



"We were never put in a position where we had to compromise security for ease-of-use. The professional services folks at AirTight are great and their resources are very strong."

"We are also replacing our existing wireless network with AirTight not only because it's more efficient to have both WIPS and Wi-Fi in one system but also because AirTight has the strongest security and best management capabilities available."

– Joseph Johnson, CISO, CHS Health Services

Highlights

- Founded in 1975, CHS Health Services is the industry's largest independent provider of onsite healthcare solutions. The company is headquartered in Reston, VA and currently operates over 140 onsite health centers worldwide.
- CHS Health Services needed a system to protect a widely distributed wireless network spanning over 100 onsite healthcare centers that allow BYOD for full- and part-time doctors and nurses adding even more security challenges for a network requiring protection of highly sensitive electronic patient health records and strict HIPAA compliance.
- With no IT staff at the remote onsite locations, CHS Health Services needed to be able to manage wireless security for every health center and every customer from a single management console. And with over 100 different customers, maintaining separate wireless security systems for each one was not a viable option. CHS Health Services required a secure multi-tenant solution.

Providing a Secure Wireless Airspace for Onsite Healthcare Centers

According to a survey reported in a July 17, 2013 article on the ABC News web site, the number of large companies with onsite health centers has skyrocketed from 23% in 2011 to 32% in 2013 and this trend continues to grow rapidly. These company-provided facilities benefit employees with convenient access to quality health care at work, highly personalized medicine, and programs and services that promote healthy lifestyles.

With over 140 clinical facilities worldwide, CHS Health Services is the industry's largest independent provider of onsite health care services delivering full-service solutions for a broad spectrum of industries. Many customers are self-insured Fortune 500 companies motivated not only by the opportunity to lower health-related absenteeism and overall healthcare costs, but also by the incentive for employees to maintain individual wellness and to manage chronic conditions such as hypertension, diabetes, and obesity.

In addition to its own facilities, CHS Health Services partners with area hospitals and occupational health centers to provide additional staffing and health services as needed. CHS Health Services maintains its own clinical staff at the onsite health centers located on corporate campuses. It also owns and manages all of its technical infrastructures and these are completely separate from its customers' networks. This full-service solution ensures both quality and confidentiality of services so corporations do not have to worry about managing healthcare infrastructures, maintaining employee medical records, or enforcing HIPAA regulations themselves.

Security First

CHS Health Services places high priority on information security, a function that operates independent of the IT department, and Chief Information Security Officer Joseph Johnson reports directly to the company's CEO. Johnson's department is responsible for protecting patient privacy as well as the company's networking infrastructure. According to Johnson, CHS Health Services is a boutique healthcare provider with a holistic solution that its competitors cannot deliver.

"Our cost model may be higher initially, but we continue to demonstrate that overall health care costs actually drop while employee productivity and attendance consistently improves," he said. "Our technical model is our differentiator. We believe strongly in best-of-breed solutions that are highly customized to achieve their maximum potential. This is also important because we are audited by every one of our clients with very deep, on-site inspections. Our technical solutions receive a lot of close scrutiny."

For over five years, CHS Health Services has chosen Mojo AirTight because it is the strongest and most reliable platform for protecting the company's network and because the cloud-managed solution provides the most efficient way to secure its widely distributed, multi-tenant network.

Most locations use dual-radio Mojo sensors as a security overlay for their wireless network. These sensors continuously detect and block rogue access points, wireless clients, and other unauthorized connections that can compromise network security. Typically, a single sensor can provide full coverage at most locations. Larger facilities may require two or more sensors. Currently, CHS Health Services is replacing its legacy wireless network with a Mojo solution that combines Wi-Fi access and WIPS in a simple platform.

"We use all of the Mojo AirTight cloud-managed features for monitoring, configuration, and provisioning across all of our sites," said Johnson. "Although we isolate our networks from our customers' infrastructures, whenever we detect suspicious wireless activity and patterns in the area, we share this information with their IT departments to give them visibility into what is going on. This cooperative effort helps strengthen our client relationships and promotes better security for everyone."

Multi-Tenant Architecture

Mojo's cloud-managed solution allows Johnson's team to monitor and configure the CHS Health Services locations for all customers from a single screen. At the same time, the multi-tenant architecture ensures each client is managed separately with its own configurations, security settings, and monitoring. This system also gives CHS Health Services the ability to automatically generate and send individualized event and compliance reports directly to Johnson and his clients.

Mobile Devices and BYOD

According to Johnson, the doctors and other clinicians employed by CHS Health Services rely heavily on wireless networks for their daily work. Some doctors and nurses work at multiple health centers and depend on seamless wireless onboarding as they move from site to site. CHS Health Services also employs part-time specialists many of whom prefer to use their own mobile devices and apps rather than company-issued equipment.

"Many healthcare providers and hospitals are embracing BYOD—perhaps too eagerly considering the risks that non-secured devices can introduce," Johnson said. "Our goal is to

provide clinicians with the flexibility and ease-of-use they desire without compromising our high security standards. With Mojo AirTight's automatic detection and classification of mobile devices, we can allow or dis-allow their use on production networks with requiring them to have special client software."

Medical Device Security

Another area of concern are medical devices with Wi-Fi interfaces. Some of these, Johnson says, lack up-to-date security features needed to protect them from outside threats. By creating Mojo AirTight policies specifically for these devices, Johnson is able to add the high level of security required to protect patient safety and privacy.

The Future

Currently most sites use dedicated WIPS sensors from Mojo Networks as a security overlay for the company's legacy wireless LAN but this is changing. "With Mojo, we can also manage both of these functions from a single cloud-based interface or via our private on-premises management engine. Other vendors offer some WIPS features with their Wi-Fi but only Mojo Networks provides the deep functionality we need to satisfy the security requirements of the healthcare industry."

Also on the horizon is the future growth of electronic health records (EHR). "Accessibility of online medical information is a top national priority and the next five years will be pivotal for its success," said Johnson. "We have our own EHR system already in place and with Mojo we are totally confident that even with wireless and BYOD, these records will be very secure yet readily available to our doctors so they can provide the finest medical care for our clients' employees."

Benefits

- Swift rollout to over 100 locations without the need to add IT staff
- Multi-tenant architecture allows management of many different customers and all of their locations from a single screen
- Cloud-managed Wi-Fi and WIPS on the same platform

Want to learn more about Mojo?

Request a [personalized demo here](#) or call us at +1 (877) 930-6394