

A background image showing three healthcare professionals in a modern, brightly lit facility. A man in blue scrubs is on the left, a woman in a white lab coat is in the center, and another man in a blue shirt is on the right.

Securing Care: Reducing Risk And Cost In Healthcare



Continuing Care Network

Client Overview

Founded in 1978, Cantex Continuing Care Network is a Texas-based, privately owned healthcare company with about 5,000 employees.

Cantex offers a comprehensive range of post-acute care services, including skilled nursing facilities, home health care, hospice care, rehabilitation through Pivot Rehab, support from three pharmacies, and a nurse practitioners platform for advanced nursing care.

IT Leadership

Tony Wilkins is the Chief Information Officer (CIO) and Chief Information Security Officer (CISO) at Cantex Continuing Care Network. He leads the IT operations, application support, business intelligence, and security operations teams.

Tony has developed a secure, agile IT/IS organization that supports all business initiatives. With over 25 years of experience, he is recognized as a thought leader in security and results-oriented information technology.

Challenges

Before partnering with the risk management firm, Cantex faced significant risk management challenges:

- **Major Breach in 2020:**
A crippling cyber breach prompted the hiring of Tony Wilkins to address vulnerabilities.
- **Need for Proactive Security Measures:**
Emphasis on implementing a proactive security approach to prevent future breaches.
- **High Cyber Insurance Rates:**
The necessity to reduce insurance premiums by enhancing security measures.

Solution

The initial steps involved a thorough assessment of Cantex's existing security posture, followed by documentation in the **HEALTHSecure+** risk management platform.

Key steps included:

- 1 **Assess:**
Assessed Cantex's security posture and deployed CorePLUS risk management solutions.
- 2 **Implement:**
Implemented perimeter security, focusing on external to internal protection.
- 3 **Mitigate & Monitor:**
Updated firewalls and patched systems within the first 100 days, using CorePLUS platform for risk assessment, documentation, and training.

“They helped us understand our risk and prioritize what to address first. After a year of working with them, we lowered our cyber insurance cost by **10%**.

In year two, we continued to lower our risk and track progress through the platform. And for that, we **increased our coverage by \$2,000,000** and **decreased our cost by over 50%.”**

Tony Wilkins
CIO/CISO, Cantex

Key Results

Key features and benefits include:

- Comprehensive risk assessment and analysis to identify and mitigate potential threats.
- Learning management platform training all staff
- Policy management solutions including templates for all policies

Impact on Cyber Insurance

Before partnering with the risk management firm, Cantex faced significant risk management challenges:

- Implementing **HEALTHSecure+** risk management solution cut cyber insurance premiums by over 50%.
- Enhanced security measures improved coverage terms
- Fortified security led to a more effective insurance claims process.

Outlook

Cantex plans to continue enhancing its risk posture, focusing on continuous improvement and proactive risk management.

“ The comprehensive and proactive approach of CorePLUS has transformed our strategy and fortified our defenses.”

Tony Wilkins
CIO/CISO, Cantex

Conclusion

Cantex Continuing Care Network has successfully navigated its risk management challenges by proactively addressing risks to protect patient data and ensure operational continuity.

The implemented solutions have not only improved security but also delivered substantial financial benefits, setting a strong foundation for ongoing and future risk management initiatives.