BLUePRINT
Health Information Security Services

An Intraprise Health Business

Rated

97.2*

Among Advisory
Focused Firms
in KLAS Cybersecurity

Services 2018 Report

BluePrint Health Information Security, an Intraprise Health business, was rated 97.2* in the Advisory Focused Firms category in the KLAS Cybersecurity Services 2018 report.

Intraprise has been designing and implementing tailored secure information technology solutions, creating value for innovative healthcare organizations since 1997. Our BluePrint Health Information Security Services, formerly BluePrint Healthcare IT, has been leading the way in healthcare privacy and security for over a decade.

Unlike other information security companies, BluePrint Health Information Security Services are **100% focused on serving the needs of healthcare providers, payers and business associates.** In fact, BluePrint was one of the first organizations to publish a comprehensive roadmap for hospitals and health systems to comply with the HIPAA Security rule in 2005. Since that time, BluePrint has worked as a trusted partner with dozens of healthcare systems, medical centers, physician networks, payers, business associates and hospital associations to help protect their healthcare data.
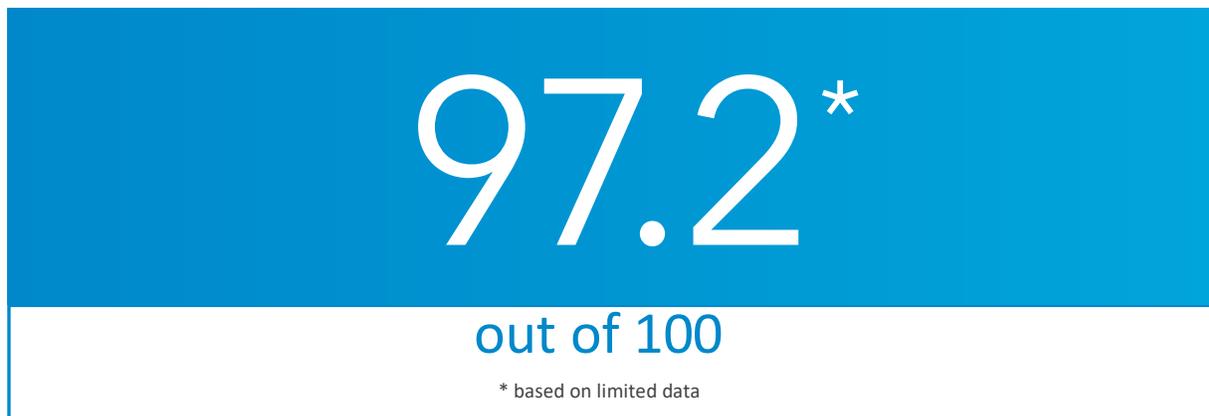
97.2*

out of 100

* based on limited data

To learn more about Intraprise Health's BluePrint Health Information Security offerings, contact sales@intraprisehealth.com.

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Executive Insights

In June 2018, KLAS published a new report focused on Cybersecurity Service firms. To highlight which firm can best help their clients be successful, KLAS interviewed 129 healthcare organizations about their engagements with cybersecurity firms to find out which services these firms offer and the types of outcomes they were able to achieve. Additionally, respondents were asked about their firm's healthcare knowledge, ability to cater to customer needs, and strategic expertise. [i]

The new report grew out of the comprehensive look at cybersecurity within healthcare organizations that KLAS published in February 2017. Cybersecurity advisory and managed services were among the most frequently mentioned ways in which security professionals had improved their organizations' security posture.

Each year, KLAS interviews thousands of healthcare professionals about the products and services their organizations use. These interviews are conducted using a standard quantitative evaluation, and the scores and commentary collected are shared online in real time so that other providers and IT professionals can benefit from their peers' experiences. To supplement the data gathered with this standard evaluation, KLAS also creates various supplemental evaluations that target a subset of KLAS' overall sampling and delve deeper into the most pressing questions facing healthcare technology today. The data in this report comes from both evaluation types and was collected over the last 18 months.[ii]

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Overall Performance

BluePrint was rated in the Advisory Focused Firms category, which includes security program assessment, risk assessment, HIPAA compliance, and other services, such as interim Chief Information Security Officer (CISO) services, payment card industry (PCI) testing, and security operations center (SOC) reporting.

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Overall Performance
(n=4) (100-Point Scale)

Score Distribution

██ 90+ ██ 80–89 ██ 70–79 ██ <70 *Limited data

97.2*

50   100

Key Metrics
(1–9 Scale)

Market Average

Tailoring Services	(n=3)	9.0*
Healthcare Knowledge	(n=3)	9.0*
Strategic Expertise	(n=4)	8.5*

5.0   9.0

Key Highlights

"BluePrint Healthcare IT is flexible enough to work with me in my unique situation. I don't call people partners casually; I work with a lot of vendors and consider few of them to be partners. I believe BluePrint Healthcare IT is one of the best partners that I work with."[iv]

BluePrint Health Information Security Services, an Intraprise Health business, was praised by hospital and health system clients for five key areas – **mitigating security risks**, **healthcare knowledge**, **a unique audit methodology**, **strategic expertise**, and **tailoring services to client need.**[v]

mitigating security risks	**healthcare knowledge**
unique audit methodology	**strategic expertise**

tailoring services to client need

Healthcare Knowledge vs. Tailoring Services

Cybersecurity is not one-size-fits-all. Each healthcare organization has different risks and is looking to achieve different outcomes. Thus, it is vital that firms be able to tailor their approach to each client's unique circumstances. This tailoring can begin as early as the contracting and negotiation phase with flexible contracts that can be adapted to each client's needs. Additionally, firms that strategically engage their clients to understand their unique environment, and set clear expectations prior to beginning projects, are rated higher for their ability to tailor services. Once the engagement has begun, tailoring firms create customized reports, adjust the number of resources as needed, and adapt to client requests. In contrast, firms that focus on selling additional, unnecessary services are communicating to clients that they are not customer-centric. [vi]

Healthcare Knowledge vs. Tailoring Services

What Healthcare Customers Told KLAS

"BluePrint Healthcare IT really got to know our operations and facilities. They were very crafty in how they constructed their audit process to work around that. *They gave us insight into where we might have security problems; most other organizations didn't even ask to do that.*"[vii]

"With a big audit, we expect that the company will come in with a spreadsheet and check boxes off a list. BluePrint Healthcare IT's audit methodology is different. They have a framework and a behavioral process, and then they conform the process to what they see. They start digging, and if they find something, they dig a little deeper right there. BluePrint Healthcare IT's results were very actionable. We worked with another audit vendor that presented us with a spreadsheet, but it didn't make a lot of sense. They would just fill in the blanks. They just kept repeating all the same information. *BluePrint Healthcare IT's deliverable was much easier to follow. It was something I could present to the board and produce actionable items.*"[viii]

"The most powerful outcome from BluePrint Healthcare IT's work was the flow of information during the process. We didn't have to wait until the end to get a big report and start doing work. We were able to start checking off things within days. *By the time that audit was produced and presented to our board, 90% of our outstanding issues were resolved. That is nice because we were anxious to react.* We had to wait, and we didn't know how exposed we were. We got the report results from our other vendor after a few months. With BluePrint Healthcare IT, the information was actively flowing, and we were able to check off items."

"*The follow-up from BluePrint Healthcare IT is great. The assessment gets done, we get the report, and we use the firm to do the remediation.* I don't generally like to employ the same company to do all of that work, but I trust BluePrint Healthcare IT enough to let them. We have gotten a tangible benefit from that. The people who make the observations and find any problems are the same people who reach out to a nurse or department manager to talk about the problems they saw. The firm later follows up on whether we have fixed those problems."

"*There is continuity between finding issues and closing them*. That makes things nice. We have to do an annual HIPAA assessment. BluePrint Healthcare IT may find 96 things and quickly fix the 40 that could be considered low-hanging fruit. *From a reporting perspective, that makes everybody look good.*"[ix]

About KLAS

KLAS is a data-driven company on a mission to improve the world's healthcare by enabling provider and payer voices to be heard and counted. Working with thousands of healthcare professionals, KLAS collects insights on software, services, and medical equipment to deliver reports, trending data, and statistical overviews. KLAS data is accurate, honest, and impartial. The research directly reflects the voice of healthcare professionals and acts as a catalyst for improving vendor performance.

About Intraprise Health's BluePrint Health Information Security Services

blueprinthit.com

Intraprise Health is a business of healthcare specialists who design and deliver secure, frictionless electronic experiences to healthcare consumers and patients. Its security focused business, BluePrint Health Information Security ("BluePrint") has been a leader in healthcare privacy and security for more than ten years. BluePrint was one of the first organizations to publish a comprehensive roadmap for hospitals and health systems to comply with the HIPAA Security rule in 2005. Since that time, BluePrint has worked as a trusted partner with dozens of healthcare systems, medical centers, physician networks, business associates and hospital associations to help protect their healthcare data. As the longest-tenured, exclusively healthcare-focused HITRUST CSF™ Assessor, BluePrint is a leading proponent of a common security standard for the industry and serves on the HITRUST Assessor Council.

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[i] *Executive Insights, Cybersecurity Services 2018.*
[ii] *Expanded Insights, Page 8*.
[iii] *Figure 21, page 40, Cybersecurity Services 2018*
[iv] *Customer Interview Details, Page 69, Cybersecurity Services 2018.*
[iv] *Figure 7, page 20, Cybersecurity Services 2018.*
[v] *Customer Interview Details, Page 69, Cybersecurity Services 2018.*
[vi] *Executive Insights, Page 6, Cybersecurity Services 2018.*
[vii] *Customer Interview Details, Page 69, Cybersecurity Services 2018.*
[viii] *Customer Interview Details, Page 60, Cybersecurity Services 2018.*
[ix] *Customer Interview Details, Page 69, Cybersecurity Services 2018.*