



**Wyoming  
Hospital  
Association**

# NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

Volume 48, Number 18

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## WHA Calendar:

<b>WHA Annual Meeting Sheridan</b>	9/20-9/21
<b>WHA Golf Tournament Buffalo, WY</b>	9/19

## Other Events:

<b>Wyoming Medical Society Annual Meeting Jackson</b>	6/2-6/4

## Cyber Threat Update

HHS has been updating us on the huge cyber-attack that took place in the UK last Friday and that is happening here in the US.

HHS has told everyone that the threat is real. There have been successful attacks in the US....so far it seems to be mainly against embedded devices. HHS and experts are encouraging aggressive patching....your vendors should be very helpful with patches.

A risk assessment should be done and guidelines are available through HHS. Educate your employees immediately against phishing emails. Attacks are coming through 3rd VPNs.

Additionally, your IT folks can be added to the HHS updates and receive information by emailing [CIP@HHS.gov](mailto:CIP@HHS.gov) and asking to be added to the listserv. They are also encouraging immediate reporting and sharing of information if an attack occurs, but also recommend that you seek advice from your hospital legal counsel.

It is believed that the AHA will have updates coming out regularly to help us through this crisis. If any of you do experience an attack, please let us know here at the WHA.

Cybersecurity vulnerabilities and intrusions pose risks for every hospital and its reputation.

While there are significant benefits for care delivery and organizational efficiency from the expanded use of networked technology, Internet-enabled medical devices and electronic databases for clinical, financial and administrative operations, networked technology and greater connectivity also increase exposure to possible cybersecurity threats that require hospitals to evaluate and manage new risks.

Hospitals can prepare and manage such risks by viewing cybersecurity not as a novel issue but rather by making it part of the hospital's existing governance, risk management and business continuity framework.

Hospitals also will want to ensure that the approach they adopted remains flexible and resilient to address threats that are likely to be constantly evolving and multi-pronged.

If your organization is the victim of a ransomware attack, HHS recommends the following steps:

- Please contact your FBI Field Office Cyber Task Force ([www.fbi.gov/contact-us/field/fieldoffices](http://www.fbi.gov/contact-us/field/fieldoffices)) immediately to report a ransomware event and request assistance. These professionals work with state and local law enforcement and other federal and international partners to pursue cyber criminals globally and to assist victims of cyber-crime.
- Please report cyber incidents to the US-CERT ([www.us-cert.gov/ncas](http://www.us-cert.gov/ncas)) and FBI's Internet Crime Complaint Center ([www.ic3.gov](http://www.ic3.gov))
- For further analysis and healthcare-specific indicator sharing, please also share these indicators with HHS' Healthcare Cybersecurity and Communications Integration Center (HCCIC) at [HCCIC\\_RM@hhs.gov](mailto:HCCIC_RM@hhs.gov)



## WPH Named For Best Hospital Patient Experience

West Park Hospital has been named one of America's 100 Best Hospitals for Patient Experience by the Women's Choice Award, America's trusted referral source for the best in healthcare.

The award signifies that West Park Hospital has been ranked within the top 100 hospitals of similar size based on number of beds.

The methodology used to select West Park Hospital as one of America's 100 Best Hospitals for

Patient Experience is unique in that it evaluates specific Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results along with primary research about women's healthcare preferences.

The Women's Choice Award collects the data for the following HCAHPS survey measures and uses a weighted average to award the best hospitals for patient experience: Effective communication with nurses and doctors; Responsiveness to requests for help; Pain man-

agement; Explanation about medications before being administered; Bathroom and room cleanliness; Patient recommendation rating.

"This award validates the emphasis all WPH staff place on ensuring our patients experience exceeds their expectation," said Doug McMillan, CEO of West Park Hospital. "It's our mission here to provide extraordinary healthcare to those we serve by people who care and be the first choice for those who aspire to heal, be healed and lead healthier lives."



**Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight section!**

## Rocky Mountain Alzheimer's Summit

The Rocky Mountain Alzheimer's Summit's theme is "Making a Difference Now: The Best Possible Care for Individuals with Dementia." The Summit is scheduled June 13-15 at the Little America Conference Center in Cheyenne.

The conference is supported through funding from the Health Resources and Services Ad-

ministration to the Wyoming Center on Aging (WyCOA) at the University of Wyoming.

The goal of the summit is to provide health care professionals, direct care workers, older adults and caregivers of individuals with dementia with up-to-date education about improving the lives of those with Alzheimer's disease and those who provide care for these

individuals.

The conference has been organized through a collaborative effort including the WyCOA, the Alzheimer's Association-Wyoming Chapter, Mountain Pacific Quality Health Foundation-WY, Wyoming AARP, Wyoming Department of Health Aging Division and Wyoming Dementia Care.

For more information or to register, call 307-766-2829 or e-mail wycoa@uwyo.edu.

## Dignity Health Releases Human Trafficking Resource

San Francisco-based Dignity Health has published information on its Human Trafficking Response Program to help other hospitals and health systems implement similar programs. It can be found at <https://dignityhealth.ent.box.com/s/offbgsfvqu8f->

[me2sfn1stjpn39mo0yrh](https://dignityhealth.ent.box.com/s/offbgsfvqu8f-me2sfn1stjpn39mo0yrh)  
 "Trafficked persons are often overlooked even though most survivors report that they have visited a health care setting at least once while being trafficked," said Holly Gibbs, director of the Dignity Health program and a survivor of human trafficking.

"Dignity Health has developed a victim-centered, trauma-informed program based on actual cases because we believe that health care providers can provide a critical step in identifying and supporting trafficked persons."

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