THE NAVIGATOR
COMPASS
NETWORK GROUP

April 2017

In this Issue:

Data Breaches Reached Record Heights in 2016

Although cyber-security spending and regulatory scrutiny have increased in 2016, cyber hacks are still on the rise.

A new Breach Report from Identity Theft Resource Center (ITRC) showed that data breaches reached an all time high in 2016 – an increase of 40 percent from the previous year.

Last year, government agencies and companies in the country experienced 1,093 incidents, which exposed everything from social security numbers to user account login names and passwords.

The healthcare/medical sector reported 377 incidents of data breaches, which is 34.5 percent of the overall total.

ITRC has been tracking data breaches since 2005 and had counted 6,535 cases through October 4, 2016, which involves more than 880.5 million records.

The healthcare data breaches last year were primarily caused by ransomware and unauthorized access and some cases by unauthorized disclosure, theft, loss or improper disposal.

More than ever before, healthcare providers and other entities within the medical industry need to ensure that they utilize applicable security measures, perform regular risk assessments and properly train all employees about data privacy and security.

It can be as easy as an employee clicking an e-mail link from hackers to gain access to a corporate network, which made up about 56 percent of all breaches last year.

Is your dental practice ahead of ransomware and comprehensively prepared for and protected from cyber attacks?

With rampant cyber threats and complex compliance regulations, it's smart to be safe and Compass makes it easy – contact us today: (866) 336-8727.

How Prepared Is Your Dental Practice to Handle a Breach?

An employee opens a seemingly regular email and, with that one click, makes the entire office a ransomware victim - stories like that are far too common. Personal health records are valued highly, since cybercriminals can use them for identify theft, stolen prescriptions, insurance and other fraud.

Research shows that the health industry loses about $6 billion a year due to data breaches, affecting about one third of people who received healthcare last year.

Medical and dental practices are extremely vulnerable as they collect names, dates of birth, Social Security numbers, addresses, and entire medical histories, and process and store credit card information. Unfortunately, they often lack adequate technology and training to protect their assets and sensitive data.

Here are some procedures and best practices you can put in place today to reduce the likelihood of a data breach in your practice:

1. Train Your Staff

Learning how to best secure protected health information is essential – something everyone in your practice should be trained and regularly updated on.

Every single employee in your practice should go through OSHA and HIPAA compliance training. Failing to do so can be a costly mistake for your practice and a potential safety hazard.

2. Protect Sensitive Data

Make sure your office follows Payment Card Industry Data Security Standard requirements. Do not store credit card data on Excel spreadsheets or any other software.

Best practice should include data encryption for any portable device containing PHI. The loss or theft of unencrypted portable devices accounted for more than a third of all large breach incidents, which affected over 50 percent of all health records, so take steps to minimize that risk in your practice.

3. Work with IT

Your IT provider can help you limit exposure to sensitive data, so devise a plan and a strategy for your practice.

Work with IT on solutions to monitor all workstation use and log all activity and limit employee access to the Internet, especially on the same computers where patient records are accessed. This will save you thousands of dollars in forensic investigation costs in case you become a victim of a ransomware attack.

Keep all servers and desktop computers in your office up to date with the latest security fixes and update malware software. Install the appropriate firewalls and apply network security measures. Also, your IT provider can perform vulnerability scanning and remediation, a monthly or quarterly auto-scheduled test, as well as some more in-depth analyses, such as external and internal penetration testing.

4. Be Proactive

If you don't have a recovery plan in place, do it today. Don't wait for a data breach to happen. Instead, design a comprehensive plan now and perform a breach drill at least once a year.

Your recovery plan should include: clear instructions on who is in charge, where backup files will be stored, how data will be accessed during the interim period and who will have access during that time.

5. Protect Your Asset(s)

Data breaches can have a devastating impact on even the most established dental practices, so secure appropriate protection of your assets with the right type of financial indemnity insurance.

Ransomware and credit card and data breaches have become common occurrences in medical and dental practices, so it's vital to understand your vulnerabilities and take on proper planning to mitigate your overall risk and be better prepared.

Contact Compass today - (866) 336-8727 – to navigate to better dentistry-specific technology.

How to Train Your Brain to Have More
A-Ha Moments

Breakthroughs, a sudden clarity or discovery of how something happened, understanding of how something can be achieved, or development towards a success, is what we all strive for.

But how can you and your team have more A-Ha moments?

Two former faculty members of Stanford's Start X incubator program explain how breakthrough insights come about in their book: "The Net and the Butterfly: The Art and Practice of Breakthrough Thinking".

The authors, Olivia Fox Cabane and Judah Pollack, describe these a-ha moments as "that feeling of sudden clarity when you feel the answer staring you in the face."

Fox Cabane and Pollack explain how our brain works when it comes to breakthroughs.

It has two networks - the executive network, which is the "goal-oriented" part of our brain whose role is to help us complete an action, and the default network, which is the home of creative insights.

To understand how to better prepare or train our brain for creative thinking and have more a-ha moments, we must understand that we need to train our brain to tune out the executive network and turn on the default network.

Here are some exercises that you and your team can try to get better at thinking outside of the box:

1. First Thing to Do When Awake

The book explains how the moments right after we wake up are optimal for creative insights, as our default network is more active than once we're fully awake.

During this half-awake state is when we should take notes of anything that comes to us, so we don't forget them once our executive network kicks in fully again.

2. Once You Get to Work

"Use" your brain for creative insights while your mind is still fresh, alert and awake, and before you get distracted with dozens of other things.

Pollack says, though, that we should never feel pressured and think it's possible to solve any problems by sitting at our desk for the next eight or so hours – trying to "crush" it will actually be counter-productive.

3. Take Breaks - Go for a Walk

Take a real break - step away from your work and go for a walk. Get some fresh air, move around, and stay hydrated.

It's been proven that physical activity helps create new neurons, plus, during walking, your executive network will get a much needed break.

4. Allow for Downtime

When you get back from your break, instead of jumping right back into the work-mode – allow some time to take in information that's entirely unrelated to what you're trying to work on, such as watching a funny video. Or, if you're feeling productive, read about something that's related to what you're working on, something that can inspire a spark of creativity or clarity.

The point is to maintain a stream of fresh and wide-ranging information flowing in, as we never know what can be a catalyst for a breakthrough.

5. Mindless Activities

Once you're done with work, it's time for the "easy muscle memory" activities that will help activate default network of your brain.

Engage in activities such as housework, watching a movie or a TV show that you've seen before, completing a puzzle, or playing video games, recommend Fox Cabane and Pollack.

We hope you and your team will benefit from these tips on how to redesign your day & have more creative breakthroughs.