

# Catapult Health leverages Intraprise Health to gain HITRUST Certification



Catapult Health, a national preventive healthcare practice that provides virtual health checkups to patients, was confident they had a strong data security program in place.



Data security and safeguarding patient information has always been important to Catapult Health: they had a strong

compliance and privacy office, provided regular security training to its workforce, performed systematic penetration tests and network vulnerability scans, and employed a host of other security measures. But, according to Joseph Bell, Catapult Health's Vice President of Technology, "we wanted to take our data security to the next level – and HITRUST is the gold standard for security."

Seeking an experienced HITRUST Assessor to help them successfully navigate their journey, Catapult contacted Intraprise Health. As one of the longest tenured HITRUST Assessors, Intraprise Health works closely with HITRUST and holds two seats on the HITRUST Assessor Council. Intraprise Health also is one of a handful of Assessors chosen by HITRUST to have a seat on the HITRUST Quality Assurance Subcommittee – chosen for this committee based upon the quality of their submissions to HITRUST. With a long history of guiding companies to achieve HITRUST certification, Intraprise Health provides clients with expert guidance to take the mystery out of the process.

## The healthcare data security challenge

"We were a bit surprised at the rigor of the HITRUST certification process," said Catapult Health's Bell. Although confident his organization could successfully complete the certification process, he is the first to admit he was "in for a rude awakening."

According to Ryan Patrick, Intraprise Health's Senior Vice President of Security, seeking HITRUST certification is a "significant emotional event. It's an all-encompassing process that probably will be challenging, despite your company's efforts to prepare for it."

## A bit about HITRUST

HITRUST certification is the gold standard of cyber security frameworks (CSFs), and is used by more than 80 percent of U.S. hospitals and health systems. It's the most widely adopted control framework in the healthcare industry, is highly scalable and provides healthcare companies with a distinct competitive advantage.

The HITRUST CSF integrates and harmonizes data protection requirements from many authoritative sources – such as ISO, NIST, PCI, HIPAA, and SOC 2 – and tailors the requirements to each organization based on specific business, system and regulatory risk factors. The level of integration and prescriptiveness provided by the framework, along with the quality and rigor of the HITRUST CSF Assurance Program, makes the HITRUST CSF an ideal choice for organizations seeking to map their security program to an industry standard or achieve an authoritative certification.

There are four stages to earning certification: scoping, assessment, remediation and validation. Organizations are required to undergo an interim assessment one year after the initial certification and show remediation or meaningful progress towards closing security gaps or "CAPS" in order to be recertified two years after certification. The interim and recertification requirements continue on this recurring cycle to ensure companies stay compliant with the latest version of the HITRUST CSF.

## Preparing for HITRUST certification

Intraprise Health worked with Catapult Health to prepare them for HITRUST by training project team members on the framework before the project started. The CSF touches all aspects of an organization and is not just an IT or security office endeavor, so it's critical that people in the organization undergoing the process understand their role and how HITRUST will affect them. Management buy-in is essential, so it's also important to educate leadership about the impending changes and to set a realistic and attainable timeline.

## HITRUST CERTIFICATION LIFECYCLE



“Organizations often think they have a mature security program and are surprised when they find out they don’t... in comparison to HITRUST requirements,” Intraprise Health’s Patrick says.

“We thought we were completely buttoned up in terms of security,” agrees Bell, “so hearing otherwise was a bit of a shock.” The best advice Bell can give other companies undertaking HITRUST Certification is, “Be prepared to be told your baby is ugly,” he says with a smile.

### The importance of Scoping

Scoping occurs in the initial phases of the HITRUST assessment process and determines which controls – there’s a superset of 1,900 organized into 19 domains – will be included in your assessment. However, most companies end up with a few hundred controls that are applicable to them.

Patrick says Scoping is the single most important part of the certification, “If you get it wrong, you’re going to have to backtrack the process to remedy it.” The old proverb “measure twice cut once” truly applies when it comes to Scoping. He cautions that there is a lot of technical language and those going through the process will need to understand the HITRUST lexicon. And while the process is focused primarily on technology-based security and privacy controls, it touches on many areas, including human resources, compliance, legal, facilities and billing.

When determining the scope of an assessment, the type and size of an organization, the system(s) being utilized, and applicable regulations are major factors affecting risk. In combination, these three factors determine the appropriate

implementation requirements and number of controls. Scoping is a business-driven process, not driven by HITRUST or the assessor. Scoping sets the stage for the entire certification process

In general, Intraprise Health suggests planning for at least 12 months to complete the process. Engaging a partner who has experience successfully helping clients achieve certification can not only reduce the time required, but it can also prepare organizations for what to expect and help them better manage the process, as well as, stakeholder expectations. Ultimately, an experienced assessor partner can help you navigate avoidable mistakes, better manage your resources and make your security program certifiable the first time it’s submitted to HITRUST.

*“We’ve achieved the HITRUST certification milestone, but we can never consider our security program done. The best decision we made was choosing Intraprise Health to guide us on this journey. They helped us every step of the way and made a rigorous and time-consuming process much more manageable – and sometimes even enjoyable.”*

– Joseph Bell, Catapult Health’s Vice President of Technology

### About Intraprise Health

Certified HITRUST Assessors since 2011, Intraprise Health is 100% healthcare focused. With specifically designed programs for health systems, business associates and payers, Intraprise Health’s proven methodology and certification program management tools have helped healthcare organizations of all sizes achieve HITRUST certification. Intraprise Health’s broad range of security services include: HITRUST certification services, HIPAA security risk analysis, education and awareness training, vulnerability/penetration testing, security risk assessments, and third-party risk management, including Protect™, an industry-leading risk management software platform.