Two thirds of incidents feature phishing

hishing is he most used tactic in Cyber-Espionage

Radar

Cybersecurity Awareness Training
for Hospital Employees

Center for Technology Innovation
Texas Hospital Association

www.tha.org/radar

The battle for your patient data has gone from storming the gates to guerilla warfare.

It's no longer enough to invest in intrusion protection systems and network security services such as anti-virus software. Today's hackers are going after your most important and perhaps most vulnerable asset: your employees. Through increasingly sophisticated phishing attacks, hackers are tricking people into handing over their log-in credentials, allowing them unchallenged entry into your network.

Radar, a cybersecurity awareness training program from the Texas Hospital Association, tests, trains and re-tests employees to ensure they are able to properly identify and respond to phishing emails. Ultimately, the program helps hospitals strengthen employee awareness, improve compliance and lower their risk exposure.

Is My Hospital's Data at Risk?

In a word, yes. With health care data worth 10 times more than a credit card number on the black market, hackers increasingly are targeting hospitals and health care organizations. Most commonly, they attempt to gain access to a hospital's network through phishing emails. Commonly referred to as social engineering, phishing emails exploit human nature by instilling a sense of urgency or threat. They may say you need to verify a certain account to keep it active, for example, or they may say an account has been compromised and you need to take action. The email recipient is tricked into clicking on an embedded link within the email or opening an email attachment, thereby giving the hacker access to your network.

What Does Radar Do?

Radar uses simulated phishing emails to train hospital employees to properly identify and respond to security threats in the form of phishing emails. Employees who fall prey to the simulated attack receive immediate training to improve their ability to detect and avoid such attacks. A second test sent following the training tracks the organization's reduction in risk.

Radar helps hospitals and health care organizations improve compliance with HIPAA security awareness training requirements, lower risk of successful cybersecurity attacks, and strengthen workforce education. The program provides a template for capturing and measuring workforce response to cybersecurity phishing incidents, a scorecard with a baseline grade of organizational performance against industry standards, and complete reporting of employee performance.

How Exactly Does Radar Work?

The program consists of two waves of simulated phishing emails that are carried out 30-60 days apart. Using a list of active email addresses provided by your hospital, THA sends out simulated phishing emails to employees throughout the organization. This first wave of emails establishes a baseline of your hospital's cybersecurity incident response preparedness. Additionally, the number of employees who fell victim to the phishing email is incorporated into a scorecard that compares your hospital's performance to industry standards, producing a second baseline. At this point, your hospital has established compliance and security incident risk baselines.

The employees who fall victim to the initial phishing email are immediately redirected to a web page with a 4-5 minute tutorial that explains what just happened, how to identify phishing emails, and how to properly respond to such incidents. The expectation is that when the second wave of phishing emails is launched, fewer employees will fall prey to the simulated attack. A few weeks later, THA sends out a second wave of simulated phishing emails. THA again records the employee response to this second incident and produces a scorecard with a grade redirecting your hospital's performance against industry standards. Comparing the results of the second wave to the first should demonstrate improvement in incident response as well as a reduction in risk to cybersecurity threats.

At the conclusion of the program, your hospital will receive detailed reports of your employees' performance along with the training materials to be used for general workforce education and new employee orientation.

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