The Impact

Kevin Richards

There were about three times more consumers impacted in the healthcare space due to cyber breaches than we actually had anticipated for 2016. We had estimated somewhere in the neighborhood of around 4 million patients would be impacted by this. The actual numbers are north of 12 million so three times bigger than we actually had expected which is dramatic, and unfortunately terrible.

So, a lot of people ask, if it’s three times worse than we thought what happened? Are we doing the wrong things? A lot of this is about visibility.

Maybe it’s a clinical research trial that maybe a couple physicians go off and do. Maybe it’s a marketing program and they’ve gone off and they created their own campaign and maybe they went out to a service provider that created a whole web presence for them that the IT organization didn’t even know about.

The bad guys are looking for weak spots in the network, and they’re not beating on this highly fortified front door, they’re poking around the edges to see what might be happening.

The other area is that your security program can be circumvented through what we call phishing email this would be an email sent to an individual saying click here and get something.

So, we have to up our education and awareness. We have to have better visibility as the business grows...I can’t protect what I don’t know so once I know it I can actually protect it. And then I need to make sure that the business is on board with me so that I can continuously get better.