

# Pomona Valley Hospital Medical Center Turns to Intracorp Health for Full-Service Cybersecurity Solutions

## WHY INTRACORP HEALTH

In 2020, Pomona Valley Hospital Medical Center (PVHMC) began working with Intracorp Health to strengthen, simplify and automate the administrative complexity and management of their HIPAA compliance. Valerie Baker, PVHMC's Manager of IS Compliance has been working with Intracorp Health's HIPAA One® solution for the last year.

*"Using the HIPAA One software took the confusion out of HIPAA compliance by providing a step-by-step approach to risk analysis, remediation, and documentation,"* Valerie says. *"It's a very*



Valerie Baker

*valuable tool because everything is at your fingertips."* Her favorite feature? The remediation section. *"It helps ensure we have all the necessary policies and procedures in place and can show that we're following them."*

Kent Hoyos has been Pomona Valley's CIO for over 22 years, so he's seen technology's accelerating

importance to healthcare. He's also seen the expansion of regulations and compliance needs as cybercrime and data security issues create risk for PVHMC to care for patients and remain a reliable, critical service to the community.

According to Kent, *"We were impressed with the HIPAA One solution and, more broadly, with the Intracorp Health team. They have such a rich history of staying ahead of the data security and compliance curve. HIPAA One just made sense for us to streamline, simplify, and automate our compliance process and information."*



Kent Hoyos

## MANAGING COMPLIANCE IN A HYBRID WORK WORLD

The COVID-19 pandemic has been a pivotal time for healthcare IT teams to innovate, stay nimble, and be creative. Intracorp Health has become a central part of PVHMC's overall data security compliance cycles. It has enabled inter-departmental teams to collaborate remotely and bring new leaders up to speed around their compliance roles and responsibilities.

## CLIENT PROFILE



### Background

Pomona Valley Hospital Medical Center (PVHMC) has been recognized nationally and regionally for its cost-effective, superior health services. As a 412-bed, fully accredited acute care hospital serving Eastern Los Angeles and Western San Bernardino counties, their not-for-profit hospital is home to four Centers of Excellence. Kent Hoyos is their CIO, and Valerie Baker is the compliance manager for the Information Systems department.

### A True Partnership

Pomona Valley Hospital Medical Center began working with Intracorp Health to strengthen and automate the administrative complexity of their HIPAA compliance. They viewed Intracorp Health's HIPAA One solution as a way to transition out of using paper and spreadsheets for compliance management.

PVHMC uses the following Intracorp Health solutions:

- Intracorp Health's HIPAA One® Security Risk Assessment
- Intracorp Health's HIPAA One® Privacy and Breach Risk Assessment
- Intracorp Health's Third-Party Risk Management Software
- Intracorp Health's Security Services
- Intracorp Health's NIST Assessment Software
- Intracorp Health's BluePrint Protect Integrated Risk Manager (IRM)
- Intracorp Health's Digital Front Door

Valerie shared a recent instance when there was a change in leadership, and she and the new leader collaborated over a call while they both were on the platform. *“HIPAA One has brought efficiency and continuity, eliminating the need for constant follow-up and minimizing the number of meetings.”* Both Valerie and the new executive were logged in and looking at their respective areas. The executive needed to answer questions on her end and upload corresponding evidence. Valerie could then guide her and look at the executive’s tasks while seeing the overarching compliance workflow.

*“The system helps me oversee and manage the timeline easily,”* shared Valerie. Because many people across the organization contribute answers to compliance questions and provide evidence to demonstrate adherence, HIPAA One allows for real-time and asynchronous interaction and collaboration.

### TRUSTING A SINGLE SOURCE OF TRUTH AND EVIDENCE

The beauty of HIPAA One that Valerie appreciates, again and again, is how the platform acts as a compliance hub. *“I’m in the system almost every day. I was just in there today to update a policy.”* It removes a lot of the burden of compliance because it offers all the tools to maintain compliance across operational processes. It also makes the HIPAA Security Risk Assessment more straightforward and painless.

That’s because it was designed from the ground up for health care, following NIST methodologies to ensure clients meet mandated HIPAA security, privacy, and breach requirements. The software guides Valerie, other leaders, and collaborators through each step of the compliance process, from assessing and developing a remediation plan to tracking the implementation progress.

*“Policies and procedures change quite regularly. But, the software makes it quick and easy to track documents needed, update policies, and pick up where you left off,”* states Valerie. *“It’s a great reference point if you need a policy template. It’s right there. Or, if you need more information on a specific risk, it’s there on the right side of the screen.”* A centralized place for information security and IS compliance has made Valerie’s shift into the new role more manageable.

**“**As a CIO, I’m always looking ahead at what the organization’s leaders want and need to do to provide the best care possible and to evolve and grow to meet the healthcare needs of our communities. We use HIPAA One as a hub for information and evidence, but more importantly, to keep us focused on what constitutes an ever-maturing security position. And, when Valerie says it holds you to a certain standard, she’s spot on.”

— **Kent Hoyos**

*CIO, Pomona Valley Hospital Medical Center*

### PVHMC AND INTRAPRISE HEALTH: A TRUE PARTNERSHIP

Pleased with the results of Intraprise Health’s HIPAA One solution, PVHMC turned to Intraprise Health for help with third-party risk management, using Intraprise Health’s BluePrint Protect TPRM module to manage and streamline the process with outstanding results. And, starting in fall 2022, PVHMC will be onboarding Intraprise Health’s NIST Framework Assessment platform to enable them to adopt the NIST framework and measure and identify their current NIST maturity.

Utilizing Intraprise Health’s BluePrint Protect Integrated Risk Manager (IRM), PVHMC will be able to seamlessly import their HIPAA One SRA assessments as well as NIST CSF assessments, remediation tasks, underlying risks, and key process metrics. With a real-time and normalized enterprise risk register that serves as a “single pane of glass” view of their risks, PVHMC will be able to use the IRM’s program-level dashboards to allow for problem resolution and monitoring capabilities. All dashboards provide drill-down features that link back to the original security or privacy control or program process step.

### ABOUT INTRAPRISE HEALTH

Intraprise Health is an industry-leading “tech-enabled” healthcare cybersecurity and risk management services and solutions provider. One of the longest tenured HTRUST Assessors in the industry, our broad range of information security, privacy and compliance services include: HTRUST Certification, Third-Party Risk Management, NIST Cybersecurity Framework Adoption, Advisory and Planning Services, Remediation Management, Incident Response and Business Continuity. We deliver HIPAA Security/Privacy Risk Assessments and Workforce Training via our HIPAA One® platform. Our next-generation BluePrint Protect™ platform, based on the NIST Risk Management Framework, provides intelligent monitoring, workflow management and collaboration capabilities.