



IOWA HIMSS CHAPTER PRESENTS

2023 Health IT Fall Conference

IT'S *About Time*

NOVEMBER 8TH & 9TH 2023

**"Discovering what time has taught us and
exploring the future of Health IT together!"**

Register at : www.iowa.himsschapter.org



HOTEL MILLWRIGHT
AMANA, IOWA



Welcome



Video



HIMSS Iowa Chapter

Tom Feldman

HIMSS IA Chapter President

November, 8th 2023



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HOTEL MILLWRIGHT
AMANA, IOWA



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Contact Information

- **Website**

- <http://iowa.himsschapter.org/>

- **Email**

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- iowa.membership@himsschapter.org
- iowa.president@himsschapter.org
- iowa.sponsorship@himsschapter.org

- **Social Media**

- [Facebook](#)
- [X \(Twitter\)](#)
- [LinkedIn](#)
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Iowa Chapter Committees



Program Committee



Membership Committee



Sponsorship Committee



Scholarship Committee



Advocacy Committee

2022 Chapter Recognition



- Iowa
- Maryland
- North Carolina
- Ontario
- Wisconsin



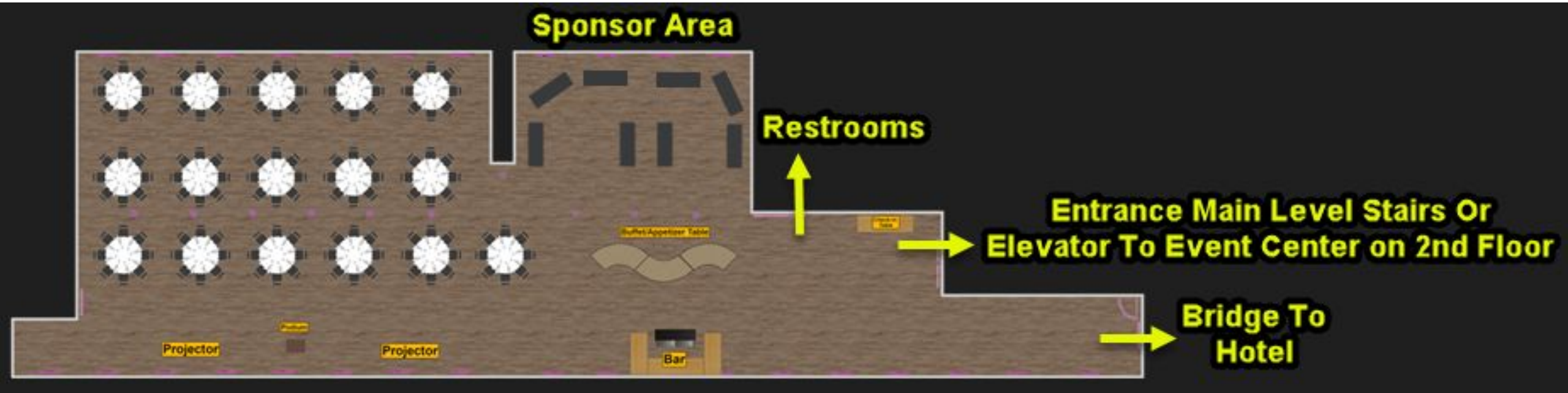
- Dallas-Fort Worth
- Northern Ohio
- South Florida



- Alabama
- Georgia
- National Capital Area
- New England
- New Jersey
- Northern California
- South Carolina



Conference Room



Wi-Fi

Connect to “Merino Loft”
No password needed



Hotel Millwright Contact Information

- If you are interested in Hotel Millwright or the Merino Loft for any of your upcoming events, contact Keeley Degel.



Keeley Degel
DIRECTOR OF SALES

hotelmillwright.com
(o) (319) 838-5006
(c) (319) 310-2274

800 48th Ave., Amana, IA 52203
P.O. Box 99

37 Hospitals and Companies Represented

- 1call a division of Amtelco
- Anatomy IT
- Broadlawns Medical Center
- Cordea Consulting
- CyncHealth Iowa
- Experis Health Solutions
- Floyd County Medical Center
- GAVS Technologies
- GDIT
- Genesis Health System
- HEALTH Secure Now
- Healthwise
- iMethods
- Imprivata
- Iowa Hospital Association
- Iowa Primary Care Association
- Iowa Specialty Hospitals and Clinics
- Jefferson County Health Center
- JustAskEvie
- Konica Minolta
- Lantana Consulting Group
- Mary Greeley Medical Center
- Mobile Heartbeat
- Montgomery County Memorial Hospital
- Myrtue Medical Center
- Rackspace Technology
- Redpoint Summit
- Ringgold County Hospital
- Telligen
- The Connection Inc Ltd
- The Iowa Clinic
- UCHealth
- UnityPoint Health
- University of Iowa Hospitals & Clinics
- Van Buren County Hospital
- Vera French Community Mental Health
- Voice Products, Inc.

Visit our Sponsors



Millwright Hotel Amana Colonies Amana, Iowa	
Wednesday, November 8, 2023	
9:00- 10:00	Registration & Mingling
10:00-10:30	President's Welcome – Tom Feldman, Iowa HIMSS Board President
10:30 – 12:00	Keynote Address Health Equity & Patient Safety- Mastering Time
Presented By	Dr. Knitasha Washington
12:00 – 12:45	Lunch & Networking
12:45 – 1:15	How to Handle a Breach
Presented By	Jim Buchenberger & Emily Luther, Health Secure Now
1:15- 1:45	Cybersecurity Priorities for Healthcare Organizations
Presented By	Ben Hall, Heartland Business Systems
1:45-2:15	Time for Transformation: Addressing EMR Burnout with Provider Support
Presented By	Dr. JD Tyler, Just Ask Evie
2:15-2:30	Break and Vendor/Sponsor Visit
2:30-3:00	Healthcare IT: Satisfying Needs or Providing Luxury?
Presented By	Kurt Telep, Nutanix
3:00 -4:00	Changes in Change - Violence in Healthcare
	Brian Dieter - CEO Mary Greely
4:00 – 6:00 PM	“Through the Decades” Reception Millwright Hotel
	Time to Network, Celebrate, Relax and Enjoy while raising \$ for Scholarships!

IT's About Time



- Between now and when this conference ends, we will have :
 - 31 hours or
 - 1,860 minutes or
 - 111,600 seconds
- How will you use this time?
- Will you make the most of it?
 - Will you learn something new?
 - Will you meet someone?
- After we are out of time for this conference, will you tell colleagues about the great time these two days and invite them with you next year.





HIMSS & Nursing CE's

Denise Grafft, Membership Chair
Fall Conference Nov. 8-9, 2023

HIMSS Certifications

CPHIMS

CPHIMS-CA

CAHIMS

Iowa HIMSS Chapter – Healthcare IT Conference | IT's About Time

Hotel Millwright | Amana, Iowa | November 8 & 9, 2023

Below are the session(s) that qualify for CPHIMS™, CPHIMS-CA™ or CAHIMS™ continuing education (CE) hours. Check the "Y" column for all sessions attended and total the number of hours earned each day. At the end of the form, total the number of hours earned for the entire event. **Do not send this form to HIMSS. Retain this form for your records.** You will need to provide a copy of this form if selected for an audit when renewing your certification.

Date/Time	Session Title	Eligible Hours	(Y)
11/8 10:00	Iowa HIMSS Health Advocacy	.5	
11/8 10:30	Health Equity and Patient Safety – Mastering Time	1.5	
11/8 12:45	How to Handle a Breach	.5	
11/8 1:15	Cybersecurity Priorities for Healthcare Organizations	.5	
11/8 1:45	Time for Transformation: Addressing EMR Burnout with Provider Support	.5	
11/8 2:30	Healthcare IT: Satisfying Needs or Providing Luxury?	.5	
11/8 3:00	Changes in Change- Violence in Healthcare	1	
11/9 8:30	Getting to Know HIMSS	.5	
11/9 9:00	Hybrid and Remote Teams- Time to Enhance Workforce Flexibility	1	
11/9 10:00	Audiology Telehealth and Throwback Thursday- Secret 1883 Octagonal Barn of Iowa	.75	
11/9 10:45	Accelerating into the Future- HL7 FHIR Solutions Contributing to Healthcare Data Sharing	.5	
11/9 11:15	Time and AI Wait for No One: The Fast Changing Landscape of AI in Healthcare	.5	
11/9 12:30	Long Term Thinking	.5	
11/9 1:15	Prior Authorizations- Solutions	.75	
11/9 2:00	Got a Spare Moment? Innovate	.5	
11/9 2:30	Interoperability – Through the Years and into the Future	1	

Total Continuing Education hours earned for this event (max = x.x) ____11____

I am claiming credits to renew my: CPHIMS CPHIMS-CA CAHIMS

I attest that I have attended all the sessions indicated above in their entirety.

|

Printed Name: _____ Certificate Number: _____

Signature: _____ Date: _____

**HIMSS Certifications-
Please retain form and
submit -
forms at Registration**

Nursing Continuing Education

FIRST TIME USERS | COMPLETE STEPS IN THIS ORDER:

1. Set up profile in CloudCME [via <https://uiowa.cloud-cme.com> OR CloudCME App]
 - a. **UIHC Attendees**, sign in with Hawk ID
 - i. *Organization Code = uiowa [for app users]
 - b. **Non-UIHC Attendees**, sign in with personal email address
 - c. Complete 'My Profile'
 - i. Enter personal info [MOC points = no]
2. **UIHC Attendees**, text uiowa email address to (844) 980-0525
3. Non-UIHC Attendees, text personal email address to (844) 980-0525
4. Text Event ID to (844) 980-0525
5. Open CloudCME on your computer > Click My CE > Click Evaluations & Certificates > Click Evaluation (**within 28 days**). Once evaluation is complete, your CE certificate will appear.

REPEAT USERS:

1. Text Event ID to (844) 980-0525
 - b. Do not use Claim Credit in the app or on the computer
2. Open CloudCME app or on your computer to complete evaluation **within 28 days** to access certificate

TEXT EVENT ID TO (844) 980-0525 ONLY.

Do not use the CLAIM CREDIT feature in the app or web portal – you will not get access to the evaluation.



Iowa HIMSS Fall 2023 Conference: IT's About TIME Nursing Continuing Education

Code 64209

1. Text 64209 to (844) 980-0525
 - Text this code 15 minutes prior, during, or up to 24 hours after the event concludes
2. Complete evaluation within 28 days
 - Go to <https://uiowa.cloud-cme.com> to complete the evaluation





For Questions Contact:

Denise Grafft

iowa.membership@himsschapter.org

319-310-4475

Thank you, Tom Feldman



Iowa HIMSS Chapter President 2021-Present



"Tom is always willing to pitch in and pick up whatever is needed to keep things moving forward, he maintains a positive attitude and truly is a team player"

Tom is always willing to help out, get together, make sure everyone is included, or even fill in for you in a pinch. He is a very selfless guy and I really appreciate that about him.



IOWA HIMSS
CHAPTER PRESENTS

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November 8th & 9th 2023

IT'S *About Time*



KEYNOTE PRESENTATION Health Equity & Patient Safety- Mastering Time



Dr. Knitasha V. Washington
DHA, FACHE

- Recognize the importance of diversity and inclusion in innovation.
- Describe concepts of health equity.
- Consider the role of healthcare staff as change agents in patient safety.
- Identify types of information about a community and patient that can inform a provider.

LOCATION: AMANA COLONIES HOTEL MILLWRIGHT
AMANA, IA 52203

[Register Now!](#)

[View Agenda: www.iowa.himsschapter.org](http://www.iowa.himsschapter.org)

Other Agenda Topics

- Hybrid & Remote Teams, Leadership
- AI, FHIR, HL7
- Cybersecurity, Interoperability
- and MUCH MORE!

Event Sponsors



*Lunch and
Networking
noon-12:45*



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Thank you to our Sponsors!

Education Sessions Resume at **12:45pm**

Event Sponsors



How To Handle a Breach



How to Handle a Breach

Jim Buchenberger | Director of Sales | JimB@TrustSecureNow.com

Emily Luther | Marketing Specialist | EmilyL@TrustSecureNow.com



About HSN

The industry leader in HIPAA compliance and cybersecurity services since 2010.

- “Big 3” HIPAA Requirements
- PHlshMD Continuous Security Awareness Training
- Community Education

*we are currently transitioning from our old name, HIPAA Secure Now, to better reflect our services

HIPAA  **Secure Now!**



Your Incident Response Plan

Documentation: *Who is in charge of maintaining the document once it is created?*

Security Incident Response Team “SIRT”: *Who are the stakeholders?*

- Ownership/management: leads response, likely in charge of PR
- IT/MSP: responsible for restoring systems and conducting data forensics
- Privacy/Security Officer: in charge of breach notification and documentation of incident, the response, and remediation steps

Testing: *How often is the plan tested? Does the plan ever change?*

Tabletop exercises: *What happens if a real incident were to occur?*

Data Recovery and Backups

Considerations

- **Cloud Backups:** should be hosted by a trusted vendor and one that provides you with documentation of how data would be restored if necessary
- **Offline, offsite backups:** an offline version of your backups should also be stored in an alternate location
- ***How much downtime is your business able to tolerate?*** This can vary greatly, but generally a few days of downtime can cause great strain
- **Documentation:** all data backup and disaster recovery processes should be documented and routinely tested





HIPAA/Regulatory Concerns

When a breach occurs, it is possible that an audit may take place by OCR/HHS.

Be prepared to produce:

- Risk Assessment history along with remediation plans
- Employee training records, especially if the breach was caused by employee error/negligence
- Security Incident Response plan and any related documentation



Commonly Overlooked Items

- Communication with customers, patients and potentially the press (PR/reputation management)
- Communication with other employees, especially other members of the SIRT team: *What if the phones are down? Email and Teams may be down too. Do you have alternate contact information?*
- Data forensics: *What information was accessed?*
- Cyber insurance: *Do you have enough coverage?*
- Human Impact: *How does a breach affect those in the company?*



Communication

- Public relations is extremely important in the aftermath of a breach.
- Studies have shown that up to 60-65% of patients would leave their healthcare provider following a breach.
- In some cases, a press release or communication with the press may be necessary in the wake of a breach.
- Ownership or leadership should be prepared to make a statement and have a general idea of what to say before an incident ever happens.

Cyber Insurance

Your cyber insurance company should be notified of the breach immediately.

Can potentially provide:

- Breach coaching/counseling
- Financial support
- Representative to communicate with cybercriminal(s)

It is very important that you reevaluate your cyber insurance needs regularly, just like you would with other types of insurance.

As your organization changes, your cyber insurance needs will likely change as well.





The Human Impact

- *How does the breach impact the individual(s) that caused the breach?*
- *What kind of toll does the breach take on those in the incident response team? (extra hours?)*
- Must consider the entire organization.
- The longer the remediation efforts drag on, the greater the impact will be on the people within your organization.



HealthSecureNow.co
m

Morristown, New Jersey . 877.275.4545 .
Marketing@HIPAAsecureNow.com



Cybersecurity Priorities for Healthcare Organizations

An Overall Security Approach

Ben Hall – Senior Information Security Consultant



- Introduction
- Understanding Cybersecurity Threats
- Building a Robust Security Framework
- Third Party & Supply Chain Risk
- Continuous Monitoring & Adaptation
- Conclusion/Questions



Ben Hall

Senior Information Security Consultant



- Certified Information Systems Auditor (CISA) and a Certified Data Privacy Solutions Engineer (CDPSE)
- Over 15 years of Information Security and Information Technology experience in the Banking, Financial, Insurance and Healthcare sectors
- Held positions as Risk Manager, Lead IT Security and GRC Analyst, IT Operations Supervisor, and Systems Administrator, Information Security Officer

Understanding Cybersecurity Threats

Common Cyber Threats & Real-World Examples

Latest Cybersecurity Threats



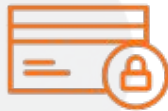
AI-Enabled Threats

More than 9 out of 10 security professionals expect AI threats to expand in 2024



Social Engineering

- Pretexting
- Phishing
- Vishing
- Spear Phishing



Credential Compromise

This is the most common compromise and requires MFA to add a layer of protection



Malware

- Ransomware
- Viruses
- Doxware / Leakware
- Spyware



Double Extortion

Threat actors are exfiltrating data and encrypting, demanding payment for both the decryption key and return of the stolen data



Insider Threats

Insider threats can be unintentional or malicious, depending on the threat's intent

Latest Cybersecurity Threats

TIME IT TAKES A HACKER TO BRUTE FORCE YOUR PASSWORD IN 2023

Number of Characters	Numbers Only	Lowercase Letters	Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters, Symbols
4	Instantly	Instantly	Instantly	Instantly	Instantly
5	Instantly	Instantly	Instantly	Instantly	Instantly
6	Instantly	Instantly	Instantly	Instantly	Instantly
7	Instantly	Instantly	1 sec	2 secs	4 secs
8	Instantly	Instantly	28 secs	2 mins	5 mins
9	Instantly	3 secs	24 mins	2 hours	6 hours
10	Instantly	1 min	21 hours	5 days	2 weeks
11	Instantly	32 mins	1 month	10 months	3 years
12	1 sec	14 hours	6 years	53 years	226 years
13	5 secs	2 weeks	332 years	3k years	15k years
14	52 secs	1 year	17k years	202k years	1m years
15	9 mins	27 years	898k years	12m years	77m years
16	1 hour	713 years	46m years	779m years	5bn years
17	14 hours	18k years	2bn years	48bn years	380bn years
18	6 days	481k years	126bn years	2tn years	26tn years

Latest Cybersecurity Threats

Number of Times Password Cracked	Length of Password
87	6
50	7
526	8
1004	9
839	10
627	11
551	12
278	13
139	14
80	15
33	16
19	17
8	18
3	19
3	20
3	21
2	22
2	32

```
most-common-words.txt
151 today
109 summer
62 winter
53 marian
52 spring
34 temp
32 fall
28 hockey
15 softball
14 volleyball
14 soccer
14 sabres
12 august
11 snow
11 basketball
9 packers
9
8 lacrosse
7 sabre
7 mrian
7 luna
7 december
7 daisy
7 cooper
7 baseball
6 welcome
6 villa
6 bella
6 bailey
5 september
5 pumpkin
5 march
5 maggie
5 love
```

BET SPORTS HERE



VIEW BETMGM.COM FOR TERMS AND CONDITIONS. MADE BY SHAWLINE PERFORM AND LIVE ONLINE.



I'm having trouble communicating with the system. When the link is restored, your session will resume.

Latest Cybersecurity Threats

MGM Social Engineering Hack

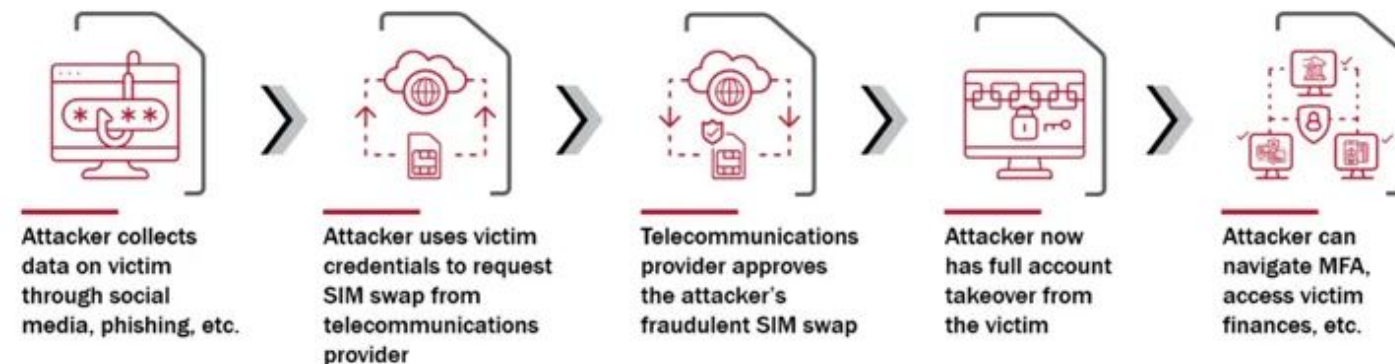
- Employee found & targeted via LinkedIn
- Help Desk call impersonating said employee asking for password reset
- Poor verification techniques before granting password reset
- After initial access used privilege escalation to gain admin
- Attack estimated to cost MGM \$8 million a day potentially eclipsing \$80 million all in

Vishing, ransomware, exfiltration

Latest Cybersecurity Threats



- LAPSUS\$\$ Hackers Convicted for High-Profile Tech Firm Hacks
- Gained unauthorized access through SIM Swapping
- Solicited rogue insiders for VPN, VDI, or Citrix credentials
- Able to take over online accounts through sign-in and recovery methods
- Demanded ransom in exchange for stolen customer information
- Gained notoriety due to the success of attacks of well-defended organizations through highly effective social engineering



Ransomware, social engineering, malicious insider, exfiltration

Latest Cybersecurity Threats

- Minneapolis Public School District – March 2023
 - Outages were reported and it was stated that an incident occurred and was being treated as an “encryption event”
 - Required them to disconnect the network overall
 - “Medusa” ransomware gang claimed responsibility
 - Not only encrypted data but did a double extortion as they threatened to release PII to the darknet



Update September 2023:
Threat actors are now releasing the stolen data on the dark web

Building a Robust Security Framework

Information Security Risk Management Program



- Aligning security risk with business objectives through Risk Assessments
- Should guide and help set strategic approach and guidelines
- Develop policies and standards

Employee Security and Awareness Training

Educate your personnel – Change the culture!

- At time of hire
- Annually
- Monthly Newsletters
- All-hands meetings
- Phishing tests
- Incident Reporting Processes
- Policy Awareness and Reviews



Incident Response Plan



- Time is of the essence – ensure reporting mechanisms are in place
- Train your Incident Response Team
- Add/enhance your ransomware playbook
- Keep network and data diagrams updated – helps inform response actions
- Processes for restoring from backups

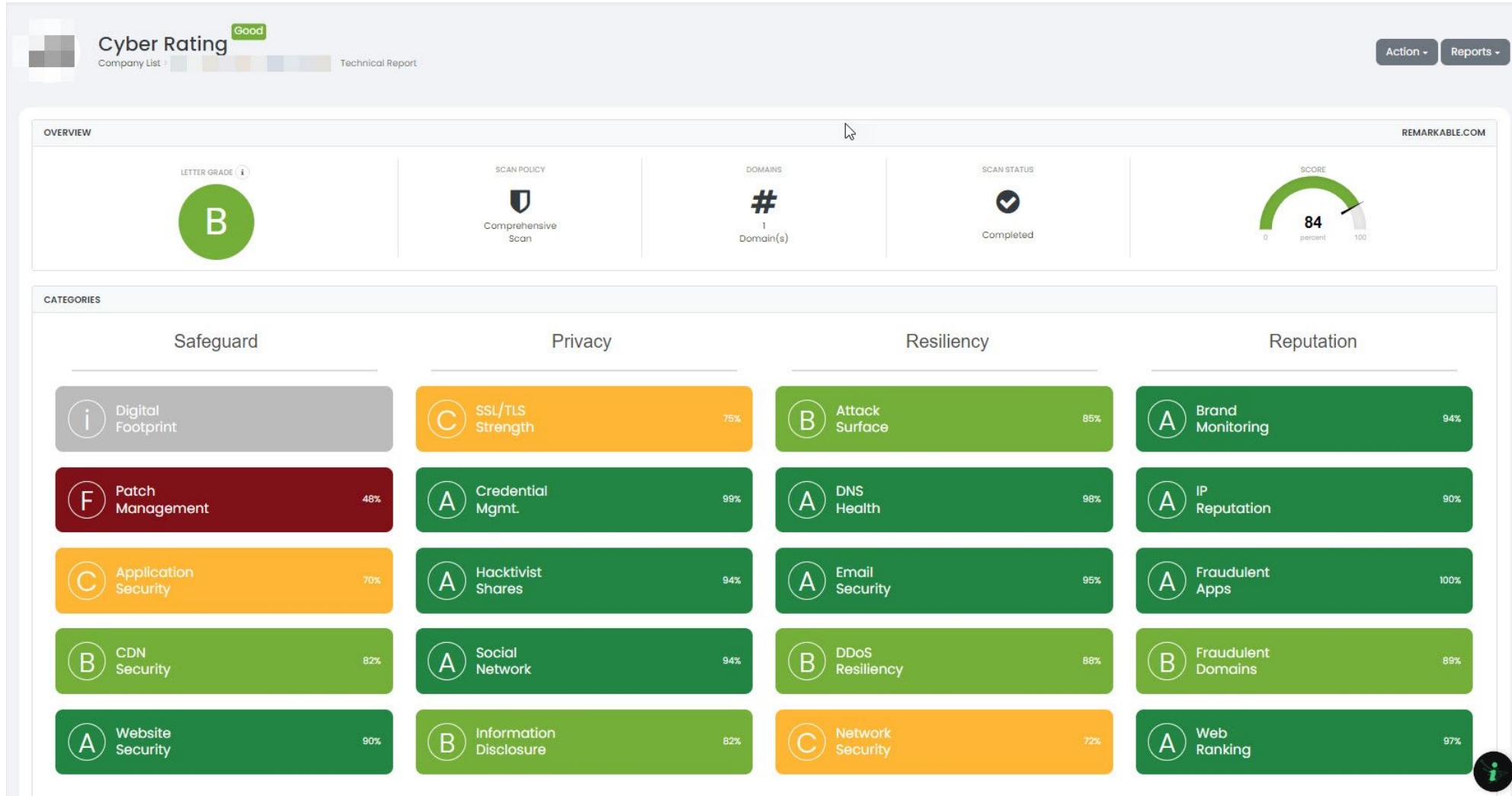
Third Party & Supply Chain Risk

Third-Party Risk Management

- **Vendor** – Any third-party, service provider, supplier or contractor that supplies products, goods or services to an organization.
- **Vendor Management** – Set of policies, processes and procedures used to strategically source and manage vendors so that investments are maximized, and business risk is minimized.
- **Third-Party Risk Management** – The process of identifying, assessing, and controlling risks presented throughout the lifecycle of an organization's relationships with third-parties.



Third-Party Risk Management



Continuous Monitoring & Adaptation

BENEFITS OF CONTINUOUS MONITORING



Proactive
approach to
cybersecurity



More
effective risk
management



Early threat
detection and
containment



Continuous
compliance with
security frameworks

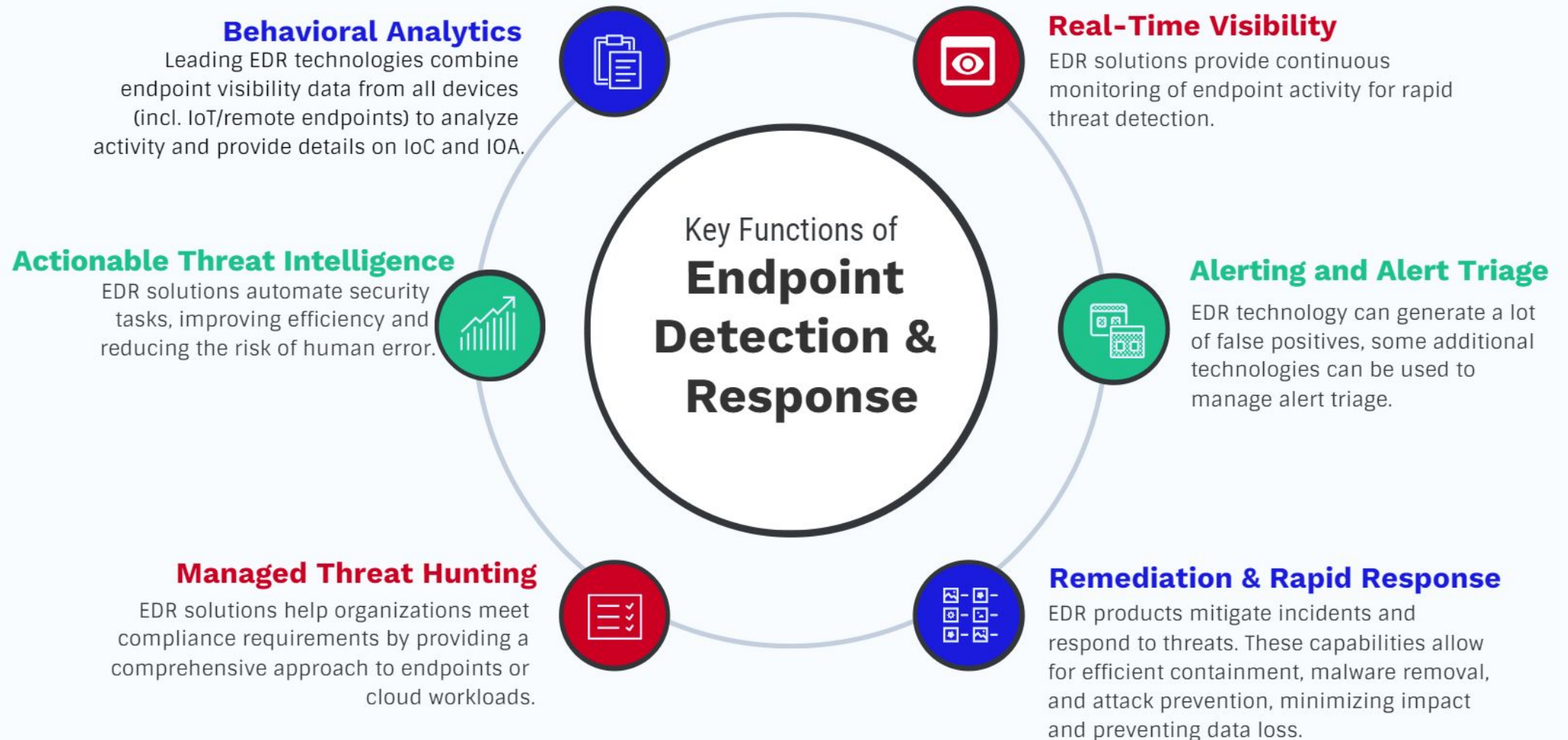


Enhanced
visibility into
IT environment

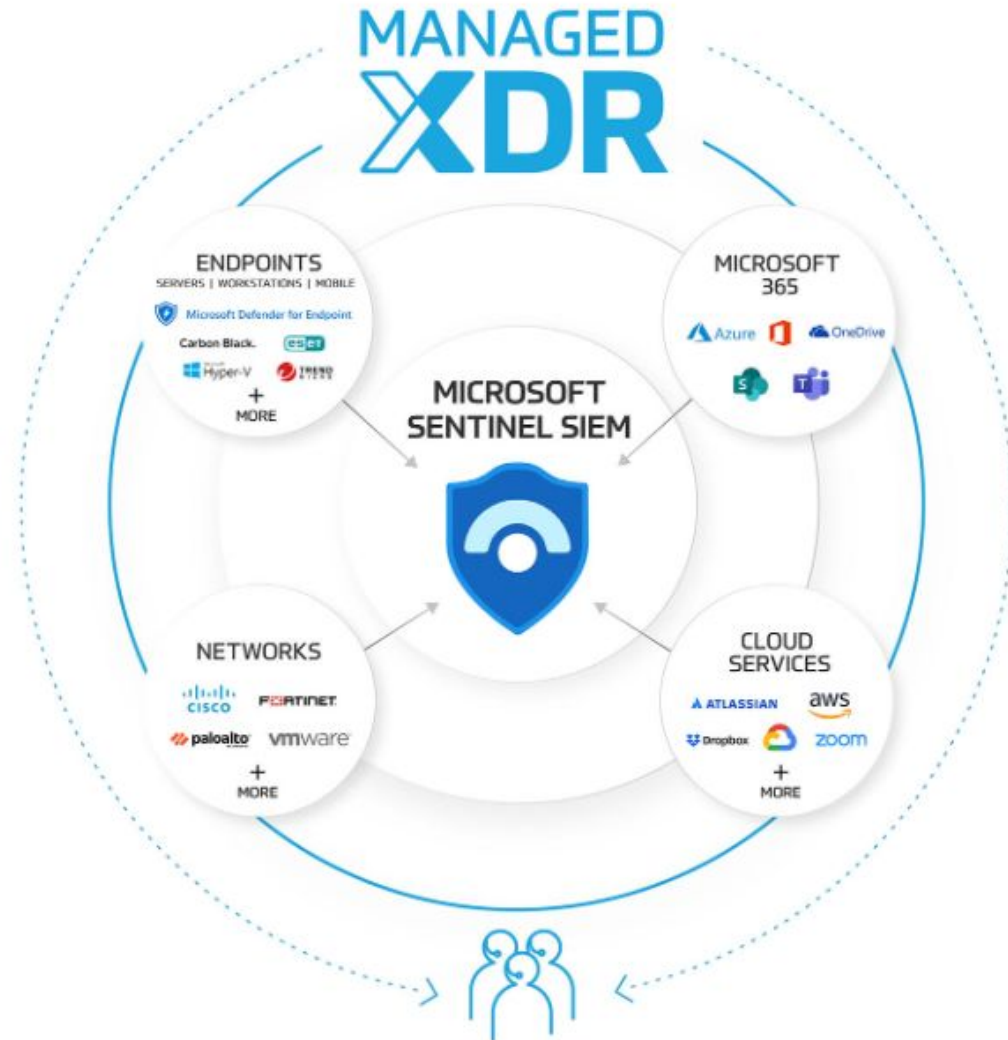


Improved
incident
response

Key EDR Functions



Continuous Monitoring and Adaptation



- Extended Detection and Response (XDR)
 - Integrated system & combination of an EDR tool and SIEM tool
- Firewall logs and monitoring
- Microsoft 365 security logs
- Cloud service logs



360° Security View

Credential Compromise

Entity Insights

Choose an Entity Type to investigate by.

Investigate IP Address **Investigate Account** Investigate Host Investigate URL Investigate File Hash Full Search


UPN: samAccountName:

Location Anomalies Computer Logons Conditional Access Analysis IOCs Related Alerts & Bookmarks

Distance from Typical Signin Location

IPAddress	KmFromTypicalLocation	AppDisplayName	ResultDescription
2.56.191.85	1021.008	OfficeHome	External security challenge was not satisfied
	20.016	Microsoft Teams Web Client	
	8.315	Office 365 Exchange Online	External security challenge was not satisfied
	8.315	Office365 Shell WCSS-Client	
	8.315	Office 365 Exchange Online	
	0	Microsoft Account Controls V2	
	0	OfficeHome	This error occurred due to 'Keep me signed
	0	OfficeHome	External security challenge was not satisfied
	0	My Profile	
	0	Office365 Shell WCSS-Client	
	0	Office 365 Exchange Online	

Signin Map



US/Iowa/Des Moines 17 US/Iowa/Des Moines 12 US/Iowa/Des Moines 2 US/Texas/Dallas 2

Signin Details

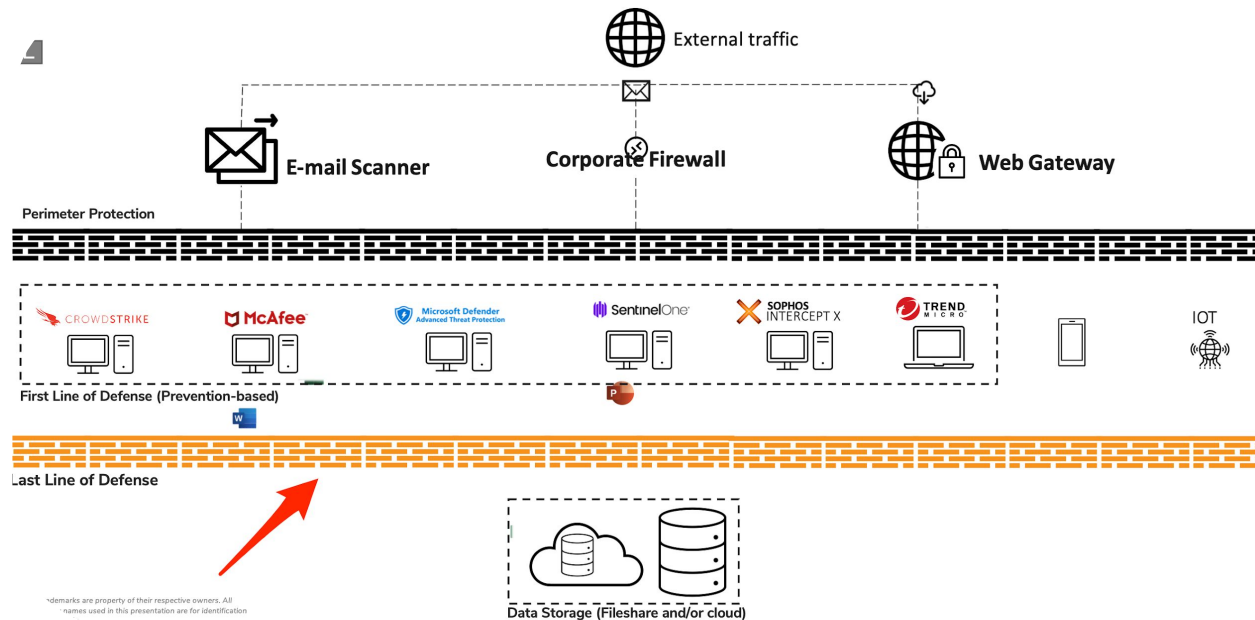
TimeGenerated	AppDisplayName	ResourceDisplayName	ResultDetail	ClientAppUsed	ConditionalAccessStatus	AuthDet...	DeviceDet...	LocationDetail...	IPAddress	RiskDetail	RiskState
9/25/2023, 9:35:44 AM	OfficeHome	OfficeHome	External security challenge was not satisfied.	Browser	failure	View	View	View	2.56.191.85	none	atRisk
9/25/2023, 9:31:13 AM	OfficeHome	OfficeHome	External security challenge was not satisfied.	Browser	failure	View	View	View	2.56.191.85	none	none

Proactive AND Reactive Is The Best Approach

PREVENTION-ONLY STRATEGIES REQUIRE THAT...

- You're **100%** Effective,
- **↓99%** of the Time,
- On **100%** of Your Attack Surfaces,
- Against **100%** of Threats.

THE PROBLEM IS... YOU CAN'T HAVE 100% PROTECTION 100% of the Time.



Detect & Stop Encryption

Continuous Monitoring and Adaptation

- Vulnerability Management



Continuous Monitoring and Adaptation

Microsoft Defender Vulnerability Management dashboard

Filter by device groups (3/3)

Organization exposure score


Exposure score

This score reflects the current exposure associated with devices in your organization. The score is potentially impacted by active exceptions.

47/100

Low 0-29 Medium 30-69 High 70-100

Exposure score over time



Improve score

Top security recommendations

Recommendation	Exposed devices	Threats	Impact	Tags
Update Google Chrome to version 117.0.5938.92	2	2	20.27	
Update Zoom Meetings	3	2	16.60	
Update Openssl	3	2	13.33	

Show more Show exceptions

Microsoft Secure Score for Devices


Your score for devices: ...

This score reflects the collective security configuration posture of your devices across OS, Application, Network, Accounts and Security Controls Score is potentially impacted by active exceptions.

765,938 points achieved

Application	20 / 20
OS	161 / 200
Network	91 / 100
Accounts	44 / 50
Security controls	449 / 500

Score for devices over time




Improve score

Device exposure distribution

Exposure distribution

Exposed devices are easy targets for cybersecurity attacks. Ensure that these devices can receive security updates, have critical security controls, and are properly configured.



Low Medium High

Top remediation activities

Remediation activities

This table lists top activities that were generated from security recommendations.

Disable 'Always install with elevated privileges'	0 / 0
Block Office applications from creating executable conte...	0 / 0

Show more

Top vulnerable software

Software	OS platform	Weaknesses	Threats	Exposed devices
Chrome	Windows	11	2	2 / 3
Meetings	Windows	34	3	3 / 4
Openssl	Windows	13	3	3 / 5

Show more

Top exposed devices

Name	Security recommendations	Discovered vulnerabilities	Exposure level
gratiano.pardiso@...	34	41	High
gratiano.belli@...	7	30	Medium
gratiano.falli@...	28	67	Medium

Show more

Internal & External Penetration Testing

Privilege Escalation

Attacking Internal Services

- AD Certificate Abuse
- SMB Relaying
- Sensitive Information in Shares



Success Rate FY23: 75% of Internal Tests Gain Domain Administrator Access

Conclusion/Questions

Focus Areas

- Starting out:
 - Risk Assessment
 - MFA & Strong Authentication Controls
 - Technical Controls
 - EDR, MDR, XDR, LAPS, Password health
 - Incident Response Plan
 - Disaster Recovery and Backup Planning
 - Vulnerability Management

- Where to go next:
 - Third-party Risk Management & Vendor Due Diligence
 - Penetration Testing
 - Data, application, & asset inventories
 - Test IR plan with executives via simulated attacks
 - Metrics to evaluate security effectiveness



Discussion



*Time for
Transformation:
Addressing EMR Burnout
with Provider Support*

Time for Transformation:

ADDRESSING EMR-BURNOUT WITH PROVIDER SUPPORT

J.D. Tyler MD


Internal Medicine/Pediatrics

JustAskEvie - Founder and CEO





LEARNING OBJECTIVES

- Define EMR-related burnout and its impact on healthcare providers.
 - Identify common causes of EMR burnout.
 - Explore strategies for supporting healthcare providers in managing EMR-related stress.
 - Highlight the role of technology and system improvements in reducing EMR-related burnout.
- 



EMR-INDUCED BURNOUT

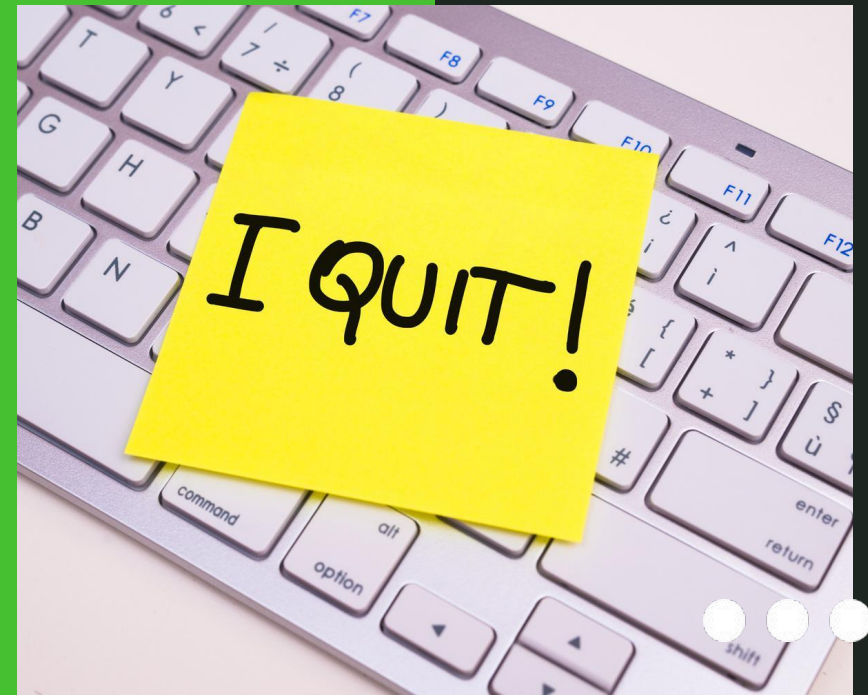
Definition

EMR-induced burnout refers to the physical, emotional, and mental exhaustion experienced by healthcare professionals due to the challenges associated with using EMR systems in their daily workflow.



WHAT'S THE IMPACT?

- 23% of physicians and 40% of nurses plan to leave their practices in the next 2 years
- 63% of physicians experience emotional exhaustion or another common sign of burnout at least once a week.
- Approximately 40% of clinician burnout is caused by EMRs.
- 70% of physicians attributed an increase in their administrative burdens to the EMR.
- Physicians have one of the highest suicide rates





LET'S TALK!

**Causes of EMR-Related
Healthcare Provider Burnout**





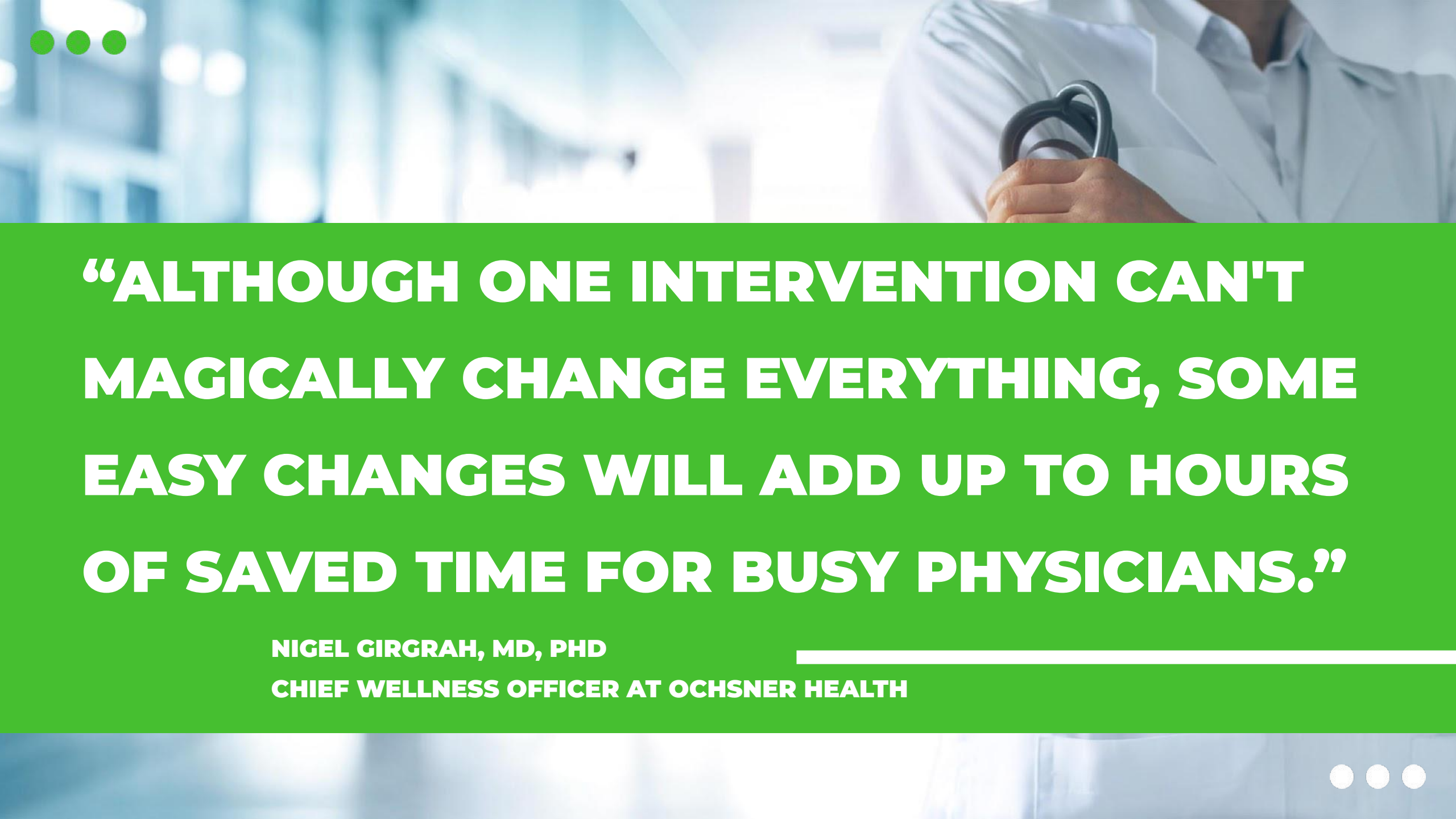
STRATEGIES FOR SUPPORT

Enhance EMR usability.

Deliver right information at
the right time.

Leverage technology.





**“ALTHOUGH ONE INTERVENTION CAN'T
MAGICALLY CHANGE EVERYTHING, SOME
EASY CHANGES WILL ADD UP TO HOURS
OF SAVED TIME FOR BUSY PHYSICIANS.”**

NIGEL GIRGRAH, MD, PHD
CHIEF WELLNESS OFFICER AT OCHSNER HEALTH



Today

22	Tu	We	Th	Fr	Sa
31	1	2	3	4	
7	8	9	10	11	
14	15	16	17	18	
21	22	23	24	25	
28	29	30	1	2	
5	6	7	8	9	

ABSOLUTE PRIM CARE Department (All Providers)

Vide	Visit Orders	Time	Status	Patient	Type	Enc Comments
●		11:00 AM	Visit in Progress Exam: 15	[blurred]	EXTENDED RETURN	
●		11:20 AM	Visit in Progress Exam: 2	[blurred]	PCP E/M RETURN SICK	
●		11:20 AM	Visit in Progress Exam: 18	[blurred]	PCP E/M NEW SICK	
●		11:40 AM	Visit in Progress Exam: 11	[blurred]	PCP E/M RETURN WELL	
●		11:40 AM	Visit in Progress Exam: 17	[blurred]	PCP E/M RETURN SICK	
●		11:45 AM	Arrived Checked in: 11:48 AM	[blurred]	NURSE VISIT	
		12:20 PM	Scheduled	[blurred]	WELLNESS	



**EMR-Help
Now**



All Done

Go to In Basket for

Clinical EMR Support - ONE Click Away!

Well Being

NEXT EXIT 

Take Action

Put Empathy and
Understanding at the
Forefront



Go with the...Workflow



Use the Data





**THANK
YOU**

te /..../..

Address

Parent

Parent

Patient

st name

st name

Age





JustAskEvie

Clinical EMR Experts, Just a Click Away



Let's Connect!



www.JustAskEvie.com

JD Tyler M.D., CEO & Founder

jd@justaskevie.com

816.551.7260



LinkedIn

Breaktime

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IOWA HIMSS CHAPTER PRESENTS

2023 Health IT Fall Conference

IT's About Time

NOVEMBER 8TH & 9TH 2023



HOTEL MILLWRIGHT
AMANA, IOWA

"Discovering what time has taught us and exploring the future of Health IT together!"

Register at : www.iowa.himsschapter.org



Thank you to our Sponsors!

Education Sessions Resume at **2:30 pm**

Event Sponsors



*Healthcare IT:
Satisfying Needs
or Providing
Luxury*

Healthcare IT: Satisfying Needs or Providing Luxury?

Kurt Telep
Healthcare Field CTO
Nutanix



Kurt Telep

Field CTO, Nutanix Healthcare



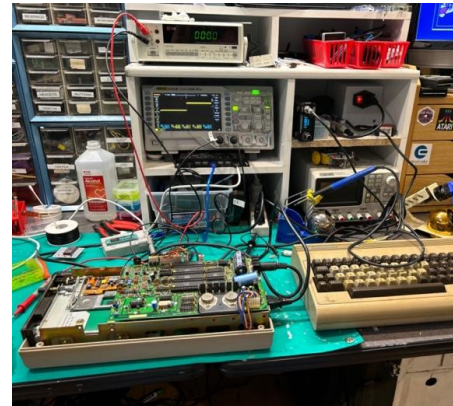
24 years in Information Technology

Hands-on technology evangelist

Vintage and historic computing nerd

Off-road enthusiast

Maker, creator, deep thinker



Changes in the Healthcare IT Landscape

- The Data
- The Cloud
- The Patient and the Provider



- 100 Sites of Care
- 10,000 Staff
- Epic EMR
- Multiple PACs vendors
- 1PB+ of Data

Delaware Valley Community Health, Inc.



- 9 Locations
- General Medicine and Specialty Care Clinics
- Telehealth
- NextGen
- 400TB of Data

SPRING-FORD
familydental



- 2 Dentists
- 6 Hygienists
- 2 Administrative Staff
- Dentrix EMR
- Gendex VixWin PACs
- 5TB of Data
- Patient Portal

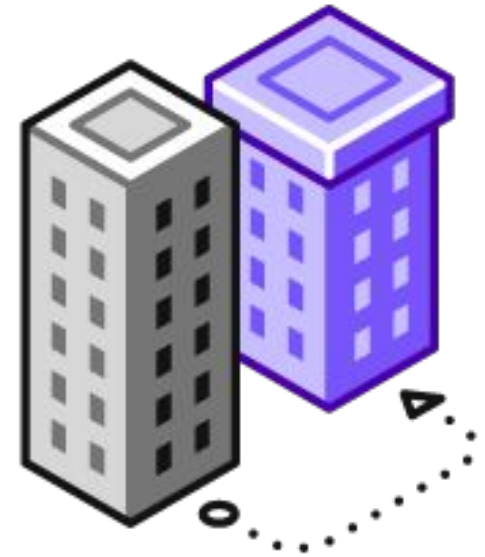
The Same Risks and The Same Challenges



Regulatory
Compliance



Data Security



Backup and Recovery

Value of Stolen Data

\$1

Credit Card Number



\$15

Social Security Number



\$250

Medical Record



The Old “Nice To Have’s”

- Security Auditing Integration with Compliance Monitoring
- Immediate Recovery with Zero Data Loss (or just getting close)
- Warm Disaster Recovery Site
- Multiple Methods of Data Recovery
- Cloud Integration and Connectivity



Requirements

Assumptions

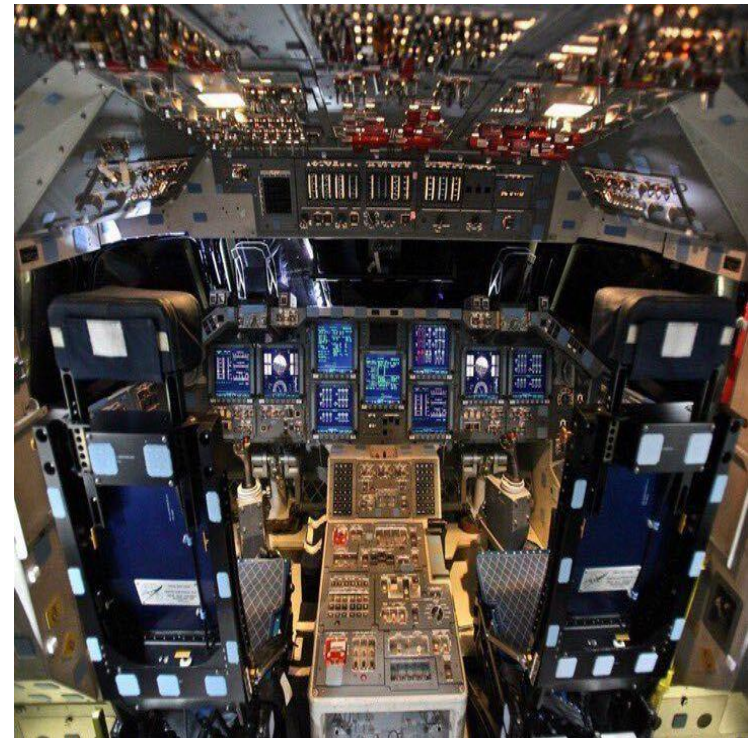
“Nice To Haves”

Why did we shy away from them?

We Want Operate Like This



Instead of This



How do I live "Luxuriously"?

Where's the Money Coming From?

Stop being a hobbyist, go pro



Look on your shelf, what do you already own?



Use Scalable Solutions



Leverage the Cloud for What It's Good For



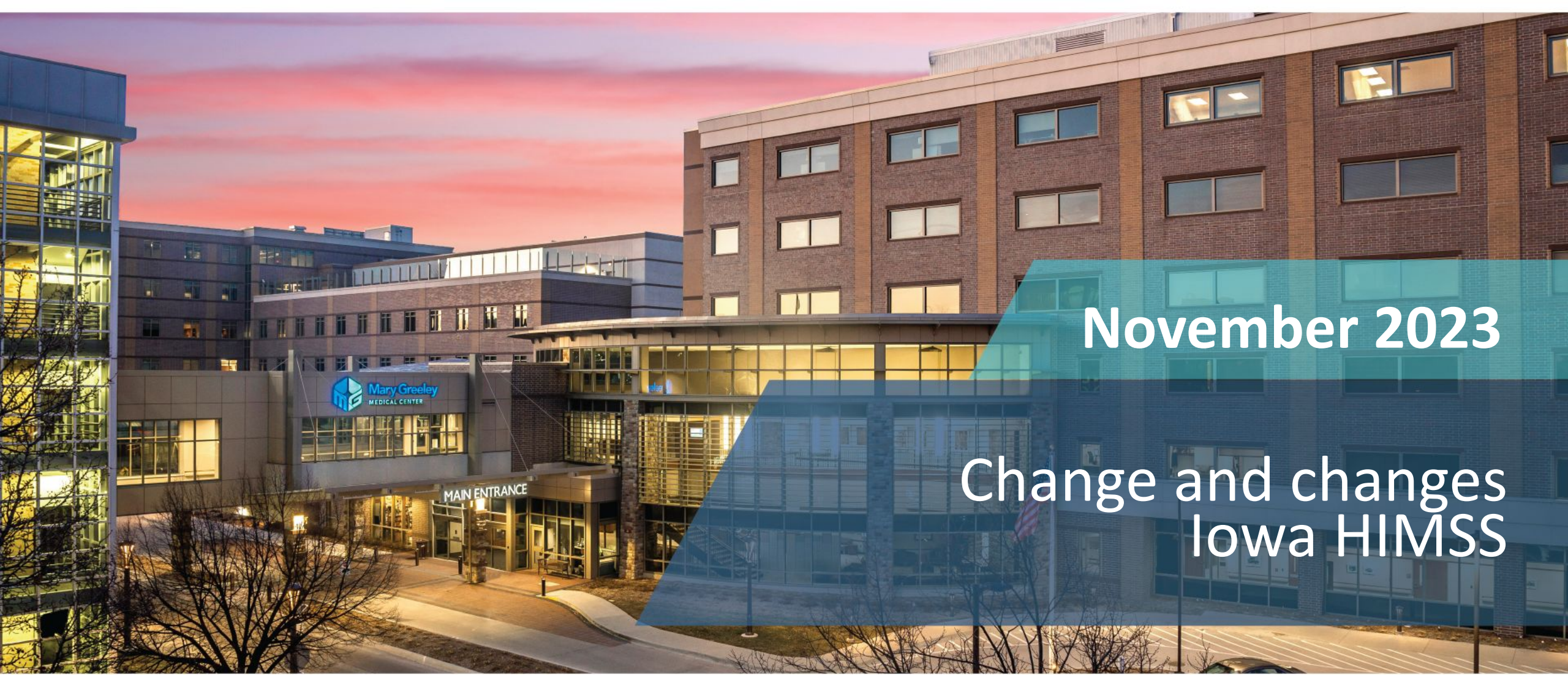
Don't deploy uni-taskers



Thank You

NUTANIX

Changes in Change: Violence in Healthcare



November 2023

Change and changes
Iowa HIMSS



Mary Greeley
MEDICAL CENTER
Doing what's right.





Here's What We'll Cover!

- Quit getting hit
- What's the Problem?
- What's the Solution?

OUR MISSION

To advance health through specialized care and personal touch.

OUR VISION

To be the best.

OUR VALUES

People-Oriented
 Respectful
 Innovative
 Dedicated
 Effective

Doing what's right.



Workforce Violence

- Stats

- 125 reported incidents of abuse in the last 11 months.
 - 35% verbal
- Physical abuse: Punching/slaps 37% Kicking 20% Scratching 14%
 - 36% were reported by the ED / 21% were reported by BHU
- Mental illness/dementia/intoxication were the highest contributing factors

- Worker Expectations

- Nurse mindset (and other CARE givers)

- What to do?



Healthcare Costs too Much

- Single premium
 - \$6,500 - \$9,000 / year
- Single earning
 - \$52,700 / year (midpoint = 14.7%)
- Family premium
 - \$24,000 - \$30,000 / year
- Family earnings
 - \$85,000/ year (midpoint = 32%!) (midpoint = 32%!)



How good are you / How do you know?

- How do you begin to assess?
- Effort / results / what matters?



Business Review



Mary Greeley
MEDICAL CENTER

Director Name: _____ Department: _____ Review Date: _____

The purpose of the Mary Greeley Medical Center Business Review is to help answer three questions:
Is your department doing as well as it could? How do you know? What and how should your department improve or change?

Leadership
&
Workforce

T

Customers

O

Measurement/
Analysis/
Knowledge
Management

W

Operations

S



Mary Greeley
MEDICAL CENTER

Business Review

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Management

Operations



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MEDICAL CENTER

Business Review

Director Name: _____ Department: _____ Review Date: _____

The purpose of the Mary Greeley Medical Center Business Review is to help answer three questions:
Is your department doing as well as it could? How do you know? What and how should your department improve or change?

T _____

O _____

W _____

S _____

What have we found to be useful?

- Start with common understanding of process
 - Work System Map
 - Process Map
 - Waste Walk
 - Ask
- Create desired end goal (Adapted from prosci.com materials)
 - Do staff/ departments involved understand the why?
 - Is the why compelling enough to change?
 - Do they know what and how to change
 - Can they make the change?
 - Have we designed reinforcement to the change?



Rewrite O C D ?

- Optimism
- Civility
- Determination



Brian Dieter, FACHE

President & CEO


Mary Greeley Medical Center

dieter@mgmc.com

Twitter: @bdieter

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Reception Sponsor





Randy A. Haskins Memorial Scholarship

The HIMSS Iowa Chapter scholarship program was established in memorial of Randy A. Haskins. The program is designed to encourage and promote individuals to pursue degrees, careers and advance their knowledge in healthcare technology / healthcare information and management systems.

Randy A. Haskins was the first president in HIMSS Iowa history to serve two terms from 2003-04 and 2008-09. During his presidency, HIMSS Iowa began to offer scholarships for the first time. It is because of his hard work and dedication to healthcare IT that HIMSS Iowa has memorialized the scholarship in his honor. Randy was an inspirational leader who was actively involved in his community, including the HIMSS Iowa Chapter.

If you would like to donate to this scholarship, scan this QR code:





Randy A. Haskins Memorial Scholarship 2022 Recipient – Megan Jasso

My current role with UnityPoint Health is in clinical informatics. I truly enjoy my role and the piece of the puzzle that I get to work on with healthcare and IT. I believe it is crucial for both areas to be able to work together cohesively to best serve our patients and our community. I am looking forward to completing my MBA and continuing to learn and grow in my career and the IT and Healthcare field. By receiving the Randy A. Haskins Memorial Scholarship, it has allowed me to continue my education journey to better myself and my work in healthcare and IT. I am proud to report that I am on track to graduate with my MBA December 2023, and I want to thank HIMSS for the great opportunity to finish this degree.

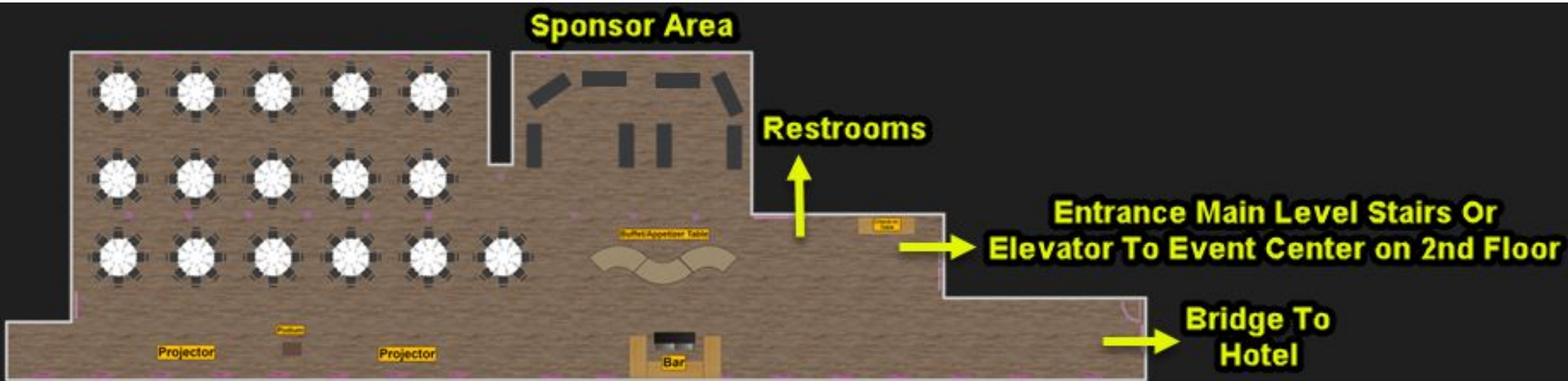
Respectively,

Megan Jasso BSN, RN

If you would like to donate to this scholarship, scan this QR code:



Conference Room



Wi-Fi

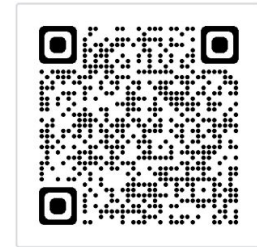
Connect to “Merino Loft”
No password needed



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Contact Information

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- <http://iowa.himsschapter.org/>

- **Email**

- iowa.info@himsschapter.org
- iowa.membership@himsschapter.org
- iowa.president@himsschapter.org
- iowa.sponsorship@himsschapter.org

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