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## Media Release

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# CentraCare Health receives two national technology awards

**St. Cloud, Minn.** – St. Cloud Hospital was named 2018 College of Healthcare Information Management Executives (CHIME) Healthcare’s Most Wired recipient and the winner in the category of Nonprofit or Government for the Cyber Security Awareness Program Excellence Awards by MediaPRO. This is the fourth time that St. Cloud Hospital has been recognized as Healthcare’s Most Wired.

**HealthCare’s Most Wired**, now in its 20th year, traditionally tracked the adoption of healthcare IT in hospitals and health systems. CHIME took over the Most Wired program and revised the survey questions and methodology this year to highlight strengths and gaps in the industry. The goal is to identify best practices and promote the strategic use of healthcare IT to elevate the health and care of communities around the world.

“From eClinic to TeleStoke, from MyChart to the CareFinder app, technology is more important than ever for patients to access the care they need when they need it,” said Amy Porwoll, vice president of Information Systems for CentraCare Health. “We are proud of this recognition, which is result of the hard work and collaboration of our Information Systems staff and the health care providers throughout Central Minnesota. This is fourth time we have been recognized as Most Wired.”

The CHIME report found two key areas that emerged in 2018: the use of foundational technologies such as integration, interoperability, security and disaster recovery; and the use of transformational technologies to support population health management, value-based care, patient engagement and telehealth. These foundational pieces need to be in place for an organization to leverage tools to effectively transform healthcare.

“Healthcare IT has the potential to revolutionize care around the world, but to meet that potential it must be used strategically,” said Russell Branzell, president and CEO of CHIME. “The

technology is important, but leadership and a strategic vision are equally important. The diversity of the organizations that earned Most Wired status this year shows quality care can be achieved almost anywhere under the right leadership. By sharing the best practices in Most Wired, we hope quality care will one day be available everywhere.”

The report findings fell into the two categories of foundational and transformational technologies. Highlights under foundational technologies include:

- 94 percent of participants used integrated clinical application suites and 86 percent used remote published applications.
- About three-fourths send blood glucose, bedside blood pressure, bedside pulse oximetry and EKG data directly to the EHR but only 25 percent send data directly from IV pumps and 10 percent from in-bed scale.
- Almost all physicians have electronic access to the EHR and other resources but only half have access to these resources using mobile applications.
- 94 percent can consume data in some form from a Continuity of Care Document (CCD) and 97 percent can contribute to a CCD but only 60 percent can consume discrete data with a home health agency or a skilled nursing home.
- Only 29 percent report having a comprehensive security program in place.
- Nearly all use firewalls, dispose devices containing personal health information properly and secure mobile devices with passwords but many lack other fundamental authentication and safeguarding procedures.
- 68 percent believe they could restore operations within 24 hours if a disaster caused complete loss of their primary data center.

Highlights under transformational technologies include:

- 76 percent can perform retroactive analysis for care improvement and cost reduction but only 43 percent can manage bundled payments or do real-time identification and tracking of value-based care conditions.
- 57 percent use clinical and billing data as well as health information exchanges to identify gaps in care.
- Most provider organizations’ population health strategies target diseases such as chronic obstructive pulmonary disease, congestive heart failure, heart disease and hypertension but few target behavioral health, sickle cell anemia and end-stage renal disease.
- For patient engagement, 81 percent report capabilities like email and more than half offer satisfaction surveys; 67 percent offer secure email exchange with a member of home care team and 38 percent offer virtual patient visits.
- Most offer conveniences such as requesting a prescription renewal or paying a bill through a patient portal; 90 percent offer a mobile patient portal; and nearly all offer access to test results and visit summaries.
- 89 percent offer some form of telehealth service, but few offer focused telehealth services such as genetic counseling or rehabilitation.
- About half use ePrescribing for controlled substances and 48 percent have their ePrescribing module connected to a prescription drug monitoring program.

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**The MediaPRO Cyber Security Awareness Program Excellence Awards** aim to raise the bar for how companies think about and implement comprehensive awareness programs. A panel of industry-expert judges from MediaPRO assessed each submission to select leaders in security awareness programs. General criteria for judging was centered around industry needs and

standards, future risk mitigation, adaptiveness and responsiveness of the program, reinforcement of training principles and overall program effectiveness.

“We’re excited to see companies submit superb programs worthy of recognition. We highlighted the best in the business to encourage and inspire those who have yet to make an awareness program a priority,” said Tom Pendergast, MediaPRO’s chief strategist of security, privacy and compliance.

As the number of data breaches continue to rise and three out of four employees lack the awareness to stop preventable cyber incidents, it is vital that companies put a comprehensive cyber security awareness programs in place. The companies honored have done so. See the full list of second-annual [MediaPRO Cyber Security Awareness Program Excellence Award winners](#).

### **About CHIME**

The College of Healthcare Information Management Executives (CHIME) is an executive organization dedicated to serving chief information officers (CIOs), chief medical information officers (CMIOs), chief nursing information officers (CNIOs) and other senior healthcare IT leaders. With more than 2,700 members in 51 countries and over 150 healthcare IT business partners and professional services firms, CHIME provides a highly interactive, trusted environment enabling senior professional and industry leaders to collaborate; exchange best practices; address professional development needs; and advocate the effective use of information management to improve the health and healthcare in the communities they serve. For more information, please visit [chimecentral.org](http://chimecentral.org).

### **About MediaPRO**

MediaPRO, headquartered in Bothell, Wash., is nationally recognized for working with Fortune 500 companies and mid-sized businesses to produce employee security and privacy awareness training programs that reduce human risk and improve employee behaviors. MediaPRO’s suite of LearningLAB products are used by the most risk-aware companies in the world, have won more than 100 e-Learning awards, and have earned a place as a Leader in Gartner’s Magic Quadrant for Security Awareness Computer-Based Training. For more information, please visit [www.mediapro.com](http://www.mediapro.com).

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