



Three P's to Effective Pandemic Response for HIM Leaders

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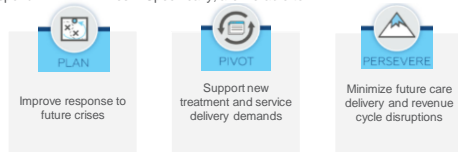
The Pandemic Impact

- The COVID-19 pandemic was swift: disrupting businesses, professionals, and consumers worldwide
- The healthcare industry was thrust into the spotlight addressing patient needs, constantly evolving requirements, and numerous unknowns to deliver safe working, testing, and patient-care environments
- Providers have rallied admirably to meet evolving demands with commitment, speed, and agility



Plan. Pivot. Persevere.

Do we have the critical information, assets, and processes to be better prepared to respond to future waves? Specifically, are we able to:



Let's explore HIM's role in pandemic preparedness to elevate information access, governance, and security across today's rapidly changing healthcare environment.

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Plan



Operational Resilience



Security

Compliance

Data Management



Operational Resilience

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<p>Proactively Assess Security Gaps</p>	<ul style="list-style-type: none"> ✓ Know what's new ✓ Prepare for a wave of cyberattacks ✓ Don't forget about disposal
<p>Capture Critical Data at Patient Sites</p>	<ul style="list-style-type: none"> ✓ Revisit information lifecycle ✓ Keep document retention and privacy policies current ✓ Automate workflows ✓ Protect critical access
<p>Conduct Post-Pandemic Clean Up</p>	<ul style="list-style-type: none"> ✓ Don't see double ✓ Plan for collaboration ✓ Get a real picture



Operational Resilience

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Pulse Check on Preparedness

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ARE YOU ABLE TO:

- o Quickly develop or repurpose space for patient care and testing?
- o Capture and integrate patient information at new sites?
- o Secure PHI throughout new care workflows and expanded information lifecycles?
- o Minimize disruptions in the revenue cycle?
- o Meet new COVID-focused compliance requirements?
- o Combat rising cybersecurity threats within remote environments?



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Pivot



Telehealth and Remote Workers



Check the Virtual Office Checklist



Revisit Remote Policies



Digitize For Improved Access



Focus on Business Continuity



Telehealth & Remote Workers

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- Check the Virtual Office Checklist**
 - ✓ Be concise and clear
 - ✓ Take stock of data, documents, and records
 - ✓ Make employees part of the solution
- Revisit Remote Policies**
 - ✓ Plan for device propagation
 - ✓ Be supportive
 - ✓ Dispose, destroy, disable
- Digitize for Improved Connectivity**
 - ✓ Keep incoming information flowing
 - ✓ Automate back-office workflows
 - ✓ Secure your past, present, and future
- Focus on Business Continuity and Data Protection**
 - ✓ Educate about cyber threats
 - ✓ Elevate cyber protection and recovery
 - ✓ Protect data on corporate and personal devices
 - ✓ Securely in, securely out



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Pulse Check on Preparedness

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CAN YOUR REMOTE WORKFORCE:

- o Adhere to corporate guidelines related to connectivity, acceptable use, and data protection?
- o Access documentation to deliver high-quality remote care and support mission-critical business functions, such as audit response, release of information, and revenue cycle management?
- o Get remote technical support as needed?
- o Protect itself and the organization from security threats?



Healthy Pandemic Practices

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BUSINESS NEED

A large hospital network with eight hospital campuses cut back onsite staff due to COVID-19. The hospital needed to reduce unnecessary human contact and expedite the release of patient records to authorized users to maintain compliance.



SOLUTION

Document Scanning



OUTCOME

Patient records are now scanned by Iron Mountain and delivered electronically to the hospital employees responsible for processing ROI requests. This eliminates unnecessary human contact associated with physical delivery and allows employees to immediately download records.



Persevere



Rethink Space and Restructure



Space

Resources

Infrastructure



Rethink Space and Restructure

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Get A Clean Start

- ✓ Question the status quo
- ✓ Move what you can
- ✓ Clear out with accountability and sustainability

Reimagine and Re-engineer Safety

- ✓ Elevate employee safety
- ✓ Repurpose real estate
- ✓ Consider colocation





Pulse Check on Preparedness

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ARE YOU ABLE TO:

- Support social distancing recommendations?
- Temporarily downsize your workforce or relocate employees to other sites or functions?
- Consolidate spaces to account for increased telehealth demand/ consumption?
- Maintain access to critical office files from temporary or revamped locations?
- Transform care delivery and work environments to reduce viral spread?



Healthy Pandemic Practices

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BUSINESS NEED

A regional hospital group needed to address space shortages to meet increasing demand for COVID-19 patient care. It repurposed a local clinical facility, packing up and moving patient records from the premises.



SOLUTION

Offsite Record Storage



OUTCOME

The hospital group expanded the number of beds for COVID patients, reduced contamination risks to non-COVID-19 patients, and upheld regulatory obligations to securely retain patient records.



Working Through COVID-19 and Beyond

- Pandemic highlighted technology gaps and the need for policy changes in healthcare
- Uncovered opportunities to transform and become more resilient
- Let's come back stronger and better from the lessons learned and opportunities taken to evolve, innovate, and build resilience.





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