

## CASE STUDY

### PUSHING THE LIMITS AND EMERGING THROUGH.

Here's how a Healthcare coaching company got **HITRUST certified** within 18 months of collaborating with **Accorian**.



**THE CLIENT:** Healthcare Coaching Company

**LOCATION:** USA

**INDUSTRY:** Healthcare. B2C

**SERVICE BRIEF:** Our client was a start-up in the burgeoning service sector of healthcare coaching, which has a market value of over \$6 billion - expected to expand rapidly.

Our client's rapid company expansion meant that their contract base was growing at an exponential rate. The client provides health and wellness coaching as an approach for empowering people to take responsibility for their well-being. Non-directive, empathetic, and mindful dialogues utilizing motivational and evidence-based methodologies are the catalysts for this.



### The Challenge for The Client

Our client required **HITRUST certification** for several of their contracts. The rapidly expanding start-up lacked the cyber security maturity to achieve this goal.

Rapidly developing organizations have more complex data, making security difficult. HIPAA compliance is a constant concern for healthcare institutions. Surprisingly, **69% of organizations** fail to comply with complex regulatory norms and criteria.

However, **HITRUST certification** has its own set of issues. It is often difficult and time-consuming to complete. Our client identified these challenges and approached Accorian for a qualified **HITRUST** Assessor to help overcome them.



## The Solution

If an organization wants to be **HITRUST certified**, it must conduct assessments and manage remedial actions.

Accorian is a **HITRUST Certified Assessor** for all enterprises. We thoroughly explained our method to our client before they entrusted their security and company to us.

We helped them meet **HITRUST** criteria with pre-assessment and final validation services. Accorian's security compliance experts worked with our client's management to implement **HTRUST-compliant policies** and procedures. Our assessments revealed that the company had 276 control statements to meet before **HITRUST certification**.

## Our Approach

Throughout the project, our certified HITRUST assessors and specialists worked closely with the client's team. Our approach was to be honest with our client. We identified the **HITRUST** controls' gaps and vulnerabilities as soon as we understood the organization's requirements.

We created effective policies and procedures, writing over 200 in the process. Our CSF practitioners worked closely with the client's IT team and business SME to achieve all goals. We always had open lines of communication.

We also conducted various security assessments. More than 100 devices were scanned for vulnerabilities and network penetration tested. Our findings and risk assessment of their systems led to a two-year enterprise strategy for cybersecurity and **HITRUST certification**.

We hired a program manager to oversee multiple vendor and internal IT installations to streamline and smooth things out.

## The Challenges We Faced

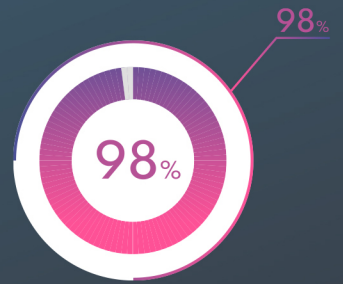
Healthcare is a unique industry. The desire to improve patient care often cascades throughout the company. As a result, security and other efforts were put on hold by the client because they hampered productivity. The client bought apps that couldn't be audited and turned off security events to save time.

**Accorian's** first task was to thoroughly scope the situation and decipher its complexities. The client also lacked comprehensive documentation. Minimizing duplication and increasing efficiency required reducing knowledge loss, increasing consistency, and establishing process ownership.



## Why Accorian?

Accorian's HITRUST Assessment service helps third parties and organizations monitor, assess, and mitigate risks. It helps you improve your risk posture and describe your threats better. Accorian has assisted over 240 clients in HITRUST certification. Accorian's staff has an average experience of over 12 years. With us on your side, you'll have a 98% chance of success. With our proven methodologies and white-glove service, we provide great value to our clients.



### Our SOW

Accorian's HITRUST Services aids organizations from start to finish of their HITRUST Journey. Our duties to our client included the following:



Applicability,  
Scoping & Readiness  
Workshop



Policy & Procedure  
Development



Implementation  
Advisory Services



Pre-audit



Assisted HITRUST  
CSF Readiness  
Assessment



Gap Assessment



HITRUST CSF Vali-  
dated Assessment



HITRUST CSF Interim  
Assessment

Scoping, assessment, remediation, and validation comprise the certification process.

To re-certify two years later, organizations must complete an interim assessment and show remediation or significant progress in closing security gaps (CAPS). The interim and recertification criteria are repeated annually to ensure firms remain compliant with the **HITRUST CSF**.





## The Result

Accorian's team of specialists and trained CSF practitioners cooperated with the client team at every step of the way. We helped the client navigate through avoidable or common errors, and guided them towards better resource management. They completed their certification process in less than 18 months, simplifying and streamlining the process throughout its course.



## The Audit Prep

Accorian began preparing the client for **HITRUST** by giving the project team an overview of the framework. Everyone involved in the process must understand their role and how **HITRUST** will affect them. Since management buy-in is vital, educating management and leadership on the upcoming changes is also essential.

Preparations included drafting a realistic and achievable implementation schedule as well. We had a predetermined set of steps for the audit's preparation. It had three phases.

The organization's preparedness was assessed after defining the scope of work. We also used **HITRUST MYCSF** to visualize the sheer number of controls under consideration. Then, we assessed the firm's **HITRUST** domains and identified any potential pitfalls. A roadmap was designed to address these issues.

During the second stage of audit preparation, we worked closely with the client to execute the plan and develop case-specific rules and procedures. A full program management and on-demand security assessments were also available.

In the third phase of preparation, we validated our client's evidence on MYCSF. We worked as a team with our client to identify gaps and develop solutions. Finally, we sent the reports to **HITRUST for certification**.



## The Biggest Surprise In The Journey

The client was surprised by the rigor of the **HITRUST certification** process despite their sincere belief that their company would pass the certification process. However, the often-overlooked pitfalls in their security came as a surprise. Obtaining **HITRUST certification** can be an intensive process.

## What's Next For The Client

Thanks to the client's **HITRUST** accreditation, new healthcare coaching contracts have begun to arrive. The **HITRUST certification** confers credibility and dignity to the client's security program. Our client will be able to promote and document the firm's compliance and security efforts. With the certification, the client can now focus on patient care rather than regulatory compliances.



### Client Testimonial

“As a Healthcare Coaching company, we wanted to improve our data security, and **HITRUST** is the gold standard. We feared the **HITRUST certification** process would be expensive and time consuming. **Accorian** was the best option for us because they simplified the process for both my team and me. **Accorian** is also economical; a complete guide.”

