

CASE STUDY

Knowtion Health

About the Organization

Knowtion Health is a healthcare revenue cycle management (RCM) company that harnesses machine-learning automation to maximize revenue collection and streamline claims management inefficiencies.

Summary

What They Needed

An efficient, reliable means of performing privacy and security risk assessment and documenting incidents.

What They Implemented

CompliancePro's SaaS solution to perform automated security and privacy risk assessments and track all security and privacy incidents.

What They Gained

Enhanced efficiency and functionality to gather, extract, and track security and privacy data and perform risk assessments with automated capabilities.



"It's like having an automated spreadsheet. The software also gives me peace of mind that I'm using a product that is compliant and structured based on the [HIPAA] rules."

*-- Denitsa Pocheva-Smith, Esq., CHC
Assistant General Counsel and HIPAA Privacy Officer | Knowtion Health*

CASE STUDY

Knowtion Health



The Story

Knowtion Health had been managing all their risk assessments and incident tracking on paper and spreadsheets. This manual process was cumbersome, particularly when they needed to extract a specific data set. Their growing organization needed to “get to the next level” with a reliable, efficient way to perform formal risk assessments and document privacy and security incidents.

CompliancePro Solutions (CPS) walked Assistant General Counsel and HIPAA Privacy Officer, Denitsa Pocheva-Smith, and her team through the entire assessment process using CompliancePro’s automated SaaS solution and shepherded the team through the assessment questions, making notes and observations.

Once the reports were produced, the team reviewed them and was able to triage the issues the assessment revealed. Denitsa said, “It was a process of us walking through it together. And then taking that information and internally following up on it. It wasn't [CPS CCO] Kelly just doing it on his own, coming back with a report.” She said the collaboration helped them zero in on the important issues, and that was the really valuable part.

The teams now also use the platform to document all privacy and security incidents, allowing them to easily track and search quickly. The third-party assessment allowed the security and privacy teams to approach and follow through on their risk management with more objectivity. The incident tracking capability also granted Knowtion Health better insight and access. The team input all historical privacy and security data into the platform and “switched over to the system completely, and everything goes through CompliancePro.”

“It really helps us collect the information and have it available to us in a user-friendly way. We can pull reports, we can see trends—it's all in one place.”

-- Denitsa Pocheva-Smith, Esq., CHC

CASE STUDY

Academic Medical Center 01 (AMC1)

About the Organization

This academic medical center system nearly 150 locations throughout a southern state and employs roughly over 10,000 employees, making it the state's largest employer. Together with its health sciences university, the organization provides world-class healthcare for a broad range of specialties.

Summary

What They Needed

To upgrade their "homegrown," outdated solution that internal IT reluctantly supports.

What They Implemented

CompliancePro's SaaS solution to track and respond to all HIPAA privacy incidents.

What They Gained

The ability to run reports, streamline workflows, easily extract and analyze data, and make improvements based on data.



Academic
Medical Center

CASE STUDY

Academic Medical Center 01 (AMC1)

The Story

After suffering a breach that affected more than 500 patients, AMC1 decided it was time to replace their clunky, out-of-date solution that was originally built by a non-programmer. With the lack of automation, the medical facility's workflows were inefficient and time-consuming. They were also losing random documented case files and had no way to extract and analyze data.

The healthcare organization called on CompliancePro Solutions to help. CPS's automated solution streamlined the facility's workflows, boosting efficiency and accuracy. Now armed with convenient dashboards and insightful reports, AMC1 had the power to pluck data and analysis it to reveal telling patterns that could help avoid issues and make improvements, such as those based on common violations or high incident areas. The organization could also now leave behind their largely manual risk assessments for more efficient, effective automated assessments.

Academic
Medical Center

"Operating without a solution like [CompliancePro Solutions] is like asking the business to operate without Word or Excel."

-- HIPAA Privacy Officer
Academic Medical Center 01

CASE STUDY

Penn State Health

About the Organization

From its genesis as Hershey Medical Center, Penn State Health has flourished into 126 practices, including six hospitals. The world-class healthcare system seeks to “improve health through patient care, research, education, and community outreach” in 29 counties throughout Pennsylvania.

Summary

What They Needed

Professional monitoring services to fill gaps in their digital infrastructure monitoring.

What They Implemented

Genzeon performed a gap analysis and counseled Penn State Health in selecting the best monitoring service for its unique needs.

What They Gained

The medical center’s downtime improved by up to 60%, and they can observe monitored elements through one collective dashboard with Logic Monitor overseeing their digital infrastructure.



PennState Health
Milton S. Hershey Medical Center

“Month over month, there has been roughly 60% improvement on downtime.”

-- NOT SURE SAID THIS
WHO? Penn State Health

CASE STUDY

Penn State Health

The Story

Penn State Health's 94 unique locations, which employ 17,500 staff and doctors, warrant four large main data centers and several smaller satellite sites to manage its data and digital functionality. For such a mammoth digital footprint—scores of Windows and Linux servers, routers, switches, firewalls, and the application suite Office 365—infrastructure monitoring is critical for the medical center's data health and security.

Penn State Health wanted to know if their monitoring efforts held gaps and weaknesses, so they commissioned Genzeon to perform a gap analysis. The monitoring analysis did, in fact, reveal gaps—and a need for professional monitoring services that could fill those gaps. However, the medical center also needed professional guidance to select the best service for their requirements.



PennState Health
Milton S. Hershey Medical Center

“We have dashboards that we can put on the TV, and they can see what's happening in the whole environment. It can show you geographic issues, it can show you minute data issues per data center, or it can show you by area.”

--Cletus **NEED MORE INFO**

CASE STUDY

PayDC

About the Organization

A team of fellow chiropractors, billing, and coding professionals and insurance auditors developed PayDC Chiropractic Software to provide certified chiropractic electronic health record (EHR) solutions for easily managing all aspects of a practice.

Summary

What They Needed

PayDC was looking for a partner in the development space to clean up the software's code and architecture.

What They Implemented

Genzeon delivered a cost-effective hybrid model of onsite and offshore resources that resolved the products bugs, built new features, and helped PayDC acquire certifications.

What They Gained

A lasting, dedicated partnership that has helped PayDC to implement their product into more than 1,000 practices.



"We started off with a concept, and now we have 1000 plus practices all using our system, and we continue to build on that. I don't even think of us as separate businesses, I think of us as partners."

-- Dave Klein
PayDC

CASE STUDY

PayDC

The Story

PayDC's fully integrated, web-based software pulls together all capabilities that will allow chiropractic practices to increase profitability and improve compliance. The company initially outsourced the product's support and maintenance to another third party, but the relationship wasn't successful. The written code and financial module failed to meet PayDC's standards, and they found themselves hemorrhaging valuable time and resources to fix bugs. Company executives felt these circumstances were causing them to lose customers.

So, PayDC went looking for another partner in the development space. But not just any partner. PayDC wanted a true partnership with industry professionals who possessed high-quality standards and expertise. PayDC brought Genzeon on board, who fixed the quality issues, built new features, and successfully helped PAYDC acquire certification in several different areas.

Dave Klein, PayDC's [REDACTED], said, "We started off with a concept, and now we have 1000 plus practices all using our system, and we continue to build on that. I don't even think of us as separate businesses, I think of us as partners. Every person that works for Genzeon that I've had the pleasure of working with is what we really look for—that loyalty to the project and professionalism. That's something that we were looking for, and Genzeon fit the bill and continues to do so. Every single person that we have worked with, without exception, is just a consummate professional."



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--Dave Klein, [REDACTED] POSTION

CASE STUDY

University of South Florida

About the Organization

University of South Florida (USF) Health partners with University of South Florida's many medical divisions that conduct global research. The health center employees more than 900 physicians across all specialties.

Summary

What They Needed

An easy-to-use electronic reporting system and a way to manage business associate agreements.

What They Implemented

Privacy Incidents module, BA tracking, and risk assessments.

What They Gained

Incredible timesaving and efficiency in generating reports, also the ability to see what issues need to be addressed at a glance.



"It was instantaneous. I knew I had to have it."

-- Barbara Wolodzko
USF Health Privacy Officer

CASE STUDY

USF Health

The Story

When Barbara Wolodzko joined the University of South Florida (USF) Health as their privacy officer, the organization was still using inefficient and time-consuming spreadsheets and faxes to report and track HIPAA privacy incidents, and they didn't have a viable method to manage business associate agreements.

After hearing about CompliancePro Solutions (CPS) at a recent seminar, a colleague of Barbara's tipped her off about CPS's capabilities. She contacted CPS, they walked her through the program, and she said, "It was instantaneous. I knew I had to have it." Other software that they reviewed in the past was complicated with large learning curves. But CPS's solution was "incredibly user friendly." The price was right also. Barbara stated that it is the first thing that she would *not* remove from their budget.

With CPS solutions, Barbara's team went from taping together spreadsheet printouts of privacy incidents and privacy breaches to an electronic reporting system that generates the reports with minimal effort. This method also grants them the ability to see, at a glance, what departments they have the most breaches. "It helps the different clinics because they have quicker access to what's going on in their department regarding their HIPAA compliance and identify problem areas and address them quicker." She can also easily track pending investigation. This is particularly important because they must close investigations in less than 60 days and with CPS, they've been able to close most within 16 or 17 days.

Barbara added that on top of the "incredible timesaving" and enhanced workflow, she was impressed with CPS's customer service. The CPS team responded immediately to her request add an element to the program to allow her to capture and maintain business associate agreements. And late-night customer support request was answer quickly, outside of normal business hours.

Barbra wrapped up her thoughts on CPS's solutions, saying "I would recommend the program to anybody."



"It is the first thing that I would not remove from my budget."

-- Barbara Wolodzko, Privacy Officer

CASE STUDY

North Kansas City Hospital

About the Organization

As an acute care facility, North Kansas City Hospital (NKCH) employs 550 physicians in 49 practices. The 451-bed medical center boasts award-winning cardiovascular and orthopedic programs among other valued services, such as emergency, neurosciences, and spinal.

Summary

What They Needed

NKCH wanted to replace their internal file-share tracking system for HIPAA breach and privacy reporting and investigations.

What They Implemented

They implemented our program modules for privacy incidents, amendments, and business associate tracking.

What They Gained

NKCH gained enhanced organization and easily accessible and anonymous reporting that promotes a culture of safety and encourages staff report concerns.



"I find it to be very user friendly."

*-- Karen Reynolds, NKCH Health Information Management
Director and Privacy Officer*

CASE STUDY

NKCH

The Story

Though Karen Reynolds joined NKCH as their Health Information Management Director and Privacy Officer, after the facility adopted CompliancePro's (CPS) solutions, she still recognizes the value and gains they continue to deliver. Her predecessors first implemented CPS's Privacy Incidents, Amendments, and Business Associate (BA) Tracking modules to replace their cumbersome and outdated file-share system to manage privacy and breach incidents and BA tracking.

Karen stated that the CPS modules allows her team to "navigate the privacy investigation process in an easy format that is consistent with OCR breach reporting and guidelines, so it makes navigating the complex rules of privacy easier to manage. It's a tremendous organizational tool. There are a lot of pieces to investigations with different reports. I can manage investigation notes organized in one place. I also really appreciate that CompliancePro ties into our analytics tool that we use from the electronic medical records. That tie in has been extremely helpful." She added that the easy integration into their systems has helped with time-manage and efficiency as all their privacy investigation and amendments request can be addressed with one tool.

Karen sees part of her responsibility at NKCH is to create a culture of safety that encourages employees and the public to submit privacy concerns. She affirmed that the CPS modules "encourages reporting, particularly because of anonymity." And speaking to CPS's customer support Karen stated, "There's never been a situation where I haven't been able to get in touch with someone immediately when needed. All in all, CPS has granted NKCH a boost to their efficiency, organization, and culture of safety.

"I find it to be very user friendly."



"It allows my team to navigate the privacy investigation process in an easy format that is consistent with OCR breach reporting and guidelines."

-- Karen Reynolds, NKCH Health Information Management Director and Privacy Officer