

CASE STUDY | ENHANCING CYBERSECURITY AND IT STRATEGY AT DAVIESS COMMUNITY HOSPITAL: A PARTNERSHIP WITH HALL RENDER ADVISORY SERVICES

A .PDF version of this Case Study can be [accessed HERE](#).

In November 2023, amid a rising wave of cyber threats across the health care industry, Daviess Community Hospital (DCH) responded swiftly to a serious cybersecurity event. As a forward-focused community hospital committed to protecting patient information and operational integrity, DCH leadership immediately sought trusted external expertise to strengthen its response and long-term IT strategy. Upon recommendation from a state hospital association, Hall Render was engaged as a respected partner with deep legal and advisory experience in cybersecurity and IT strategy.

DCH engaged Hall Render to navigate the legal complexities of the incident. Understanding the hospital's need for dedicated IT strategic guidance, Hall Render Advisory Services advisor, Mark Branstetter, was engaged to provide ongoing relationship support. From the outset, the DCH administration viewed this partnership as an essential and valuable relationship in managing both immediate IT security concerns, outsourced IT vendor relationship improvement and long-term strategic initiatives.

THE CHALLENGES FACED BY DCH

Prior to partnering with Hall Render Advisory Services, DCH was actively evaluating opportunities to further strengthen its IT governance structure and optimize vendor collaboration. The 2023 cybersecurity event reinforced the importance of continuing to evolve IT strategy in alignment with the hospital's operational and clinical goals. With IT services contracted externally, DCH leadership sought a strategic advisor who could enhance coordination between external IT partners and internal priorities, ensuring that technology investments consistently supported the hospital's mission and long-term growth.

HALL RENDER ADVISORY SERVICES' IMPACT

From the beginning, Hall Render Advisory Services provided invaluable leadership, helping DCH navigate the complexities of cybersecurity and IT planning. Mark Branstetter worked closely with the DCH administrative team to:

- **Streamline Strategic IT Planning:** Hall Render Advisory Services assisted in aligning IT initiatives with broader hospital objectives, from revenue cycle management to HRIS system improvements and phone system upgrades.
- **Enhance IT Governance and Decision-Making:** Through experienced guidance, DCH was able to make informed business decisions about their IT infrastructure, ensuring that upgrades and changes supported both immediate needs and long-term growth.
- **Improve IT Operational Efficiency:** Within ten months, DCH observed a significant improvement in help desk ticket resolution, with issues being addressed more quickly and effectively, including follow-up communication to ensure satisfaction.

DRIVING ORGANIZATIONAL GROWTH THROUGH IT IMPROVEMENTS

With Hall Render Advisory Services providing strategic oversight, DCH has been able to accelerate critical IT projects. Whether it was implementing e-faxing solutions, moving toward electronic signatures to reduce paper dependency or addressing inefficiencies in their current EHR system, the partnership has allowed the hospital to modernize while maintaining **a focus on patient care for the community**.

DCH administration noted, "As a community hospital committed to staying ahead in an increasingly IT-driven health care environment, we are intentional about surrounding ourselves with trusted experts who complement our internal strengths. Hall Render Advisory Services has been an invaluable strategic partner, helping us accelerate key initiatives and strengthen our administrative capacity."

Furthermore, the engagement has positively influenced employee satisfaction, recruitment and retention. By enhancing IT workflows and modernizing key processes, the hospital has strengthened internal operations and created an even more supportive and efficient environment for its team members.

“As health care technology continues to evolve, we recognized opportunities to enhance our IT workflows and elevate system performance to better support our team and our patients. With Hall Render Advisory Services providing strategic IT leadership, we have strengthened our technological infrastructure, streamlined project execution and enhanced system responsiveness. These improvements have elevated employee satisfaction and reinforced Daviess Community Hospital’s position as an agile and forward-thinking health care provider in an increasingly digital industry.”

A LASTING PARTNERSHIP FOR CONTINUED SUCCESS

DCH continues to rely on Hall Render Advisory Services for IT strategy and implementation, recognizing that a robust IT infrastructure is key to maintaining its role as a leading health care provider in the region. The collaboration has strengthened the hospital’s ability to navigate complex IT decisions, ensuring that technology supports—not hinders—its mission of delivering high-quality patient care.

ABOUT HALL RENDER ADVISORY SERVICES

Hall Render Advisory Services provides IT strategy, cybersecurity guidance and operational improvement support to health care organizations nationwide. With a team of experienced advisors, we help hospitals and health care providers align their IT systems with business objectives to enhance efficiency, security and patient care. Visit hallrenderAS.com to learn more.

If your health care organization is looking for experienced guidance in IT strategic planning and cybersecurity, please contact:

- **Mark Branstetter** at mbranstetter@HallRenderAS.com or (615) 423-6651; or
- Your primary Hall Render Advisory Services contact.

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