



GOODMAN CAMPBELL
BRAIN AND SPINE

Cyber Attack!

It isn't IF, it is WHEN

Presented by:

Derek Cantrell, CEO, Goodman Campbell Brain and Spine

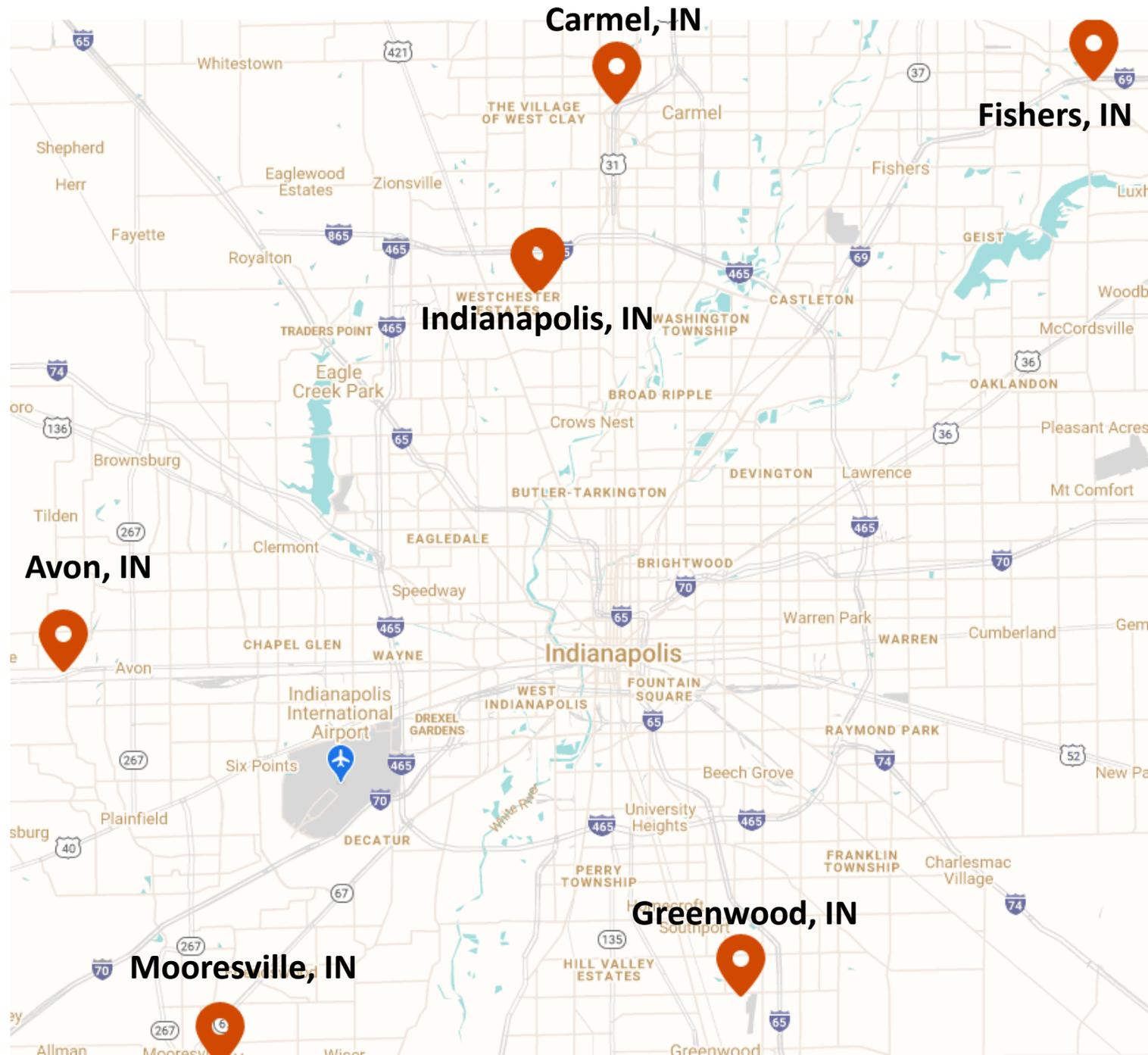
Rebecca Ruegg Cowan, COO, Goodman Campbell Brain and Spine

Goodman Campbell Cyberattack 2022

- Introduction
- What happened?
- Operational response
- Practical Toolkit
- Epilogue: Dealing with risk in private practice
- Q & A







Carmel, IN

Fishers, IN

Indianapolis, IN

Avon, IN

Greenwood, IN

Mooresville, IN



What Happened?

Friday May 19, 2022...Carmel, Indiana



7 a.m. Board Meeting; 10 a.m. COO interviews





“Hello and welcome to Hive. How may I help you?”

“Our files are encrypted and your note told us to contact you here. What do you want from us?”



“What happened? **The bad news** is that we hacked your network and encrypted your servers, after which we stole confidential information from your servers, as well as downloaded over 500 GB of your personal data, including financials, contracts, databases and other documents containing SSN-DOB, addresses and other information about clients and patients. If this data is released, you will be subject to huge court and government fines. **The good news** is that we are businessmen. We want a ransom for anything that needs to be kept secret, and we don't want to ruin your business. The amount at which we are ready to meet you and keep everything as collateral is \$7,250,000 If you have secured a contract with us, all the consequences stated in this release would not affect you. **We always keep the terms of the contract.** Before your decision to have a contract with us or not your information will not be published or any other way disclosed.”



The GOOD NEWS???

- Groups like HIVE run their organization like a business
- They are still BAD GUYS – Threat Actors
- They only want paid, once it is clear no ransom will be paid, they move on
- There are consequences



OMG!



Operational Response



Recovery Planning

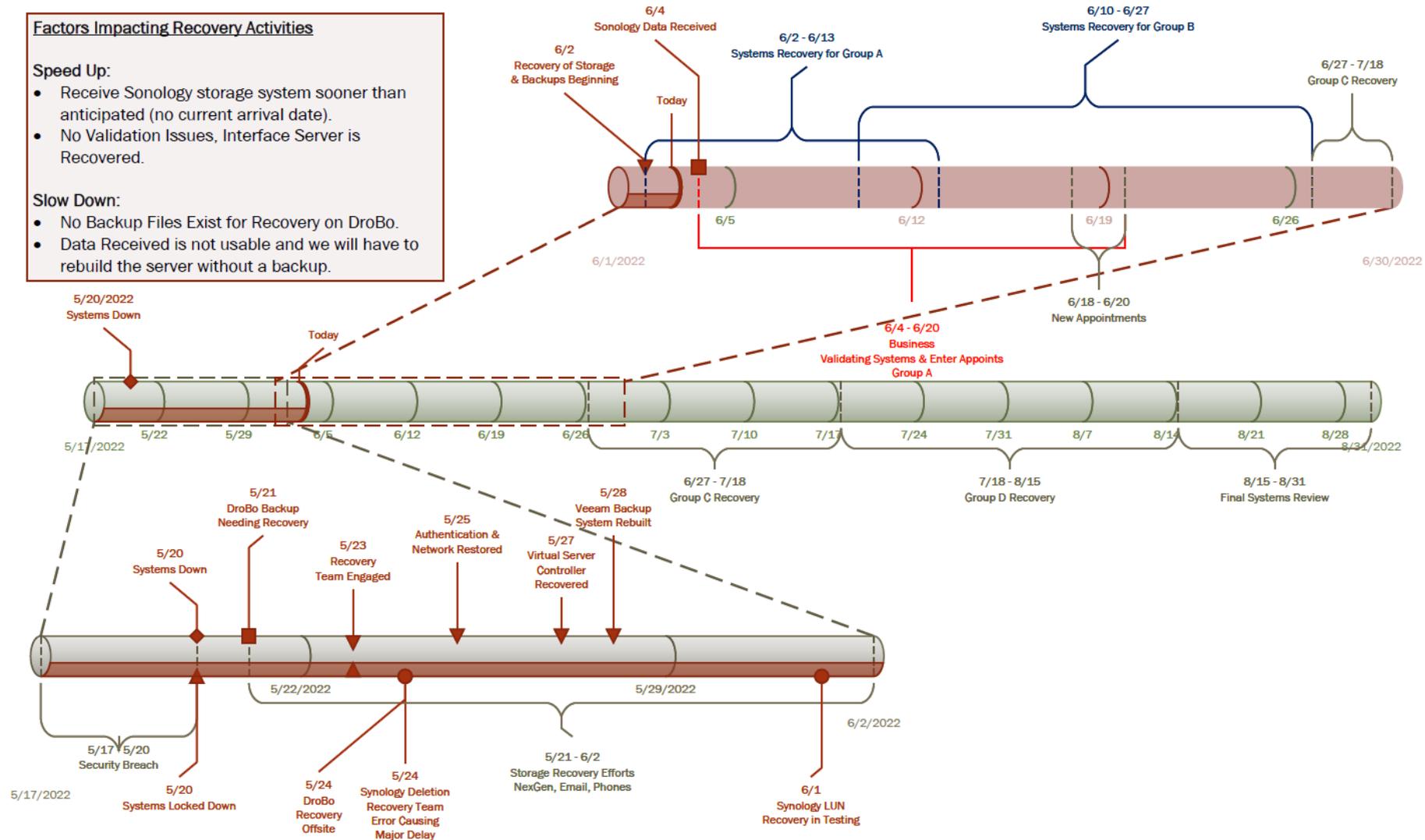
Factors Impacting Recovery Activities

Speed Up:

- Receive Sonology storage system sooner than anticipated (no current arrival date).
- No Validation Issues, Interface Server is Recovered.

Slow Down:

- No Backup Files Exist for Recovery on DroBo.
- Data Received is not usable and we will have to rebuild the server without a backup.



Practical Toolkit

- Understanding of cybersecurity policy
- Understanding of who to contact when a cyberattack occurs
- Review and update HIPAA Privacy and Security policy and procedures
- Operational planning – disaster playbook
- IT planning
 - On-premise versus cloud-based software
 - Vendor management
 - Regular vulnerability assessments
 - Optimization of security solutions



Dealing with Risk

- Get outside help for risk planning
- Build in accountability to make sure risk management is a priority
- It's going to cost more
- Build your toolkit



Epilogue - January 26, 2023



Ransomware Attacks Hit Health Sector Hardest In 2022, FBI Says

March 27, 2023 (Inside Health Policy)

- “Health care entities made up the largest share of ransomware attack targets in 2022, according to an FBI report that underlines recent emphasis on the growth of cyberattacks against critical U.S. infrastructure.”
- “The report found that the health care and public health sector was the top target of 2022 ransomware attacks, with a total of 210 attacks reported to the FBI. The second most-targeted sector, critical manufacturing, reported 157 attacks.”



FBI Internet Crime Complaint Center

- “In 2022, the IC3 has seen an increase in an additional extortion tactic used to facilitate ransomware. The threat actors pressure victims to pay by threatening to publish the stolen data if they do not pay the ransom,” the report says.
- The FBI does not encourage paying ransom in response to attacks, the report says, as it “may embolden adversaries to target additional organizations, encourage other criminal actors to engage in the distribution of ransomware, and/or fund illicit activities” and does not guarantee the recovery of data.





Thank you!