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Reine-Elodie Koffi, RHIA

MIS 5001 Fall 2013

Case 2 Analysis

## Case Analysis discussion points

### *1. Compare the outage at CareGroup with the security breach at Sunnylake*

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Why did each incident occur? What was the root cause?

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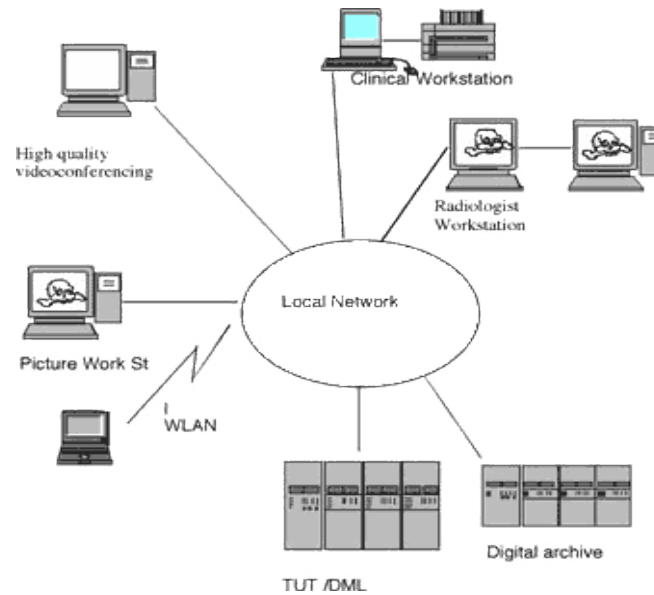
What was the effect of each incident on regular business operations?

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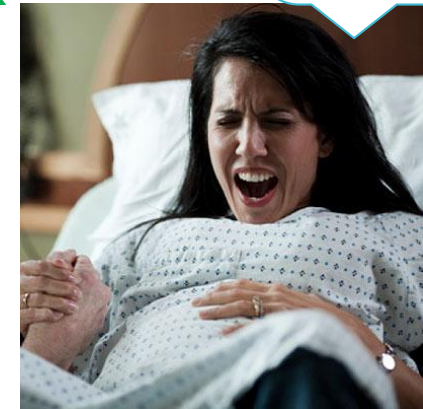
Evaluate CareGroup's response to their network collapse. Are you satisfied with their response? Why or why not?

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# Background



I'm in labor , I need you NOW!!



Emergency 3 weeks of **Paternity leave**

# Background

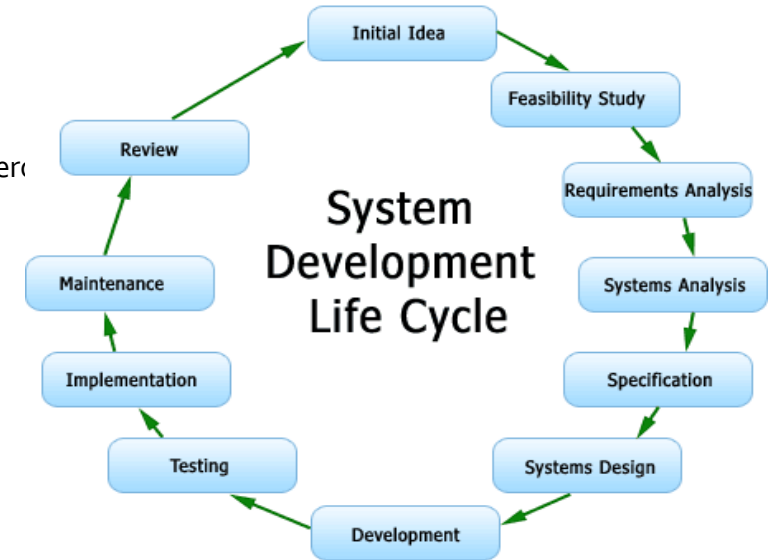


**Sunnylake  
Hospital**

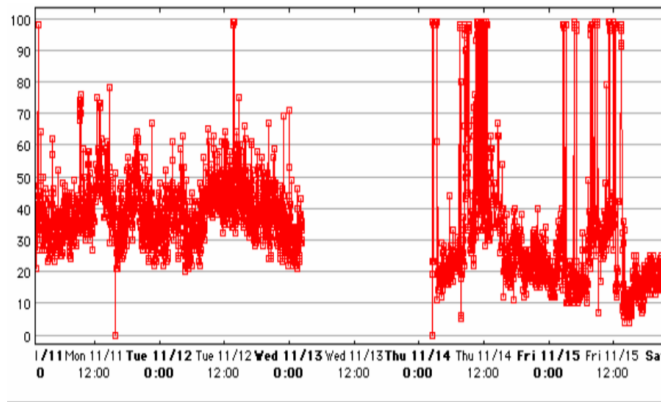
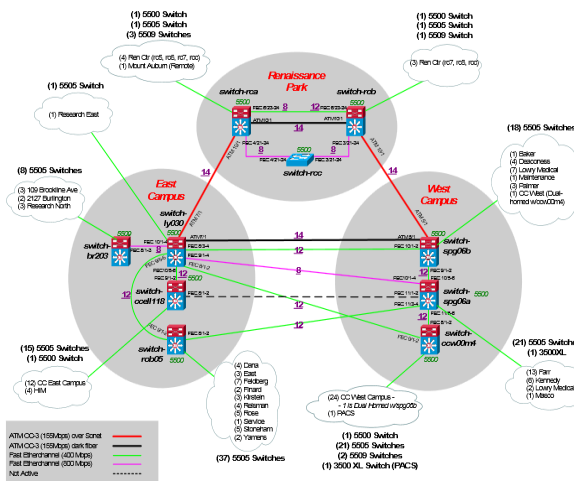


I will handle the  
EHR  
Implementation  
all by myself and I  
TRUST my vendor  
!

Paul, CEO – Super EHR Hero



# What Happened ?



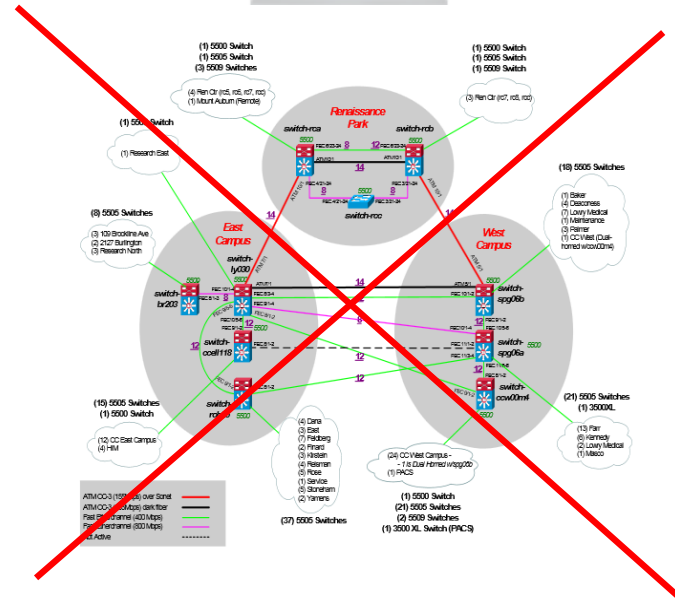
CPU outage



Paul, CEO



Then ...



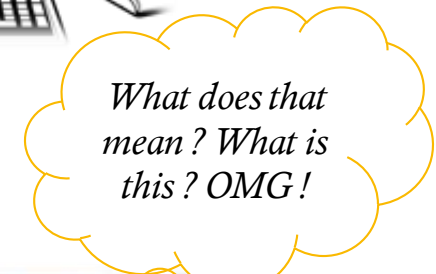
- System communication failure
- Duplication of data
- Network is saturated



Sunnylake Hospital



We want \$100,000



# Why did it happen ?



- Only one person at the start of the project
- Uncompleted IT plan , no follow up by the team and work was not handed over
- Low investment in IT over the years compare to the market
- Keeping IT up to date did not seems to be a priority



**Sunnylake  
Hospital**

- Only one person in charge, no one else knew the details of the product
- No stakeholders were involved in the product design
- Everyone felt into it blindly
- CEO trusted his vendor blindly
- Ignored the treat from the beginning from the hackers



What was the effect of each the incident ?



1970's  
are  
back

Cant check drug-interaction

System monopolized – Down

**Back to hospitals in 1970's**



**Sunnyslake  
Hospital**



Total  
Locked-  
out

All accesses denied

No order –entry

**No Medical records available**



Total chaos !!!





Care Group  
response ...



Satisfied of  
care group ?  
Yes or No ?  
**YES !!!**

1

- Brought the experts
- Gave total control to the experts



2

- Identified the issues
- Fixed the issues



3

- **Result: Issues fixed**
- 10 lessons learned !! Most important step !





*Email me at [reine-elodie.koffi@temple.edu](mailto:reine-elodie.koffi@temple.edu)*