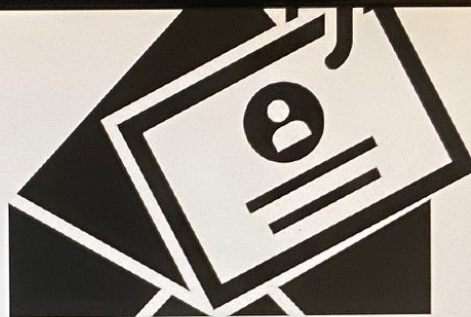Cyber Security Threat Related to Tension with Iran

Cyber Security Threat Related to Tension with Iran

As a reminder to avoid falling prey to *Phishing*.

Tip 1. Dont click the link
Tip 2. Check the spelling mistakes
Tip 3. Dont give up personal or company confidential information
Tip 4. Beware of urgent or threatening language in line

...lick on attachments

Netpresenter is a vital tool in Sky Lakes' communication pathway

Sky Lakes Medical Center is a notfor-profit, community-owned, internationally accredited acute-care teaching hospital. Sky Lakes is the only hospital in a 10,000-square-mile area and serves more than 80,000 people, making it of significant importance for counties in southcentral Oregon and northern California. Before Netpresenter, Sky Lakes reached its employees through overhead announcements, emails, and posters. Nowadays, the hospital strategically directs communication with Netpresenter on all computers and several TV screens as the primary interface for their frontline staff.

'Netpresenter has become a key tool in our communication pathway,' John Gaede, Director of Information Services at Sky Lakes Medical Center, explains. 'We have multiple communication methods, and not every person in the hospital is available to receive every form of media. For example, our clinical staff does not always have access to overhead announcements or email - but they all use PCs. Netpresenter is our primary channel of communication for these clinicians. Whenever we use Netpresenter, we inform them with messaging that they need in real time. For those reasons, we view Netpresenter as an essential communication tool for Sky Lakes. It is not the only communication path we have, but it certainly is unique in what it does for us.'

EFFICIENCY IS KEY
'The value of the software is that it is very easy to use,' Gaede elaborates. 'That may sound like a no-brainer, but from our standpoint, that really matters to our organization. Especially as the healthcare industry grapples and deals with COVID-19, in the midst of all the work we are trying to accomplish, we cannot lose time managing cumbersome tools. So the tools we do use must be efficient. That is exactly what makes Netpresenter so valuable to our organization. It is an efficient tool that allows us to directly and immediately reach our staff with critical communication at the right time, within their workflows. We had difficulty reaching them prior to Netpresenter. The feedback we consistently received in the past from staff across multiple departments reflected their frustration. They told us: we need you to communicate with us so that we can do our job. This is precisely where the software fits in and helps our organization be successful.'

ALERTS FOR DOWN-TIME
Denise Hard, Senior Integration Developer at Sky Lakes, is equally enthusiastic about the software. 'Netpresenter enables us to send out alerts, and they play a big part in our environment across the enterprise. Whenever there's downtime of any of our systems, I go in and quickly put out an alert, because if I send out an alert, I am sure everybody gets it. And then I use the alerts to validate the system is back up when it has been restored,' Hard describes. 'It is all very easy. I love that it also shows

"We use Netpresenter to truly get the right information to our staff"

me the statistics, so I can see how many computers got it and how many people have read it. The alerts have been one of the main reasons we chose Netpresenter. They allow us to have direct critical communication with our colleagues.'

RECOGNITION FOR HARD WORK

However, Hard does not just use the software to send out alerts. She also uses it to celebrate her colleagues and their wonderful achievements. 'With fewer than 200 beds, some would consider us to be on a small scale. But as of last week, we have done 3371 telemedicine visits. We are proud of that, and I use the screensavers and TVs to say, 'Kudos for what we've accomplished in such a short amount of time.' We also have a recognition program for people who are doing amazing

work.' Additionally, Sky Lakes has three directories on screens in the building that houses two primary care clinics: signage that sits up all day and provides pertinent information for visitors, such as what floor they are on and what physicians are on that floor. The tool has provided wayfinding, helping Sky Lakes' visitors find their way through the clinic building.

CYBERSECURITY AWARENESS

The protection of patients' Electronic Medical Records is vital for hospitals, as it is for Sky Lakes. To enhance their protection from potential cyberattacks, Sky Lakes has come up with a smart solution: they use Netpresenter to increase knowledge of security concerns. 'There's a huge benefit to using the software for cybersecurity,' Hard believes, 'because it's

an easy and efficient way to educate our staff on all the security risks.' By repeatedly showing messages about spam, sharing passwords, and other security concerns, they raise the staff's awareness of security risks, helping Sky Lakes keep their Electronic Medical Records safe.

'The number one request from visitors and staff is: we need good communication,' Gaede concludes. 'This software enables us to very creatively present very short, pithy, clear communication on all sorts of matters - from recognition to security concerns - we use Netpresenter to truly get the right information to our staff.' She adds: "Management is also very pleased with Netpresenter's performance and wants to expand the use of the system.
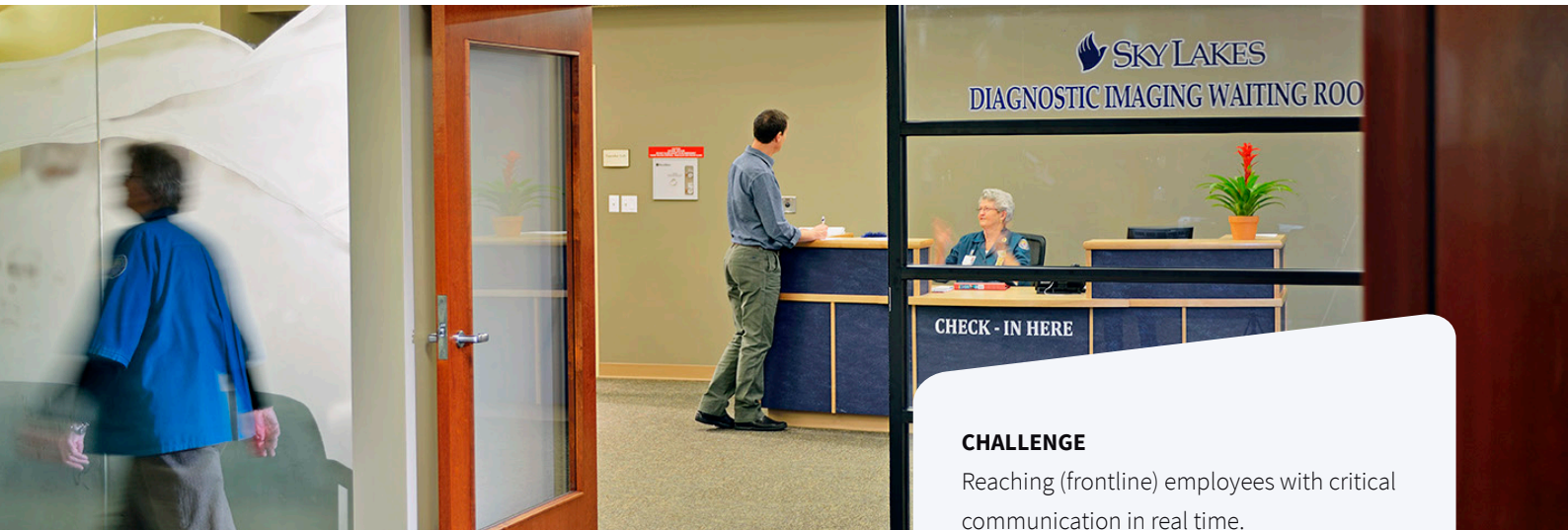
About Sky Lakes Medical Center

Sky Lakes Medical Center is a not-for-profit, community-owned, internationally accredited acute-care teaching hospital dedicated to the people it serves. As a leader in the health care industry, Sky Lakes is an economic and social asset for the community. Sky Lakes serves more than 80,000 people in Klamath and Lake counties in south-central Oregon, and Modoc and Siskiyou counties in northern California. As the only hospital in a 10,000-square-mile area, Sky Lakes combines small-town charm and neighborliness with big-city medical expertise in our facility, which is licensed for 176 beds.

www.skylakes.org

CHALLENGE
Reaching (frontline) employees with critical communication in real time.

SOLUTION
1500 Screensavers on PCs and messaging on TVs to publish alerts and other critical (security) information.

BENEFITS
Instant and easy communication to (frontline) employees who were difficult to reach before.

Employees measurably better informed, engaged, productive, and safe

netpresenter.com