

Military Health System

HEALTH CARE INFORMATION PRIVACY AND SECURITY: MILITARY LEADING THE WAY

CASE STUDY

Booz Allen was integral in assisting the Military Health System (MHS) reach compliance with new federal health information privacy and security regulations.



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About Booz Allen

Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for more than 90 years. Providing consulting services in strategy, operations, organization and change, and information technology, Booz Allen is the one firm that helps clients solve their toughest problems, working by their side to help them achieve their missions. Booz Allen is committed to delivering results that endure.

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Client's Challenge

The Military Health System, like most healthcare organizations, was required to meet new privacy and security standards set by the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules, the most far-reaching medical legislation since Congress created Medicare and Medicaid in the 1960s. The complex task of providing a comprehensive program including policies, training, and compliance tools was daunting. As with any major organizational change, it was necessary to gain consensus from multiple stakeholders—spanning organizational structures, culture, and governance. Adding to the pressure, the MHS is composed of 130,000 workforce members located worldwide serving a population of 9.1 million beneficiaries—and each would be affected by the change.

What Booz Allen Hamilton Did

MHS partnered with Booz Allen to develop an integrated approach to health information privacy and security. The foundation of this approach was developing policies and procedures that created standardized requirements across the enterprise. Policy development included gap analysis, a survey of industry best practices, and regulations and guidance to meet the needs of multiple layers of the organization.

Booz Allen worked with the client to design a comprehensive, multi-faceted training program to educate workforce members on the new policies and procedures. The approach used conferences, web casts, simulation exercises, and classroom instruction as dynamic elements of a blended training plan. Booz Allen then helped MHS ensure compliance with policies and training effectiveness by deploying compliance tools that delivered and tracked role-based workforce training, performed baseline compliance assessments, and tracked disclosures of protected health information. The compliance tools were accessible to more than 500 medical facilities worldwide, 24 hours a day, seven days a week.

Results

Booz Allen worked in close partnership with our MHS client to transform the privacy program into a force within the MHS that sets policy, oversees compliance, and ensures that the data of 9.1 million beneficiaries entrusted to the MHS is protected. We worked with the client to develop and obtain approval on the DoD Health Information Security Regulation that implements HIPAA Security requirements throughout DoD—and our training programs provided HIPAA-focused coursework to over 1800 HIPAA Privacy and Security Officers via 15 conferences from August 2002 through May 2007. The program's success assures those who are serving their country may be secure in the knowledge that their personal medical information is safe.

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