

## WHAT'S NEW

On Aug. 4, 2020, Missouri voters approved expanding Medicaid coverage in the state through an amendment to its constitution. This expansion would affect nearly 230,000 low-income residents. Expansion was originally slated to begin on July 1st, 2021. With the tug-of-war over budgeting in the state legislature, it remains to be seen if the healthcare community can expect to see the increased revenue this amendment could provide.

## UPCOMING EVENTS

Wednesday 9th St. Louis MGMA Webinar  
Annual Legislative Update



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This monthly publication is provided courtesy of Derrick Weisbrod, CEO, and the Healthcare Technology Advisors Team.

Our mission is to be trusted advisors guiding healthcare businesses through the complex IT and HIPAA landscape while providing a comprehensive service that always maintains a human touch.



## ARE YOU READY FOR YOUR HIPAA RISK ASSESSMENT?



Getting ready for a HIPAA Risk Assessment shouldn't be something you cram for. It should be part of your working routine every day.

If you're not the security officer for your practice, how do you even know if you're ready?

HIPAA can be a deep, dark rabbit hole to dive down. How do you know if your practice is compliant, without having to study stacks of technical papers? Healthcare Technology Advisors has spent a lot of time explaining HIPAA compliance in layman's terms. The bulk of HIPAA compliance is found in your everyday work routine.

A HIPAA readiness quiz is a great way to check your knowledge and see if there are any obvious gaps in your practice. Healthcare Technology Advisors offers a new quiz on our website that uses non-technical language and steps you through the different areas of compliance to see where you stand.

Visit [htadvisorsllc.com/mitigate-hipaa-risks](https://htadvisorsllc.com/mitigate-hipaa-risks) to take the quiz and find out if your practice is HIPAA-Ready!

## DON'T LET SUMMER STORMS SINK YOUR INTERNET!

I drove to work today in pouring rain. Last night, lightning woke me up several times. And I wondered if the power was going to blink and reset all the clocks in my house. That's usually the worst effect I see of thunderstorms - having to reset digital clocks on the stove, microwave, and coffee machine. (I don't even use all of those clocks!)

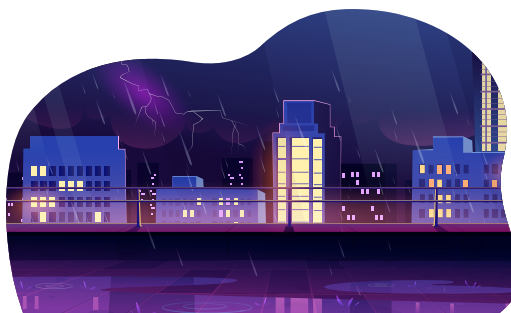
The much more disruptive effect of storms that I never think about is that my cell phone or internet might go out. We are so used to having our cell phones and our home and business internet that we almost forget they exist - until they go down! Having the internet fail at your business, however, is more than an inconvenience. It can cost you thousands of dollars. Missed appointments, employees unable to do their work, lost data, and the general headache of it all add up. How much do you think an internet outage costs your business per hour?

You can't control the weather. You can control your internet service, however. If you're still using copper coax cable internet for your business, there is significant room for improvement. Did you know fiber-optic internet comes with a guarantee of 99.99% connectivity?

And if you ever fall below 99.99% uptime, the internet company will PAY YOU for the time you were down?

Next time I'm sitting at home cursing Charter for the internet being down for hours on end, I'll be dreaming of the day I can get fiber to my neighborhood!

Visit [htadvisorsllc.com/fiberquote](https://htadvisorsllc.com/fiberquote) to see if your business (or home) can upgrade to 99.99% faster, more stable, and easier internet.



## WHAT'S THE #1 CAUSE OF SUPPORT TICKETS BEING SUBMITTED TO IT TEAMS?

Is it a cranky printer or a forgotten password? Yes, and also, no. Many of these daily inconveniences are actually caused by underlying issues. It's not that your printer is breaking every day. It's that the way your computer connects to that printer is outdated or needlessly complicated.

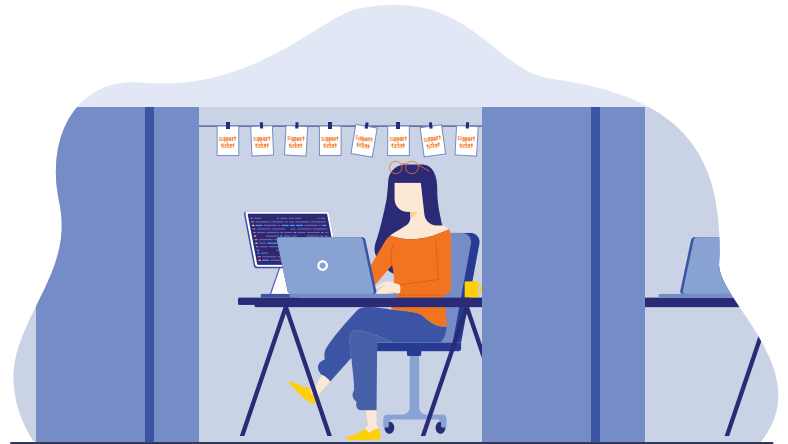
Old computers and inappropriate equipment cause most IT frustrations.

Often, computers run slow because they are old or lack the needed memory to run large programs like an EMR. You can have trouble connecting to a printer because your office doesn't have a server in place managing the network. If you have no way to manage the rollout of important software updates, you might find your applications not working, or worse, trying to manually update everything causes catastrophe.

The problem is, nothing in the office is actually broken. It's just not efficient. Your IT team can't fix the underlying issue without making structural changes to your environment. That might be a big expense, like buying a new server or replacing all the outdated workstations. Or, it may be a small project, like scheduling downtime to roll out complicated updates to make sure workflow isn't interrupted. No matter how large or small the project is, these sorts of fixes require the cooperation of management. Your IT team probably can't make large purchasing decisions on their own, so they need to be able to have constructive meetings with you, whether they are in-house or outsourced.

Quarterly meetings with your IT team lets you tackle these structural issues.

A good IT team, led by a Chief Information Officer, is always working towards greater efficiency and ease of use. Through quarterly meetings your CIO or VCIO can discuss the major pain points your staff is experiencing and plan out ways to improve



your network. That includes tracking end of life for your machines, budgeting for their replacements, updating the number of users and licenses your office needs for line of business applications, and discussing how the IT infrastructure can better serve the business as a whole.

Business owners who participate in quarterly business/technology reviews experience fewer surprise bills and greater workplace efficiency.

The result of being engaged in these meetings and actively aligning your technology to your business goals is that your office will run smoother. There won't be daily disruptions as the printer has to be re-connected to the front desk computer. Your staff won't be constantly putting in tickets to have their passwords reset. You won't have the liability of having multiple workers using the same log in because you don't own enough licenses. And you won't get a surprise bill as an old machine finally crashes and has to be replaced in a rush.

VCIO meetings yield a better, happier workplace. That's worth making time for.

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## A TRANQUIL RETREAT, AND A LONG-MISSED COMMUNITY



On May 5th, 6th, and 7th, the Missouri chapter of the Medical Group Management Association met in Branson, MO, for the 2021 conference. The theme was "Riding the Waves of Healthcare." After more than a year of pandemic shutdowns, critical care crisis, remote work whiplash, and isolation, it was a refreshing and fitting theme.

The event was attended by representatives of practices from across Missouri. The vendor hall bustled with business partners. The main stage and breakout rooms presented education and insight for all attendees across 3 days of learning, networking, and fun.

Everywhere I turned I saw happy faces, from old friends and people I'd never met. Everyone seemed to hold within them a sigh of relief. To be back at a conference, to be around our peers, to be learning together again - it was a long 2020 that saw all conferences and seminars and lunch and learns cancelled. Everyone said "We're just so happy to be at a conference again."

The light-hearted atmosphere extended to the receptions. A rousing opening night presentation by Paul Long spoke to the importance of connecting to fun in our workplaces. This mission was carried out



at the conference, as the Thursday night reception featured a delicious beachy drink and a hula hoop competition!

All of this took place in Branson, at the Convention Center. It was a great location for such an event, as the small yet bustling Branson Landing offered food and shopping, and the tranquil waters below it made a beautiful backdrop. In the middle of the rolling and seemingly endless Ozark hills, it was a great way to escape for a few days and reconnect with our community.

Next year, the state conference will be in Branson again. I would encourage everyone who can to attend - and what's more, bring your family! Parents, children, grandchildren, all will find fun amidst the shows, activities, and shopping of Branson, MO. Just don't forget your swim trunks! (I did - luckily there were plenty of shops to grab some at, although I think they were overcharging me!)