

Well-Being Index Legal Whitepaper

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Vendor Contact Information

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Vendor/Product URL:	https://mywellbeingindex.org
Product Name:	Well-Being Index
Application URL:	https://app.mywellbeingindex.org

Product Overview

Provide an overview of the application and how it is used

- The Well-Being Index is the revolutionary self-assessment tool invented and validated by Mayo Clinic to measure and support medical professional well-being. The Well-Being Index provides organizations with validated well-being assessments, effective participant tools and resources, comprehensive reporting, and unparalleled expert insight regarding wellness programming. We equip healthcare leaders invested in improving the well-being of their teams and colleagues with the most advanced data, support, and strategies to foster a workplace culture of wellness. Current versions include physician, resident & fellow, medical student, nurse, advanced practice provider, pharmacy professional, and employee.

What information feeds and/or integrations does our institution need to provide?

- None, all data is supplied by users. The Well-Being Index is purposefully not integrated with your institutional infrastructure to maintain participant anonymity.

Hosting

Is this a hosted platform?

This is a vendor-hosted application and provided to you as a web-based app in a traditional SAAS model.

Is the hosting facility owned by the vendor or contracted by a third company?

Hosting infrastructure for the app is with a secured third party private cloud provider.



What type of technical controls are in place for protecting data at the hosting provider?

- Physical security provided by our cloud provider is certified compliant according to ISO, HITRUST, and SSAE 18 requirements.
- Web server and database server are separate platforms, and full network segmentation and firewall exists between them.
- Advanced firewall protection at all network layers for web service interfaces, including Web Application Firewall & SPI.
- Administrative access to hosting components is limited to only authenticated vendor employees via a secured VPN.

Data Ownership & Security

Does the solution store Personal Identifiable Information including HIPAA and PCI?

- The app collects a user's email address, password, and demographic data such as age, specialty, and gender. After answering the questions, a proprietary Well-Being score is assigned and stored to track well-being over time. The participant can optionally provide a cell phone number for periodic reminders. All of the data collected by the app is non-PHI as deemed by Mayo Clinic.

Who owns the data collected and stored within the Well-Being Index?

- In order to protect the anonymity of the participants, Vendor must maintain ownership of the data collected within the Index. This is non-negotiable in order to license the tool. In the event you decide to discontinue licensing, we will continue to provide access to the tool for your employees under our free version. However, the contract does provide customer ownership rights to the Customer Reports generated in aggregate, de-identified form. Therefore, you'll notice the contract clearly defines two types of data.
- Participant Data - "Participant Data" means de-identified, raw data input into the Services by participants using the Services such as demographic information and survey results; Participant Data is considered confidential, sensitive information and is not considered protected health information (PHI).
- Customer Reports - "Customer Reports" means de-identified, aggregate, web-based reports as set forth in Exhibit A.

How are users provisioned and managed?

- Your institution will invite individuals to participate in the Well-Being Index by providing them a unique invitation code. They are then able to complete the signup process by using any email address as their login and a strong password (passwords must be at least 8 characters and not be common or dictionary words). We do not use SAML, single-sign-on, etc., this is done in order to keep the user data de-identifiable.



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Can data be exported by the end-user? If so, describe the process and format?

- Institutional administrators can export de-identified aggregate reports as a PDF file.

What are the products data retention requirements?

- We retain all participant data (account information, scores, etc.) indefinitely to track their well-being over time. System data is backed up regularly, and backup stores are retained for 7 days.

Who has access to the data?

- In order to maintain participant anonymity, your institutional administrators will only be provided data/reports in de-identified aggregate form. Only specific Vendor personnel have direct access to the database data and authorization is solely granted for the purpose of maintaining the data within the app.

Will you sign a BAA or FERPA with us?

- Since the data collected has been deemed non-PHI by Mayo Clinic, a Business Associate Agreement (BAA) is not necessary for HIPAA compliance. However, if your organization involves medical students we are willing to sign a standard FERPA. Please send FERPA requests to the Vendor Contact Email at the top of this document.



Support Model

Describe the support model for the product?

- The Well-Being Index is provided as Software As A Services (SAAS), therefore, all support is provided by the Vendor.

What are the support escalation paths for the product?

- Vendor has support escalation procedures in place. In most support situations, your institutional IT support services are not needed.

What is the SLA for the product?

- Our standard SAAS/License agreement specifies SLA details. Uptime/availability is guaranteed for 99.8% of the time excluding scheduled maintenance.

Authentication/Password Requirements

Does the “reset your password” feature expire or have a one-time use?

- The password reset link does not expire but it is only valid for a one-time password reset.

How often do you require them to change their password?

- There is no password expiration. This is done because most users will not be frequently logging into the app, and having them change their strong password every time they login would deter many from continually assessing their well-being. We hope to be a solution to distress, not a contributing factor.

Do you offer 2 factor authentication?

- To reduce frustration and increase reassessment of users we do not require 2 factor authentication. Multi-step login would deter users from using the app and they would give up, and this would not help them or your institution. Mayo Clinic has decided a common-sense approach to security based on data that is being collected makes sense.