CENSINET®

From "Spreadsheet Chaos" to a Healthcare-Focused, Standards-Based TPRM Approach at Baptist Health

About Baptist Health

Baptist Health, based in Jacksonville, Florida, is the area's only locally governed, faith-based, mission-driven, not-for-profit health system. As the second largest private employer in the area, Baptist Health operates 6 acute care hospitals and employs more than 14,250 people.

James Case, CISSP, PMP
VP/Chief Information Security Officer
Baptist Health

Key Challenges

Baptist Health faced significant challenges with third-party risk management (TPRM), primarily due to reliance on manual processes and spreadsheets. This approach was time-consuming, error-prone, and lacked standardization – making it difficult to ensure vendors complied with regulations and implemented key security controls. Baptist Health's TPRM program was characterized by:

- **"Spreadsheet chaos":** Managing and updating spreadsheets manually, leading to version control issues and data inconsistencies.
- **Lack of standardization:** Questionnaires were not based on best practice frameworks and standards, leading to a lack of consistency and relevance.
- **Isolation:** The organization worked in a silo without the benefit of a larger community for benchmarking or best practice sharing.

Decision Process

Baptist Health sought a new TPRM solution and chose Censinet RiskOps™ due to its healthcare-focused, standards-based approach. Key features of Censinet RiskOps that appealed to Baptist Health included:

- **Workflow automation** to eliminate manual spreadsheet management and streamline the risk assessment process.
- **Standards-based questionnaires** using NIST CSF and other healthcare-specific standards to ensure relevance, consistency, and compliance.
- **Partnership and community:** Access to a larger community of Censinet customers for collaboration, shared learning, and benchmarking

Standards-Based TPRM Approach at Baptist Health

Censinet Impact

Censinet RiskOps implementation was swift and Baptist Health immediately realized benefits:

- **Time Savings:** Significant reduction in time spent completing risk assessments, enabling Baptist Health to assess more third-party vendors

- **Consistency:** Standardized questionnaires based on recognized security practices and frameworks, leading to more consistent and reliable risk assessments.

- **Enhanced collaboration:** Ability to connect with peers and other healthcare organizations for sharing best practices and benchmarking.

- **Broader value:** Beyond TPRM, Censinet provided tools to streamline enterprise risk assessments and enable peer benchmarking against NIST CSF and HICP

Conclusion

Baptist Health's adoption of Censinet RiskOps transformed its TPRM program, moving away from manual, inconsistent, and inefficient processes to a more streamlined, standardized, and healthcare-focused approach. If interested in hearing more about Baptist Health's experience with Censinet RiskOps, or how Censinet can help transform your TPRM program, please contact info@censinet.com.

> " Censinet's customer service is great and highly responsive, which is uncommon; moreover, the tool is centralized, collaborative, and reliable – it gives me the ability to share internally and the flexibility to pick up where I left off. It allows you to go on vacation without worry!
>
> — Team Lead, Information Security, Baptist Health

Censinet is an American Hospital Association Preferred Cybersecurity Service Provider for Cyber Firm Risk Management and Information Governance and Cyber Risk Assessment, Privacy and HIPAA Compliance.