AH ADVANTUM HEALTH

SUCCESS STORY

Industry
Healthcare

Compliance Domains
- HIPAA
- Information Security
- HR Compliance

Key Requirements
- Maintain privacy & security for PHI
- Follow compliance protocols
- Provide interactive training
- Standardize policies
- Attestations

Solutions Availed
- Learning Management System
- eLearning + mLearning
- Policy Attestations

Advantum Health's mission is to "Remove administrative burdens for Healthcare Providers". It helps hospitals, health systems, medical groups and practices maximize revenues, control costs, traverse changing regulations and ultimately provide better care for patients.

Advantum has 650+ employees spread across several locations in the US and abroad.

Situation

Advantum Health experienced exponential growth throughout the past few years, both organically and through acquisitions. Most of the employees at Advantum worked with sensitive patient information and it was of utmost importance to protect this data under the HIPAA regulation. The massive amounts of PHI (Protected Health Information) being accessed had to be kept secure and private, which required not just secured infrastructure, but also impactful compliance training, policies and procedures.

The ongoing increase in the number of employees working at their various office locations as well as remotely created a unique regulation and compliance situation for Advantum. The HR team also faced a challenge in standardizing, distributing and getting attestations for Sexual Harassment Prevention and Workspace Usage policies across the organization.

Being a trusted partner to multiple healthcare organizations, it was critical for Advantum to have a robust and scalable compliance solution.

Key Challenges

Scott Jones, Director of IT Security and Risk management at Advantum, took charge of finding a solution that could provide interactive online HIPAA trainings to their entire staff. The key challenge was to find a solution which was automated, so that it would ensure all employees took the trainings and were compliant.

Sandy Merritt, Director of HR, also needed the selected solution to help manage their policies and procedures with versioning, team allocations, and attestations for all locations.

Solution

After vetting a number of vendors, Advantum decided to work with emPower Solutions based on these key criteria:

- Ease of use for employees and administrators
- Course content and impact
- User and group wise compliance tracking
- Scalability of the platform
- Cost effectiveness

emPower quickly understood Advantum's compliance requirements and presented how it could solve their biggest challenges with it's out of the box features:

- Engaging HIPAA trainings on privacy, security and for Business Associates
- Automated tracking and reminder system
- Policy management and attestations

A white-labeled eLearning portal was deployed on a secure cloud and all employees were onboarded in less than 48 hours. All 650+ employees could access the training and policies 24x7 from any device or location. This made keeping track of compliance and regulation easy and reliable.

Scott and Sandy could now easily keep track of compliance and policy management and auto schedule reminders for all team members as well as administrators.

Result

Within 3 months of implementation 94% employees were trained on HIPAA regulations and the organization significantly reduced its risk of audit and data breach.

In less than 100 days, 90% employees signed all the HR policies. New employee onboarding time was significantly reduced. Advantum plans to use other trainings from emPower and also upload their internal training on the LMS to fully utilize emPower's capabilities.

Key Figures

- 650+ users onboarded in 48 hours
- 96% users trained in 90 days
- 90% users attested policies in 100 days
- Breach probability reduced from 20% to <0.8%

Our staff is brilliant with reducing and removing administrative burdens for our clients in Healthcare. But compliance management without proper tools becomes an administrative burden for our own team. Thanks to emPower, we have managed to bring our threat ratio down to less than 1% in a matter of weeks. We recommend emPower's compliance training programs to anyone dealing with PHI.

~ Scott Jones

Policies and procedures are pointless if employees simply click "I Agree" without understanding their purpose and impact. emPower helps us ensure policies are not just managed and attested, but also actually understood by our team.

~ Sandy Merritt