



# SecureWatch for Hospital Client



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RiskWatch worked with a hospital client to develop, test, and deploy new models of analysis, reporting, and remediation for visibility and management of internal site assessment data. With more than 3,400 beds system wide across the eastern seaboard, this hospital is one of the largest and most respected hospitals in the country.

Our client needed to consolidate the tools it used to conduct security assessments and improve risk management to meet expanding security, safety, and compliance requirements.

## Our Approach

RiskWatch performed a proof of concept using SecureWatch, a security risk assessment and management platform that structures and collects assessment data of an enterprise including threat, asset, and vulnerability information.

RiskWatch was able to address all of the client's concerns within our platform. SecureWatch automated and streamlined communication, reporting, and analysis, as well as simplifying the overall assessment process.

**SecureWatch**  
A Physical Security Risk Assessment Platform

## Challenges. Why the Hospital Engaged RiskWatch:

- ✓ **Assess the hospital's vulnerabilities/security.** Client needed a way to ensure transparency and confirm each area of risk was being assessed and monitored.
- ✓ **Strengthen regulatory compliance.** Client needed to improve and maintain compliance with standards such as JACO, OSHA, FEMA, CMS, and others.
- ✓ **Organization.** With multiple hospitals and business units, client management needed the ability to centrally manage workflow and compare data.
- ✓ **Analysis and reporting.** Client needed the ability to provide appropriate reports that detail what executive management needs to know and understand about compliance with security policies.

## Solution. SecureWatch:

RiskWatch's platform was used to gather data in multiple assessments against structured criteria and thresholds to perform internal site audits while documenting the relationship between different hospitals and verifying the internal sites' compliance with required standards, policies, and audit checklists.

The platform operates as "Software-as-a-Service" which enabled online threat and vulnerability assessments of hospital facilities and business units on any browser-enabled device for the benefit of staff.

SecureWatch enabled management to streamline the assessment process across the enterprise and with its powerful data gathering and analysis capabilities, and gave them the ability to easily identify and pick high risk areas and perform detailed analysis. With its semi-quantitative, ISO 31000 methodology and NIST 800-30 analysis capability, the platform guided on-site assessors to identify threats, vulnerabilities, and security gaps and to develop specific recommendations.

With automated analysis and scoring across many disparate environments, SecureWatch computed a risk score for each internal site. Automatic data consolidation and analysis capabilities allowed a "drill down" approach to quickly create ad hoc reports of high-risk internal sites. SecureWatch's automated reporting and remediation also generated customizable summaries and reports of individual internal sites, customized groupings of internal sites, and internal sites overall, ultimately eliminating their manual process of spreadsheets and PowerPoint.

The Remediation Module automatically creates a full audit trail of recommendations offered for security and compliance gaps or findings. Recommendations can be assigned to individuals as tasks to be monitored by the managers. The platform constantly learns from its users as assessments are performed at every stage of their assessment process. Data gathered can be repurposed in workflows to calculate and display trends in data year over year, making users at every level more productive.

## Steps Taken

- 1 Consolidate all hospital facilities and business units requiring assessment into SecureWatch.
- 2 Customize question sets into a single repository for different types of assessments to automatically measure compliance against regulations, policies, and audit checklists.
- 3 Launch and monitor surveys for selected facilities/business units while automatically computing risk scores.
- 4 Drill down to quickly identify high risk facilities/business units.
- 5 Deploy assessors to perform a detailed risk assessment at high risk facilities/business units.
- 6 Develop, plan and track mitigation actions.
- 7 Generate customizable, automated summaries & reports.

## Feedback:



SecureWatch enables us to automate our risk assessment and compliance functions, and we will continue to leverage SecureWatch to automate manual processes wherever possible. This is how SecureWatch improves our security and gives us more time to focus on our core and strategic responsibilities.

- Director of Security

For client hospital, SecureWatch eliminated paper-based surveys, spreadsheets, checklists, power point diagrams, photographs and replaced them with an evidence-based security assessment tool. This assisted with developing a road map for evaluating risks, identifying opportunities for security technology enhancements, gauging progress, and illustrating how proper planning and adaptations to security technology can benefit the entire hospital operation and create efficiencies that go beyond the security of people and assets. SecureWatch provided C-suite ready reports identifying critical risks, compliance vs. non-compliance, and rationale for prioritizing security investments. Total time savings equated to over 70%.

RiskWatch proposed the continued use of SecureWatch to manage all types of risk across their business through a single, securely accessed, web-based tool that reduces risk and improves operational effectiveness and efficiency.

## SecureWatch Workflow

Create assessment and distribute survey(s)



Assessor completes survey(s) and provides documentation



Compute risk score and identify individual risks



Determine if facility is within your risk appetite



Provide suggested recommendations to facility to reduce risk