Cyber Resilience

MEDITOLOGY SERVICES

Resilience Metrics Scorecard

Is your board seeing activity or resilience?

Most healthcare security dashboards show that the team is busy. Few show whether the organization can keep delivering care during a disruption. Use this scorecard to compare what you report today with the metrics that answer the board's real question: Can we still deliver care?

The Metric Shift

Instead of: Vulnerabilities patched

EHR recovery time

Answers: How long until clinicians have the EHR back?

Measure: Restoration time proven in testing, compared with your stated recovery time objective (RTO).

Instead of: Phishing simulation pass rates

Manual workaround duration

Answers: How long can care continue on downtime procedures?

Measure: Hours each critical department can sustain downtime procedures before staffing, supplies, or safety become limits.

Instead of: Firewall block counts

Cost per hour of downtime

Answers: What does an hour offline cost the organization?

Measure: Finance's estimate of lost revenue, delayed claims, diversion, and recovery costs for each critical process.

Instead of: Maturity scores (NIST, HITRUST)

Vendor dependency map

Answers: Which vendors could stop a critical care process?

Measure: Critical vendors mapped to the processes they support and tiered by care impact.

Traditional metrics still matter. They show program activity. Resilience metrics show whether care continues.

Score Yourself

	0	1	2	3
EHR recovery time	☐	☐	☐	☐
Manual workaround duration	☐	☐	☐	☐
Cost per hour of downtime	☐	☐	☐	☐
Vendor dependency map	☐	☐	☐	☐

Your total: _____ / 12

Scoring key

- **0** Not measured: no current figure
- **1** Estimated: a figure, but not tested
- **2** Validated: confirmed through testing or analysis
- **3** Reported: tracked and shared with leadership

Your maturity stage

- **0–4 Foundational:** map your critical care processes
- **5–8 Operational:** validate estimates through testing
- **9–12 Optimized:** track trends to guide investment

Report It in Four Questions

1. What changed?
2. Why does it matter?
3. What actions were taken?
4. What decisions are needed?

Where to Start

1. Pick one critical care process.
2. Map its systems, vendors, people, and workarounds.
3. Test it with a tabletop exercise or recovery test, and record all four metrics.

For Health Tech Vendors

You're on your customers' dependency map. Be ready to answer:

- How quickly can you restore service?
- How and when will you notify them?
- Who can make recovery decisions?

How Meditology Can Help

Meditology Services helps healthcare organizations map critical processes and dependencies, test resilience before an incident does, and build board-ready resilience reporting.

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Metric framework informed by Meditology's 2026 Healthcare Security Outlook research.