



Massachusetts Health Data Consortium presentation and panel discussion

What: Healthcare's Identity Crisis: Managing identities and authentication pathways across the continuum of healthcare

When: Tuesday, March 7, 9:00-10:30

Where: 460 Totten Pond Road | Suite 690, Waltham, Massachusetts 02451

With increasing cybersecurity risks, negative financial implications, and patient safety at stake, how can healthcare systems effectively manage patient and provider identities and authentication pathways across the continuum of healthcare? What can be done today? What's working and where are the gains? What are the challenges? How is public policy influencing adoption?

If managing identities is a priority for patient safety, data integrity, clinical efficiency, revenue cycle management or other reasons at your organization, attend this panel of experts and join the discussion.

Who: Moderator: Sean P. Kelly, MD, Imprivata CMO, FACEP, Beth Israel Deaconess Medical Center, Assistant Clinical Professor of Emergency Medicine, Harvard Medical School

Panelists:

Arthur F. Ream III, Director of IT Applications and EPIC Operations, Chief Information Security Officer, Cambridge Health Alliance

Jeanne M. Fernandes, RHIA, CHDA, Administrative Manager – EMPI, Partners Healthcare - Health Information Management

Aaron Miri, Imprivata Chief Information Officer and Vice President Government Relations

Timeline:

9:00: MHDC introduces session, Dr. Sean Kelly and panelists

9:03: Dr. Kelly welcomes audience and describes program, introduces Justyna Evlogiadis

9:05: Educational presentation on Patient ID: Justyna Evlogiadis, Imprivata

9:15: Dr. Kelly opens panel discussion by asking panelists to provide a brief background on their organizations and roles?

10:30: Close

Potential questions for panel:

Security (Art):

- Where are the biggest security risks with regard to protecting the integrity of provider and patient identities?
- What policies or technologies are in place to secure access to patient information?
- Are you using two-factor authentication for providers? For which workflows?
- What are the challenges with securing patient information today? How is patient information shared amongst disparate organizations?

Technology/Public Policy (Aaron):

- How is technology keeping up with the need to protect the integrity of health records over the past decade?
- How would a national patient identifier solve the problem around patient identification? How would biometrics help solve this problem?
- What are the pros/cons of different biometrics modalities? (Cost, user adoption, accuracy, etc.)
- From an IT perspective, what is required to manage patient identities, duplicate records and disparate medical records?

HIM (Jeanne):

- What is the patient identification process today, and what are the challenges?
- What are the challenges associated with duplicate medical records today? How costly are they to manage?
- What are the challenges associated with overlay medical records?
- Is insurance card sharing or identity theft a problem? How does that impact the hospital?
- Are there ever issues with eligibility checking or insurance validation? How does that impact the hospital?

General (audience/panelists):

- What are the key components for managing identity in healthcare?
- Where is the greatest potential value to healthcare organizations... improved provider efficiency? Revenue cycle? Patient safety and quality of care?
- How do biometrics factor into the equation?
- What are the implications for patient engagement?
- How about patient experience, self-check in? Are kiosks being adopted? Are they successful?
- What exactly are the most crucial components of patient engagement?
- Can denied medical claims be a consequence of patient misidentification?