



DELIVERING MODERN HEALTHCARE

Virtualizing healthcare IT for better patient outcomes



- ▶ HEALTH CARE
- ▶ VIRTUAL HOSPITAL
- ▶ MEDICAL SERVICE
- ▶ EMERGENCY

Discover how healthcare professionals leverage cloud technology every day to improve patient care, connect disparate data, and protect their organization from cybersecurity threats.

When you're ready to accelerate your digital transformation, engage a strategic partner like TierPoint to help. Our cloud technology experts set up, manage, and add layers of security, including Disaster Recovery as a Service, to your Microsoft 365 environment. Minimize risk and maximize your benefits from the cloud with TierPoint.



WELCOME TO THE FUTURE OF HEALTHCARE

Health networks across the country are adopting cloud solutions at a rapid pace. As patient data explodes, IT resources get stretched thin, and interoperability becomes paramount, innovators are transforming the industry with cloud-first initiatives like artificial intelligence applications and telehealth programs.

Cloud technology speeds up critical applications, connects disparate systems, and secures patient data, allowing health networks to direct their resources to revenue-generating activities and facilitating a faster transition to value-based care.

Read on to get a glimpse of the new normal in healthcare, how cloud technology opens up a whole new world of possibilities, and what savvy healthcare organizations are doing to protect their patients.

Healthcare data is expected to grow at an annual rate of 36 percent through 2025.¹



MORE THAN A DATA STORAGE ALTERNATIVE

Business will never be the same for healthcare networks across the U.S. and for good reason. The coronavirus pandemic compelled every link in the chain of care to find new efficiencies and adopt exciting technologies.

Physicians took to video-conferencing high-risk patients, avoiding unnecessary trips to the hospital. Healthcare networks established data integrations to facilitate better planning and delivery. Meanwhile, insurance providers advanced digital projects like customer portals to make it easier for users to check their coverage and pay bills online. And nearly every healthcare organization is benefiting from the advanced remote work capabilities in Microsoft 365, which enables seamless digital collaboration and secure file sharing.

The actions that health networks took to flatten the curve, improve patient outcomes, and discover new treatment options will benefit the industry well beyond the immediate impact of managing COVID-19.

Telemedicine makes healthcare more convenient for patients, and gives them more control over their own health. Cloud computing helps specialists and primary care providers collaborate across boundaries on treatment plans. And digital transformation in the insurance industry creates efficiencies and reduces administrative costs.

Indeed, many health networks recognized that the cloud was more than an alternative data storage option, or a way to shift CapEx to OpEx. It's the door to the future of healthcare.

As COVID-19 catalyzed technology adoption in healthcare, it also empowered CEOs to reprioritize their organizational agendas—centering the cloud as the ticket to better care, lower costs, and happier patients.



Greater access to de-identified COVID-19 patient data proved critical in the fight against the pandemic.²





LIFE—AND BUDGET—SAVING TECH

When health networks adopt the cloud, they get more value out of emerging technologies. Radiologists use artificial intelligence to rapidly and accurately identify cancerous tissues for targeted radiotherapy treatment. Chatbots in mobile apps can pre-screen patients before making data-driven choices about their next steps. Wearable devices allow physicians to monitor patients' vitals remotely to respond faster when an emergency occurs.

In the background, cloud-based collaboration solutions allow care teams to communicate and make critical decisions together, from anywhere in the world. Epidemiologists now have greater access to electronic health records and other data that they use to track population health and discover warning signs of new virus outbreaks. And data scientists can use advanced analytics platforms like Power BI to drive insights from revenue figures, service rate comparisons, patient case statuses, admission trends, and more.

Whether it's more powerful compute power for AI workloads, interoperable data systems, or faster file sharing and communication, **the road to value-based care passes through the cloud.**

ELEMENTS OF SCALABLE TELEHEALTH



Online Screening



Follow-up Questionnaires



Remote Patient Monitoring



Call Center Collaborations



Provider survey respondents said they are now conducting 50 to 175 times the number of telehealth visits than they did prior to COVID-19.³

BOUNDARYLESS TEAMWORK

Microsoft 365

Microsoft Teams enables simple, secure collaboration and communication with chat, video, voice, and healthcare tools in a single hub that supports compliance with HIPAA, HITECH, and more.⁴

Power BI

One Microsoft partner created a plug and play data analytics solution in Power BI that is used by hospitals, health providers, and MSOs.⁵

Finally healthcare systems, spurred on by the coronavirus threat, have access to state of the art collaboration tools that meet their stringent security standards. SaaS offerings like Microsoft 365, which operates in the highly secure Microsoft Azure cloud environment, enable rapid document sharing, business intelligence, and video conferencing for hospitals and clinics across the country.

Hospital administrators can use these cloud-based tools to cut through the clutter of fragmented systems, improving efficiencies and reducing redundant tasks. Instead of every department or clinic using their own instant messenger, analytics program, and file sharing tool, clinicians can easily access all of their apps in Microsoft Teams, which unifies chat, video, and voice, and integrates with third-party healthcare tools. **No longer do clinical teams need to choose between a secure, compliant communication tool and an easier, faster collaboration method—they can get both.**

Microsoft has tailored their cloud-based collaboration tools for the healthcare space, enabling features like Priority Notification, which improves the user experience and results in increased responsiveness from team members, while ensuring PHI and Sensitive Data remain secure. Microsoft 365 can also be used on any device, and integrates with other business apps so that teams can coordinate care all in one place. No wonder healthcare networks are adding Microsoft 365 and other cloud solutions to their toolbelts.





ACCELERATE YOUR IT TRANSFORMATION

While every healthcare network, doctor's office, research lab, or hospital can benefit from the cloud, they don't always follow the same path.

Depending on your IT resources, legacy systems, and unique regulatory and security requirements, there's an ideal balance of on-premises, hybrid, and cloud solutions that will help you reach your transformation goals. To find that balance, many healthcare organizations turn to a managed service provider (MSP) like TierPoint.

MSPs can act as expert advisors, answering questions like: What will you keep on-premises? How are you leveraging the cloud for business continuity? Are there time-consuming workflows that could be automated by cloud applications?

Or, they can take on the management of your cloud environment. TierPoint offers add-on services like Disaster Recovery and layered security solutions, so that your IT doesn't get stretched too thin.

CIOs that want to accelerate their path to the cloud should look for an MSP with deep experience in the healthcare space, familiarity with regulatory guidelines like HIPAA, and the ability to provide private, multitenant, managed hyperscale, and hybrid cloud solutions, as well as colocation and other managed services.

With digitally-native competitors emerging and customers gaining purchasing power, tomorrow is too late for digital transformation. Choose a partner that can find the best path for you, guide you around common pitfalls, and speed up your journey to value-based care.



In a recent Frost & Sullivan survey, 63% of healthcare providers stated they were willing to adopt a cloud-based data analytics solution.⁶

KEEP A SHARP EYE

Cybercriminals are lurking...lying in wait to strike at PHI and other critical, sensitive data. Healthcare organizations are high-value targets for ransomware attacks, where hackers block access to patient data and demand millions in payment.

In 2020, five hospitals were attacked in just one week, prompting a warning from a joint federal task force, including the FBI and CISA.⁷ Researchers estimate that healthcare companies have paid out \$175 million to ransomware attacks in just the last four years, with 6.6 million patients affected.

Unsurprisingly, the acceleration of cloud adoption and increase in data sharing as a result of the pandemic have made the healthcare sector even more attractive to cybercriminals. Networks now have entire cybersecurity teams dedicated to preparing for and rooting out attackers—but not every healthcare organization has the resources to block every attack, or pay the hefty ransom when a breach occurs.

TierPoint's team of IT security experts ensure data privacy and protection for healthcare organizations, so you can remain compliant with regulatory requirements. Protect mobile experiences, manage identity and access protocols, and secure data with **Managed Microsoft Secure Workforce Support**. Experienced consultants will guide you through best practice security policies, help define Identity and Access Management settings, and set up an Advanced Security Dashboard, which extends the capabilities of the Admin and Compliance Center with better alerting and reporting.

Don't put your business at risk by guessing security configurations. Engage a trusted partner to act as your dedicated cybersecurity team, keeping hackers at bay and mitigating the risks of data loss.

TierPoint's Microsoft 365 Secure Workforce Support is designed with:



Consultative installation and configuration approach to help define best practice security policies in Microsoft 365



Focus on the Identity and Access Management Tools in EMS to secure your users and organizational data



Best in class end-user technical support for Microsoft 365



Certified, Security-Minded Consultants and Support Professionals



24x7 support services with faster escalation to advanced Microsoft support for issues that can not be resolved by TierPoint



Advanced Security Dashboard that extends the capabilities of Admin and Compliance Center with better alerting and reporting



69.78% of the United States population was affected by a healthcare data breach between 2009 and 2019.⁸

PRIORITIZING PATIENT PRIVACY

Often healthcare providers must work with external organizations to coordinate care and ensure positive outcomes. For instance, a mental health association may work with the justice system to provide mental health support to people released from custody. In these cases, health networks can avoid legal mishaps and large fines by ensuring their organization is using all of the compliance tools at their disposal.

Microsoft Azure is designed for healthcare's unique regulatory environment, and has inherent data protection capabilities that hospitals trust. Microsoft also includes an intelligent Compliance Manager tool within Microsoft 365 to streamline workflows and simplify compliance management. They also offer preconfigured policy templates for HIPAA, PCI-DSS, and SSN, offering strong access control for IT. These privacy features are a boon to legal teams charged with maintaining regulatory compliance.

Still, it takes a "village" of IT talent and resources to properly manage the security configurations of Microsoft 365. In fact, regulatory compliance is a central reason that most healthcare organizations engage a third-party managed service provider.

What's the record for greatest total HIPAA fines and settlements in one year?

A) \$10 million

B) \$16 million

C) \$28 million

Correct Answer: C



Microsoft 365 Compliance Manager

- Measures your data protection performance against regulatory requirements
- An intelligent score benchmarks security and recommends improvement actions
- Built-in collaboration tools streamline auditing and management



Microsoft Secure Score

- Centralized dashboard monitors the protection state of care teams in real time
- Connects to health records, apps, devices, and infrastructure
- Recommends prioritized improvement actions



Microsoft 365 Managed Encryption

- Provides a secure path for health and patient data to travel across Microsoft 365 surfaces
- Utilizes multiple encryption methods, protocols, and ciphers
- Service-side technologies encrypt data at rest and in transit

STOP CYBERATTACKS BEFORE THEY HAPPEN

In healthcare, the best care is preventative care. That rings true in cybersecurity too, where the smallest breach can leave the worst impact. And while the growth in cloud adoption expands the surface area of attack, cloud solutions also stand as the first line of defense.

Microsoft 365, for instance, features over 1,100 controls in the Office 365 compliance framework and gives client organizations complete control over the access permissions and location of their data. Between multi-factor authentication (which prevents 99.9% of identity attacks), advanced threat detection using ATP Safe Links, and Mobile Device Management, Microsoft layers security throughout your apps and system. Is your IT team set up to manage all of those controls?

To make the most of these features, TierPoint's cybersecurity experts help clients optimize their environment. From the initial consultation and design of the security controls to ongoing proactive logging and monitoring, our experts help ensure your PHI is secure.

Gain peace of mind by leveraging a partner like TierPoint and industry-leading security solutions by Microsoft to free up your IT teams and accelerate your transition to value-based care.



- ***Has over 1,100 controls in the Office 365 compliance framework***
- ***Includes compliance offerings for HIPAA, ISO 27018, and ISO 27001***
- ***Earned key certifications conferred by independent third-party auditors***
- ***Gives data ownership and full control regarding access and where the data resides to the client organization***



- ***Has more than 90 compliance certifications***
- ***Includes over 50 certifications specific to global regions and countries, such as the US, the European Union, Germany, Japan, the United Kingdom, India, and China¹⁰***

PLAN FOR DISASTER

TierPoint's veterans have helped set up thousands of enterprises' security networks, ensuring business continuity, and putting robust disaster recovery plans in place.

Reduce your risk of ransomware attacks with TierPoint's Disaster Recovery as a Service (DRaaS). DRaaS effectively removes any leverage attackers may gain, because if systems go down or patient data is encrypted by a hacker, a separate, functionally redundant environment can back up those systems in minutes.

Cloud-based disaster recovery is simpler and can be less expensive than traditional backups. TierPoint hosts your data in HIPAA-compliant data centers, with 24x7x365 security and 100% uptime SLA. And our customized cloud-to-cloud recovery solutions offer a variety of configurations, with failover options to a TierPoint private or multitenant cloud.

As you begin to reap the benefits of healthcare solutions in the cloud, be sure to set up a comprehensive Disaster Recovery Plan with a trusted advisor. After all, preparation is always less expensive than remediation.



Our customized cloud-to-cloud recovery solutions powered by Zerto's IT Resiliency Platform, VMware's vCloud Availability, Dell Technologies' Recover Point for VMs, and Nutanix's native DR technologies offer a variety of configurations with failover options to a TierPoint private or multitenant cloud. Select from fully managed or self-service recovery and testing solutions.¹²



DELIVER MODERN HEALTHCARE TODAY BY PARTNERING WITH TIERPOINT.

The cloud is full of exciting, life-saving possibilities,
and nimble competitors are emerging every day, offering
customers more convenience and choice than ever before.



REACH OUT



SCHEDULE A
WORKSHOP

Reach out to learn more about
our healthcare IT services

Sign up for an
IT strategy workshop

Learn More

Find out how TierPoint can help
with your cloud, colocation, and
managed services initiatives.

Call **844.267.3687**

Email **sales@tierpoint.com**

Visit **tierpoint.com**

About TierPoint

A leading national provider of hybrid IT solutions, TierPoint helps organizations drive performance and manage risk. No U.S. provider comes close to matching TierPoint's unique combination of thousands of clients; more than 40 edge-capable data centers and 8 multitenant cloud pods coast to coast; and a comprehensive portfolio of cloud solutions, colocation, disaster recovery, security and other managed IT services. With white-glove customer service, TierPoint professionals customize and manage agile solutions that address each client's unique needs.

tierpoint.com



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