Case Study
Kelsey-Seybold Clinic

SECUREAUTH

Kelsey-Seybold Clinic
Your Doctors for Life

Overview

Industry
+ Healthcare
+ 400 Doctors
+ IT organization services approx. 3,000 employees (including doctors)
+ Provide services to over a half million patients

Challenges
+ Two-Factor on remote access into network
+ Proactive awareness to maintain HIPAA and PCI compliance
+ Respond to Risk Assessment findings

Solution
+ Two-Factor Authentication for all remote access including OTP for phones

Benefits
+ Cost
+ Efficiency
+ Multiple methods of authentication
+ Support is prompt

Kelsey-Seybold Leads the Way as an Accountable Care Organization Providing Accountable Security

Kelsey-Seybold Clinic is the nation's first NCQA accredited Accountable Care Organization demonstrating a proven model of affordable, coordinated care.

Providing convenient access to skilled and compassionate care though 19 multispecialty clinics, a new cancer center, ambulatory surgery centers and a specialized sleep center in the Greater Houston area, the Kelsey-Seybold clinic has almost 430 providers delivering primary and specialty care to over a half million patients. In total, the Kelsey-Seybold organization is approximately 3,000 employees in size.

Preventing a Problem

It is important for organizations in the healthcare industry to stay up to date with HIPAA (Health Insurance Portability and Accountability Act) regulations to avoid fines upward of $50,000 per violation. But Kelsey-Seybold was not waiting for their next audit. This forward thinking organization has engaged third parties to conduct both risk assessments and penetration tests. Initial findings looked good: they are technically operating above their industry peers but they did find areas that could be improved, including improved authentication for remote network connections.

"HIPAA expects you to be validating who your remote people are and who is using the account on the network, and we effectively didn't have the ability to do that beyond standard username/password validation" CTO and CISO Martin Littmann explained.

Kelsey-Seybold's employees access their network remotely with a variety technologies (Citrix, VDI, VPN) in order to employ a higher level of confidence in authenticating users on these connections. Kelsey-Seybold had also recently implemented CyberArk to enhance privileged account access and wanted to ensure that remote entry point was also protected with strong authentication.

Using only Active Directory group membership checking and geo-blocking with their IPS system, Littmann knew he needed to step-up the security for remote access, but he also knew that whatever he did would have to be efficient and easy to use, in order to keep the employee population happy with the transition.

Littmann's team, led by Greg Cordova, Information Security Manager, wasted no time finding a Two-Factor Authentication access control solution: SecureAuth™ IdP. In fact, even before Kelsey's implementation they were recommending the solution to their Houston Medical Center peers.

"… these physicians are fully invested in the security solutions we implement and the user experience since they will be using it themselves in delivering clinical care. Given the ease of use SecureAuth IdP offers and the need to meet HIPAA requirements, the decision made itself and was easily supported".

— Martin Littmann, CTO and CISO

The Simple Solution

Littmann knew deploying SecureAuth™ IdP was a no-brainer as a cost-effective solution with over 24 Two-Factor Authentication methods including phone calls, SMS, and mobile OTP apps.

Kelsey-Seybold's leadership and board is comprised of practicing physicians.

Littman explained, "... these physicians are fully invested in the security solutions we implement and the user experience since they will be using it themselves in delivering clinical care." Given the ease of use SecureAuth offers and the need to meet HIPAA requirements, "when presented from both standpoints, the decision made itself and was easily supported".

Kelsey-Seybold had a flawless and smooth proof-of-concept leading them to migrate their test system directly into production. Littmann was able to have a seamless deployment of SecureAuth across his network, "We deployed VDI authentication in the first month and all Citrix access the next."

When asked about the deployment experience, Kelsey-Seybold was pleased with the flexibility of the SecureAuth solution and staff. David Ash, Security Analyst II noted that the "support team was very prompt and on top of our needs, providing us the ability to get back on track in a timely manner when any issues arose."

Littmann and his team look forward to adding SecureAuth IdP in front of more applications and staying ahead of HIPPA requirements with their new all-in-one access control solution.

About SecureAuth Corporation

SecureAuth's identity and information security solutions deliver innovative access control for cloud, mobile, web and VPN systems to over five million users worldwide. With multi-factor authentication and single sign-on in one solution, SecureAuth IdP's unique architecture enables organizations to leverage legacy infrastructures while also embracing next generation technologies. This preserves existing investments while also meeting today's security challenges. For the latest insights on secure access control, follow the SecureAuth blog, follow @SecureAuth on Twitter, or visit www.secureauth.com.

About Kelsey-Seybold Clinic

Kelsey-Seybold Clinic is Houston's premier multispecialty group practice, founded in 1949 by Dr. Mavis Kelsey in Houston's famous Texas Medical Center. More than 430 physicians and allied health professionals practice at 19 locations and an accredited Sleep Center in the Greater Houston area. Medical services offered by Kelsey-Seybold include medical care in 55 medical specialties including primary care and specialty care, outpatient surgery centers, an accredited Sleep Center, a Radiation Therapy Center, laboratory services, advanced radiology services and other diagnostic services, 15 onsite Kelsey pharmacies and a secure web portal for patients to communicate with their Kelsey-Seybold doctors, get test results and schedule appointments.

Kelsey-Seybold has been recognized by the National Committee for Quality Assurance (NCQA) as the nation's first accredited Accountable Care Organization and a Level 3 (highest) Patient-Centered Medical Home. Kelsey-Seybold holds the honor for the most physicians in Houston certified for excellence in diabetes, heart and stroke care by the NCQA. In addition to these recognitions, Kelsey-Seybold is home to a nationally accredited Breast Diagnostic Center, Endoscopy Center, Infusion Center and Cancer Center.

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— David Ash, Security Analysis II

Martin Littmann is the Chief Technology Officer and CISO for Kelsey-Seybold Clinic and is responsible for IT Architecture & Strategy, Infrastructure and Information Security. Mr. Littmann holds a Bachelor of Science in Geology and began his career as an exploration geologist, later transitioning into information technology development and architecture roles. He has 30 years of global business experience spanning healthcare, energy, manufacturing and consulting. He has served in roles across the IT spectrum including application development and delivery, infrastructure, information security, and customer service.