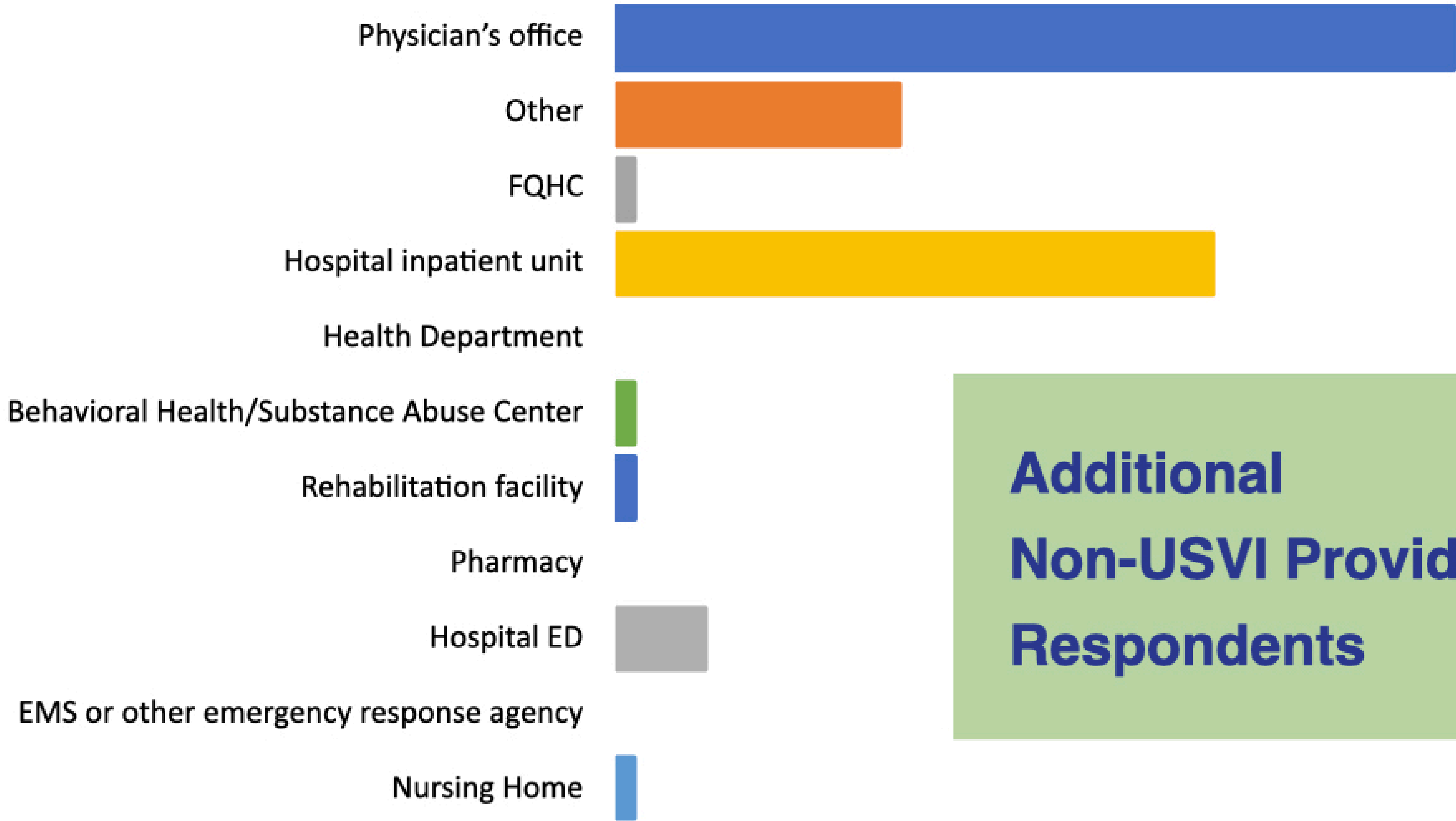
299
Respondents

48%
response rate

Survey Domains

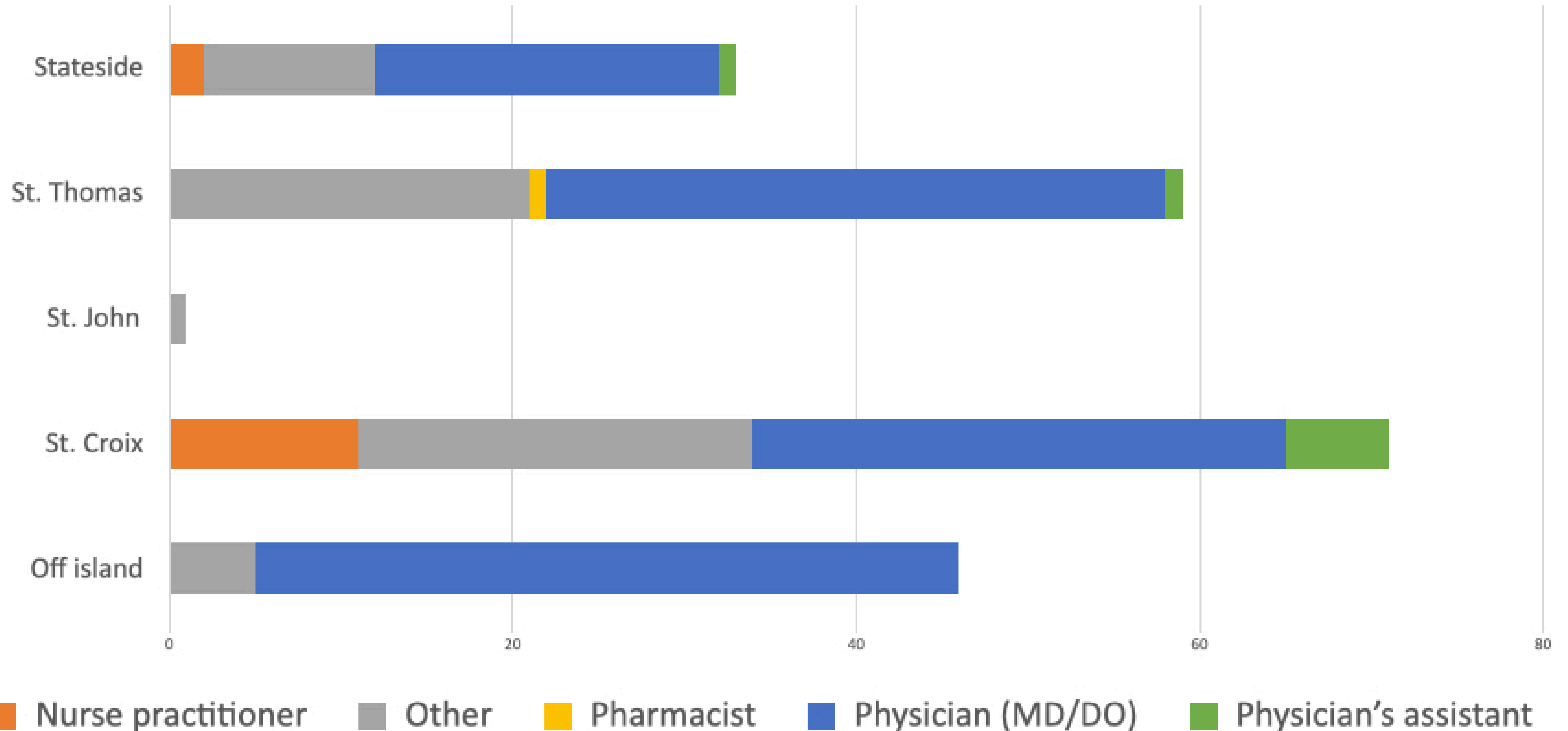
DOMAIN	Provider Survey	IT Leadership Survey	Health System Leadership Survey
Current EHR Capacity	✓	✓	
Communication between entities	✓	✓	
Satisfaction with current HIT	✓	✓	
Desired HIE Functionality	✓		✓
HIE Beliefs and Acceptability	✓	✓	✓
Governance and Cybersecurity		✓	✓
Organizational Change Capacity and Improvement Culture			✓



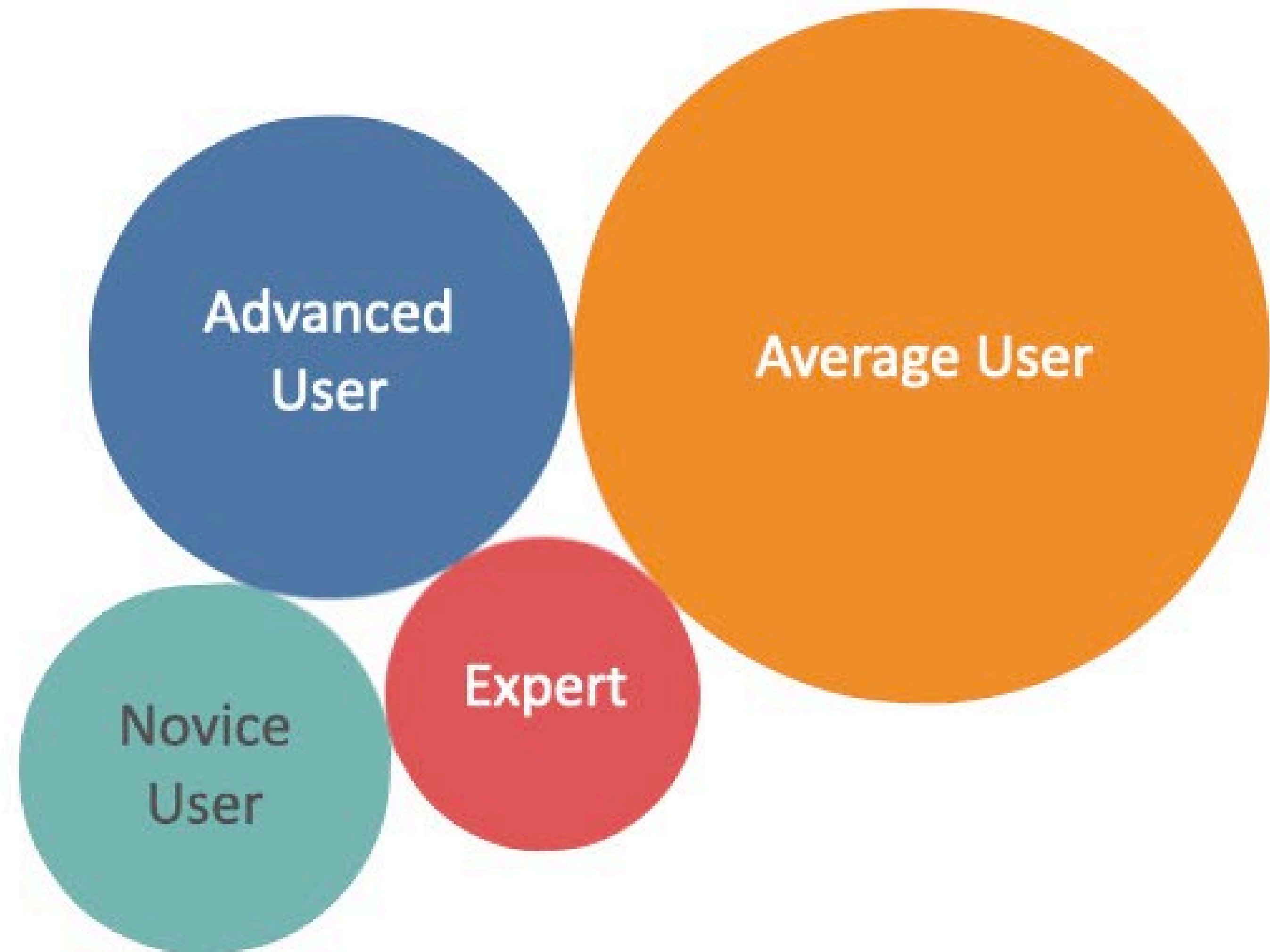
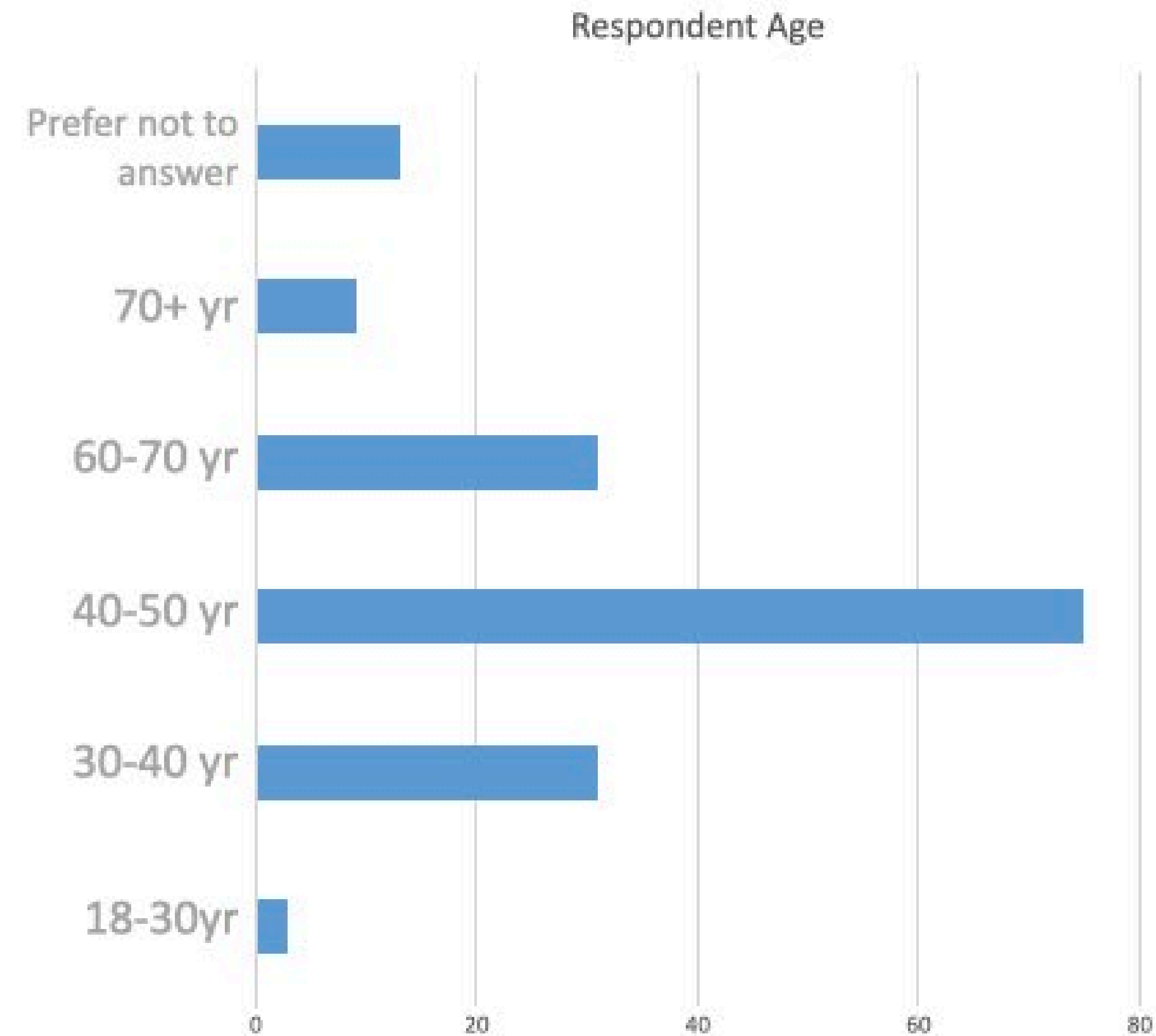


**Additional
Non-USVI Provider
Respondents**

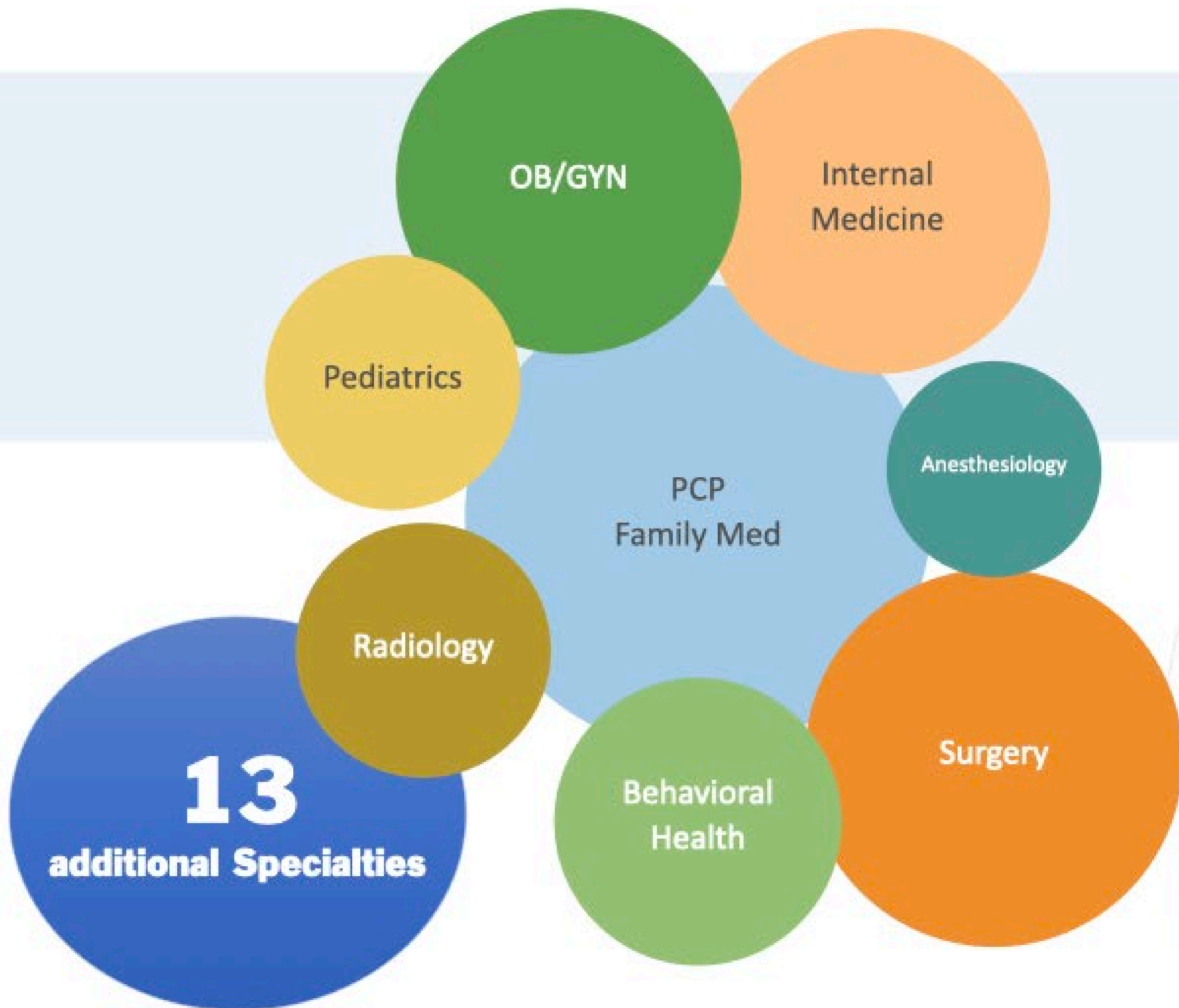
Respondents



RESPONDENTS: by Age and User Level



Provider Respondents by Specialty/Service



EHR Usage



56%

use 8 unique EHR vendors

12%

report no EMR use

32%

use 59 unique EHR vendors

Meditech

Greenway

Cerner

Kareo

NextGen Health Information
Systems

eClinicalworks

Unknown National EHR integration

WebPT

Practice Fusion

Certified EHR technology Usage

51%

USVI

versus

72%

United States*

*National Trends in Hospital and Physician Adoption of Electronic Health Records,' [Health IT Quick-Stat #61](#). March 2022.

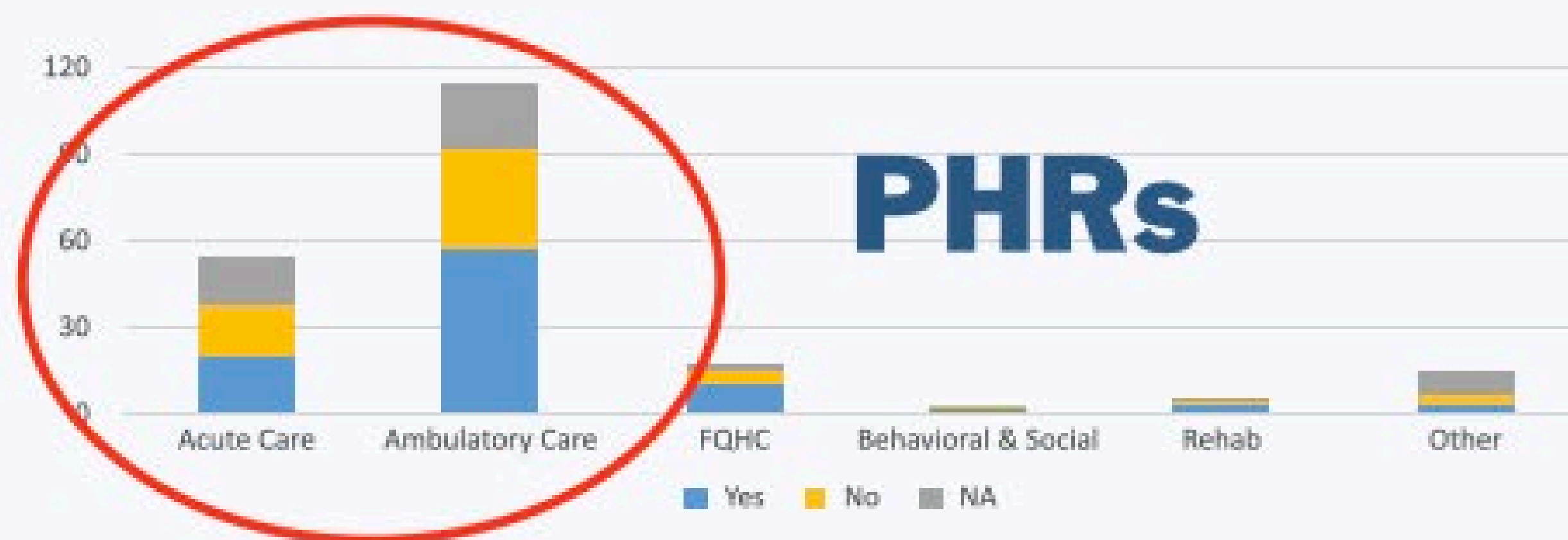
61

providers utilize
EHRs with
Standardized
National HIE
connectors



12%

are currently
connected to
any HIE



55%
use PHRs or Patient Portal

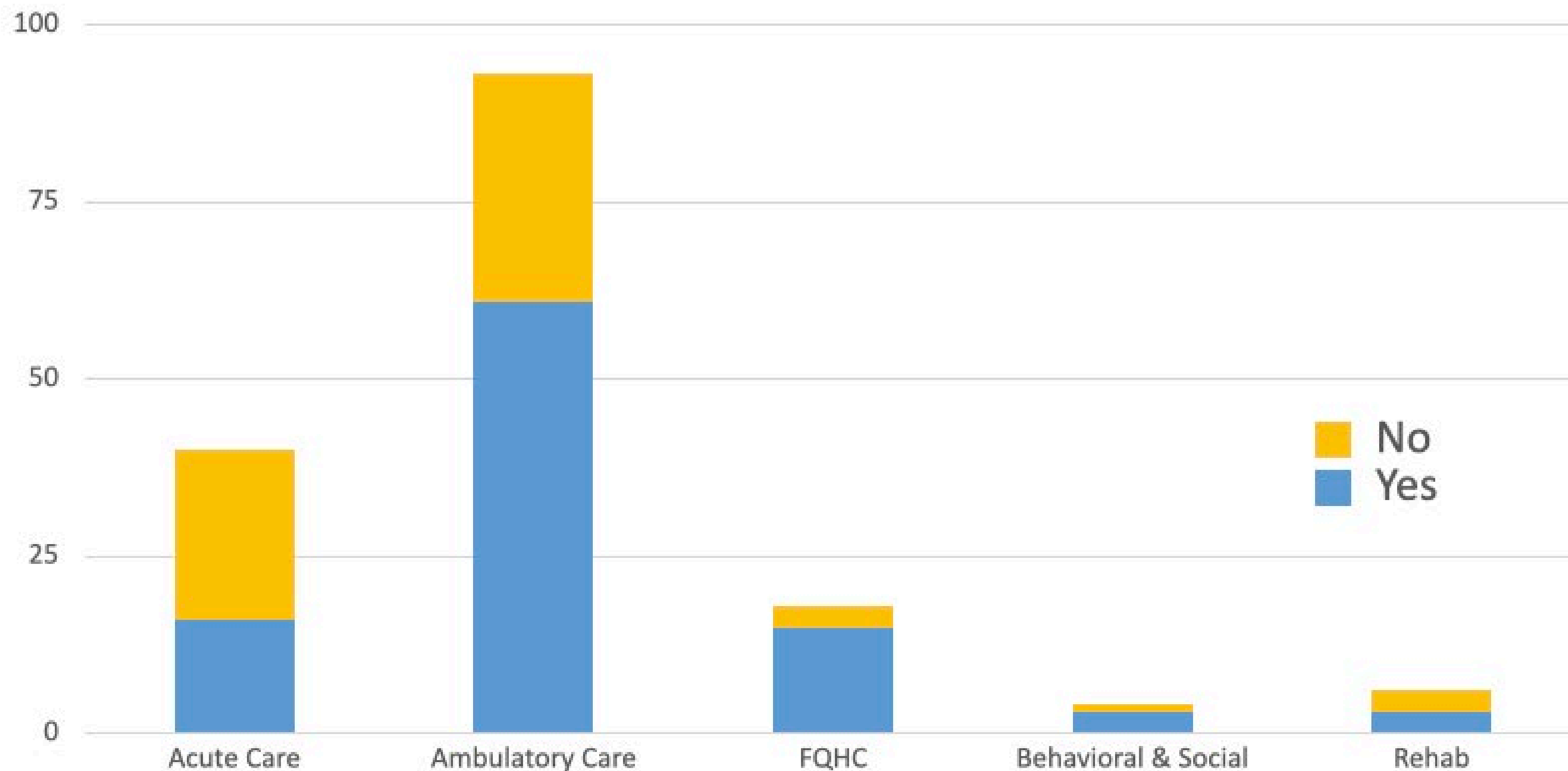


50%
report no CPOE implementation

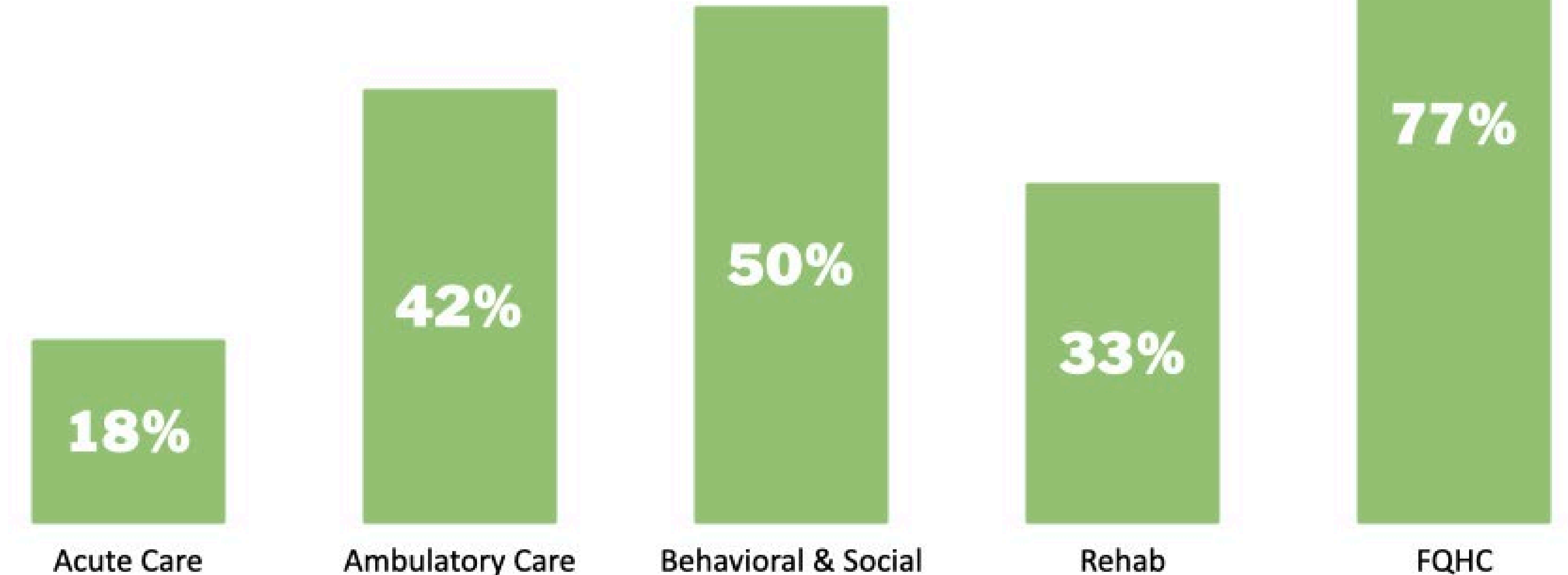
34%
CPOE as standard in organization

* Acute care: hospitals, emergency rooms; Ambulatory care: physician's offices

Does your Organization use telehealth to communicate with patients or peers?

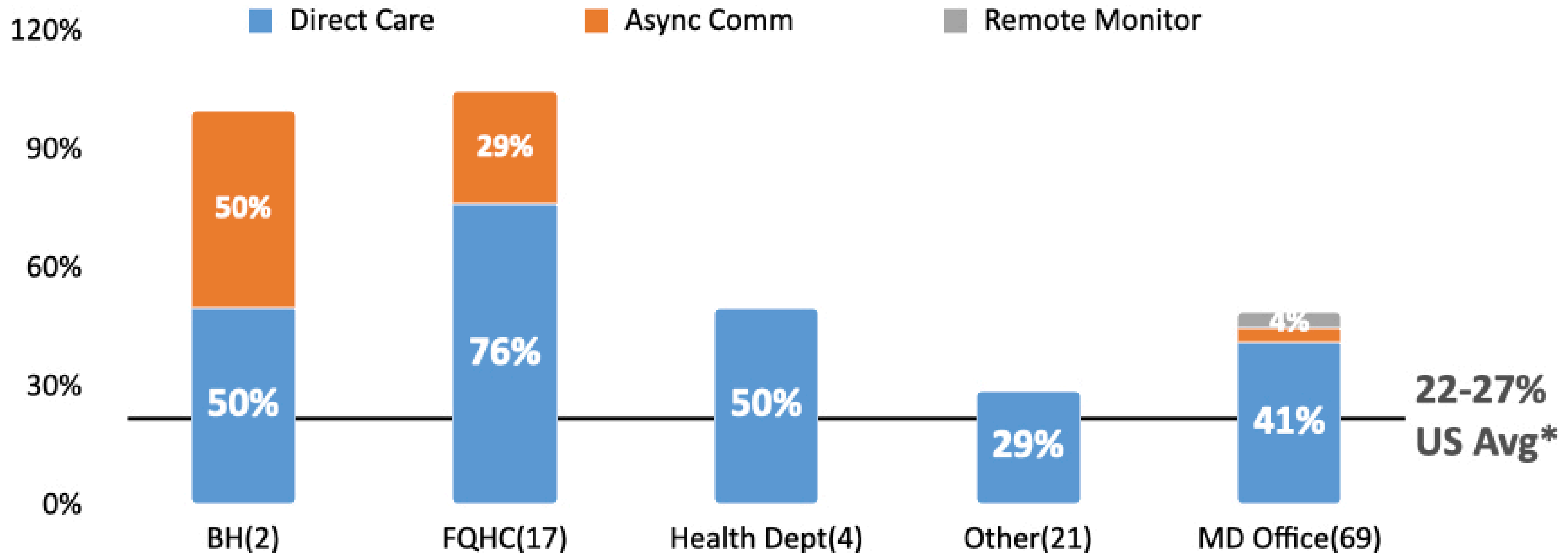


Percent of respondents using Telehealth for Patient care

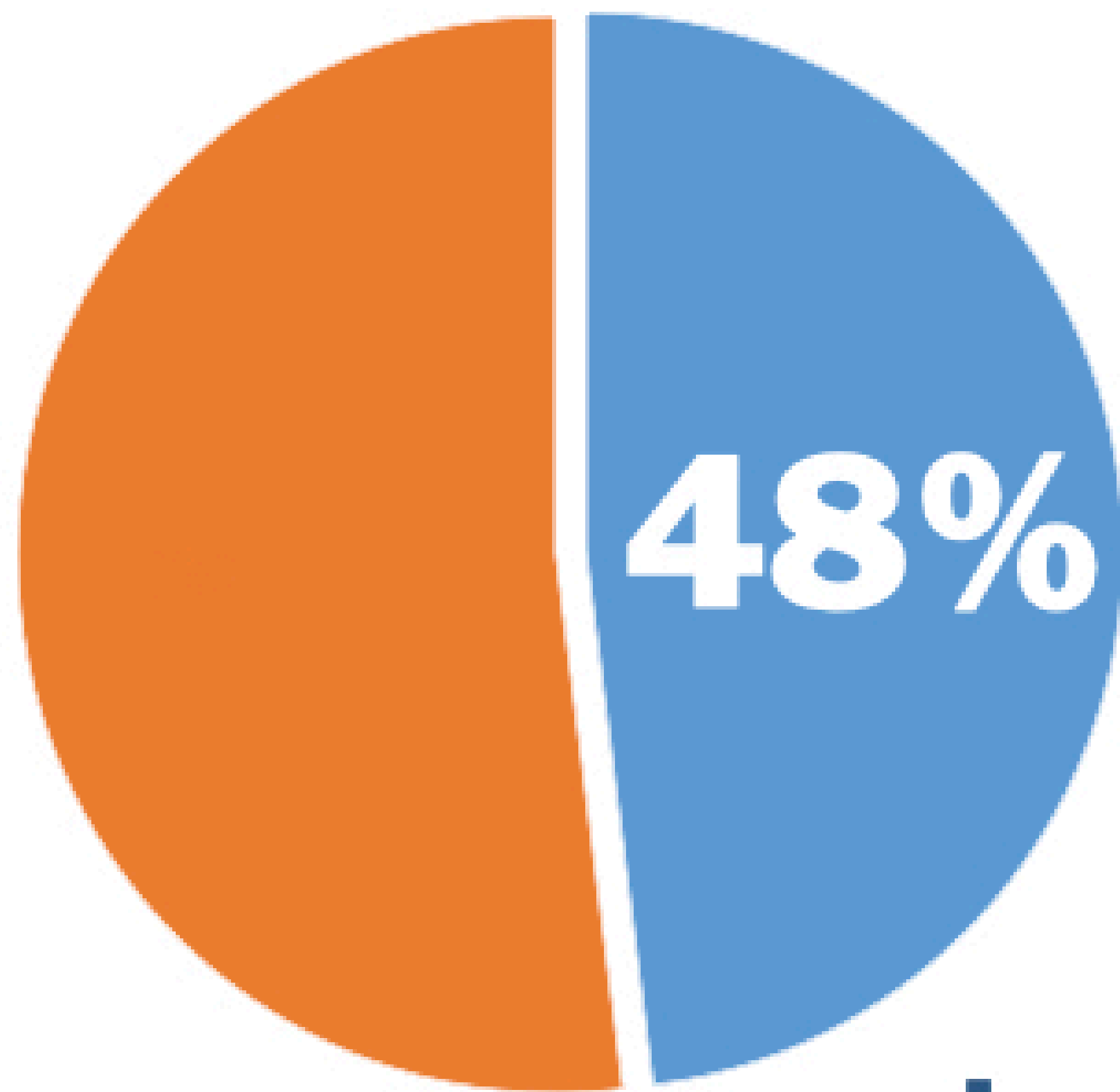


How Telehealth is being used by organizations

Live communication
Originating/Receiving site
Asynchronous Communication
Remote patient monitoring



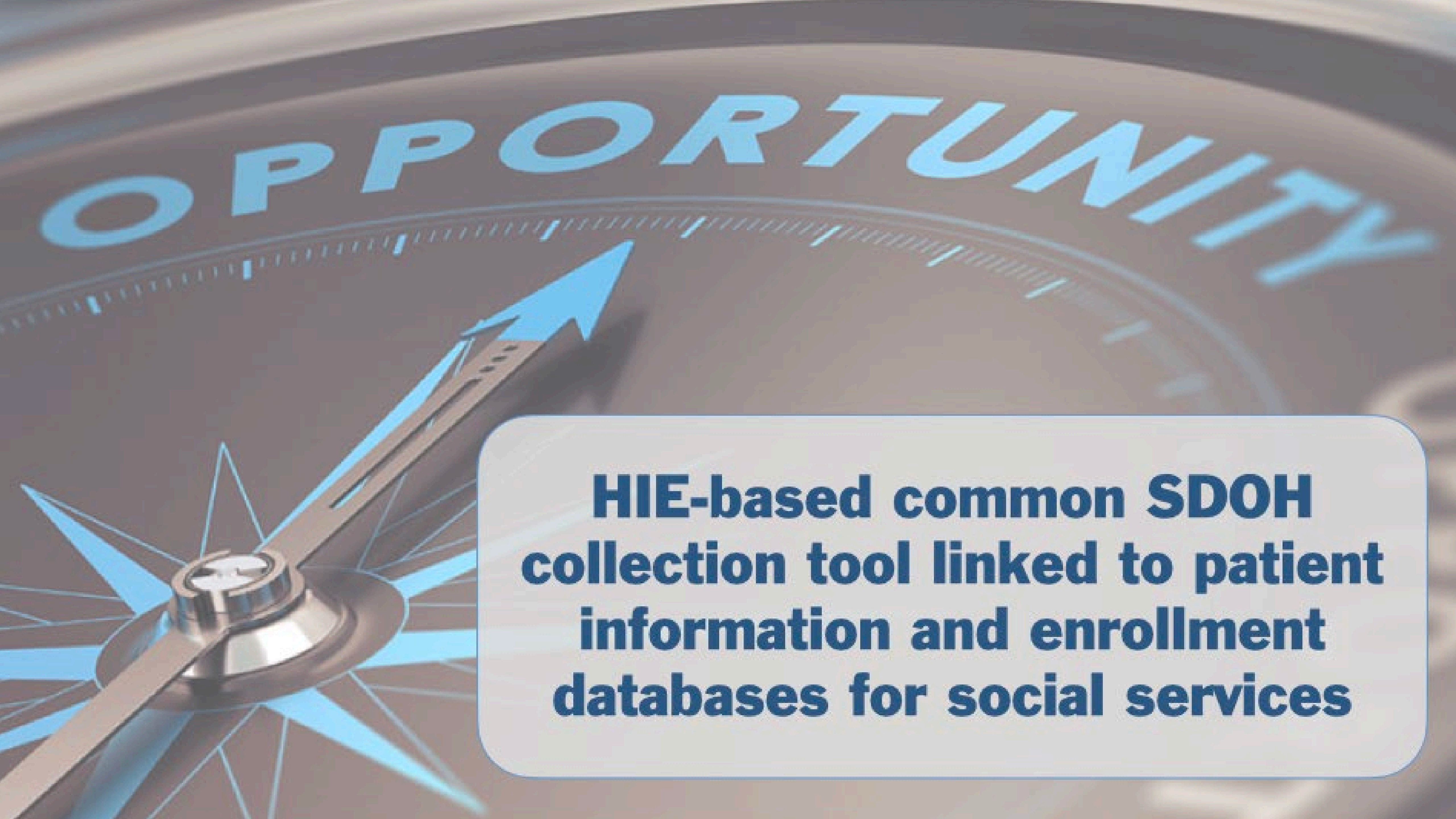
SDOH



**are documenting
SDOH Data**

**and find it helpful
in the care of their patients**

Most SDOH is recorded in Acute and Ambulatory care settings in an EHR-based tool, while structured, it is not a standard industry-wide SDOH tool.



**HIE-based common SDOH
collection tool linked to patient
information and enrollment
databases for social services**

44%

Orders and Results
Management

22%

Quality Care
Reporting/Registry

57%

Preventive Care
Reminders

EHR Features

14%

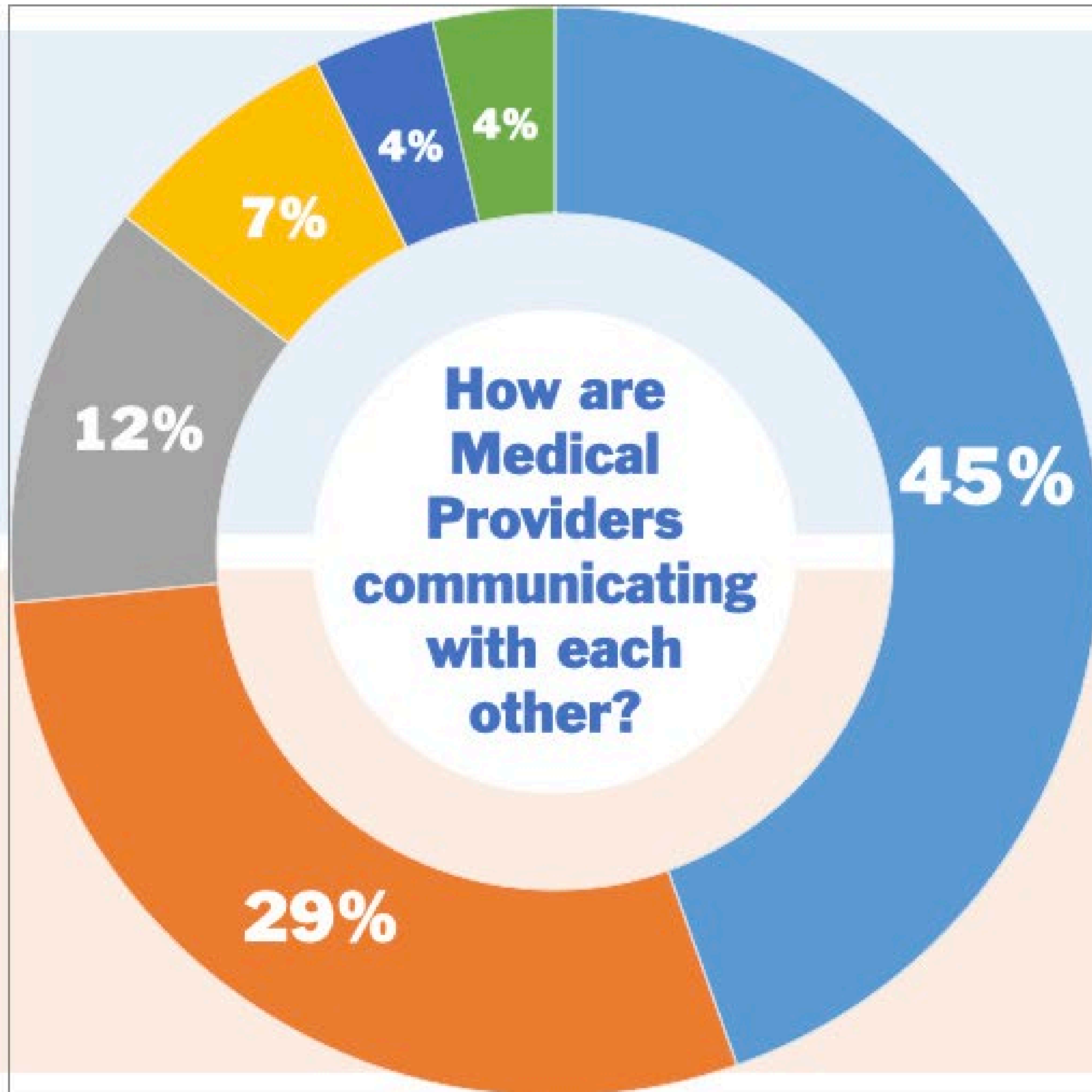
Population Health Tools

34%

Decision Support

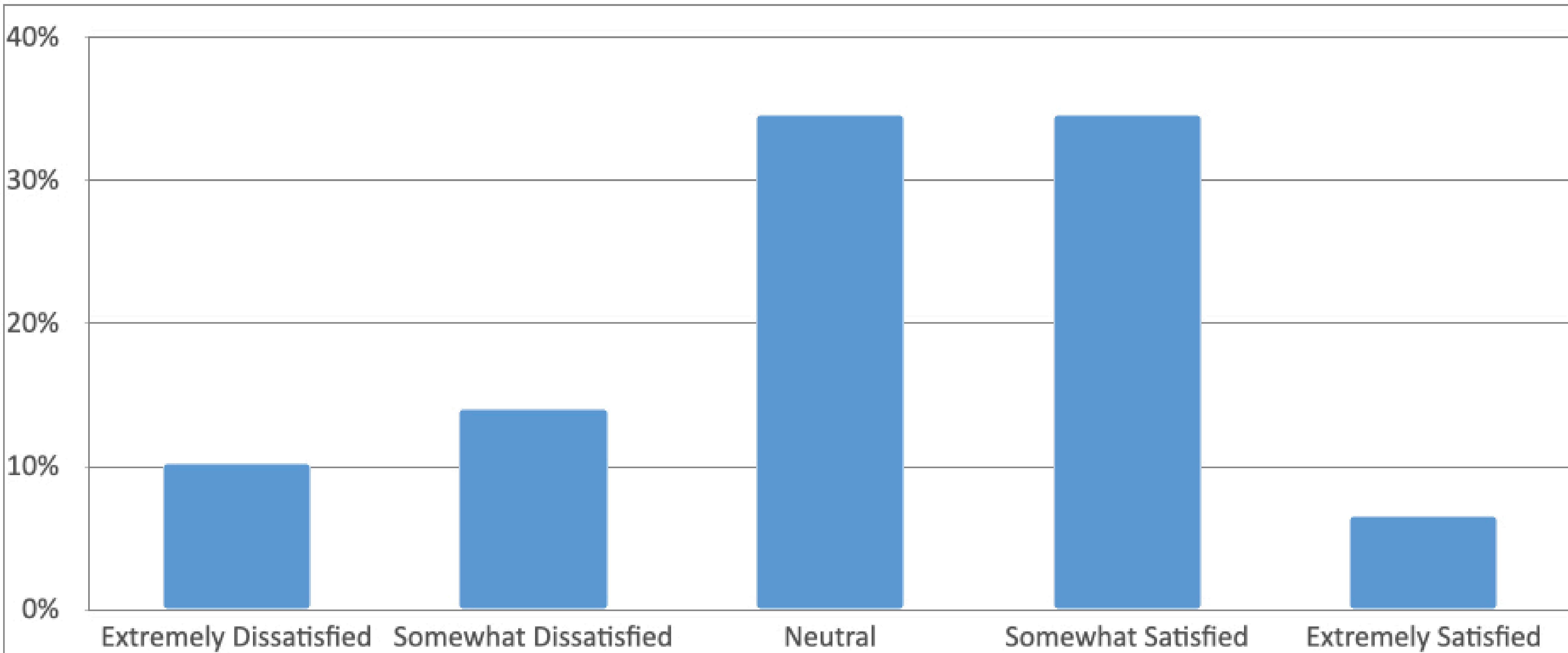
HIE Real-World Communication

**How are
Medical
Providers
communicating
with each
other?**



- Fax
- Secure email to provider or office
- Phone
- EHR Application
- Patient
- Regular mail

How Satisfied are Providers with Current method of Communication?



12%

with any HIE
connection currently

75%

NO previous
HIE experience

HIE Connections

Open to
learning more
about HIE

96.4%

Eager to use
an HIE

88%

USVI would improve
healthcare efficiency

91%

USVI HIE
would improve
patient outcomes



87%

USVI should
develop an HIE

Support for USVI HIE

Eager to use
an HIE

Open to
learning more
about HIE

96.4%

CRITICAL

USEFUL

Desired HIE Functions

Send/obtain data outside local area

Clinical decision support tools

Referral management

Quality/outcome reports

Provider authentication

Public health alert messaging

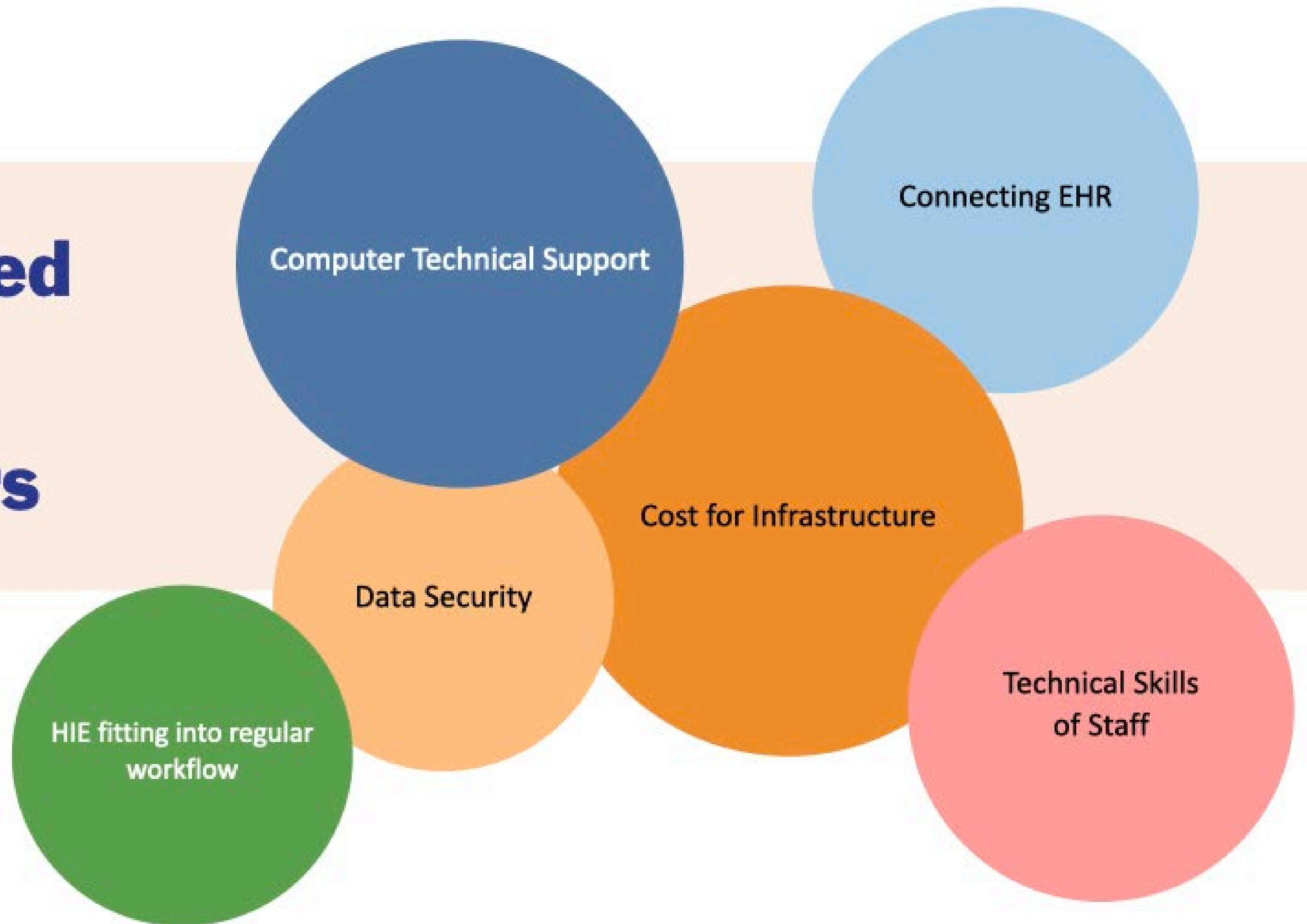
Eligibility information/verification

Public health reporting

Secure messaging for consultation/referral

Vaccine registry

Perceived HIE Barriers



15%

CompTIA
A+

CompTIA Network+

48%
Response rate

IT Respondents

35%

Currently using a federally approved
cybersecurity framework



USVI Health Ecosystem IT Strengths

75%

Organization uses basic email security controls

80%

Servers and network devices are physically secure, guest access is segmented from regular network

70%

Firewalls are deployed through organization's network

70%

Organization's network devices are physically secure

Network and Infrastructure Security

*Respondent answered
Fully Implemented*

USVI Health Ecosystem IT Strengths

90%

Organization has basic user account configuration and provisioning procedures

80%

User account provision based in identity; ensure de-provisioning upon termination

80%

Secure authentication for users and privileged accounts are implemented and monitored

80%

Important data is backed up in case of loss of access or loss of data

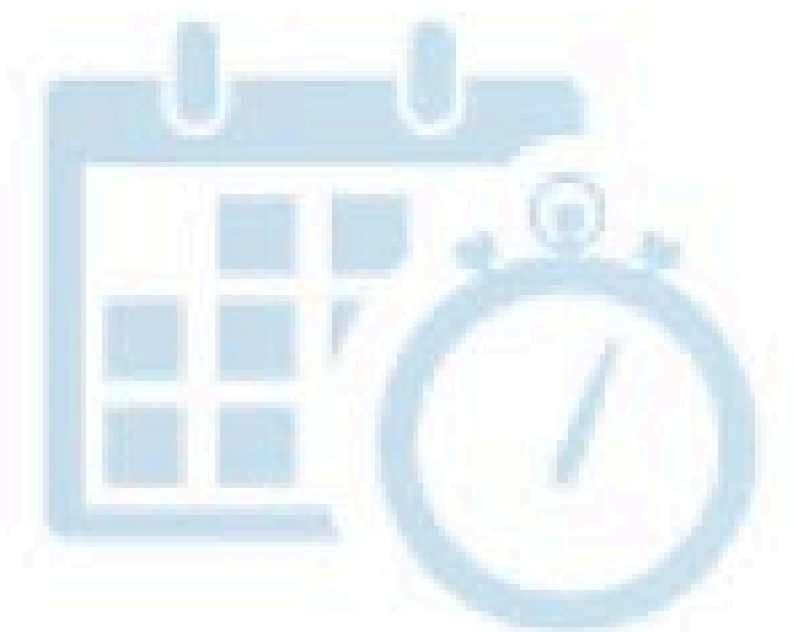
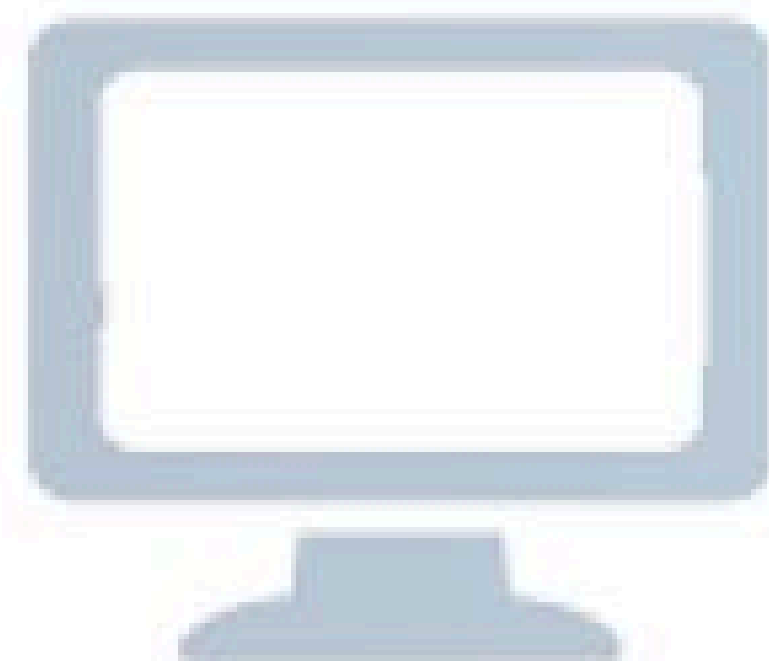
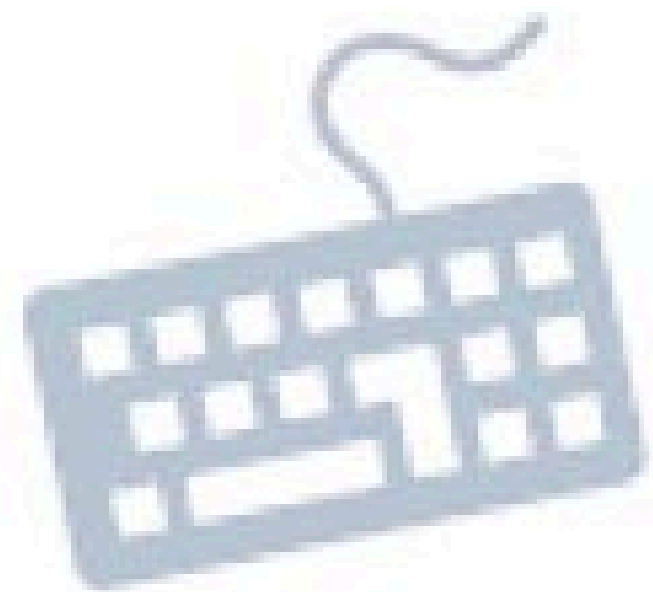
Account Management & Data Backup

*Respondent answered
Fully Implemented*

IT Professionals: Agree or Strongly Agree?

53%

Adequate Cybersecurity
resources

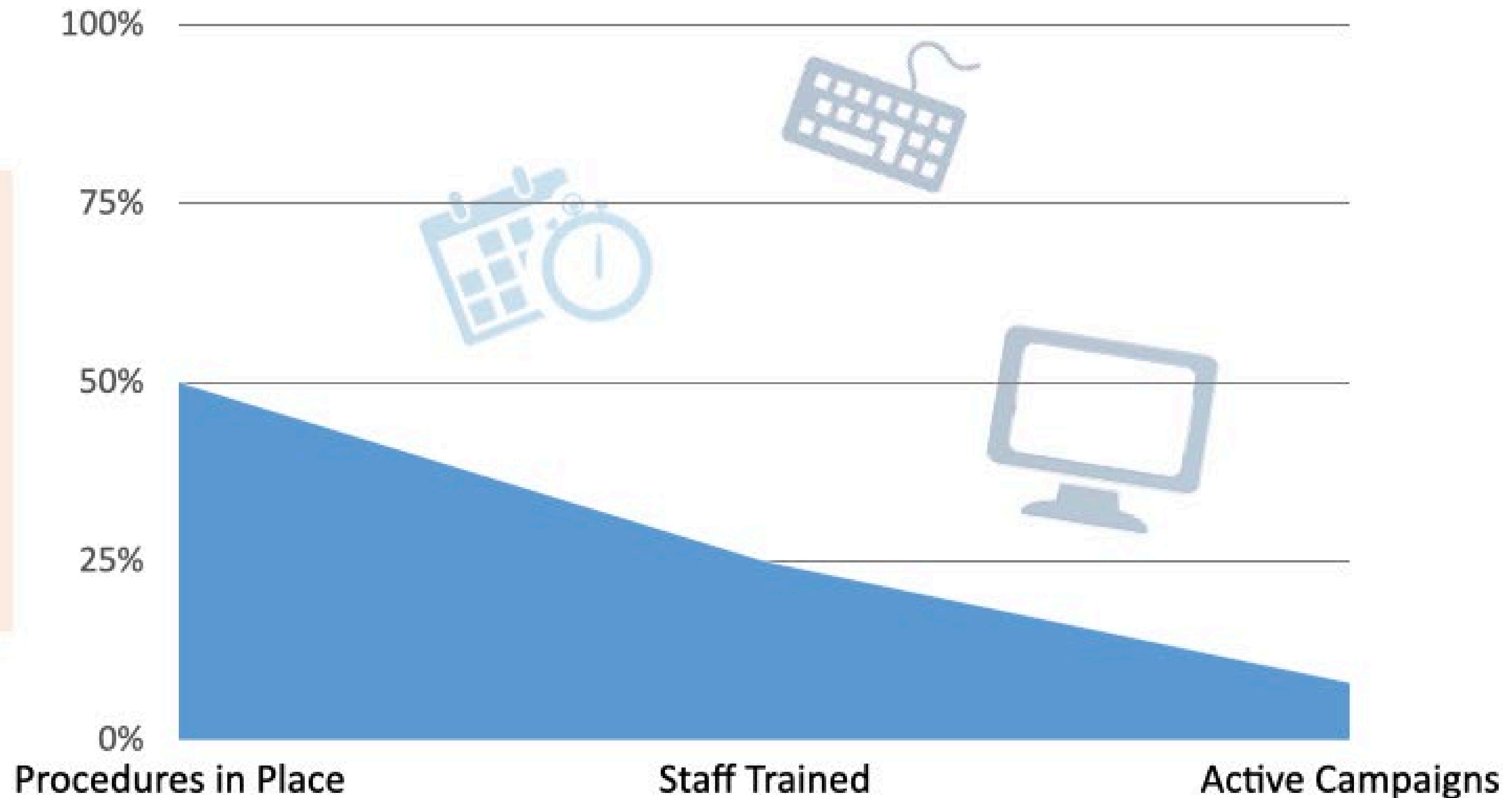


50%

Staff adequately trained
to support systems

IT and Provider/Staff Disconnect

80%
IT Professionals
concerned
about Phishing



Workforce Credentialing

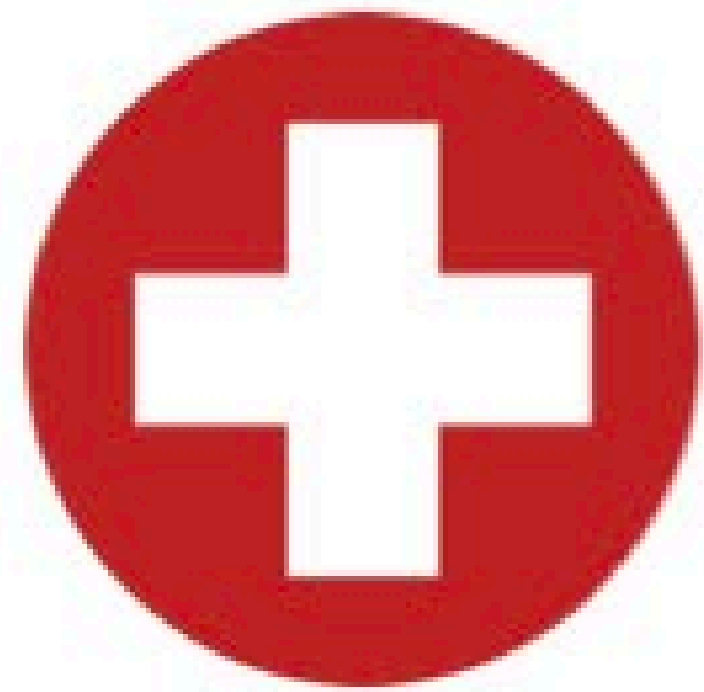
67% feel that they need one or more of these:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Health Information Technology Certified Manager for Physician Practice (HITCM-PP)
- Registered Health Information Administrator (RHIA®)
- Certified Health Data Analyst (CHDA®)
- Certified in Healthcare Privacy and Security (CHPS®)
- Certified Professional in Healthcare Information and Management Systems (CPHIMS)
- Certified Information Systems Security Professional (CISSP)
- HealthCare Information Security and Privacy Practitioner (HCISPP)



**Please stop by the
CommHIT Booth
to learn more
about USDoL
funds for training
and certification
exams as well as
other resources.**

Leadership Survey



**Roy Lester Schneider
Regional Medical Hospital**

**Juan F. Luis Hospital and
Medical Center**

100%
**Representation
across USVI**

Virgin Islands Department of Health

USVI Medical Society

Continuum Care

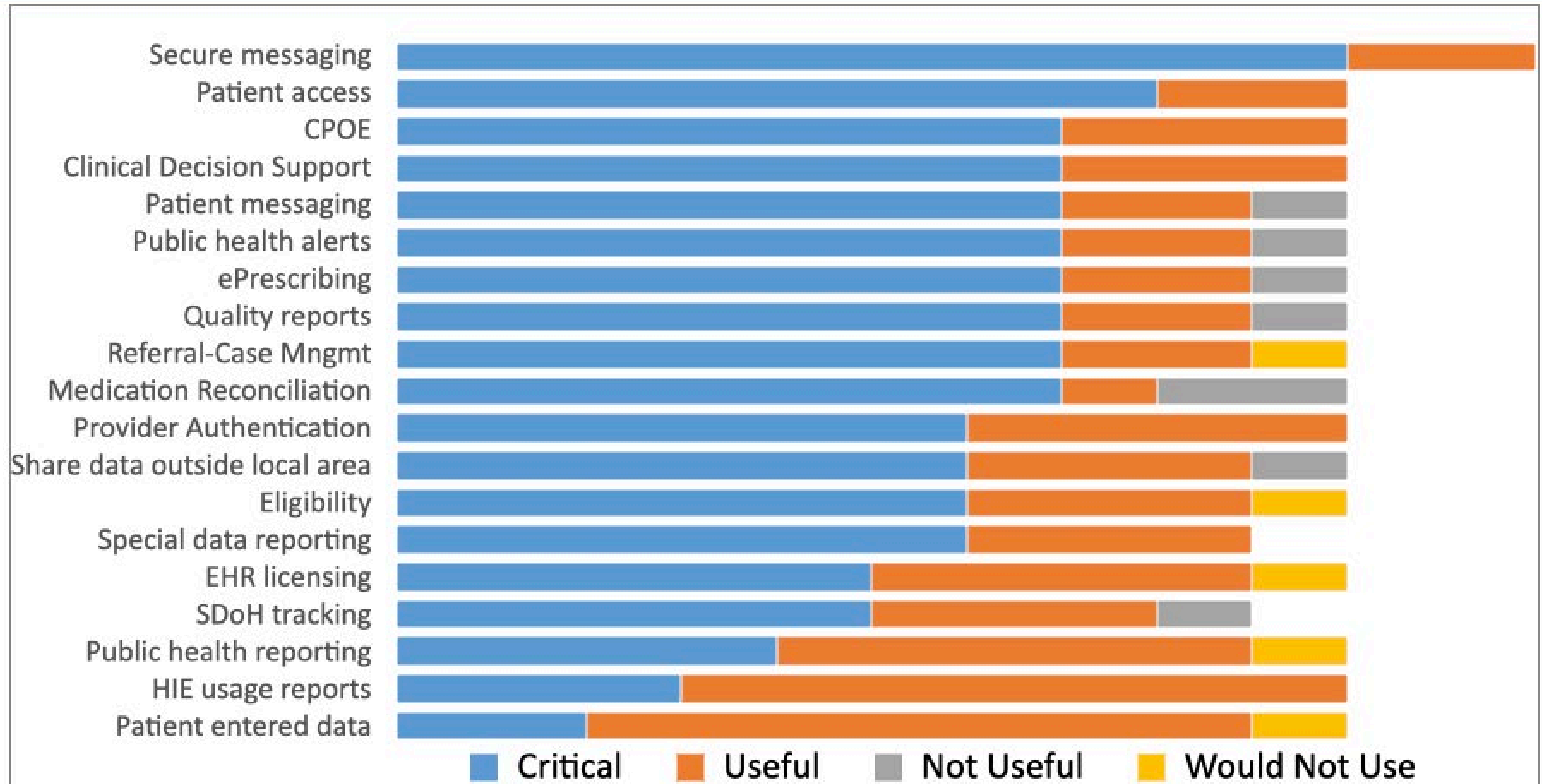
VINGN AARP



**St. Thomas East End
Medical Center
Corporation, Inc.**

**Fredericksted Health
Center**

Leadership: Desired HIE Features



✓ **CRITICAL**

- ✓ Send/obtain data outside local area
- ✓ Referral management
- ✓ Provider authentication
- ✓ Eligibility information/verification
- ✓ Secure messaging for consultation/referral

Desired HIE Functions: Provider and Leadership Correlation

✓ **USEFUL**

- ✓ Clinical decision support tools
- ✓ Quality/outcome reports
- ✓ Public health alerts
- ✓ Public health reporting
- Vaccine registry



Moving Forward with USVI HIE

- **Common needs**
- **To develop shared resources:**
 - **SDoH**
 - **Workforce**
- **Common goals:**
 - **Synergy between Providers and Leadership**

Stop by our Booth!

CommHIT leads the USVI Digital Security HIE Environmental Scan. We have free to YOU digital security tools & IT training opportunities that lead to industry-recognized credentials. See the security tools at: Tools.PHISAC.org.

www.CommHIT.org

Leslie Echols, MS



Jennifer Woodward, MPH



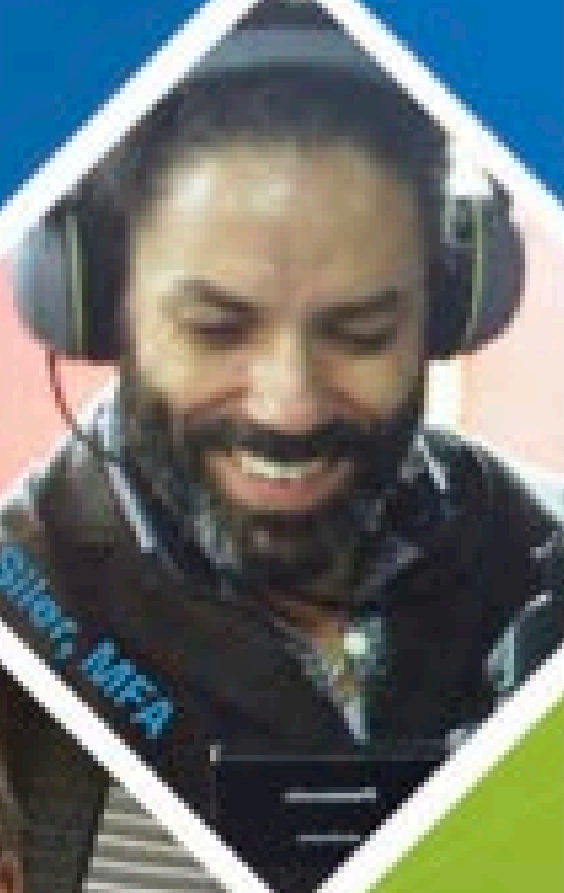
Mike Echols, MBA, CISO



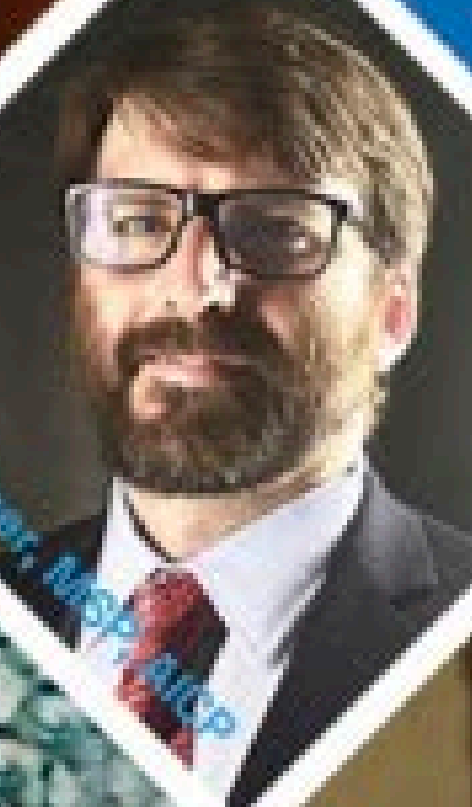
Todd Hillis



James Siler, MBA



Kevin Salzer, MSP, AISP



Guy McAllister



Kendra Siler, PhD



David Willis, MD



THANK YOU!

CommHIT is a 501(c)(6) located at the Kennedy Space Center (KSC) in Florida.
Let us know when you want to visit!

David.Willis@CommHIT.org



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