

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The text is centered on the slide.

NURSE ANALYST ROLE IN PROVISIONING USER ACCESS IN THE DIGITAL AGE

**ANNA FERNANDO, MSN, RN-BC
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WE DON'T LIKE BORING POWERPOINT PRESENTATIONS!



- MAKING INFORMATICS FUN IS LIKE TRYING TO FIND A KOSHER HAM & CHEESE SANDWICH 😊
- *THIS IS INTERACTIVE.... INTERRUPT!
ASK QUESTIONS!!!*



THREE QUESTIONS

- HOW DO YOU DEFINE AN INTERNAL THREAT?
- WHAT SAFEGUARDS ARE BEING UTILIZED AT YOUR INSTITUTION?
- WHAT ARE THE CONSIDERATIONS IN YOUR INSTITUTION WHEN PROVISIONING NEW USERS?



START WITH THE IMPOSSIBLE

1. Our systems are home to a LOT of PERSONAL DATA

2. No one (especially the lawyers) wants personal data out in the open

3. Our task is to collect data, synthesize, and present actionable information

YOU HAVE
THE FREEDOM
TO

1. Be FRUSTRATED

2. Realize that
we are
CONSTRAINED
by software

3. RECOGNIZE that
Docs and Nurses
are our clients; Pts.
are their clients

DID YOU
KNOW....

**Common
sense is a
flower that
doesn't grow
in everyone's
garden.**



OUR MISSION:



BE RESPONSIVE TO
CLIENT'S NEEDS



HONOR DEADLINES



SAFEGUARD PHI



ONLY PATIENTS HAVE THE
RIGHT TO DISCLOSE THEIR
PERSONAL INFORMATION

ALLOW ONLY
AUTHORIZED INDIVIDUALS
ACCESS TO INFORMATION



THE BASICS



PROTECT AGAINST UNLAWFUL
DESTRUCTION, ACCIDENTAL LOSS,
UNAUTHORIZED DISCLOSURE



SYSTEMS AND STANDARDS



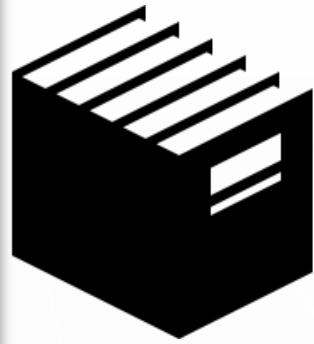
PLATFORMS (INSERT VENDOR OF CHOICE) ARE TOOLS WE USE TO MEET THE CLINICAL/ OPERATIONAL NEEDS

NO
Standard

EACH SYSTEM / VENDOR HAS THEIR OWN APPROACH, VARYING ABILITIES STRENGTHS & WEAKNESSES



BE FLEXIBLE, CREATIVE AND THINK ABOUT THE BIG PICTURE



POLICIES, PLATFORMS & REQUIREMENT
FRAMEWORKS DO EXIST



HL7[®] FHIR[®]



FRAMEWORK

REMEMBER: YOU HAVE TO LEARN
MORE THAN THE CLIENT DOES. YOU
ARE THE STEWARD FOR PROVIDERS,
PATIENTS & THE INSTITUTION

EACH CONSTITUENT HAS NEEDS... WE
ANSWER TO ALL OF THEM!



HOSPITALS



PATIENTS



PROVIDERS



LEGAL/RISK MGT

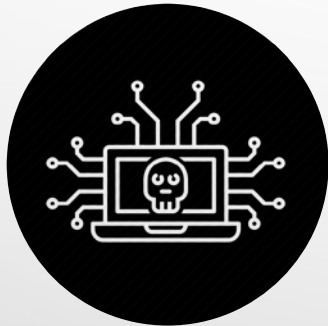


PAYERS

THERE NO
“|”
IN TEAM!

NO PROTECTION IS PERFECT

EXPECT
DATA
ATTACKS
&
BREACHES



HOSPITAL



PATIENTS



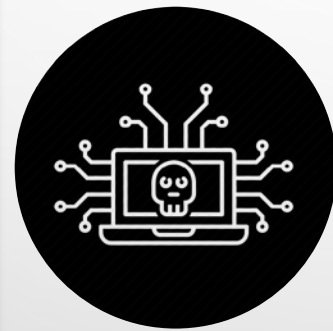
PATIENTS



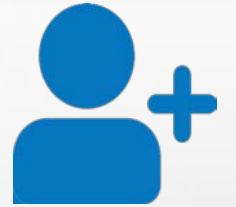
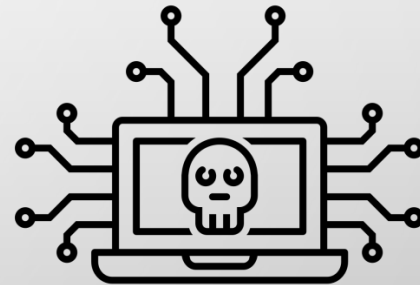
PATIENTS

56% OF ATTACKS ORIGINATE FROM WITHIN

BREACH FACTS
AND FIGURES



HOSPITAL

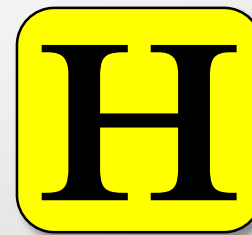
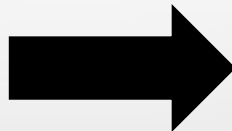


PATIENTS

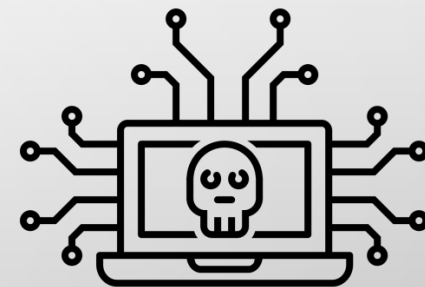


PATIENTS

DISCOVERY CAN RANGE FROM 6 WEEKS
TO 6 YEARS!!



PATIENTS



PATIENTS

BREACH FACTS
AND FIGURES



WHY IS HEALTHCARE AT RISK?

BECAUSE DATA = \$\$\$\$



SO THE CHALLENGE BECOMES – BUILD
APPS THAT ARE EASY TO USE AND
REASONABLY SECURE

HEAR YE, HEAR YE



- “UNEASY LIES THE HEAD THAT WEARS A CROWN” — WILLIAM SHAKESPEARE
- “LET THEM EAT CAKE!” — MARIE ANTOINETTE
- “NO ONE IS USELESS IN THIS WORLD WHO LIGHTENS THE BURDEN OF IT TO ANYONE ELSE”
— CHARLES DICKENS

YOUR VILLAGE
CALLED

NO ONE CAN BE JACK OF ALL TRADES!



BUILD A
TEAM

APPLICATION – SYSTEM – TESTING –
SECURITY – SUPPORT – TRAINING -
KEY STAKEHOLDERS

THINK ABOUT PROVISIONING CAREFULLY



USE ROLE BASED AND TIME BOUND CONFIGURATION



TAKE ADVANTAGE (USE) SINGLE-SIGN-ON & BIOMETRIC SIGN-ON



DEVELOP/FOLLOW POLICIES FOR AUTOMATIC SESSION EXPIRATION

YOUR ROLE?



SOFTWARE
APPLICATIONS
ARE LIKE
CHILDREN



REMEMBER:

THEY ARE BROUGHT INTO THE WORLD

NEED LOTS OF TIME AND ATTENTION

GROW, CHANGE, EVOLVE OVER TIME

ARE POORLY UNDERSTOOD

BECOME FAVORED (OR HATED)



EXPERIENCE IS A GREAT TEACHER

FINAL WORDS

- YOU ARE THE DIFFERENCE
- SOFTWARE IS NEVER FINISHED
(JUST RELEASED)
- NO MAGIC PILL
- APPROACH EVERY PROJECT WITH
AN OPEN MIND, LEARN, HAVE FUN!

NONE? GREAT! LET'S GO TO THE BAR!

(SERIOUSLY, HAPPY TO ANSWER
QUESTIONS)



QUESTIONS



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