

## Healthcare

### NAME UNDER NDA

A non-profit health plan management company needed a business continuity and disaster recovery (BCDR) plan formalized and improved to meet healthcare industry specific needs. With a higher security standard for protected health information (PHI), Propelex engineered an upgraded BCDR plan that not only secures access and availability of patient data, but adds value by reducing risk and supporting more effective compliance functions.

### BCDR RESOURCES CUSTOMIZED FOR COMPLEX REGULATORY ENVIRONMENTS



The Client commissioned a business impact analysis, which uncovered shortcomings within its BCDR capabilities. The organization had grown significantly in recent years, and its technology solutions were straining to keep pace with their own scale, as well as evolving compliance requirements specific to healthcare-involved organizations.

The Client wanted a better way to protect member/patient data, manage compliance issues efficiently, avoid downtime, and ensure required company resources are available if a disaster strikes. The additional upside was Propelex's ability to engineer functionality that would not just achieve those goals, but also mitigate organizational risk and support improved operational performance and reliability.



### OUR APPROACH



The project was initiated within the following approach:

1. Identify continuity requirements, using interviews with department stakeholders as a platform for necessary insights into operations, risk strategies, technology systems, compliance requirements, and more.
2. Document essential activities, resource requirements, and impacts of downtime.
3. Review technical documentation, to understand the current IT environment.
4. Identify and assess existing DR strategies and capabilities.
5. Compare BCDR goals with technical capabilities and make recommendations for additional technology solutions, including for compliance, remote workers, network connectivity, and machine learning/automation applications.
6. Document testing strategies and BCDR planning.
7. Review, finalize, and execute project activities.

There were additional critical questions that required resolution during the development and implementation process, including:

- How will new BCDR systems, processes, and technologies impact the Client's enhanced compliance requirements (HIPAA, CCPA, etc.)?
- If continued organizational growth is expected, what additional scaling capabilities are required of new BCDR solutions?
- Who will manage program efforts moving forward?
- How can BCDR contribute to an organization-wide continuous improvement initiative?





### SUCCESSFUL SOLUTIONS DELIVERED

BCDR automation, integration, and intelligence are the focal elements of a successful solution that includes:

#### Managed Services Team:

Having a dedicated team assigned to manage BCDR activities was essential for the Client to scale their capabilities appropriately. Propelex brought aboard a certified business continuity/IT disaster recovery program management team. The team was tasked with program implementation, expansion, maintenance, and continual improvement, within a focus that recognizes the unique needs of the healthcare sector.

#### BCDR Activities:

Ongoing activities in support of the new BCDR plan included:

- Develop more robust safeguards for member/patient data, to meet compliance requirements
- Conduct regular meetings with program stakeholders to drive appropriate engagement
- Execute business impact analysis and transform recommendations into an action plan
- Analyze how BCDR automation can mitigate ongoing risks and support improved operational performance
- Update crisis management, business continuity, and IT disaster recovery plans, and ensure all updates meet healthcare-involved compliance requirements

Additional activities recommended to maintain a robust BCDR plan included:

- Conduct training and exercise activities
- Develop, review, and update program metrics to identify areas of improvement, with a focus on safeguarding PII and meeting compliance requirements
- Monitor additional needs for scaling and evolving compliance issues
- Prioritize continual improvement opportunities
- Assist in incident and disruption response



Experienced dedicated team to perform business continuity impact analysis



SaaS based solution to fully automate you BCDR activities and management



Training, Scaling, and assist in incident and disruption response

### MEETING CUSTOMER NEEDS

After struggling with PHI related challenges and compliance functions that impacted their core mission, the Client now enjoys a BC/DR capability that is appropriately scaled to their needs, with the ability to manage compliance more efficiently and bounce back quickly from interruptions. Their new Managed Services Team is available to keep functions running smoothly, and is ready to intervene when crisis strikes. Stakeholders have a higher level of access and preparedness, with BC/DR processes and responsibilities fully formalized and recorded. Access and availability of member/patient data is safeguarded to a higher level.

The Propelex team is experienced in providing clients with access to premium BC/DR solutions, architected with customized features and to precise specifications. With Propelex as your BC/DR partner, you know your organization is protected against service disruptions and data loss, so you can focus on your essential operations and strategic goals.

