## Owensboro Health on Taking Cyber Risk Management Beyond the EHR

A conversation with Jackie Mattingly, CISO at Owensboro Health

### The Problem

"We knew there were better strategies than rushing through a risk assessment at the end of every year to check a compliance box," says Jackie Mattingly, CISO at Owensboro Health.

Mattingly explained that using an isolated approach to cyber risk management meant most of their efforts were focused around their EHR, leaving multiple other risks across the organization unidentified and therefore, unremedied.

"Most of these major EHR systems have a pretty good grip on security for their systems. We use Epic and they have things pretty well buckled up," Mattingly said. "They'll actually notify us if they detect an incident but it's the many other ancillary systems we use that pose a greater threat. You really have to assess risk across the enterprise."

It can be challenging to get everyone on board with an enterprise cyber risk management program. Mattingly explained that it's easy for a hospital or health system to find itself siloed in its approach to security because vendors sell apps, devices, and software to different decision-makers across the organization. It would be easy for someone in a clinical specialty to make a purchasing decision for technology that can improve diagnostics and patient outcomes without realizing that the technology violates certain aspects of the organization's security policies.

Mattingly says this doesn't mean a purchase gets shut down but rather that their Cybersecurity Committee reviews and documents all the risks and finds other ways to isolate and remedy the risks posed by the vendor's software.

"We're all in this for patients," Mattingly said, "so if it's the best thing for the patient, we will take a look at how we can use the technology safely within the organization while still protecting our systems, assets, and most importantly, patient data."

### The Solution

Owensboro Health has been working with Clearwater since 2016, utilizing the IRM|Pro® software to assess, document, and remedy threats and vulnerabilities. Clearwater's consulting team has helped Owensboro conduct risk analysis, workforce training, mock OCR audits, and more. Mattingly says the partnership was key when they found themselves face-to-face with an OCR investigation a few years ago.

"The team involved in the OCR investigation got on the phone, and when we told the OCR that we were working with Clearwater, they were satisfied. They said, 'you're good.' It could have gone on longer and had a different outcome, but working with Clearwater gave us and the OCR a different level of confidence that we were covering our bases." Mattingly said.

Early in 2021, Owensboro Health decided to expand their cyber risk management strategy and initiate a continuous, comprehensive enterprise cyber risk management program through Clearwater's managed services program, ClearConfidence™.

## About Owensboro Health

Owensboro Health reaches an 18-county area, serving nearly 500,000 in Western Kentucky and Southern Indiana. With a centrally located hospital housing more than 30 specialties, three outpatient Healthplex locations and the Healthpark, a 110,000-square foot medical-based health and fitness center, Owensboro Health offers regional patients numerous ways to access and benefit from advanced care.

## About Clearwater

Clearwater, together with its CynergisTek subsidiary and TECH LOCK Division, helps organizations across the healthcare ecosystem move to a more secure, compliant, and resilient state so they can successfully accomplish their missions. We do this by providing a deep pool of experts across a broad range of cybersecurity, privacy, and compliance domains, purpose-built software that enables efficient identification and management of cybersecurity and compliance risks, and a tech-enabled, 24x7x365 Security Operations Center with managed threat detection and response capabilities.

■ ClearwaterSecurity.com

## The Solution continued

Mattingly says she meets weekly with the Clearwater team to assess systems and risk across the organization. Gone is the panic at the end of the year or the surprise when it comes time to conduct interviews. She says the organization is more familiar with the questions they ask, and the process for managing cyber risk and protecting patient data is now widely accepted and appreciated. As an executive leader, Mattingly says that having Clearwater's team of industry experts to bounce ideas off or help tackle complex risks is key to ensuring the organization is secure against the ever-changing threat landscape in healthcare.

"We're all in this together, and it takes a village to combat what we're dealing with today in the current cybersecurity environment," says Mattingly. "We're all fighting the same fight to protect our data and take care of our patients; I think this partnership will continue to grow."

## Results

Clearwater's ClearConfidence™ managed services program equips Owensboro Health with access to industry experts to help troubleshoot and remedy organizational threats and vulnerabilities continuously. Weekly meetings between Owensboro Health's team and Clearwater ensure risk is assessed continuously and risk analysis is continually updated. Owensboro Health employees now understand, prepare, and participate in ongoing cyber risk management initiatives with better familiarity and a shared understanding of the value and importance of the program.

## What Owensboro Health Says

*"The ClearConfidence program has helped us eliminate the panic and hustle to meet an annual risk analysis deadline. At the end of the day, it means we operate out of a different level of confidence that our systems and data are secured and protected."*

**Jackie Mattingly**
CISO

## Learn More

Whether you need help with risk analysis, responding to OCR, or a comprehensive approach to your cybersecurity and compliance program, we can help.