



Leading population health services provider leverages the HITRUST CSF for efficiencies and a competitive advantage

AT A GLANCE

A population health organization wanted to move beyond meeting compliance regulations to strategically leverage the HITRUST Common Security Framework (CSF) to improve efficiencies across the company and differentiate their business.

“Our Coalfire practitioners were so collaborative it made us feel like they were a part of our team. They walked us through the requirements one by one and helped us complete our assessment in less time than expected.”

- DIRECTOR OF SECURITY, POPULATION HEALTH SERVICES PROVIDER

CHALLENGE

With the right approach, organizations can shift compliance from a cost center into a way of generating efficiencies and business. This is the approach that a leading population health organization took.

The company wanted to achieve HITRUST CSF certification for their services and make certain the business was secure. “We wanted to use the HITRUST CSF as a benchmark across our entire business to improve efficiencies,” explained the organization’s director of security.

While attending the HITRUST annual conference, the director of security was introduced to Coalfire through a mutual third-party partner. “Coalfire was extremely knowledgeable,” said the director of security. “When I came back from the conference, I put together an RFP and invited Coalfire to respond.”

The company included a few other vendors in the RFP process, but ultimately chose Coalfire. “Coalfire had a great name in the healthcare industry and a good relationship with the HITRUST Assessor Council,” stated the director of security. “Above all, they demonstrated they would partner with us and walk us through the HITRUST CSF journey every step of the way.”

APPROACH

As the go-to advisor for cybersecurity and compliance, Coalfire leveraged its PASS methodology, more than seven years’ experience with HITRUST CSF, and deep technical expertise with HITRUST CSF requirements to assess and validate the organization’s environment against the rigorous standard.

Coalfire started the engagement with:

- **Pre-assessment and analysis:** Coalfire conducted a project charter call to determine timelines, resource allocations, and schedules in preparation for the HITRUST CSF validated assessment. Coalfire provided a comprehensive list of documentation required by the HITRUST CSF and directed the company to upload their policy and process documentation to the Coalfire portal.

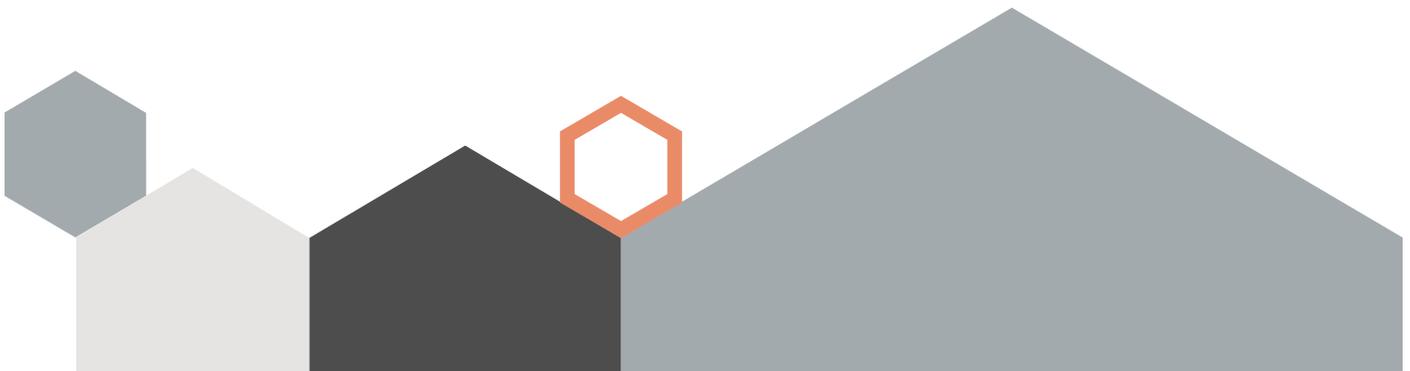
- **Sampling and testing:** Coalfire performed comprehensive onsite sampling and testing on all operational and network infrastructure services and implementations within the company's corporate environment, which included reviewing server configurations, baseline build guides, and administrative controls. A physical walkthrough was conducted to review security controls, such as visitor access procedures, access control mechanisms, alarms and fire detection, and suppression protocols. Compliance documentation related to executive security committee meetings was also reviewed and validated to enforce the company's information security and compliance program.
- **Submission:** After the onsite visit, Coalfire scored the implementation requirements using the MyCSF tool. Scoring metrics, along with all verified documentation, were also included. Coalfire ensured the validated management representation letter, CSF Participation Agreement, and HITRUST Organizational Overview and Scope documents were submitted accordingly. Coalfire provided effective communication during the QA process between HITRUST and the company, and all controls labeled "not applicable" were successfully defended and approved by HITRUST.

RESULTS

With extensive HITRUST CSF experience and expert practitioners, Coalfire helped the organization achieve certification and differentiate themselves in the market. "We were pleased with the amount of risk reduction as a result of the assessment and Coalfire's support," explained the director of security. "Being HITRUST CSF certified makes our customers' audits simpler - some of them are taking it much easier on us as a result of the HITRUST CSF certification."

Coalfire helped the organization substantially reduce operational and personnel risk while demonstrating a commitment to ongoing security and risk management to their customers.

"The engagement was incredibly helpful," said the director of security. "We couldn't have achieved our HITRUST CSF certification without Coalfire. Besides partnering with them for our HITRUST CSF interim assessment this year, we are looking to retain them for PCI DSS services and risk assessment services."



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COALFIRE

About Coalfire

Coalfire is the cybersecurity advisor that helps private and public sector organizations avert threats, close gaps, and effectively manage risk. By providing independent and tailored advice, assessments, technical testing, and cyber engineering services, we help clients develop scalable programs that improve their security posture, achieve their business objectives, and fuel their continued success. Coalfire has been a cybersecurity thought leader for more than 17 years and has offices throughout the United States and Europe. [Coalfire.com](https://www.coalfire.com)