CloudWave Managed Cloud Hosting Helps Puerto Rico's Hospitals Prepare for the Unexpected with Disaster Recovery Solutions Designed to Protect Patient Care

SUMMARY

As damaging hurricanes in the US have tripled in frequency over the past century, the threat to healthcare IT infrastructure has grown more urgent. When an EHR or any other mission-critical system in a hospital is disrupted, patient lives are put at risk.

Puerto Rico knows this reality all too well. After enduring multiple devastating storms in recent years, its hospitals have been congressionally mandated to develop long-term disaster recovery plans that can be replicated for future incidents. These requirements align with mandates from The Joint Commission, which requires US hospitals to test emergency preparedness plans at least twice annually as part of accreditation standards.

However, natural disasters are not the only event that causes extended downtime. Today's healthcare CIOs must also contend with cyberattacks, aging infrastructure, and staffing shortages—all of which can contribute to costly, dangerous downtime and data loss. Today, choosing to host an EHR and other mission-critical enterprise systems in the cloud has many advantages for hospitals, not only in the event of a hurricane but also in the event of a cyber incident.

CloudWave's Managed Hosting solution helps hospitals meet these demands with secure, healthcare-specific infrastructure-as-a-service (IaaS) solutions for EHR and enterprise applications. CloudWave delivers fully managed compute, storage, disaster recovery, healthcare cybersecurity services, archiving, backup, and systems management—empowering hospitals to safeguard patient care, ensure operational continuity, and stay prepared for whatever comes next.

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SITUATION

Damaging hurricanes in the US have become three times more frequent in the last century. Due to the increasing warmth of ocean waters, they can also intensify more quickly as they approach land, leaving less time for hospitals to prepare.

When extreme weather forces an EHR or any other mission-critical system in a hospital offline, patient lives are at risk. Hospital emergency care may increase, and staff may be reduced due to travel restrictions or inaccessible roads. Critical care services remain essential, despite the weather. Not all health systems can afford a Tier 3 data center that is HIPAA-compliant and SOC 2 Type 2 compliant. Most hospitals are already short-staffed and do not have the resources to manage daily infrastructure operations, maintenance, updates, and test restores.

2017	2022
Maria	**Fiona**
CATEGORY ●●●●○	CATEGORY ●●●●○
Without power for up to 11 months	Already weakened electrical grid

COLLABORATE ON IMPROVING CYBERSECURITY IN THE HEALTHCARE SECTOR

IMPACT

No one knows more about what the destruction of hurricanes can do than the residents of Puerto Rico. Located approximately 1,000 miles southeast of Miami, Florida, Puerto Rico has been left without power after two significant hurricanes destroyed the island's infrastructure. Hurricane Maria hit Puerto Rico in 2017, followed by Hurricane Fiona in 2022. Maria was a Category 4 storm that took almost 3,000 lives and left residents without power for up to 11 months. Less than five years later, Fiona arrived on the doorstep of an already weakened electrical grid that had not been updated since Maria.

Since then, hospitals in Puerto Rico have been congressionally mandated to have long-term recovery plans that can be replicated for future disasters, and with good reason. In 2024, Hurricane Beryl was one of the earliest Category 5 Atlantic hurricanes on record, arriving on forecasters' maps as early as June. Not since 2005 had the Atlantic seen such a powerful hurricane arrive so early in the season.

Today, no CIO, no matter where they reside, is immune to the risks of unplanned downtime and data loss. A disaster recovery plan is more critical than ever. Hurricanes are not the only event that cause extended downtime. Increased cybersecurity incidents have also heightened the risks of system disruption for hospitals.

The US Federal and State governments are moving toward mandates for all disasters, not just hurricanes. The Joint Commission mandates that hospitals have an emergency preparedness plan tested through drills or actual participation in a real event at least twice annually as part of accreditation standards.

Recently, the US Department of Health and Human Services (HHS) worked closely with the Administration for Strategic Preparedness and Response (ASPR) to create new Public Health Sector Cybersecurity Performance Goals (CPGs). These goals are designed to protect patient safety during a cyber incident. This past July, the Healthcare Cybersecurity Act of 2024 was introduced. If passed, it will allow CISA (Cybersecurity and Infrastructure Security Agency) and HHS to collaborate on improving cybersecurity in the healthcare sector and provide resources to private entities.

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SOLUTION

Leveraging cloud technology protects data, but more importantly, keeps patients safe. Today, choosing to host an EHR and other mission-critical enterprise systems in the cloud has many advantages for hospitals, not only in the event of a hurricane but also in the event of a cyber incident.

CloudWave's Managed Hosting is an infrastructure-as-a-service (IaaS) solution that provides secure hosting for healthcare EHR and enterprise applications. Designed and built specifically for healthcare, Managed Hosting includes fully managed compute, storage, disaster recovery, archiving, backup, security, and systems management.

Over 20 hospitals in Puerto Rico, including Manati Medical Center, have chosen CloudWave Cloud Hosting to provide disaster data protection and operational continuity to their healthcare organizations.

Francisco Caceres is CIO for Dorado Health Inc., Manati, Mayaguez, Bayamon Medical Center/PR Children Hospital, and Mayaguez Medical Center-San Antonio:

"With CloudWave's Managed Hosting providing secure and reliable hosting for our EHR, it gives our hospitals peace of mind knowing we are protected. Destructive hurricanes in the past have mandated that healthcare organizations in Puerto Rico have a plan for the continuum of patient care, and Managed Hosting gives us confidence that we'll be able to quickly restore operations and, most importantly, keep our patients safe. Also, with the frequency of cyber incidents today, Managed Hosting is now a valuable part of our hospital's cybersecurity strategy."

Part of CloudWave's Healthcare Cloud is their longstanding partnership with Neptuno, one of Puerto Rico's premier data centers and internet service providers (ISP) on the island, which helps bring these managed services to these hospitals. Neptuno's data center offers top-tier network connectivity, physical and logical security, high availability, and stringent security required for healthcare operations and compliance. Pedro Andrés, President and CEO of Neptuno, ensures that their team continually works to improve the technology available so that Puerto Rico's hospitals' technological needs are met.

"Hospitals in Puerto Rico and the Caribbean region are confident in choosing CloudWave as their managed hosting provider. CloudWave's high-level technical expertise and top-level compliance knowledge of healthcare regulations, combined with Neptuno's SSAE 18 SOC 2 Type 2 compliant data center facilities, provide healthcare organizations a robust protection plan."

In addition, CloudWave also hosts and manages MEDITECH's MaaS customers.

LEARN MORE AT
gocloudwave.com

CloudWave, a full-service cybersecurity and cloud services provider built exclusively for healthcare, delivers end-to-end solutions that combine secure hosting, IT operations, and 24/7 threat detection and response. Services include managed security, risk and compliance, disaster recovery, systems management, and cloud optimization—providing a cyber-ready foundation for safe, uninterrupted patient care.

20+
Hospitals
in Puerto Rico have chosen CloudWave Cloud Hosting

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Pedro Andrés
President and CEO