CENSINET®

CASE STUDY

How Northern Arizona Healthcare Cut Assessment Time to One Week & Strengthened Operational Resilience

Assessment completion time reduced from more than one month to approximately one week, with a more comprehensive third-party risk program and no additional headcount.

CUSTOMER RESULTS AT A GLANCE

1 Week
Assessment completion time, down from more than one month

314
Vendors and products monitored in Censinet RiskOps™

1,087
Risk findings identified, zero high or critical open

ABOUT NORTHERN ARIZONA HEALTHCARE

The largest health system in northern Arizona, serving more than 750,000 residents across a region of over 50,000 square miles. Northern Arizona Healthcare's largest hospital, Flagstaff Medical Center, is the only state-designated Level 1 Trauma Center north of Phoenix.

Northern Arizona Healthcare

THE CHALLENGE

Like many health systems, Northern Arizona Healthcare managed third-party risk through processes that could not scale. Recognizing these limitations early, the organization set out to establish a more consistent approach to risk assessments and governance.

- **Manual processes.** Risk assessments were distributed and tracked by email, leaving no consistent view of third-party risk across the organization.
- **Limited visibility.** Assessments were conducted as capacity allowed rather than as a standard requirement, limiting the organization's ability to maintain a comprehensive risk profile.
- **Approvals before review.** Departments could approve technology acquisitions before security or technology governance evaluated the associated risks.

> **It makes a significant difference when the vendor understands the healthcare landscape. Censinet knows what our pain points are, so we do not have to explain the nuanced differences.**



Sara Coverstone
Chief Compliance and Information Security Officer, Northern Arizona Healthcare

WHY CENSINET

Purpose-built for healthcare

A partner that understood the clinical and regulatory context in which the organization operates.

Validated assessment frameworks

Healthcare-specific questionnaires the team could tailor to its requirements, rather than develop and validate internally.

Internal ownership of third-party risk

Software that would increase the capacity of the existing team rather than outsource the function.

THE IMPACT

Reduced assessment turnaround from over a month to approximately one week.

For vendors already in the Censinet Network, readily available profiles reduce manual work to identify contacts and gather vendor information. Vendors can also reuse completed assessment responses, reducing follow-up and accelerating completion.

Expanded assessment coverage across the vendor ecosystem.

Every new vendor completes a security risk assessment, and the program now extends to existing vendors at renewal.

Increased program capacity without additional headcount.

A two-person team administers Censinet RiskOps™, redirecting time previously spent on manual tasks to higher-value risk management initiatives.

Embedded third-party risk assessments into technology governance.

A single intake process governs all new technology, and contracts are not released for signature until the assessment is complete.

Secured funding for security investments by leveraging healthcare benchmark data.

Healthcare-specific comparative data helped the organization identify priorities and secure funding for improvements, including network segmentation.

Achieved zero outstanding high or critical risks across 1,087 identified findings.

Automated risk findings help the team identify which risks warrant attention without manually reviewing every questionnaire in full.

> **We are the only Level 1 Trauma Center north of Phoenix, so we cannot easily divert patients… It is life or death.**



Sara Coverstone
Chief Compliance and Information Security Officer, Northern Arizona Healthcare

WHY IT MATTERS

For Northern Arizona Healthcare, cybersecurity is patient safety. The organization serves a region where alternative care facilities can be hours away, raising the stakes of a breach or ransomware event involving a critical third party. Assessing products before they enter the environment and maintaining visibility into vendor breaches and ransomware incidents helps the organization identify and address risks that could disrupt patient care.

ABOUT NORTHERN ARIZONA HEALTHCARE

Northern Arizona Healthcare is a nonprofit health system that serves all patients regardless of their ability to pay. It is the largest health system in northern Arizona, covering a region of more than 50,000 square miles with a team of over 4,000 clinicians and staff serving more than 750,000 residents. The system operates two hospitals, Flagstaff Medical Center and Verde Valley Medical Center, with nearly 400 beds combined, and provides outpatient care through primary care, urgent care and specialty clinics across northern Arizona. Through Guardian Air Transport and Guardian Medical Transport, the system provides emergency transport services across 79,000 square miles. Its mission is improving health, healing people.

ABOUT CENSINET

Censinet®, based in Boston, MA, delivers the only AI-native risk intelligence platform purpose-built for U.S. healthcare. Censinet RiskOps™ helps healthcare organizations identify, assess, prioritize, and manage risk across third parties, the enterprise, critical healthcare functions, and artificial intelligence. Powered by healthcare-specific intelligence, AI-driven automation, and the collective scale of the Censinet Network, Censinet enables healthcare leaders to see risk clearly, make better-informed decisions, and strengthen operational resilience. Censinet is an American Hospital Association (AHA) Preferred Cybersecurity Provider. Learn more at censinet.com.

Scan to see Censinet RiskOps™ in action.

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