Health Industry Publishes Management Checklist for
Teleworking Surge During COVID-19 Response

Washington, D.C., March 9, 2020 - The Healthcare and Public Health Sector Coordinating Council (HSCC) today released recommendations for healthcare organizations to manage teleworking strategies during the COVID-19 response.

"While teleworking has become a routine way of doing business in many industry sectors and government," said Dr. Mark Jarrett, Chief Quality Officer and Associate Chief Medical Officer for Northwell Health in New York, "teleworking during wide-scale public emergencies such as what we are experiencing with the emergence of the COVID-19 virus introduces significant management, technology and bandwidth challenges to ensuring uninterrupted and efficient workflow and provision of healthcare services to the public."

Jarrett, who also serves as a member of the Executive Committee of the HSCC Joint Cybersecurity Working Group and a co-lead of the task group that prepared the checklist, emphasized: "Added strain on the public telecommunications infrastructure over the 'last mile' to the home, in particular, requires critical healthcare entities to assess risk, prioritize tasks and apportion bandwidth resources to ensure continuity of mission-essential functions that may migrate off premises to the home office environment."

The Teleworking Management Checklist is designed as a quick reference for healthcare enterprise management to consider important factors in a teleworking strategy that minimizes downtime and latency while supporting patient care, operational and I.T. security, and supply chain resilience.

About the Healthcare and Public Health Sector Coordinating Council (HSCC) Joint Cybersecurity Working Group (JCWG). The HSCC is an industry-driven public private partnership of health companies and providers developing collaborative solutions to mitigate threats to critical healthcare infrastructure. It is one of 16 critical infrastructure sectors organized to partner with the government under Presidential Policy Directive 21 – Critical Infrastructure Security and Resilience. The HSCC Joint Cybersecurity Working Group (JCWG) includes more than 200 medical device and health IT companies, direct patient care entities, plans and payers, labs, blood and pharmaceutical companies, and several government partners. The JCWG industry chair is Terence (Terry) Rice, Vice President, IT Risk Management and Chief Information Security Officer for Merck & Co.

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