



# The Care Team - Home Health and Hospice

## PatientLock Solves the In-house Cybersecurity Staffing Challenges

### The Care Team:

- 600+ employee home health and hospice organization.
- Financially backed by Revelstoke Capital Partners, a healthcare focused private equity group.

### The Requirement:

- Rapidly increase information security (IS) maturity to better protect the business during a period of hyper growth despite having limited IT resources.
- Ensure increased monthly IS spend is within tight budget constraints.

### The Challenges:

- Internal IT team of one person.
- Offsite, third-party IT service provider (MSP).
- Rapidly increasing employee headcount.



**The Solution:** PatientLock worked closely with The Care Team and its Managed IT Service Provider (MSP) organization prior to implementation to create a cybersecurity playbook and separation of duty cadence that eliminated the need for The Care Team to expand its internal IT department or staff IS (information security) personnel.

According to Melissa Dabrowski, VP of Human Resources at The Care Team, "PatientLock eliminated the need to staff in-house information security talent, which for an organization of our size and location is all but impossible to do. It can be challenging to find local IT generalists, so finding multiple information security specialists to provide 24/7 coverage was a non-starter."

PatientLock was deployed throughout the network providing 24/7 SOC (Security Operations Center) monitoring and threat response while an industry leading IT MSP (via the playbook) was charged with patching and remedial activities based on PatientLock testing and reporting.

**Summary:** Facing local cybersecurity and staffing challenges, The Care Team turned to PatientLock and a newly retained IT MSP to provide a scalable and fully managed cybersecurity solution to meet their growth and security needs.

**"PatientLock made a significant and positive impact to our security posture while eliminating the need to staff additional IT or IS personnel."**

- Melissa Dabrowski, VP of Human Resources, The Care Team

**"PatientLock was once again the right solution for our portfolio of investments."**

- Bob Hughes, Managing Partner of Technology, Revelstoke Capital Partners

## ENGAGEMENT OUTCOMES:

### The Care Team

- Significant reduction in cyber risk.
- Eliminated IT/IS staffing requirement.
- Successfully navigated increased security requirements created by rapid growth.

### Revelstoke Capital Partners

- Cyber risk to the portfolio was reduced.
- Cybersecurity and regulatory compliance standards met.

### Managed Service Provider

- Eliminated the onus of cybersecurity duties to the MSP.
- The MSP is now able to focus on its core functions of managing and administering The Care Team's IT infrastructure.