

Bring Your Own Device Maintaining HIPAA compliance while migrating from BlackBerry

“As a Level 3 Patient-Centered Medical Home healthcare provider, secure access to electronic patient information is core to everything we do. Mobile devices and applications enable us to provide an even higher standard of care. But with that comes both moral and regulatory responsibilities to protect a patient’s privacy. The Divide™ platform provides us with the mobile security we need to keep the Compliance Officer out of my office.”

-- Joel Taylor, CIO, Preferred Health Partners



Fast Facts

Customer Profile

- Preferred Health Partners (PHP) is a new breed of healthcare providers known as a Patient Centered Medical Home (PCMH) and is recognized as a Level 3 facility. This accreditation signifies that PHP’s model of care emphasizes coordination and communication to deliver high quality and affordable healthcare services.
- For almost ten years, electronic patient records have been a key part to PHP’s approach, but mobile devices are quickly becoming an essential part of the caregiver’s day
- Located in Brooklyn, New York, PHP has 170 physicians and approximately 700 employees operating within 11 facilities that provide care to over 100,000 active patients annually

IT Environment

- **Moving to BYOD:** PHP is migrating from a BlackBerry mobile environment to a Bring Your Own Device (BYOD) model and is allowing the use of personal iOS and Android devices
- **Operating in a regulated environment:** mobile users have access to electronic protected health information (ePHI). Therefore, their devices must be secured according to HIPAA (Health Insurance Portability and Accountability Act) standards.

Business Drivers

- **Cost savings:** the CIO of PHP estimates that the use of Divide to enforce BYOD policy will provide an annual savings of more than \$100,000 in hardware and operational costs and save two man-days per month in the helpdesk’s support of users
- **HIPAA compliance:** Driven by high profile ePHI security breaches and the 2009 expansion of the HIPAA Security Rule via the HITECH Act, the Department of Health and Human Services (DHHS) is refocusing its auditing of healthcare entities and business associates

Technical Challenges

- **Protecting ePHI on personal mobile devices:** MDM solutions rely on native device enforcement that infringes on privacy and requires that the whole device be wiped when a doctor leaves the practice
- **Android fragmentation:** PHP was concerned about Android fragmentation and potential security gaps but they recognized that a successful BYOD program must allow the use of any Android device (including iOS)
- **Emerging applications require new capabilities:** While email is the primary form of communications today, PHP is looking to the future and planning new applications, such as an app to refill prescriptions, to make physicians more productive. This requires a way to secure, manage and deploy apps.

Solution

- **Secure container with VPN connectivity:** Divide protects all data-at rest ePHI in a secure container that can be remotely locked and wiped. VPN connectivity is provided to the container for end-to-end security.
- **Enterprise-grade Android:** Divide provides consistent security and management of any mobile device running Android 2.2 and above. The platform enforces policies that govern data protection, network access, email attachments and app distribution. All policies are sent over-the-air and can be applied by group.
- **Deployed and operated via the cloud:** Because Divide is deployed via the cloud, PHP was able to eliminate datacenter support for their BES, saving both support time and rack space

RESULT



- Adoption of a BYOD strategy that complied with the HIPAA Security Rule and streamlined mobile IT operations
- Expected savings of more than \$100,000 in hardware and operational costs
- A future-proofed BYOD approach that delivers new and existing IT services and applications to mobile healthcare workers for the highest possible quality of healthcare



Expanded Overview

Preferred Health Partners (PHP) is a new breed of healthcare providers known as a Patient Centered Medical Home (PCMH) and is recognized as a Level 3 facility. This accreditation signifies that PHP's model of care emphasizes care coordination and communication to deliver higher quality and more affordable healthcare services.

Health IT enables high-quality patient care with support for electronic recordkeeping, electronic disease registries, Internet communication with patients and electronic prescribing and is crucial for a fully functioning medical home. PHP has long leveraged electronic information to provide patients with the highest quality of care and is now extending its applications and services to the mobile healthcare worker.

IT Environment

A team of three specialists focuses on mobility and is actively migrating PHP from a BlackBerry environment, where corporate devices were provided to employees, to a BYOD environment that supports iOS and Android devices. PHP employees communicate primarily via email but practitioners increasingly need secure and flexible access to electronic patient information to remotely perform routine tasks such as refilling prescriptions and adjusting medication dosage. While PHP employees increasingly use mobile apps throughout their workday, they also want the convenience of using their personal mobile device to address off-hour issues.

Challenges

The use of personal devices for work offers a compelling business case to switch to a BYOD model. PHP's IT team estimates it will save more than \$100,000 in hardware and operational costs annually and save two (2) man-days per month in helpdesk support. But with BYOD comes some challenges.

The PHP CIO considers the protection of electronic patient health information (ePHI) and employee privacy to be equally important. Heightened security concerns for patient data were driven by high profile security breaches involving ePHI and the 2009 expansion of the HIPAA Security Rule via the HITECH Act. When balancing these security needs with new need for user privacy, PHP IT found that current MDM solutions focused on whole device management that exposed user applications and activity, which created new issues of corporate liability. Reliance on native device policy enforcement for security also caused concern with the Android platform because of its fragmented support for security and lack of basic tools such as selective wipe.

Solution

PHP turned to the Divide platform from Enterproid for an enterprise grade solution that minimizes IT overhead, ensures HIPAA security compliance and provides an application-rich user experience. The Divide client delivers the device management and policy control they are accustomed to, while also ensuring a consistent security and management approach that overcomes Android fragmentation and enables the use of personal devices for work.

For HIPAA security compliance, the Divide client protects all patient information in an encrypted container with access controlled by a policy-configured passcode. All ePHI data is destroyed by a penalty wipe if incorrect passcode attempts exceed a configured threshold or by a wipe command remotely issued by the IT administrator or user. The container is connected via VPN to ensure ePHI is protected while in transit and can be wiped – or prevented from running – if the device is rooted or jailbroken. This approach provides consistent security and management of iOS and Android mobile devices. Divide supports a suite of policies that govern data protection, data leakage, network access, email attachments and app distribution. All policies are distributed over-the-air and can be applied by group.

PHP uses the Divide™ Manager console for enterprise-wide policy deployment and enforcement. The console provides IT with a tool to see all connected mobile devices (smartphone or tablet), set policies by group, perform remote wipes of corporate data, lock corporate profiles and administer password resets. Divide Manager also provides PHP with app management capabilities that they can leverage in the future, including the use of any third-party app without the software having to be modified using SDK APIs. The PHP administrator can simply upload the app into the Divide platform and then assign the app to all, or specific, employees – all in a matter of minutes.

The Divide platform is also able to offload common helpdesk tasks to employees by providing access to a full set of remote management capabilities without requiring the installation of any desktop or server software, or any support from corporate IT. The MyDivide™ portal allows employees to remotely unlock their device, locate a lost device, and wipe a device if is not recoverable. Because Divide is deployed via the cloud, PHP was able to eliminate datacenter support for their BES, which freed up valuable rack space and the time needed to perform software maintenance.



The Divide Platform available from Dell Inc.

Contact your Dell sales representative or call 866-550-8412 x5131269
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