Emergency Preparedness Plan (EPP) Series
Cybersecurity Attacks

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Wednesday, May 22, 2024

Upcoming June 12 EPP Webinar

- 2nd Wednesday of June
- 3 p.m. PT
- Who/What is ASPR TRACIE?
- Register at: www.hsag.com/epp-series

*ASPR Tracie = Administration for Strategic Preparedness & Response Technical Resources, Assistance Center, and Information Exchange

Today's Speakers

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Cybersecurity Considerations for Healthcare Facilities

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Recent Events

The ransomware attack on Change Healthcare (United HC, Optum) has already cost *$900 million dollars*. Far above the $22 million ransom.

Cyber events are not only costly, but they can last for weeks and months before systems are restored. Downtime procedures work well for the short term but are problematic very quickly.

Change Healthcare—United—Optum—Ensign—Ascension

Healthcare is the most targeted critical infrastructure by Russia and China, as well as criminal organizations.

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Emergency Response

Yuma Regional Medical Center (YRMC)

- In late April 2022, YRMC saw evidence of unusual network traffic, which was investigated.
- Steps were taken to address the unusual network traffic, but then systems began going offline.
- Systems were then proactively removed from the network.
- Some information on a shared drive was impacted through a ransomware attack, which was resolved with the assistance of outside resources.
- System restoration efforts were then quickly implemented.
- The main electronic medical record was brought back online for full use within 4 days.
- Communications were made to the public generally and to all potential impacted patients directly. Complementary credit monitoring and identity protection services were offered.

YRMC

What Occurred

- All equipment attached to the network was affected (desktop computers, laptops, printers, medical equipment, etc.).
- Hundreds of pieces of paper starting coming from all the printers.
- Formal Command Center was stood up and staffed 24/7 to ensure ongoing effective operations and communications.
- Downtime procedures were put into place on April 25 through May 4.
- On May 5, manual re-entry of downtime documentation, including scanning 5,670 downtime paper charts, entering over 40,000 labs, over 4,000 radiology tests, and hundreds of thousands of pieces of paper. Scanning completed on August 22, with the last downtime claim submitted on August 31.
- Resulted in over 50 banker boxes of documentation collected, reviewed, scanned, and back-entered into system.
- Some employees had never used a paper record and had no idea how to use them.

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Phishing, Smishing, and Vishing, Oh My!

- Phishing
  - Fraudulent emails and websites meant to steal data.
- Smishing
  - Fraudulent text messages meant to trick you into revealing data.
- Vishing
  - Fraudulent phone calls that induce you to reveal personal information.

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What Do Hackers Want?
How Do They Fool You?

- Demands for payment. The scammer pretends to work for a government agency such as the Internal Revenue Service (IRS) and tells you that you owe money
- Account verification
- Program enrollment
- Order/shipping confirmation
- You just won!
- Tech support

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Artificial Intelligence (AI) and Hacking

- AI can be used to mimic the biometrics of your voice in order to fool others
- Personalized phishing—AI can be used to create a very legitimate looking email, appearing to come from a known source
- Cracking captcha
- Cracking passwords
- Social engineering
- Deep fakes
- Cloning legitimate sites

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Clues to Look For

- Spelling errors
- Confusing syntax
- Email addresses, especially from outside of the U.S.
- Requests for payment in gift cards
- Request for payment in bitcoin
- Secrecy
- Urgency

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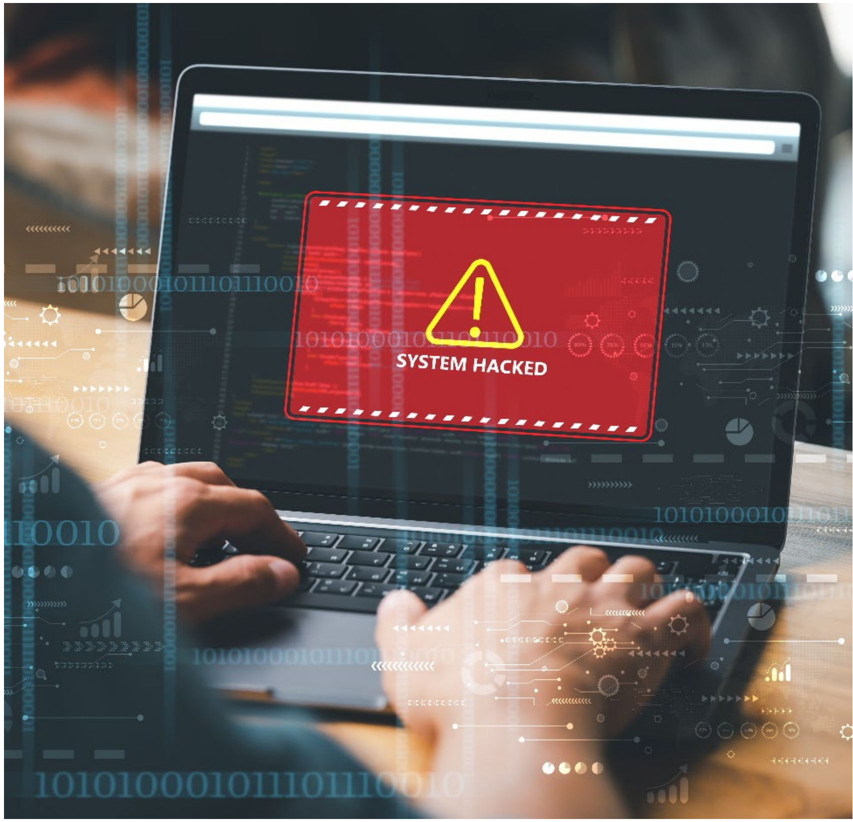
Mitigating Your Risk

- **Practice your downtime procedures multiple times per year**
  - All staff trained to write medical records
  - Include downtime procedure training for new hires
- **Cybersafety Training programs**
- **Password managers Require multifactor authentication**
- **Report attempted hacks**
- **Cyber insurance**



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Partnering to Combat Hackers

- Critical Infrastructure Security Agency (CISA)—no cost cybersecurity services and tools https://www.cisa.gov/resources-tools/resources/free-cybersecurity-services-and-tools
- Federal Bureau of Investigation (FBI)—Internet Crime Complaint Center (IC3) https://www.ic3.gov/
- Arizona Counter Terrorism Information Center (ACTIC)—https://azactic.gov/about
- Local Law Enforcement
- Your Facility's Insurer

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How AzCHER Partners with CISA

- Weekly Hygiene Reports on email phishing attempts, including which employees are most targeted
- Monthly reviews of online platforms
- Training and exercise
- Advantages: No cost! 6% discount from our insurer for cyber coverage

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THANK YOU

azcher.org | 24/7 Warmline 602.264.2930

Three Things to Do

- Train your staff to recognize Phishing, Smishing, and Vishing.

- Ensure staff are trained in downtime procedures.

- Encourage facilities to take advantage of available no cost resources.

Questions?

Thank you!

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Slides 1–3 and 17–20

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