INTERNATIONAL ASSOCIATION OF CERTIFIED ISAOS

IDENTIFY – PROTECT – DETECT – RESPOND - RECOVER

Advancing Nationwide Healthcare Response

Information & Resource Sharing, Cooperation, Coordination, & Collaboration

NATIONAL HEALTH CARE COMMUNICATIONS (NHCC)

REGISTRATION: NHCC.HEALTH

NATIONAL HEALTH CARE COMMUNICATIONS (NHCC) - LIFERING

Preserving Health by Strengthening Healthcare Critical Infrastructure Communications

EXECUTIVE SUMMARY

IDENTIFY – PROTECT – DETECT – RESPOND – RECOVER

Global security threats and incidents represent the most critical challenges we face, whether physical (bioterrorism, chemical, infectious disease), biological, nuclear or radiological, oil and hazardous materials, explosions, food and agriculture, natural disasters, severe weather, terrorism, cyber, and/or cognitive (disinformation, misinformation.

Moving from a reactive to a proactive preparedness stance requires having the capability and capacity to respond to risk via a unifying public- and private-sector strategy supported by an infrastructure to enable and sustain resilience and protection of life.

The Healthcare and Public Health Critical Infrastructure plays a critical role in emergency, disaster preparedness and response with the vast majority of the nation's health care infrastructure being owned and operated by the private- sector.

Strengthening healthcare infrastructure resources and communications nationwide (internally and externally) is one of the highest priorities to ensure timely and efficient intervention to deliver health care services to the Nation – *led by the private-sector in coordination, cooperation and collaboration with government.*

America's healthcare preparedness work is never finished, continually facing complex and evolving threats and hazards. Varied critical infrastructure capabilities and resources represent crucial assets but applying these assets without a strategic secure communications infrastructure creates barriers at all levels to challenge effective preparedness, response and recovery efforts.

The commitment to safeguard the Nation against its greatest risks requires a resolute "Community-of-Effort" leveraging a unifying public and private protection strategy – enabled by real-time situational awareness information sharing and response…breaking down long-standing communication barriers and silos.

Healthcare personnel rely on flexible communications and information sharing systems to obtain and provide accurate, timely and relevant information to improve the speed and quality of disaster preparedness, response and recovery decisions, thereby improving prevention, patient outcomes, long-term healthcare outcomes and caring for the most vulnerable populations.

In time of crisis, response success is not only measured by the number lives saved, but also by how well front-line responders communicate, collaborate and work together. To overcome blind spots dealing with any disaster, information sharing of a Common Operating Picture (COP) is the goal of all responders. Unfortunately, different public and private organizations use different information sharing communication technologies and platforms that has created a critical need for an interoperable communication infrastructure to connect all healthcare and first responder stakeholders.

National Health Care Communications (NHCC) – LifeRing

NHCC–LifeRing provides the comprehensive communications infrastructure connecting public and private healthcare owners and operators nationwide, led by the private-sector in coordination and collaboration with government.

NATIONAL HEALTH CARE COMMUNICATIONS (NHCC) - LIFERING

Preserving Health by Strengthening Health Care Critical Infrastructure Communications

National Healthcare Communications (NHCC) - LifeRing **provides a nationwide systematic "Unity-of-Effort",** an operationalized interoperable and encrypted digital data, voice and video "Communications Command & Control Operations Center (CCOP)" in the palm of the hands of health care professionals and first responders.

The NHCC "LifeRing" Communications & Control Operations Center (CCOP) enables:

- **Health Care and Public Health Critical Infrastructure Nationwide Communications -** Healthcare owners and operators, emergency operations and supply chain stakeholder communications to identify, prevent, protect, respond and recover from incidents and disasters, regardless of size, location or complexity at local, state, tribal, territorial and national levels.
- **Alignment of Response Plans -** Aligns with health care response local, state and national response plans, and the US Department of Homeland Security (DHS) National Incident Management System (NIMS)
- **Day-to-Day & Large-Scale Communications** - Provides secure, resilient, interoperable, scalable, and portable real-time communications supporting day-to-day operations or for large scale incident response, such as COVID-19. (Voice, Text, Messaging, Chat, Data Sharing, Video, Two-Way (Push-to-Talk) Radio, Emergency Notifications, Whiteboards, and Integrated Worldwide Street Maps, Geographic/Geospatial Information System (GIS) Mapping, Facility Location Map Markers (touch communications), Groups Customization. LifeRing is operational with or without the Internet.
- **Testing, Statistics, Resources, Clinical Support and Mutual Aid Real-Time & Secure Information Exchange** - Secure Exchange of Testing Locations, Statistics, Medical Resource Information sharing collaborative planning, cooperation, and collaboration including identifying and communicating resources, medical equipment and supply needs, mobilizing existing resources, supply chain coordination, and activating existing/new mutual aid agreements.
- **Interoperable Emergency Response Communications** – Communications coordination with federal, state, local emergency operations – connecting with various communications platforms.
- **Decision Making** – Ensuring medical, incident response personnel and other decision-makers have the means and information they need to make and communicate decisions.
- **Responding to Changing Needs** - As resource availability and needs change as response evolves, communicate coordination as closely and as early as possible.
- **Resilience & Redundancy** – Ensures the uninterrupted communications flow of information. Resilience - Ability to withstand and continue to perform after damage or loss of infrastructure. Redundancy – Duplication of Services.

National Health Care Communications - LifeRing **is managed by The International Association of Certified ISAOs (IACI)**, headquartered at the IACI-CERT, Center for Space Education, NASA/Kennedy Space Center. IACI is an authorized Information Sharing & Analysis Organizations (ISAO) by the 2015 Presidential Executive Order 13691, Promoting Private-Sector Cybersecurity Information Sharing. **IACI is the "Center-of-Gravity" for the global community to advance security resilience by accelerating public and private coordinated information sharing and response with critical infrastructure owners and operators, other communities-of-interest and government. IACI is recognized by, coordinates and collaborates directly with the US Dept. of Homeland Security via a formal agreement, and with state/local/tribal/territorial government.**

In partnership with the Advanced Ground Information Systems, Inc. (AGIS), IACI and AGIS have implemented **"LifeRing"** software for the nation's healthcare communications infrastructure. LifeRing is supported by 21 patents.

NHCC-LifeRing is also supported by the Population Health ISAO (Information Sharing & Analysis Organization), and Amazon 'AWS' hosting NHCC-LifeRing providing a highly reliable, secure, and scalable infrastructure.

NOVEL CORONAVIRUS (COVID-19)

The Coronavirus Pandemic (COVID-19) has united humanity to fight against this virus. COVID-19 represents a human tragedy with enormous loss of life, impacts to health (physical and mental well-being), to the economy and the ability to work including far reaching immediate and potentially long-lasting effects across all critical infrastructure and supply chains.

First reports of the coronavirus occurred in January 2020, or possibly even earlier. The first reported American death due to COVID-19 was on February 29, 2020. In March, confirmed cases increased with the US reaching the point of no return, as cases and deaths continue to increase.

As the federal government worked on national response, state and local health agencies in partnership with the private-sector are standing on the front lines and managing response. State or public health emergency declarations have been issued in each state and territory, including the District of Columbia. Governor's in all 50 states, the District of Columbia, Puerto Rico, Guam and the US Virgin Islands have all activated components of their Army and Air National Guard. The Association of State and Territorial Health Officials are tracking guidance on testing prioritization, elective medical procedures and other public health policies. **Various federal, state and local rules and regulations to close schools, parks, encourage social distancing, sheltering in place and to "flatten the curve) vary across the nation, as well as operationalizing reopening plans.**

Governors are continuing to work closely with federal and local officials as well as private-sector partners to address the threat of novel coronavirus. State health officials continue to work with the CDC, federal authorities and other health agencies to ensure a collaborative response. State lawmakers may direct constituents to local, state, and federal health resources to keep everyone informed. Meanwhile, several states are taking legislative action to mitigate the effects and impacts of COVID-19 outbreaks.

State actions have included: Testing, Social Distancing, Limits on Gatherings and Stay-at-Home Orders, State Employee Travel Restrictions, Statewide Curfews, Statewide School Closures, Mask Requirements, Essential Business Designations Issued, Reopening Plans and Task Forces, Primary Elections, 1135 Waiver Status, and Improving Medical Resources (Personnel, Supplies and Equipment) Sharing.

In the absence of treatments and vaccines proven to be safe and effective, states and territories have turned to social distancing to avoid a spike in serious illnesses and deaths that can continue to overwhelm the healthcare system. While there is significant evidence that social distancing is effective at blunting the full force of COVID-19, these actions have come with and continue to come with significant economic and social costs.

With the paramount aim of keeping individuals and communities safe, states are committed to reopening states in a manner that preserves public safety and confidence. Opening prematurely – or opening without the tools in place to rapidly identify and stop the spread of the virus – could send states back into crisis mode, push health systems past capacity and force states back into strict social distancing measures.

Substantial consensus among national experts call for states and national leaders to scale up the required public health infrastructure to limit outbreaks. In concert with federal action to scale production and direct resources where they are needed most, some Governors have suggested that states take it upon themselves to centralize procurement and address the demand for PPE, ventilators and other medical equipment and resources (including human medical professional resources) in a more systematic and expeditious way. Governors have also stepped up efforts to share ventilators directly with other states with hot spots. Efforts to procure resources from suppliers or preserve and repurpose existing equipment may help address near-term shortages, while efforts to build new manufacturing capacity and resource partnerships may take time to yield results.

National Public and Private Healthcare Infrastructure Resilience – Ten Steps[1]

1. Improve Expanding testing capacity and availability (public and private coordination and partnerships)
2. Strengthen public health surveillance to understand the spread of the disease and rapidly detect outbreaks
3. Dramatically scale capacity for isolation, contact tracing and quarantine
4. Ensure the healthcare system can response to potential surges
5. Protect essential workers and at-risk populations
6. Develop a strong and clear communication and public engagement plan
7. Create a framework for reopening
8. Set the criteria and define the stages for reopening
9. Build partnerships between public and private sectors to implement the plan
10. Prepare to reassess and improve the plan frequently.

The global pandemic of COVID-19 poses an ongoing unprecedented challenge to the health and well-being of every state and territory across the country. The public- and private-sector have taken the critically needed leadership role by working together to enable and sustain a nationwide pandemic preparedness and coordinated response and recovery strategy.

NATIONAL HEALTH CARE SUPPLY CHAIN

Infections and deaths across the United States continue to increase. In March 2020, the virus immediately brought to light supply chain vulnerabilities and the reality of hospitals quickly running out of healthcare resources and medical equipment (personal protective equipment (PPE), ventilators, testing supplies, etc.), all critically needed for the Nation to fight against the virus. **The lack of PPE continues to result in thousands of healthcare workers becoming infected, including many deaths. The lack of a nationwide testing strategy continues to result in blindly not knowing how many people are infected in order to fight against COVID-19 and to provide critically needed healthcare services (testing, treating and tracing).**

An intense and chaotic scramble continues to unfold as hospitals, cities and states continue to go out on their own to compete for purchasing masks, gowns, ventilators, medical equipment. and testing kits, even competing against the Federal Government. The Federal Government continues with an uneven, shifting and a complete lack of response coordination support for the States, and cities across the country. Deals to purchase supplies fall through at the last minute to higher bidders, including the FEMA stepping in to buy or confiscate supplies purchased by healthcare facilities. The State of Maryland currently has medical supplies hidden under National Guard and State Police protection.

> ***MASSACHUSETTS HOSPITAL SYSTEM****…It was a stealth transaction, arranged through "someone who knew someone who knew someone", "taking place at an undisclosed location" in an unnamed mid-Atlantic state. The getaway vehicles were disguised as food service delivery trucks and they mapped out separate routes back to Massachusetts to avoid detection. Those were the lengths that the hospital system went to in April 2020 to procure urgently needed masks for healthcare workers treating a continuing growing number of patients with the coronavirus.*

An official from FEMA confirmed that there have been cases in which the Federal government has redirected supplies away from communities – even those with growing outbreaks – because it must weigh other variables, including how much equipment a state already has in storage. A Chief Physician of a Massachusetts hospital commented "…and the cavalry does not appear to be coming."

[1] National Governor's Association, NGA

Some states have since banded together. May 1, 2020 – New York 's Governor and six other northeast Governors made their first joint announcement about banding together to share and purchase much needed COVID-19 supplies and resources and creating a unified reopening strategy. ***National Health Care Communications - LifeRing*** serves as an extension of this banding together as it provides a nationwide systematic collaborative 'unity-of-community" among hospitals, health care agencies, and the supply chain that supports it.

REOPENING TOO SOON? UNPREPARED FOR THE FUTURE?

Despite plans to reopen states, equipment to protect the healthcare community and workers from the coronavirus remains in high demand. The need for an organized, equitable distribution system is needed. As efforts are underway within the private sector implementing national clearinghouses for healthcare critical equipment, the ability for healthcare providers to communicate in real-time as quickly as possible with all healthcare stakeholders (including the supply chain) is critical.

Healthcare experts are calling for millions of tests in order to re-open the US. Dr. Anthony Fauci, Director of the National Institute of Allergy and Infectious Diseases, the Federal government's top infectious-disease official raises questions about testing – we have to have a testing infrastructure that is reliable and plentiful – "We aren't there yet.".

We are not out-of-the-woods yet, and health experts are warning that COVID-19 may possibly re-surge in the fall of 2020, potentially worse than what we are experiencing now and may even continue for another two (2) years. With the ***NHCC-LifeRing*** communications infrastructure in place, the healthcare critical infrastructure will be prepared to respond.

If the coronavirus surges re-emerge as states open up for business, or if a second worse wave of the virus occurs in the fall – healthcare resources, PPE, medical equipment and testing supplies could remain in dangerously short supply for some areas.

PUBLIC AND PRIVATE SECTOR HEALTHCARE COMMUNICATIONS

Challenges continue to mount impacting coordinated communications across the Nation's healthcare sector. The critical importance of access to real-time healthcare communications (internally and externally) cannot be underestimated. It is crucial for the successful performance of healthcare core functions and essential services.

Operationalizing a public- and private-sector protection strategy, a "Unity-of-Community" requires not only working together leveraging the tools to fight against COVID-19, to access innovations in research, testing, treatment, and vaccines, and policies to limit the spread and eradicate the virus; but also operationalizing critical nationwide healthcare provider communications to mitigate the massive real-time communications gap across the healthcare critical infrastructure and supply chain.

Every day, healthcare providers work to save lives, relying upon communications and systems to access accurate, timely and relevant information. Having the capability to communicate in real-time across the nation's healthcare infrastructure represents a national response unity of effort strengthening healthcare to share resources and help each other in times of need.

Healthcare personnel rely on flexible communications and information systems to obtain and provide accurate, timely and relevant information. Establishing and maintaining situational awareness and ensuring accessibility and voice and data interoperability are the principal goals of the National Healthcare Communication System.

To strengthen healthcare emergency and disaster response requires strengthening the communication capacity of the healthcare critical infrastructure. Whether communicating within healthcare organizations or with facilities nearby, nationwide or globally, success depends on a common secure interoperable communications infrastructure for healthcare providers to manage response, ensure a full supply chain, and coordinate sharing resources to provide healthcare services…saving lives.

No healthcare facility is an island.

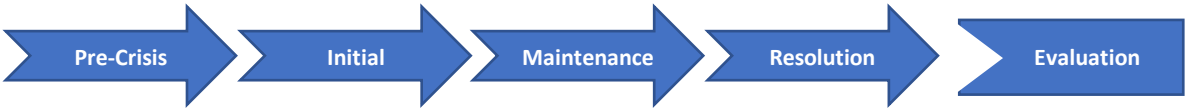
Emergency planning must incorporate established partnerships and communications with other healthcare facilities, public health, public safety, emergency management agencies, and the American Red Cross. Identifying healthcare needs and available resources from a nationwide clearinghouse to share information must be supported by a secure, flexible and interoperable nationwide communications system.

CRISIS & EMERGENCY RISK COMMUNICATIONS (CERC)[2]

Communication has been recognized as a core emergency response function by the US Dept. of Health and Human Services (HHS), and the US Dept. of Homeland Security (DHS).

Understanding the pattern of a crisis helps communicators anticipate problems and respond effectively. Every crisis is unique and progresses in its own way, however, generalized patterns have been shown to be part of most events. Dividing a crisis into phases, helps communicators anticipate information and resource needs, as the crisis and communication efforts evolve.

Crisis Communication Phases:



- **PRE-CRISIS** - Plan & Prepare Communication Plan, Stakeholder Partnerships; Consensus Recommendations, Systems & Redundancies, Test Messages
- **INITIAL** - Collect Information, Interpret Fact from Rumors, Communication Response, Response Entities Coordination; ASAP – Event Magnitude Verification
- **MAINTENANCE** – Risk/Benefit Decision Making, Continued True Information, Response/Recovery Plans, Stakeholder Feedback, Emergency Recommendations
- **RESOLUTION** – Improve Response and Education for Future Emergencies, Examine Success & Lessons Learned, Public Policy Support & Resource Allocation. Reinforce activities, capabilities, and identity of organization as capable and responsive
- **EVALUATION** – Evaluate Response, Communication Effectiveness, Lessons Learned, Communication Improvement Actions, Linkages to Pre-Crisis Activities

EMERGENCY MANAGEMENT / HEALTHCARE EMERGENCY OPERATIONS PLANS[3]

Hospitals are required to have an Emergency Operations Plan (EOP) describing how the healthcare facility will respond to and recover from all-hazards incidents, a range of emergencies varying in scale, duration and cause. **Every state in the Nation has different requirements for healthcare organizations to ensure they are properly planning for emergencies** – with an Emergency Operations Plan (EOP). Emergency Management Programs (EMPs) detail how a facility implements emergency management principles of mitigation, preparedness, response and recovery and the personal, authorities and other details of program administration. EMPs must account for current and changing crisis landscape requirements, regulations, threats and hazards. Complying with standards and following EMP Programs help healthcare entities reliably respond to and recover from disasters, as well as work cohesively and effectively with internal and external healthcare alliance, and emergency management partners.

[2] https://emergency.cdc.gov/cerc/manual/index.asp
[3] https://asprtracie.hhs.gov/technical-resources/84/emncy-operations-plans-emncy-management-program/1

The Emergency Operations Plan (EOP) details what the healthcare facility will DO during a disaster (incident command implementation, command center location and activities, specific plans by department, etc.). The EOP is an all-hazards plan and must integrate with local EOPs ad coalition plans for information sharing and resource requests. EOPs address response policies, procedures, capabilities and procedures, recovery strategies, initiating and terminating response and recover phases, activating authorities, and identifying alternate sites or resources and medical equipment needed to deliver care, treatment and services.

NATIONAL PUBLIC HEALTH & HEALTHCARE PROVIDER COVID-19 RESPONSE

When incidents, such as the Coronavirus (COVID-19) global pandemic occur, immediate and ongoing patient and medical surge dramatically impacts healthcare facility resources capability, capacity, secure operations, potential lockdowns, evacuations, mass casualty management., and the healthcare supply chain.

Nationwide, COVID-19 medical response capability has been limited, strained and depleted in areas, being felt acutely at community and local levels. Resources and support at these levels exceed needs and self-reliance is and will be the "order-of-the-day" for extended periods.

COVID-19 pandemic key supply chain challenges include movement of essential personnel, goods and services and maintenance of critical infrastructure, and changes in population daily routines and negative behaviors (such as hoarding) deplete normal stockpiles of material and resources.

Response coordination and communications among local, state, regional and nationwide hospital and healthcare facilities, Health Care Coalition Partners, EMS, Public and Environmental Health stakeholders and supply chain partners are paramount.

Managing COVID-19 medical response includes managing of essential services and the continuity of critical systems. COVID-19 response is forcing many key decisions to be made in a dynamic environment of shifting events impacting all states. Key management challenges and issues involving situational status, incident characteristics and resource capabilities must be quickly determined and communicated among response partners in order to establish a common operating picture and to ensure physicians, nurses, other healthcare personnel, and medical equipment and supplies are available and accessible.

Existing mutual-aid pacts or agreements have proven to present challenges in identifying and communicating access to needed resources, which has raised the need for establishing new and improved mutual-aid agreements supported by real-time communications.

Government must work closely with the private sector to ensure critical operations and services, such as food, energy and healthcare are maintained and sustained. Critical resources required in a pandemic are provided by the private sector. The private sector represents an essential pillar of the nation in delivery of essential goods and services and must be included in all pandemic planning, preparedness and response activities.[4] As economic activity has been and continues to be severely disrupted, provision of basic services and resources are critical for successful response and recovery.

Responding to COVID-19 and future pandemics do not present a single event or catastrophe; they represent a series of events to address over time, requiring decision-making processes to be agile and responsible – supported by a secure, flexible and interoperable public- and private-sector healthcare communication system.

[4] National Governor's Association, NGA Center for Best Practices for a Pandemic Influenza

NATIONAL HEALTH CARE COMMUNICATIONS (NHCC)- LIFERING

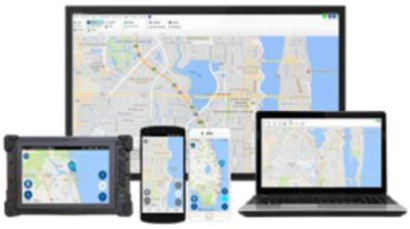
Preserving Health by Strengthening Healthcare Critical Infrastructure Communications

National Health Care Communications (NHCC) – LifeRing is a breakthrough in secure fully-operationalized tactical communications providing a highly portable and integrated communications infrastructure:

- Common Operational Picture (COP) visibility, a single, holistic display of relevant situational awareness information shared by all (vetted users)
- Interconnecting disparate information sharing and communication systems among private, local, regional, state, tribal and territorial healthcare facilities, emergency operations, fire, police, utility, National Guard, NGOs, and humanitarian responder (relief workers)
- Quickly and automatically facilitating secure 'real-time' information sharing exchange supporting cooperation, collaboration, and coordination to support preparedness, response, recovery, testing/tracing, and communicating needs/requirements and access to resources, PPE, equipment, supplies, and supply chain management.

NHCC- LifeRing is accessible online or through an easily downloadable app loading onto any PC, Android or iOS device providing real-time, situational awareness information sharing among all users including a scalable view of mapped areas and precise locations of all responders (healthcare facilities) and any potential dangers to those responders.

With a simple login and password, key people within healthcare and emergency response are automatically networked together appearing as georeferenced symbols. By tapping the icon on the map or accessing via the contacts list, users rapidly communicate and exchange encrypted data, video, and push-to-talk (PTT). LifeRing users also can send Emergency Notifications, Chat, Text, Photos, Video and file attachments. All digital content is transmitted in real-time and optionally to other disaster response units such as police, fire, EMS and other government organizations.



- **Collaborate** – Talk, Communicate, Chat (Instant Messenger), Message (Test, Photo, Audio, Video, Push to Talk (PPT)
- **Touch-to-Call** – Place a cellular call without already knowing the phone number of the user, or from the contact list
- **Broadcast** – "Send Messages to All" System Users
- **Emergency** – Ability to Declare an Emergency – Immediately Alerting A Group or All Users on the Network
- **Whiteboard** – Ability to draw directly on the Main Map. Most often used for response planning and activations
- **Groups** – Ability to form groups for private levels
- **Security** - AES 256-bit encryption key between all users to enable and sustain secure communications.
- **Track List** – Easily and Quickly Find LifeRing Users
- **Maps, GPS** – Internet Maps, Commercial Maps, Imagery Maps,
- **Map Symbols / Markers** – Customizable Symbology, COVID-19 symbols, add photos, text descriptions, audio and video
- **Pointers** – To call attention to a specific location of interest
- **Find** – Locate objects and view their location of information

https://nhcc.health/

NHCC "LIFERING" & THE NHCC COMMUNICATIONS CONTROL OPERATIONS CENTER (CCOC) – MANAGED BY:

The International Association of Certified ISAOs (IACI)

Advancing Security Resilience – Accelerating Information Sharing

To accelerate advancing security resilience, a collaborative public- and private-sector partnership established the International Association of Certified ISAOs (IACI), a non-profit organization headquartered at the IACI-CERT, Center for Space Education, NASA/Kennedy Space Center, FL. IACI, an authorized ISAO by the 2015 Presidential Executive Order 13691, is the "Center-of-Gravity" connecting critical infrastructure ISAOs and the public and private sectors to reduce risk by sharing threat and defensive measures intelligence and supporting response and recovery cooperation and collaboration to make the world security resilient.

The Population Health ISAO

The Population Health ISAO is the security (physical, cyber) intelligence community for healthcare professionals working together to share situational awareness information, coordinate response, meet regulatory requirements, reduce security risk and identify and respond to threats in the healthcare environment. Following US Department of Health & Human Services (HHS) guidelines to support the National Preparedness Goal for a secure and resilient nation, the Population Health ISAO provides targeted training and supports healthcare secure communications - National Health Care Communications (NHCC-LifeRing).

Advanced Ground Information Systems, Inc. (AGIS)

AGIS, Inc. provides military, first responder and critical infrastructure with a communication system (LifeRing) that provides data interoperability between disparate systems. The LifeRing software, cutting-edge technology, provides a comprehensive, unmatched Common Operational Picture (COP) and communications to rapidly and effectively share information to support preparedness, response and recovery operations. LifeRing – Common Operational Picture (COP) – Integrated Data, Voice, Video

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Amazon Web Services (AWS)

AWS provides the National Health Communications System (LifeRing) with a highly reliable, secure and scalable infrastructure platform in the cloud that powers NHCC LifeRing communication. AWS services and data centers provide multiple layers of operational and physical security ensuring NHCC integrity, security and safety including industry-recognized certifications and audits: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly SAS 0 and/or SSAE 16), and SOC 2