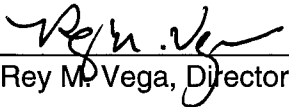


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| GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER | | |
| TITLE: Technology and Systems Plan | POLICY NO: AD- MIS -1 | Page 1 of 3 |
| RESPONSIBILITY: MIS | | |
| APPROVED BY:  Rey M. Vega, Director | EFFECTIVE: MAR 14 2017 | |
| | LAST REVIEWED/REVISED: | |

PURPOSE:

To develop a Technology and System Plan (TSP) in response to a national accreditation standard that requires accredited organizations to formally document their plans regarding technology and information systems. The Guam Behavioral Health and Wellness Center (GBHWC) have been involved in installing, maintaining and upgrading its electronic information management system for several years prior to the Commission on Accreditation for Rehabilitation Facilities (CARF) requirement to have a formal TSP.

This plan will reflect ongoing initiatives as well as future projections regarding both hardware and software acquisitions and installation and, has been approved by the leadership of Guam Behavioral Health and Wellness Center The TSP serves as an information and planning document for technological improvement but does not represent a commitment for funding. Funding will be incorporated into the organization's normal budgeting process. It is emphasized that the plan may be modified at any time as a result of other corporate needs, changes in client population, emerging business trends or changes in the general economy.

POLICY:

- A. GBHWC recognizes that staff productivity can be enhanced through the use of technology for information management and record keeping. It shall be committed to maintain a state of the art computer system to enhance record keeping and improve both the quality and speed of client-related documentation.
- B. GBHWC shall proactively plan and take measures to avoid potential threat to its technology system and shall ensure uninterrupted access to its systems.
- C. As part of the system planning, GBHWC shall consider how it can use various technologies to manage information and support its various improvement activities.

PLAN:

HARDWARE: The organization utilizes an internal network that consists of a dedicated server running version 2003, and individual workstations (desktop PCs) throughout the organization. At present, there are plans to upgrade our current server to virtual machine (VM) ware, pending organizational funding.

SOFTWARE: Guam Behavioral Health and Wellness Center utilizes Microsoft Small Business Server 2008 R2 software for server management and Microsoft Office Windows 7, 8, and 8.1 for individual workstations. All software is installed by the organization's computer system analyst and no other software can be installed without MIS permission. Strict management control and oversight of software installation is viewed as a critical element of the organization's efforts to maintain confidentiality of all stored information.

SECURITY: Security is provided through (1) password protection for each individual PC/workstation, (2) password protection for the server itself, and (3) "need to know" access to system documents and files based solely on job title and individual responsibilities. When employees leave the organization, their accounts – and accessibility to the system – is immediately terminated by the computer system analyst.

CONFIDENTIALITY: The system contains protected health information as defined by HIPAA. Confidentiality of information is maintained through the security provisions identified above and by the fact that all workstations are maintained in offices that are locked when unoccupied. More important, those PCs used by clinical staff are located in a secure area where clients must be escorted by a staff member.

BACK-UP: Data backup is accomplished in two distinctly different ways. First on a daily basis, all system data is saved on two, separate hard drives in the server room in the administrative building. Additionally all system data is saved on a tape backup daily. The electronic medical record is contracted through Foothold Technologies Incorporated and backup occurs monthly through their network system.

ASSISTIVE TECHNOLOGY: At present, the organization has had no requests for accommodations relative to assistive technology. However, a number of bigger, flat screen monitors have already been purchased and installed to enhance the "readability" of computer generated data. In the event that employees need special accommodations such as glare screens, voice recognition software, etc., the organization's leadership will consider and fund such requests on a case by case basis and as organizational finances allow.

DISASTER RECOVERY PREPARATIONS: Prevention is the cornerstone of the organization's disaster recovery preparations. GBHWC shall follow the Guam typhoon condition and readiness (COR) protocol and shall have the corresponding protocol for the safety of technology hardware. All computers must be unplugged when the Department closes for the day or the weekend starting at COR 3 condition. All computers and associated hardware (drives, surge protectors, etc.) shall be moved to elevated locations.

COR 4 Guam is always in condition 4. A typhoon may develop and hit the island within 72 hours

COR 3 A typhoon may possibly hit the island within 48 hours.

COR 2 A typhoon is expected to hit the island within 24 hours.

COR 1 A typhoon is expected to hit the island within 12 hours.

In the event of a total loss, it is estimated that all data and system capability could be restored in 48 hours or less.

VIRUS PROTECTION: The organization utilizes Symantec Anti-Virus version 12.1.6 detection/removal software.

USE OF THIS PLAN: This plan shall be reviewed annually by the Director or designee to insure that the plan and all system resources are used to support information management and performance improvement activities. On a day to day basis, staff provides feedback regarding the utility of the organization's computer system to support clinical documentation and billing procedures.

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

Policies and Procedure

Submitted by: MIS


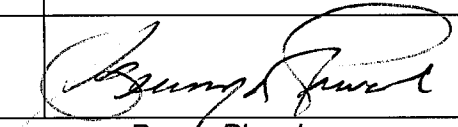
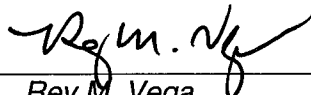
Protocol/Form

Policy No: AD-MIS-1

Bylaws

Title: Technology and Systems Plan

Program Plan

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|------------------------------------|---|--|
| Reviewed/Endorsed Title | Date | Signature |
| | 3/8/2017 |  |
| | Fred Borja Computer System Analyst 1 | |
| Reviewed/Endorsed Title | Date | Signature |
| | |  |
| | Benny Pinuala Deputy Director | |
| Reviewed/Endorsed Title | Date | Signature |
| | |  |
| | Rey M. Vega Director | |