Comprehensive Systems, Inc.

Technology Plan

2016

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Technology assistance is provided through designated internal staff that is available to assist with technology needs within the organization. The Technology Committee meets regularly to review the Technology Plan, pertinent policies/procedures and discuss needs and issues within the company.

1. Hardware

A. The server at the Mason City Office is managed with the support of TQ Technologies. All service areas and office areas have a minimum of one computer available. Tablets have been utilized throughout the organization and we continue to evaluate their usage as feasible.

B. A monthly budget allows for the purchase of hardware, as computer upgrades are needed. The replacement plan is 3-5 years, equipment usage will be maximized.

C. We have begun tracking numbers and virus protection of all hardware. Jody is responsible for this.

Future needs:

A. Online/cloud storage services have been discussed for document storage. Dropbox is being looked at. It is HIPAA compliant and easily accessible.

B. Nursing is using the Virtual Interactive video conferencing equipment with limited success. Psychiatric appointments are conducted via video conference. Skype is utilized if possible. Face Time can be used by those with Ipads.

C. Monitor and evaluate appropriate numbers of computers needed in areas. Currently NHGH needs 1, Crestview needs 3 laptops, CI-CC#1 needs 2 and Ninth St. needs 2. Nith St. also needs a router.

2. Software

A. Comprehensive Systems, Inc. uses Windows XP, Windows Vista, Windows 7, Windows 8.1, and Windows 10 operating systems. Microsoft Office and Word Perfect productivity software is utilized. Staff are encouraged to use Microsoft Office when possible. Windows XP and Windows Vista will be phased out in 2017. Windows 10 now uses Windows defender. CSI will use Windows defender with any new computers.

B. In 2008 we began using an electronic documentation program called Edoc. This secure, internet-based program was initially used for log narration, incident reporting, program data entry and attendance. Updates are as follows:

- Policies and forms were moved to E-doc. Completed September 2011. Box.net was

deactivated in March 2012.

- OCA and OCN reports were moved to E-doc. Completed January 2012.
- Nurse's Notes began to be used on E-doc. Completed January 2012.
- Consumer Data Base information was entered. Completed August 2012.
- Staff began entering their own payroll with supervisor approving. Completed November 2012.
- E-doc Service Plan Module is currently being utilized in all HCBS areas. In January 2013, ICF/ID areas began to use this and are in the early stages of implementation. Ongoing February 2018.
- 04/01/16 with the implementation of MCO's, E-doc is able to export billing and bill each MCO directly through a Clearinghouse.
- Communication occurs with Edoc as needs arise to discuss program updates.

C. In September 2014, a contract was signed with Therap. December 2015, we will not proceed with Therap.

Future needs:

A. Phase out the use of Word Perfect and move to Microsoft Office by March of 2018. All new machines have been upgraded to Microsoft Office Suite 2016. Transitions to Office 2016 will occur as needed. Training will be scheduled as needed.

B. The organization will continue to investigate opportunities to reduce paper used for personnel files and consumer records through expanded use of E-doc or other means.

D. Future in-service training will be offered to staff as needs are identified.

3. Security

A. Passwords are required to access computers. Offices are kept locked. Lightening/surge protection is used. Field computers use Norton, Windows Defender, or Malware programs. Copiers, printers and fax machines will be kept in areas that ensure confidentiality and designated individuals to receive transmittals.

B. Each individual using the E-doc systems is given a unique password. Staff must document under their assigned password. Staff are not to release their password to any other staff or consumer. The system prompts the user to change their password every 90 days. Upon leave of absence, termination or resignation of employment, the employee's area supervisor will contact the administrator to change the password within 24 hours. E-doc has an off-site backup server.

C. We are in the process of migrating our current Yahoo Email to a HIPAA compliant secure email called Microsoft Office 360. 1/16/17 is the tentative start date. We will also be using Barracuda, an extra antivirus firewall. We are utilizing MARCO services to do this.

Future needs:

A. Windows Defender will be our Antivirus protection. Norton Anti-Virus will be utilized by some. Ongoing, February 2018

4. Confidentiality

A. All staff signed a confidentiality statement and Code of Conduct regarding sharing of protected information. During orientation, staff are trained to be aware of their surroundings when discussing protected health information. Staff will ensure as much privacy as possible by speaking quietly, closing doors and keeping computer monitors and other information secure from the general public.

B. Fax cover sheets will be printed on CSI letterhead and contain the confidentiality notice. Copiers, printers and fax machines will be kept in areas that ensure confidentiality and designated individuals to receive transmittals.

C. Email messages must contain the confidentiality notice.

D. Obtain legal counsel input regarding passwords for phones and tablets. All company phones are password protected. Passwords are on all tablets/computers. These devices should timeout after one minute.

E. Social Media Policy P371 was developed and is revised as needed through the Policy and Form Committee.

Future needs:

A. None were identified.

5. Backup Policies

A. All areas are asked to backup files to an external storage device regularly. E-doc has an off-site backup server through Williams and Associates. The Mason City Office backs up payroll to an external hard drive daily and a copy is stored off site of the facility.

Future needs:

A. Dropbox is being explored for online/cloud services It is HIPAA complaint. Management is consulting with Gary Jones dba MCA Consulting.

B. Encrypted thumb drives are being used for storage and backup. Call Chris Gohr if you need one.

6. Assistive Technology

A. The Individual Program Plan for persons served will identify any assistive technology

needs. Assistive technology needs for staff will be addressed as the need is identified.

B. An Ipad Mini is being utilized by a staff to assist with documentation in areas of need.

C. Smart TV's and tablets are being utilized in areas as equipment is replaced. Gizmo was purchased to track with GPS. We are also evaluating the use of surveillance cameras and securing the back entrance at Crestview with a keypad entry.

Future needs: None identified

7. Disaster Recovery Preparedness

A. All areas are asked to backup files to an external storage device regularly. E-doc has an off-site backup server. Payroll is backed up in the following manner: Hourly entries are backed up on the cloud by the internet server company. Hours are then downloaded to our server in Mason City and payroll is calculated and stored. The server is backed up daily via backup systems and the data files are also backed up to a flash drive at the conclusion of each payroll. The Risk Management Plan addresses loss of Technology, phones, and computer systems.

Future needs: The Risk Management Plan will incorporate technology into the Disaster Preparedness. Chris Gohr is updating the Risk Management Plan P625.

8. Virus Protection

A. Computers use Norton, Windows Defender or Malware programs. E-doc has an off-site backup server. Employees are to run virus-scanning programs on a regular basis.

B. 1/16/17 we will also start using Barracuda with our new Email systems, Microsoft Office360.

Future needs:

A. Windows Defender will continue to be placed on computers as needed. Norton will also be used as needed.

9. Internet/Social Media

A. Comprehensive Systems, Inc. has a website located at www.comprehensivesystems.org. The Policy Committee will review the website monthly at policy meetings and as needed. Appointed administrative staff will update the website with input from the committee. Employees have been assigned company email addresses. A Consumer Internet Policy is in place to ensure appropriate use of internet resources by consumers. Consumers and legal guardians must sign and agree to abide by the rules set forth in the policy.

B. All areas in the organization have high-speed internet service through Mediacom.

C. Facebook page was started on March 26, 2014. The Technology Committee will monitor. It is used for social media and job posting.

D. We are in the process of migrating our current Yahoo Email to a HIPAA compliant secure email called Microsoft Office 360. 1/16/17 is the tentative start date. We will also be using Barracuda, an extra antivirus firewall. We are utilizing MARCO services to do this.

Future needs:

A. Looking to have an external agency update our website.
B. Upgrade internet speed at Labor Center, Building 1,2 and 3 in Charles City and 9th St.

10. Compliance

A. The Compliance Committee was developed in March 2014 to assess compliance throughout the organization. Committee members complete semi-annual walk through of areas.
B. 10/2016 Jody started tracking Computers and tablets product numbers and antivirus protection.

Future needs:

A. Attend training opportunities for continuing education.
B. Electronic Protected Health Information(ePHI) to be more sercure as technology advances.

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