

## INFORMATICS & TECHNOLOGY

***Kevin Conway, Senior Vice President & Chief Information & Digital Officer, Baystate Health; Tina Basch, Vice President & Chief Information Security Officer, Baystate Health***

***What do you see as the biggest threat to I&T and cyber security to Baystate Health in the next few years and how are we prepared for it?***

**Kevin Conway:** Healthcare has been a target for the last several years, and in recent months we have partnered with certain vendors to provide us some better security and protection to our systems and databases.

We also needed this, as COVID-19 hit a few years ago in our remote workforce expanded, which gave us another layer of protection that was needed to protect our employees who were working remotely, supporting our organization. I think these threats will continue across the globe, but I think we're well-prepared to head those off with the appropriate security protocols that we've put in place.

**Tina Basch:** This is a great question, and it's one that I get asked regularly throughout the organization. As we become more data-driven and data centric, we do become a richer target for the adversaries, and as such we're constantly looking at the changing threat model that they're using to gain access to our information. As Kevin mentioned, we have invested in some additional technologies that have given us more insights to make better decisions and to put dynamic controls in place. So that way we're not always relying on a human being to make some of those decisions.

As we look at the care that we provide the community and our patients, we have to really take a look at that 360 view of them, and they're entrusting us with a lot of their information and their data, and it is incumbent upon us to make sure we have the right controls in place to protect them. Thankfully Baystate Health also has the same mindset, and they've been very supportive.

**Kevin Conway:** I will add that security takes all of us. When we ask you to change your passwords, please change your passwords. Please don't open email that looks suspicious. Please report those emails so we can research them. It takes all of us to have a bit of security when it comes to these attacks on health care. So please be diligent and report anything that's questionable.