AMERICAN ACADEMY OF OPHTHALMOLOGY®

Mid-Year Forum 2019

Hearing: Emergency Planning and Disaster Preparedness for Everyone

Toolkit Resources

Ready.gov Links

- https://www.ready.gov/ and https://www.ready.gov/business-toolkit

Video Overview: Six Things to Know Before a Disaster

1. Know where your gas shutoff valve is located.
2. Know where your electrical shutoff is located.
3. Make an emergency communication plan.
4. Make sure you have insurance (*e.g.,* Does it cover flood or earthquake?).
5. Plan for your pets.
6. Know evacuation routes.

Disaster Management Resources

- Earthquakes: Earthquakes can happen at any time. Learn what to do before, during and after.
- Flooding: If you approach a flooded road or walkway, follow this rule: turn around, don't drown!
- Hurricanes: Prepare for hurricanes now. Know where to go if asked to evacuate quickly and how you and your family will get there.
- Landslides & Debris Flow: Landslides can occur quickly, often with little notice. Find out what to do before, during and after a landslide.
- Wildfires: If there is a wildfire in the area, be ready to evacuate on short notice.
- Power Outages: Have alternative charging methods for your phone in case of power outages.
- Winter Weather: Know what to do before, during and after snowstorms and extreme cold.

Cybersecurity Tools: Business Continuity and Disaster Recovery

- Cybersecurity: Prepare yourself, your family, and your property to avoid or minimize the damage associated with a cyberattack.
    - Incident Response Plan Overview and Incident Response Template
    - Tips to Tailor a Disaster Recovery Program to Your Needs

Active Shooter Resources

- Active Shooter High-Level Overview: Describes what to do if you find yourself in an active shooting event (RUN-HIDE-FIGHT), how to recognize signs of potential violence around you, and what to expect after an active shooting takes place.
- IS-907: Active Shooter: What You Can Do: This course, developed by FEMA's Emergency Management Institute, can be taken online or presented in a classroom setting.
- Active Shooter Planning and Response in a Healthcare Setting: This comprehensive document focuses on the unique challenges associated with healthcare environments and active shooter events. It includes policies and procedures that can be adapted for use in your organization.

More Templates

- Workplace Violence and Emergency Situations Template: An example policy template covering workplace violence and general emergency situations.
- Continuity of Operations Plan: An in-depth template covering pandemic influenza; however, the template can be easily modified to cover a specific event related to your institution.

AMERICAN ACADEMY OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®

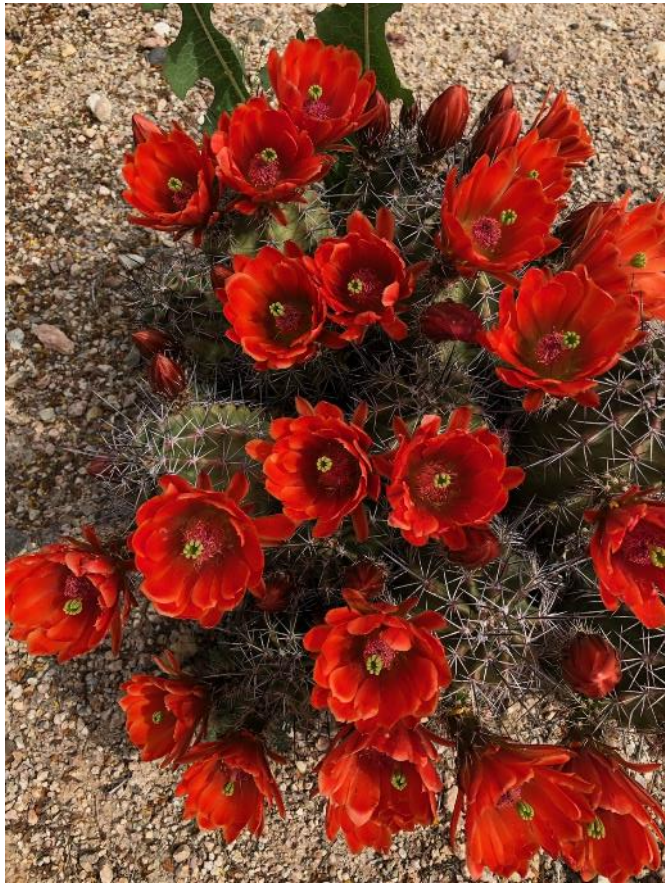
Emergency Planning and Disaster Preparedness

Daniel J. Briceland, MD
Natalio J. Izquierdo, MD
Susan Doucette
Scott Cormier

Financial Disclosure

I have the following financial interests or relationships to disclose:

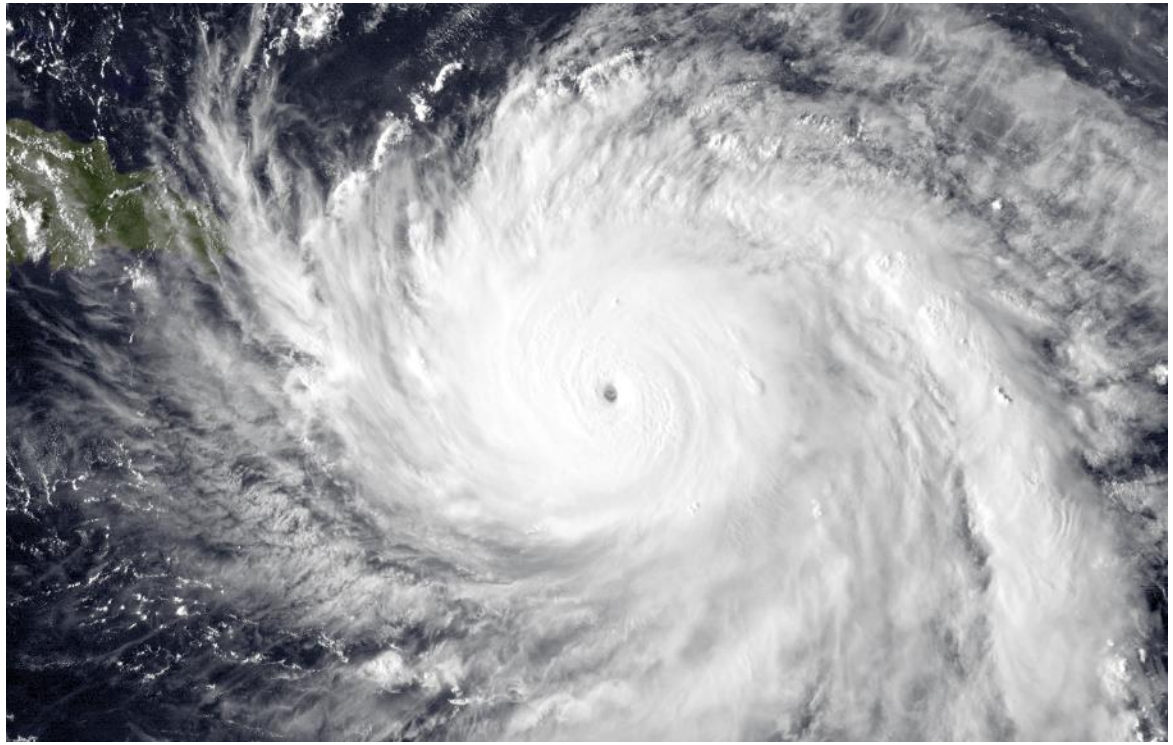
- Ophthalmic Mutual Insurance Company (OMIC): Employee & Lecture Fees



AMERICAN ACADEMY OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®

Real-Life Experiences with Disaster Management



Cybersecurity: Risks, Examples, and Best Practices

Active Shooter Planning and Response in a Healthcare Setting

ModernMedicine NETWORK

PHYSICIANS PRACTICE

Enter your keywords

An active shooter in physician offices: Planning for the unthinkable

Starkytang/Adobestock

By Steven S. Wilder, CHSP

March 12, 2019

Safety, Difficult Patients, Managers Administrators, Older Patients, Patient Relations, Risk Assessment, Risk Management, Training

Agenda

Real-Life Experiences with Disaster Management:
The Puerto Rico Hurricane Maria Experience
Natalio J. Izquierdo, MD

Cybersecurity: Risks, Examples, and Best Practices
Susan Doucette

Active Shooter Planning and Response in a Healthcare Setting
Scott Cormier

Q&A and Conclusion

Emergency Planning and Disaster Preparedness for Everyone:
the PR Hurricane Maria Experience.

Natalio Izquierdo, MD
Assistant Professor
UPR Medical Sciences Campus

No conflict of Interest

Introduction

- Disaster Strikes (911, Haiti, Katrina, María)
- Impact on Ophthalmology and Patients
- AAO promotes Preparedness and Empowerment.

Introduction

- Personal and Family Loss
- Professional Practice
- Residency Programs
- Ambulatory Surgery Centers
- Supratertiary Hospitals

Infrastructure Losses

- Power loss
- Water supply
- Communications (cellphones, internet)

Personal and Family Losses

- Stress
- Gas and Generators
- Family Members

Professional Loss

- Few Patients: Organize Clinics
- No EHR; and no Hard Copies
- Medications and samples

Effect on Research Projects

- Protocol Interruption
  - Follow-up
  - Treatment
- Coping: Text Participants

Effect on Residency Programs

- Lectures Cancelled
- Impact on Infrastructure
- “On call” Programs

Coping at Residencies

- Emergency Schedules
- Elect a Leader
- Increase Surgical Instruments Trays

Effect on Ambulatory Surgery Centers

- Shut down
- Sterilized Instruments
- Medications and Oxygen

Ambulatory Surgery Centers Relief

- 2 Power Generators
- Oxygen Supply
- Business Interruption

Effect on Supratertiary Hospitals

- Patients with ROP at NICU
- Transfer patients
- Prepare for Ruptured eyeglobes.

Supranational Organizations

- AAO and PAAO support
- Haiti Relief Program
- Leadership Course Classmates
- Residency Programs

Local Society helped Residency Program

Fund Raiser

Equipment

Conclusions: the show must go on!

- Personal and Family Loss
- Professional Practice
- Residency Programs
- Ambulatory Surgery Centers
- Supratertiary Hospitals

Thank You

AMERICAN ACADEMY OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®

2019 AAO Symposium: Disaster Preparedness Cyber Security

Susan Doucette
Asst. Vice President, Program Underwriting
NAS Insurance Services
April 12, 2019

Financial Disclosure

- I have the following financial interests or relationships to disclose:
  - NAS Insurance Services
    - Employee: Assistant Vice President of Program Underwriting

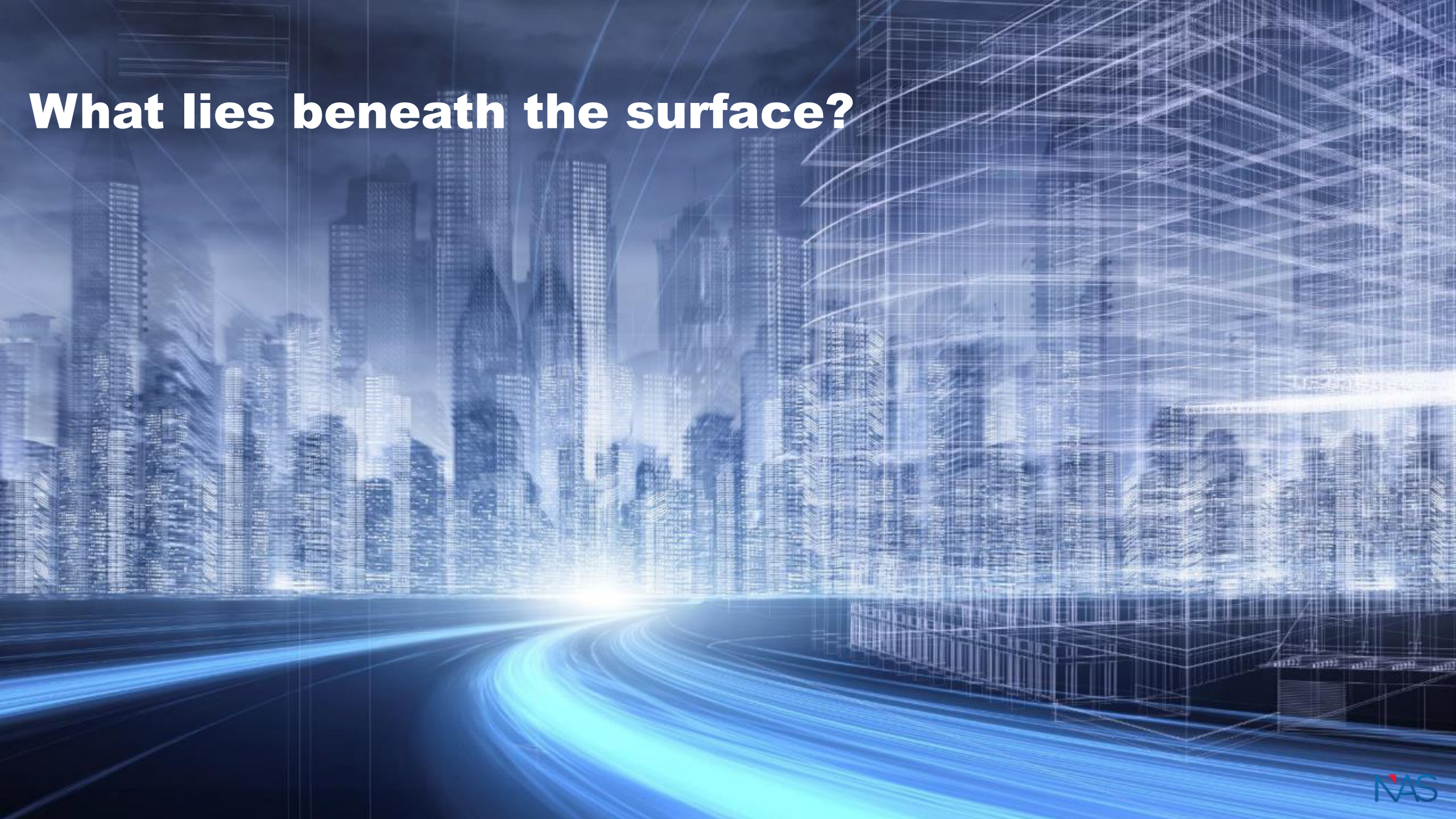
Agenda

- ❑ About NAS
- ❑ Cyber Landscape- Understanding your exposure
- ❑ Cyber Claims Trends
- ❑ Claims Scenarios
- ❑ Best Practices
- ❑ Q&A

About NAS

- ❑ Market leader for 40+ years
- ❑ Deep roots: Lloyd's and Tokio Marine Kiln
- ❑ National cyber market leader for 20+ years
- ❑ Headquartered in Los Angeles, operations in Atlanta, Chicago, and New York

Cyber Landscape


What lies beneath the surface?

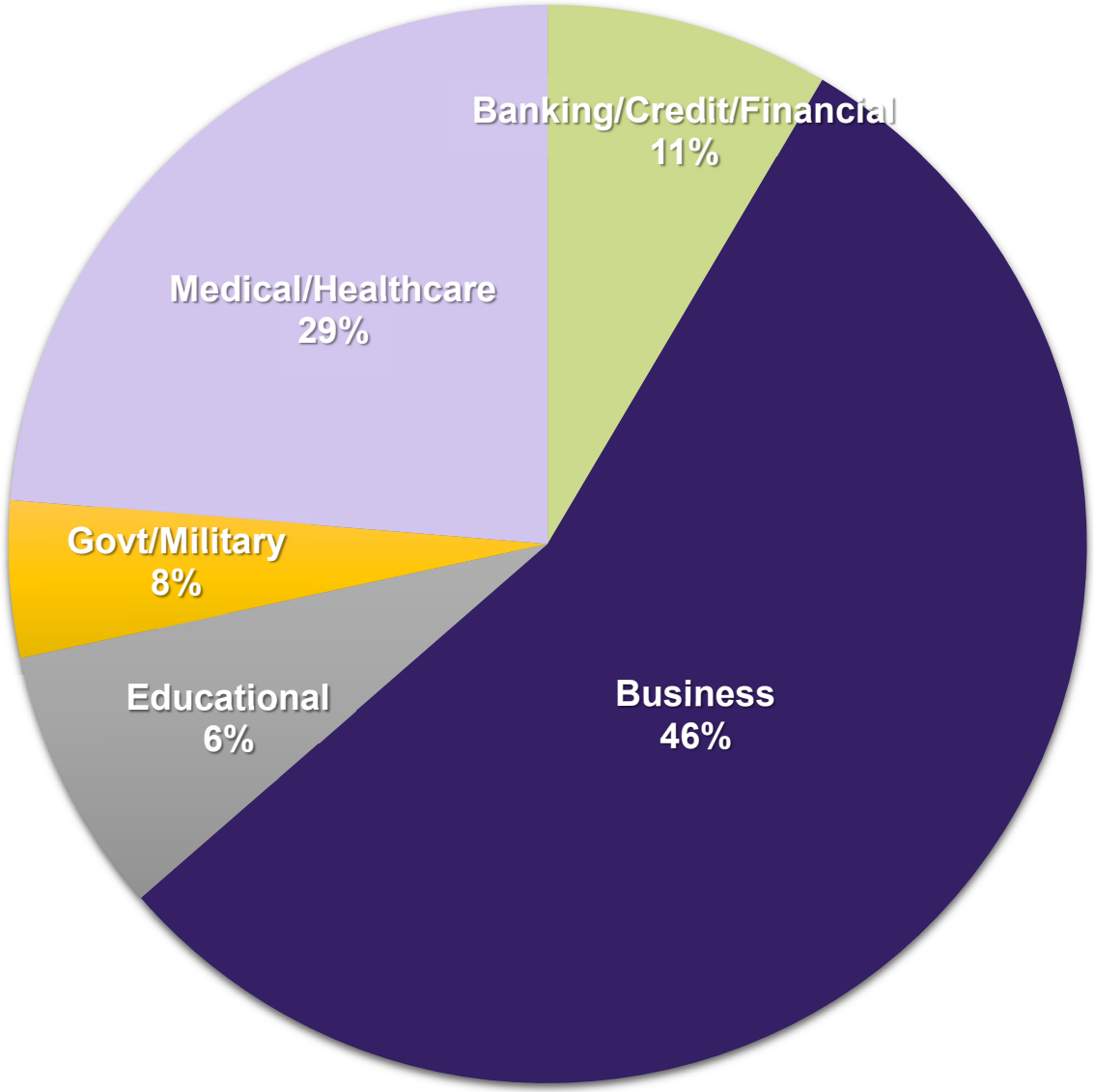
The Sale of Personal Data is a Lucrative Business

Data Sold (location and information)	Seller (cyber criminal)	Posted on (site name)	Bitcoin price	U.S. Value
Dropbox emails & passwords	Doubleflag	RealDeal	2	$7,234
Bronx, NY medical facility Database (PII & PHI)	**Thedarkoverlord**	**Darknet**	**20**	**$72,338**
BitcoinTalk.org user account information	Doubleflag	RealDeal	1	$3,617

"The value in bitcoin is a really good indicator of how valuable the hack really was."

Bryan Seely, cybersecurity expert and hacker at MGT Capital Investments

Data Breaches by Industry

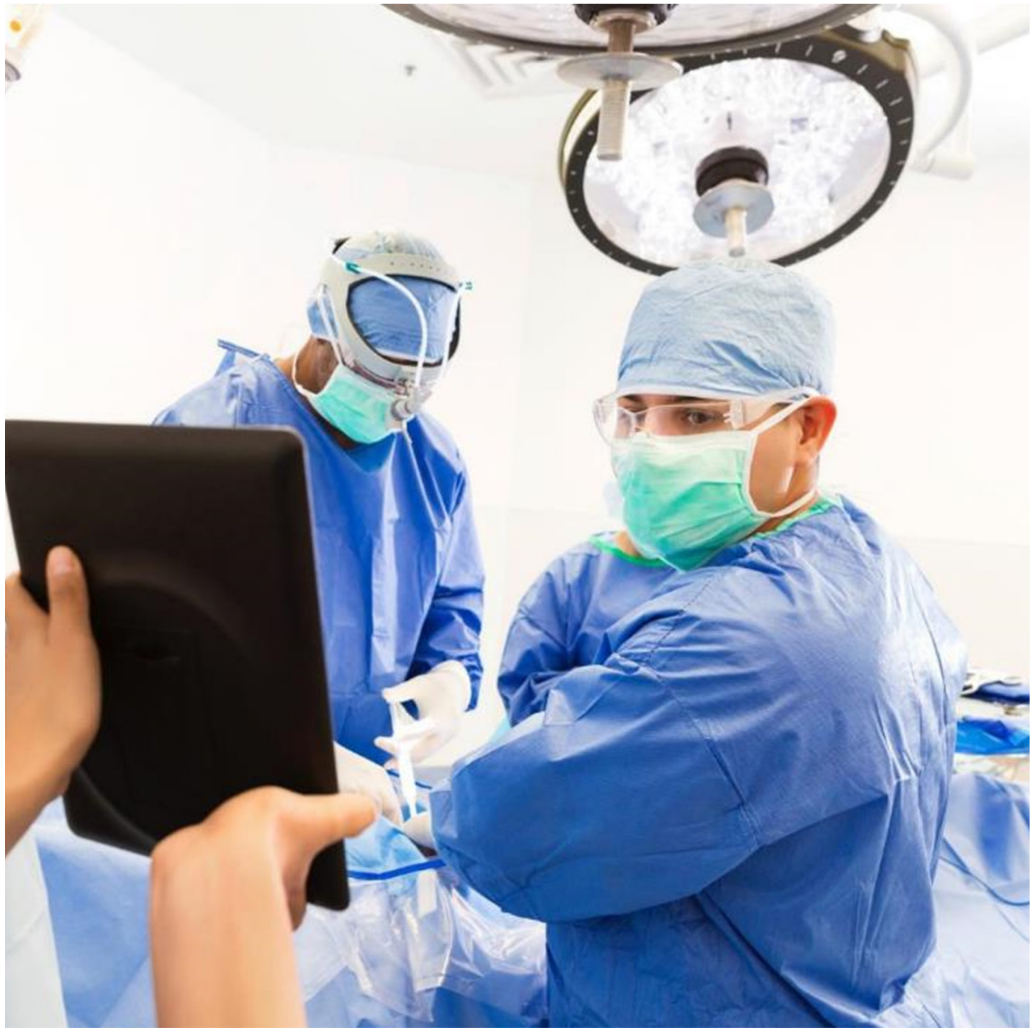


In 2018, the ITRC reported **1,244 breaches** impacting over 446 million records which is a 126% increase over 2017.

Cyber Claims Trends

Types of Breaches

- ❑ “Before & After" pictures
- ❑ Employee carelessness and/or negligence
- ❑ Employees & social media
- ❑ Ransomware
- ❑ Rogue employees
- ❑ Phishing schemes
- ❑ Lost/stolen devices
- ❑ BA snafus

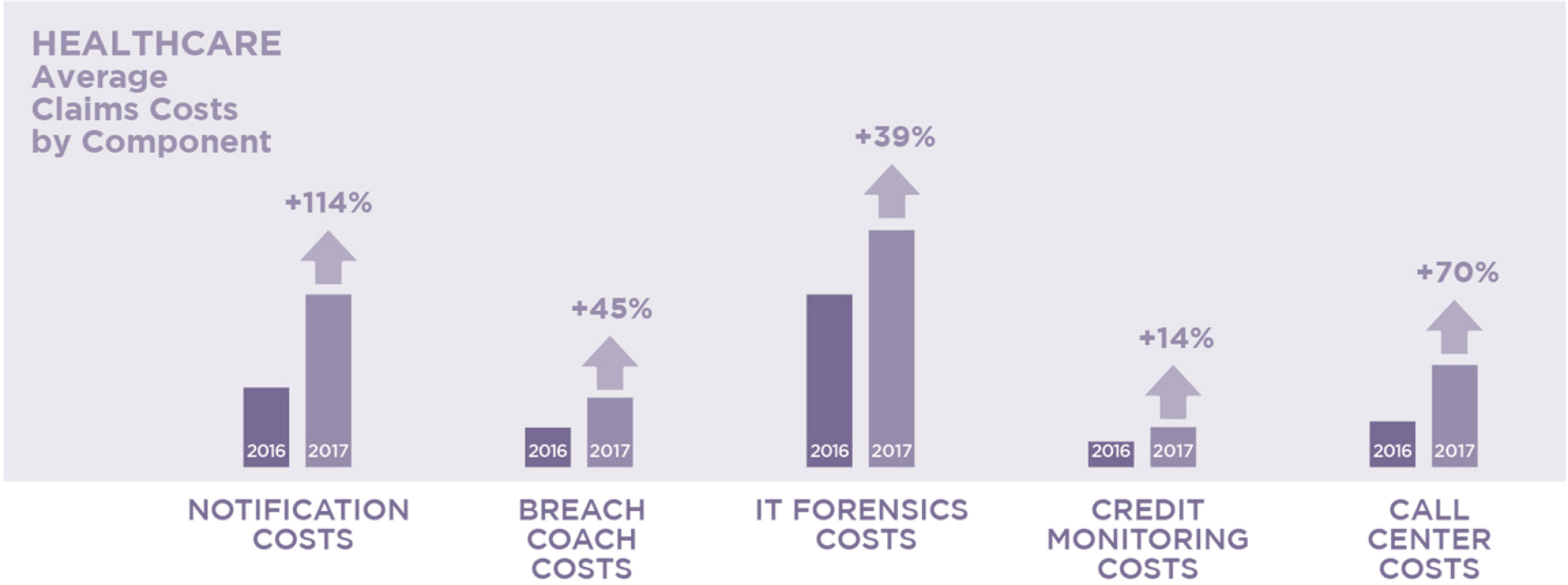


Cause of Loss by Rank

HEALTHCARE POLICYHOLDERS
Cause of Loss by Rank for 2016 & 2017

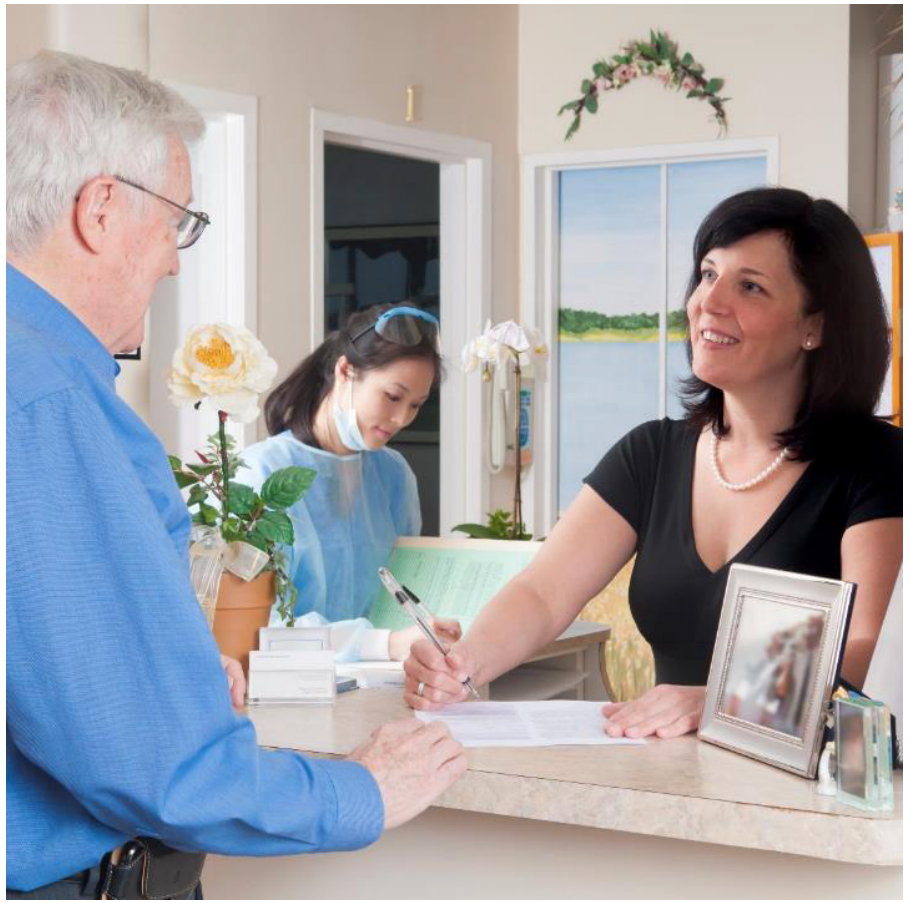
Rank	2016 Cause	2017 Cause
Most Common Cause	Negligence	Negligence
2nd Most Common Cause	Physical Theft	Ransomware
3rd Most Common Cause	Ransomware	Physical Theft

Average Claims Costs by Component



Myth: “We don’t have an exposure”

- ❑ We are a small practice
- ❑ We have an IT team
- ❑ Our records are stored with a 3rd party vendor



Claims Scenarios

Multimedia Liability - Scenario

A dermatology center uses before and after pictures of clients on its website and related marketing materials. Clients have given consent to the use their images under conditions of anonymity.

However, when photos were posted online, the metatags included the clients' last names and therefore showed up as a result of a search of those names. A few of the clients sued the clinic for unauthorized use of their likenesses.

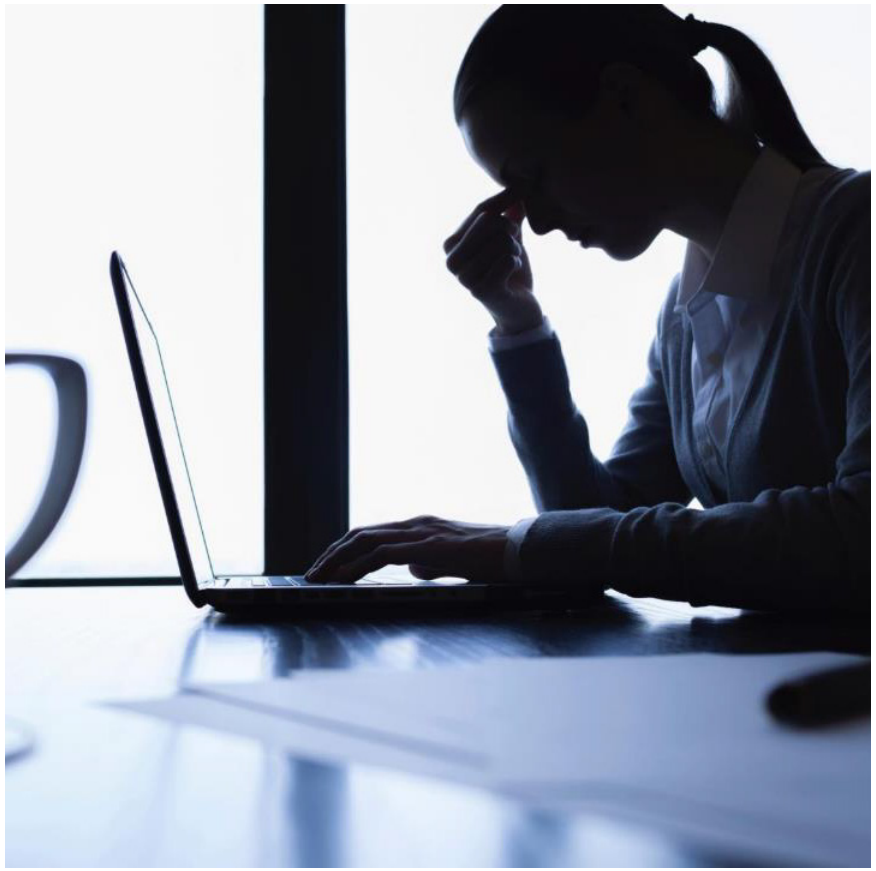
Security & Privacy Liability- Scenario

An iPad issued to an employee of a medical group went missing. The iPad contained confidential records, including personally identifiable information (PII) and personal health information (PHI), of over 1,000 patients.

The group notified affected parties of the breach and offered 12 months of credit monitoring.

Several weeks following the incident, the group was served with a lawsuit filed on behalf of several of the affected patients alleging failure to safeguard their confidential information.

Privacy Breach Response Costs - Scenario



A mid-size physician's practice fell victim to a ransomware attack, in which more than 100 computers were affected. The computers contained confidential patient information, which may have been compromised during the breach. The practice did not pay the ransom and instead focused its efforts on reconfiguring the impacted computers and servers and restoring the data from a backup.

Under state privacy laws, the practice was required to notify almost 280,000 patients about the breach. Cyber insurance covered the breach notification costs, which totaled approximately $750,000.

Cyber Extortion- Scenario

A five-physician practice had its network breached when an unsuspecting office manager opened an attachment to an email that contained the “Crypto-Locker” virus.

The virus encrypted patient files stored on the practice’s servers, and the perpetrator threatened to delete all files unless a ransom was paid.

Cyber insurance paid for the costs to retain counsel and an IT forensics specialist to investigate. The IT forensics specialist determined the threat to be credible, and recommended that the ransom be paid so that further exposure and/or loss resulting from the incident could be assessed.

Cyber Crime- Scenario

A physician's office manager received an e-mail from the physician while he was out of town instructing her to immediately wire $39,500 to him. The office manager wired the requested funds. Shortly after, the physician called the office manager to check in, and the office manager asked if he received the funds. The physician advised he did not ask for any funds to be wired. They discovered that the office manager had been tricked by a hacker who created an email address nearly identical to the physicians' email address. The physician contacted his bank to have the funds reimbursed.

The bank attempted to recall the transfer, but the funds had already been withdrawn from the fraudulent account, and the account had been closed. The bank did not reimburse the physician for any lost funds.

Cyber Insurance covered the financial loss of $39,500 resulting from the wire transfer fraud.

Best Practices

Risk Management Best Practices

For USERS

- ✓ Do not open links or attachments that are in unsolicited emails.
- ✓ Verify authenticity of software before downloading from websites.
- ✓ Do not use same password for all accounts (and make sure they are difficult to decipher).
- ✓ Don’t send unencrypted emails.

For IT Department

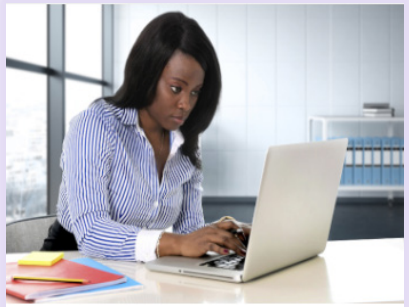
- ✓ Use anti-virus software and make sure to update such software regularly.
- ✓ Ensure Windows users have the Enhanced Mitigation Experience Toolkit (EMET) enabled to sandbox applications.
- ✓ Backup data regularly and ensure backup copies are stored in a separate and secure location (not on the local area network).
- ✓ Limit access to certain areas of your network to help control the spread of malware.
- ✓ Set limits on timing and strength (or lack of) for log in credentials within your organization.
- ✓ Set up separate employee & guest WIFI networks

Employee Training

Data Security Policies

- Acceptable Use Policy
- Email Policy
- Information Security Policy

Mobile Device Security is Essential to a Robust Cybersecurity Program



Having a “Clean Desk” in the Workplace

Risk Management topics, resources and procedures should be in place; including (but not limited to):

- ✓ Email Policy
- ✓ Information Security Policy
- ✓ Acceptable Use
- ✓ Password Management
- ✓ Mobile Device Security
- ✓ Bring Your Own Device
- ✓ Removable Media
- ✓ Physical Security
- ✓ IT Document Management
- ✓ Patch Testing

Firewall Defined

A hardware/software capability that limits access between networks and/or systems in accordance with a specific security policy.

Encryption Defined

Conversion of plaintext to ciphertext through the use of a cryptographic algorithm.

NIST
National Institute of Standards and Technology

Questions?

Thank You!

Susan Doucette
Assistant Vice President, Program Underwriting
sdoucette@nasinsurance.com

www.nasinsurance.com

DATA SOURCES by SLIDE – e-MD® Cyber Liability Coverage

Data Breaches by Industry & Records

- Identity Theft Resource Center, " ITRC Breach Reports, 2018 End of the Year Data Breach Report", https://www.idtheftcenter.org/wp-content/uploads/2019/01/ITRC_2018-End-of-Year-Aftermath_FINALWEB-V2-1.pdf (accessed January 29, 2019)

Even the Dark Web has Standards

- The Washington Post.com, "Hacked Dropbox data of 68 million users is now for sale on the dark Web", by Karen Turner, September 7, 2016, https://www.washingtonpost.com/news/the-switch/wp/2016/09/07/hacked-dropbox-data-of-68-million-users-is-now-or-sale-on-the-dark-web/ (accessed September 9, 2016)
- Hackread.com, "Hacker Selling US Medical Database of 34,000 Patients on Dark Net", by Waqas, July 13, 2016, **https://www.hackread.com/hacker-selling-medical-database-dark-net/** (accessed September 9, 2016)
- Hackread.com, "Hacked BitcoinTalk.org Forum Database Goes for Sale on Dark Web", by Waqas, September 5, 2016, https://www.hackread.com/hacked-bitcointalk-forum-database-on-dark-web/ (accessed September 9, 2016)

Do you know where your data has been today?

- Small Business Trends, "Cyber Security Statistics: Numbers Small Businesses Need to Know," Dec. 31, 2018, https://smallbiztrends.com/2017/01/cyber-security-statistics-small-business.html (accessed January 29, 2019)
- Ponemon Research, "State of Cybersecurity in Small & Medium-Sized Businesses," November 2018, https://keepersecurity.com/assets/pdf/Keeper-2018-Ponemon-Report.pdf (accessed January 29, 2019)

HIPAA Cases Settlements

- Compliancy Group, "HIPAA Fines Listed by Year," https://compliancy-group.com/hipaa-fines-directory-year/ (accessed January 30, 2019)

IS Ransomware always a HIPAA breach?

- Source: "Fact Sheet: Ransomware and HIPAA" pg. 5-6, http://www.hhs.gov/sites/default/files/RansomwareFactSheet.pdf (accessed November 10, 2016)

Risk Scenario Slides

These risk/claim scenarios are provided here for illustrative purposes only. The scenarios are examples of the types of claims and associated costs commonly seen and do not represent a comprehensive explanation of any one particular claim. While the subject coverage is designed to address certain risks and associated costs, coverage may not be available in all circumstances. Each reported claim will be evaluated on a case-by-case basis. The actual policy or endorsement language should be referenced to determine coverage applicability and availability.

AMERICAN ACADEMY OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®

Workplace Violence and Active Shooter Planning in a Health Care Setting

Scott Cormier
VP Emergency Management, EC and Safety

Disclosures

- No disclosures

Learning Objectives

- Define healthcare workplace violence
- Review healthcare workplace violence statistics
- Review healthcare active shooter response
- Discuss implementation strategies

Large Health System Perspective

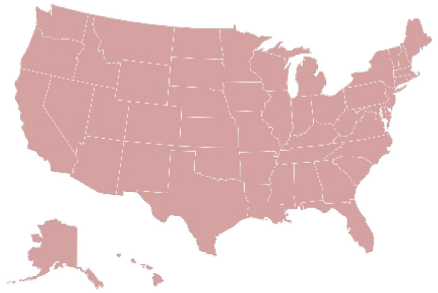
Clinical Stats

Number of Births	>84k
ED Visits	>3.1M
Outpatient Visits	>23M
Surgical Visits – Outpatient	>400k
Equivalent Discharges	>1.6M

161 Hospitals

2,600 Sites of Care

21 States and the District of Columbia



More than 22k Available Beds

34k Affiliated Physicians

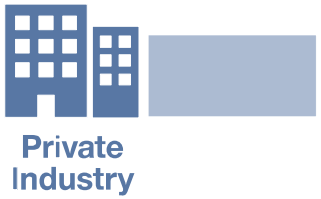
156k Associates

Healthcare Workplace Violence

Definition:

Violent acts, including physical assaults and threats of assault, directed toward persons at work or on duty.

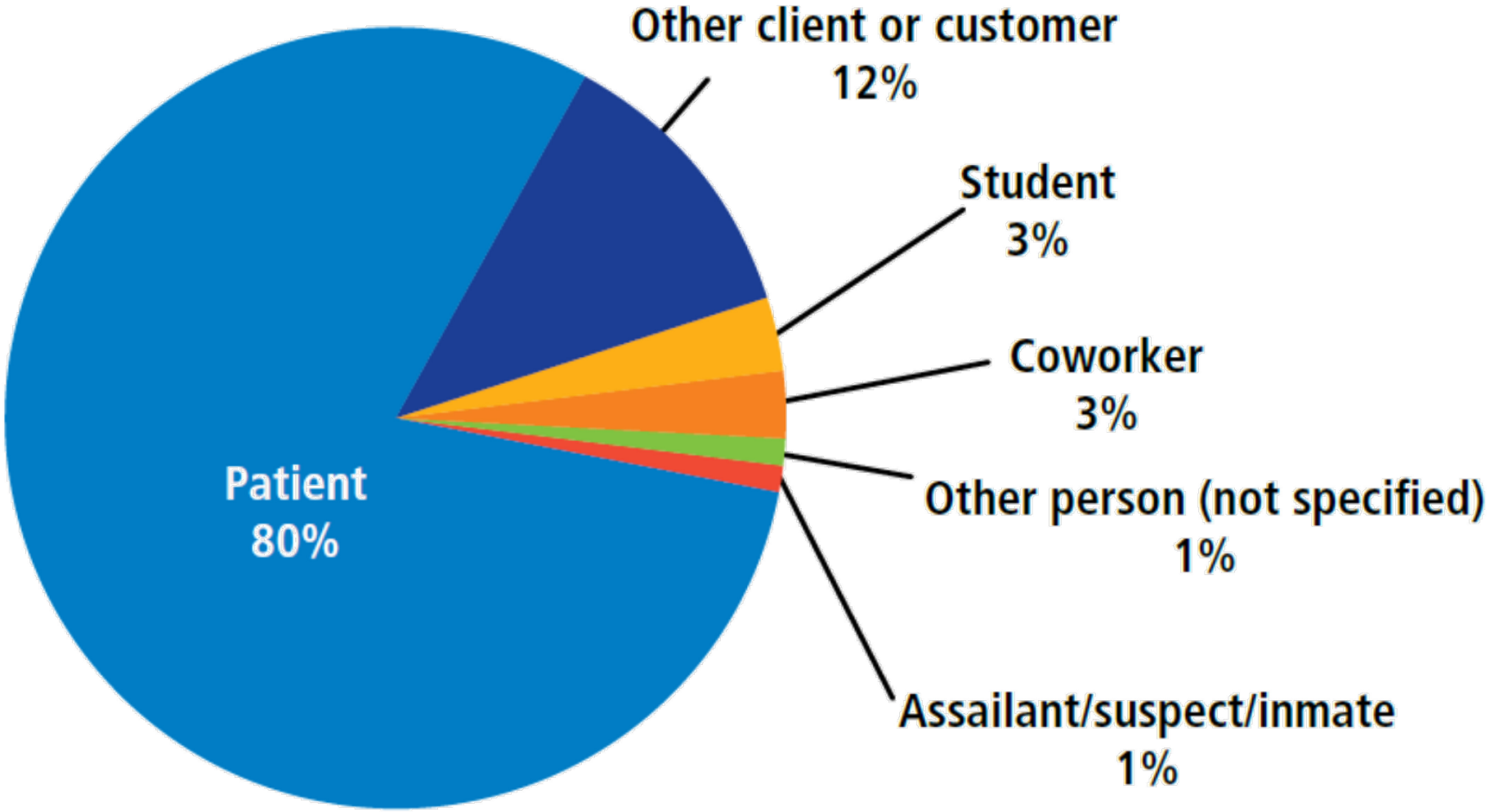
From 2002 to 2013, incidents of ***serious*** workplace violence were four times more common in healthcare than in private industry on average.



AMERICAN ACADEMY OF OPHTHALMOLOGY®

Protecting Sight. Empowering Lives.®

Sources of Serious Workplace Violence



Active Shooter in Healthcare

Active Shooter:
Actively engaged in killing or attempting to kill people in a populated area.

Mass Killing:
Three or more killed.

- Active Shooter is not:
  - Person with a gun
  - Hostage situation
  - Murder or murder/suicide

Healthcare Active Shooter Statistics

- 8 incidents between 2000-2019

- It's not part of a bundle

Active Shooter in a Healthcare Setting

- What is a healthcare setting?
  - Hospital (teaching, critical access)
  - Clinic
  - Physician practice
  - Medical school
  - Free standing MRI
  - Oncology clinic
  - Ambulatory surgery center
  - Long term care

Commonality

- Vulnerable population
- Hazardous materials
- Openness
- Visitors
- “Duty to Act” and “Abandonment” concerns
- Ability to provide care

Run, Hide, Fight

- People tend to make a choice of run or hide, and stick with it

- During the process of running, you may need to hide and fight, but keep running

The Elephant in the Room

- Is running abandonment?
- Is there an ethical or moral obligation to stay?
- Can you require someone NOT to run?
- Helpless patients
  - Operating room
  - Ventilators
  - Non-ambulatory

What we Know

- Golden Rule:
  - Less People in Hot Zone = Less Victims
- Response depends on where it is occurring
- Run, hide, fight are un-numbered options
- Situations are fluid

What we Think

- Training will decrease deaths
- Individual facilities will make a plan appropriate for them
- Pre-planning how to “barricade” will decrease deaths
- As shooter moves, response will change
- Self preservation is a personal issue
- People do heroic things, but not by policy

Planning

- A **preferred method** for reporting active shooter incidents
- An **evacuation policy** and procedure
- Emergency **escape procedures** and route assignments (i.e., floor plans, safe areas)
- **Lockdown procedures** for individual units and locations and other campus buildings
- **Integration** with the facility Emergency Operations Plan and Incident Command System
- **Information** concerning local area emergency response agencies and hospitals (i.e., name, telephone number, and distance from your location)

Communication

- Panic
  - Research shows warnings do not induce panic
  - People need accurate information and clear instructions
- Codes vs. Plain Language
- Communication barriers (multi-lingual, hearing impaired, learning disabled

https://healthinfotranslations.org

No Weapons
No se permiten armas
Lama Ogala Hubka
Ношение оружия запрещено
Armes interdites
हथियार लाना मना है
禁止携带武器
禁止攜帶武器
武器所持禁止
무기 금지
Không được mang vũ khí
ممنوع حمل الأسلحة

Law Enforcement Tactics

- First officer arrival
- Visiting LE duties/ off duty officer duties (ED)
- Force protection teams
- Integration of special operation teams
- Facility clearing
- Video control rooms
- Hazardous materials
- Clearing staff to assist with care
- Crime scene operations

Maintaining the Program

It’s great to implement a plan, but tougher to maintain it

AMERICAN ACADEMY OF OPHTHALMOLOGY®

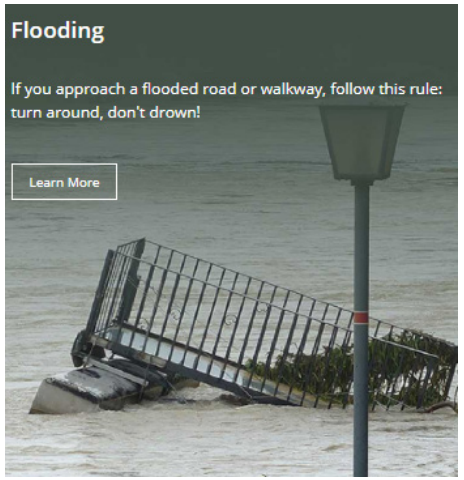
Protecting Sight. Empowering Lives.®

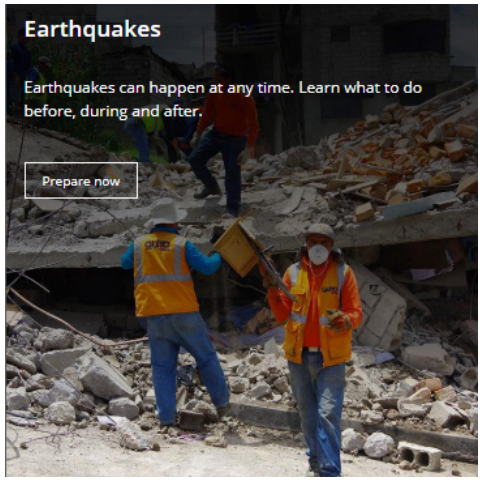
Questions

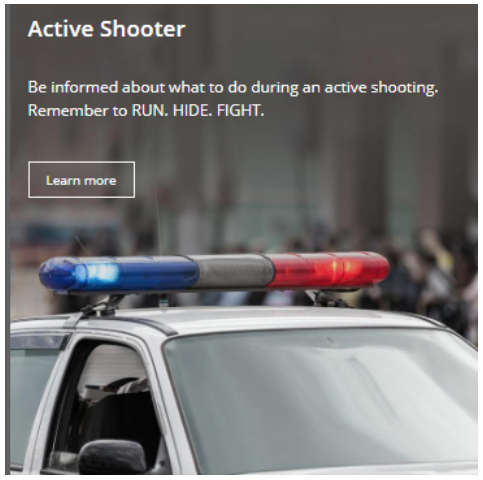
- Thank you for all you do!
- scott.cormier@medxcelfm.com

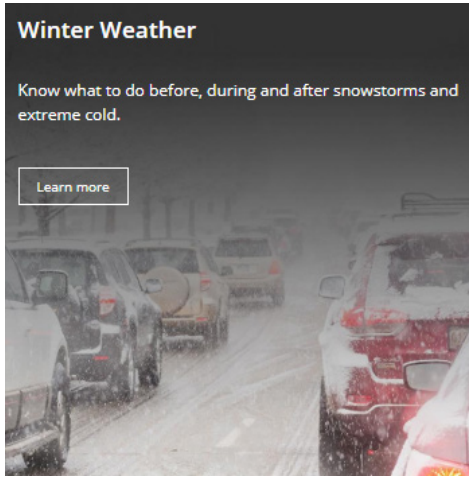
Q&A and Conclusion

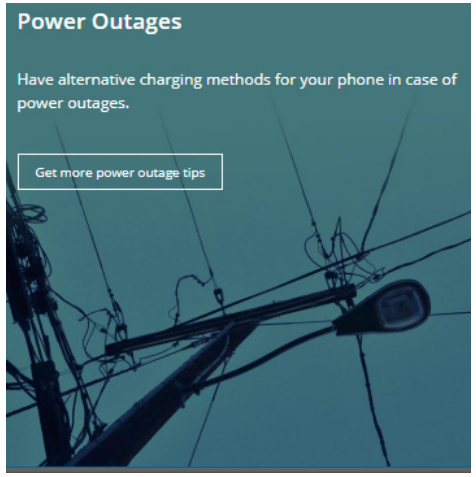
Resources

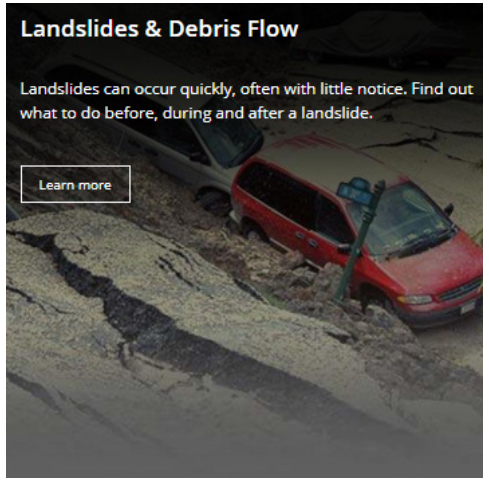

Flooding
If you approach a flooded road or walkway, follow this rule: turn around, don't drown!
Learn More


Earthquakes
Earthquakes can happen at any time. Learn what to do before, during and after.
Prepare now


Active Shooter
Be informed about what to do during an active shooting. Remember to RUN. HIDE. FIGHT.
Learn more


Winter Weather
Know what to do before, during and after snowstorms and extreme cold.
Learn more


Power Outages
Have alternative charging methods for your phone in case of power outages.
Get more power outage tips


Landslides & Debris Flow
Landslides can occur quickly, often with little notice. Find out what to do before, during and after a landslide.
Learn more

Hurricanes
Prepare for hurricanes now. Know where to go if asked to evacuate quickly and how you and your family will get there.
Learn more

Take action when you get home!

- Take the reference card.
- Download this resource toolkit: aao.org/MYF19-EPDP
  - At a minimum, watch the short video.
- Review relevant resources that will affect you, your family, and your practice.