Podcast Transcript

Risk Never Sleeps Episode 119 Ty Greenhalgh

Ed Gaudet: Welcome to the Risk Never Sleeps Podcast, in which we learn about the people that are on the front lines, delivering and protecting patient care. I'm Ed Gaudet, the host of our program, and I am pleased today to be joined by a good friend, Ty Greenhalgh. Now, did I pronounce that correctly, good friend of mine?

Ty Greenhalgh: Yeah, absolutely. Nailed it.

Ed Gaudet: Okay, great. And you are the Industry Principal for Healthcare at Claroty?

Ty Greenhalgh: I am.

Ed Gaudet: Yes, sir. All right. We have a jam-packed agenda for today, Ty. No, I'm just kidding. I'll be gentle, I promise. All right, so why don't we start off with telling our listeners a little bit about your current role and your organization?

Ty Greenhalgh: Okay. I work for Claroty. A lot of people in the industry from the, I work in the healthcare vertical. Specifically, a lot of people would know the name, Medigate, Claroty bought Medigate. And it's a cybersecurity organization dedicated to protecting healthcare with respect to the medical devices, IoT devices, building management systems, not so much the IT devices, which is covered pretty well.

Ty Greenhalgh (cont'd): And so we have some unique ability in our DPI and machine learning AI to identify devices, watch their communications, understand their vulnerabilities, make recommendations for mitigation, and generally protect all those types of devices and lower risk to patient care and the threat of attacks.

Ed Gaudet: Good. So something obviously that's needed critical in healthcare.

Ty Greenhalgh: Yeah. A lot of people, lot of people, a lot of facilities don't really understand that. At least, if you're not in the infosec world. The majority of the focus is really on the IT devices for securing them and the not so much with the other three devices that I just talked about. So my role there at Claroty is in the center of excellence, and I am in charge of the healthcare vertical, where I'm coordinating all of the different departments in our organization to make sure we're all rowing in the same direction.

Ed Gaudet: And I assume you spend a lot of time with customers in that role.

Ty Greenhalgh: I do. They also have me, I was for a time in marketing, I reported up in the marketing, where I would work with customers, I would do a lot of webinars and education sessions and thought leadership helping. I also, we're on the workgroups together for HSEC and 4 or 5D and things like that. We'll probably talk more about that in a little bit, but bringing all that knowledge into the organization.

Ed Gaudet: Excellent, excellent. So being a channel for what's happening on the regulatory front or forefront, having the immediacy of that data that you can bring back into your overall strategy and your product sets, and also inform customers. Correct?

Ty Greenhalgh: Yes. Yeah.

Ed Gaudet: Awesome. Okay, good. How did you get into healthcare?

Ty Greenhalgh: Oh, gosh. Back in the early 90s. I think I just always, I always knew I looked at healthcare and said, Okay, healthcare is going to be a, it's a stable recession proof really. And you get to help people. And I was always an IT guy and a little mischievous. So that's what ...

Ed Gaudet: That's what I love about you, Ty.

Ty Greenhalgh: Right back at you. Right back at you. Went to help an organization, a government contractor, and they said, Hey, Ty, we've got this new technology. How can you help us get it into, we want to create a private side to our government. And it was scanning in images way back. For some of the younger listeners, it was a big deal back then. And so we thought, I thought electronic records system. And so we took that technology. And basically before that, there was no multi-user access to the records. There was one paper record and it was where is it? Right? And so to just provide multi-user access by scanning in images and when the indexing became a problem. And so OCR is an early form of AI. Right? I know you're going to want to talk about AI. So I'm going to throw.

Ed Gaudet: We are.

Ty Greenhalgh: Good. So the AI, so using OCR back then to index the documents, so you could do the workflow and whatnot. And when we were there, we won the Henry Ford Health System Most Innovative Technology of The Year Award. Working with the Association for Health Information Management in Chicago in a local hospital. So it was pretty cool. It was pretty advanced little thing we were doing, but they wanted to go, the government contractor wanted to go off and do still government stuff. And I'm like, health care is the way to go. So I went to go work for a company called Softmed, who had the DOS-based version of workflow for an EMR. We image enabled it, brought it windows, and that was, now we're doing processing on and in that company we ended up releasing speech recognition, another AI, and integrated it into new digital dictation system. I don't know if you remember Lanier and dictaphone back in the day. So we took them both down and created a new digital dictation system with speech recognition and editor and electronic signature, and plugged it into that whole EMR thing. So again, AI based, and then the next three M bodice and three M health information system.

Ty Greenhalgh (cont'd): And so I stayed and we I helped them to bring about the next aid which incorporating the natural language processing into computer-assisted coding where we had ICD nine and ICD ten. We were shifting there and it was going to be so much harder to code. The R was going to accounts receivable was going to back up just due to the slowness and coding for ICD ten. And so we used natural language processing to read and do computer-assisted coding and help, very much like a transcriptionist with the speech recognition where the physicians dictated it, converted it to transcription. So their productivity increased. Same thing with coding. It's like the coders got a partially-coded record. Had to check it. Human in the loop. And then that went into clinical documentation improvement, which is really where the sexy part got because it was like now it's oh, doctor, did you mean to say this? Cause if you did, we can make an additional $1,000. Not that's why you would, but just letting you know. Oh, of course. Yeah, that's exactly what I meant. And so the case mix index went through the roof. All of a sudden everybody wanted a computer system coding. But, you know, and then, so I left there, I tried to start my own gig called Cyber Tiger, which is when I met you. And we met at the HHS Humphrey's building right next to the Capitol. And but Covid. But in that, what I had decided was we were going to get into something around AI. I wanted HIPAA security rule that was the risk assessments cyber. And so really the medical device security space really appealed to me. And so we were in that environment. But I had no Jonathan Langer from Medigate for a while. And he just was like, Ty, come on board. We've got some great things going on over here. Could use your help. So I came on board and now that's a machine learning AI and D-packet inspection. So it's again it's another use of AI technology. And this is a long answer. But I think it's a nice thread which is this AI, no matter what it was, in healthcare, you were always challenged with the, it was the governance. It was the workflow; it was training; it was changing operations and having departments have to work together that never worked together before. The technology was not really the hard part. It what it is, but once you have it, right? And so we're faced with that here now with cybersecurity and medical devices as people understanding that threat vector.

Ed Gaudet: Yeah. Two points that I think are interesting. First of all, thank you for your service in healthcare IT for so many years. A true pioneer at the forefront of not only, and I think you say, The Intersection of Cybersecurity and Healthcare, in your LinkedIn profile, which I love.

Ed Gaudet (cont'd): But having been part of the, you know, movement, if you will, to really automate as much as possible healthcare. In the early days when DOS, which was, for those younger folks, was the precursor to Microsoft Windows, believe it or not. At one point, you used a thing called MS-DOS in the command line to get your job done. And then along came Windows. Well, Apple obviously first, but to revolutionize the way we work. But yeah, and it's interesting. The second point is that AI is not a new concept. It's been around for a long time. And many of us, including myself, we've been dabbling in it throughout the years. You've, obviously, it seems to be thematic and a bit of fabric to your experience, which is cool over time, so you've seen a lot from that perspective. But the biggest change recently is just generative AI and the accelerant, I'll call it, to innovation that it provides, which again, arguably is bigger than the internet. We're just scratching the surface at this point.

Ty Greenhalgh: Huge. AI is, I think, it's going to dwarf everything. It's, so you've got the the Gartner AI hype cycle, which is, there's an event, which is AI. And then there, first comes on the cycle the peak of inflated expectations quickly followed by the trough of disillusionment. But there is hope. You move up the slope of enlightenment onto the plateau of productivity. And you look at these, all the different AI types that we've got and the ambience that we have now, which physicians are using in their documentation. That's like up on the plateau of productivity, because it's really based on this, a lot of the speech stuff that I was doing back in the day. It's, we've ground out so much of the technology, and it's so solid that they're able to build on it. So it's not all new when you start pulling back the layers of this stuff. It's not, not everything's new. So some of it is further along on that life cycle.

Ed Gaudet: Yeah. No, that's a really good point. And I love the point about, you made about the hard part is the governance aspect of AI: getting people together, getting them aligned, having a common vision, a common set of objectives, a common purpose and values; not values in the terms of cultural values, but what's the value of AI as it relates to our organization? What are we going to measure? And what do we want to take from it? Which I think is really hard. It's hard right now.

Ty Greenhalgh: There's, one of the things I look back on, and I ended up, once I knew that this spot was needed, I would gravitate to it. So Wayne Gretzky says, Skate to where the puck is going to be. So departments, so like, think about the EMR. You had the medical records department and the ID department. Never did they, the only reason they communicate is because medical records needed some computers, a network in it. And when the EMR came, now there's, okay, there's compliance issues for processing the record. There's privacy issues for the record. And now it's, but it's in digital form, and it's, so now these departments have to start talking together but they don't speak each other's language. And so there's this interpreter that develops where you can tell each, tell the other department why this, why they need to do this and why it's good for you. If you do this, then they get this, and you start trying to build these communications. And like today we have the same issue with medical device cybersecurity where clinical engineering is over here. And you take it into facilities management, which, so you've got the facilities engineers, have the buildings like the, a lot of people don't understand that if you, if I shut down your, because it's on the network, your HVAC unit and your elevators, nobody's going to surgery and you're going to have to evacuate everybody because it's going to be too hot. But so these different departments that didn't used to work together like IT and information security and risk or procurement, all of a sudden they need to all start coming together around the cybersecurity of these medical devices. We're still grappling with that. A lot of people doing a lot of great things in that regard. And that seems to be the way it's moving. So more and more people will end up. It's a hard to solve.

Ed Gaudet: Yeah, I know it's, you know, solutions like Claroty and others within cybersecurity context are so critical these days to not only keeping things moving, but identifying where the risks are longer term. So let's move on to a little bit about you, the man, Ty. We'll keep it in business for now. When you look at ... We're gonna get there. Don't worry. When we look out over the next couple of years, what are your top three priorities?

Ty Greenhalgh: Top three priorities. I think, I would, from my position, I want to support the initiatives that are going on with respect to the government. They're, they finally got their hands on. Okay, here's what we think needs to be done through the 405 D which is graduated up to the HPH CPGs.

Ty Greenhalgh (cont'd): And they're trying to figure out how do we get traction here without putting undue burden on rural hospitals, the profitability, additional compliance and regulation. So how do you get there? And one of the things that I think has been missing is support from the vendor population to them. As I noticed, you're dedicated. You are you're extremely dedicated, for those who don't know, to this whole process, and I want to take the visibility we have on 20 million medical devices or more. As Claroty is, we're Best in KLAS four years in a row. We've got more market share than anybody else, means we've got more devices under security. So we can see things that other people can't see. And as we start trying to figure out what the HPH CPGs are and what's most important and where we're getting attacked from as a nation, and get this into an iterative process so that we're constantly evaluating it and feeding the information back so we know how to strategize and where we need to put our emphasis, I want to support more. And so we're actively figuring out ways to do that with maybe the landscape analysis or other vehicles. That would be one kind of on a.

Ed Gaudet: That's a big one.

Ty Greenhalgh: It is a big one, but I'm just one person. So just trying to help. I'll do my piece by dropping the bucket. So then there's, I think, another one I was actually just talking with, I won't mention names, but individuals that are influential in government agencies and their words also healthcare providers there. And basically talking about how Eric Decker is always talking about the three ways we're getting our butts handed to us in healthcare, social engineering, internet-facing devices with known exploitable vulnerabilities, and third-party risk. So the third-party risk thing, what we've discovered is that there are, like hospitals have 35 different remote administration tools and usually dictated by medical device vendors, and because it's easier for them, less friction for the medical device vendor to support the devices that way, but maybe not necessarily the best for the hospital to maintain their risk. So I think that having some sort of a understanding.

Ed Gaudet: Common framework for, yeah, yeah, consolidating or replacing that number would be important obviously.

Ty Greenhalgh: Yeah. And so I don't care who provides it really. But it should be, here's the level of functionality that makes it easy enough for the hospital to manage it. And it's certainly, you've heard, I'm sure you've heard the story about like, the instructor gets up in front of the class with a big empty jar and a bunch of different sized balls. Have you heard this? Where he's got the.

Ed Gaudet: Go ahead.

Ty Greenhalgh: Yeah, he's got the large balls, and he takes out the large balls and fills up this three-foot high circular container glass. And he asks the class, Is this full? And they say, Yes. And so then he pulls out some smaller balls and pours it in there, and they all fall down around the big balls, and it filled up to the top. He says, Is this full now? And they said, Yeah, sure it is. And then he pulls out some sand and pulls them. And then, same thing. And they say it's full. He pulls out some water. Anyways, but the moral of the story is that if you didn't put the big balls in first, you'd never get them in later.

Ed Gaudet: Yes, that's right.

Ty Greenhalgh: And so you can't try to, you've got to take the big pieces first. And I just, I think maybe that's one of the big pieces for third party access is just control consolidation framework to the power to the HDoDs.

Ed Gaudet: I love that. I love that. And what's your third? Do you have a third?

Ty Greenhalgh: See there are three different types of people. Those that can count and those that can't.

Ed Gaudet: I love that.

Ty Greenhalgh: No, I don't have a third.

Ed Gaudet: Okay. All right, let's get into the personal side of you. What keeps you up at night?

Ty Greenhalgh: I sleep pretty good.

Ed Gaudet: Do you? Good.

Ty Greenhalgh: Yeah. I wake up every two hours screaming in terror.

Ed Gaudet: The night terrors.

Ty Greenhalgh: But other than that, in between, I do really good.

Ed Gaudet: That's great. Have you ever had a night terror, by the way?

Ty Greenhalgh: No, I've had one.

Ed Gaudet: Are you a lucid dreamer? Do you lucid dream?

Ty Greenhalgh: I did that one time and it scared me so bad I never did it again.

Ed Gaudet: Yeah, I do it. I do it often.

Ty Greenhalgh: Really?

Ed Gaudet: Yeah, I've read books.

Ty Greenhalgh: You're talking to your dreams?

Ed Gaudet: Yeah, I'm actually active. I'm actively dreaming. And knowing that and actually controlling it. And I've actually, it's a way to bring back, so my mom and dad passed away. I'm going to sound crazy on this right now, but it's so true. I swear to you, this happened. I started realizing through lucid dreaming that I was able to contact them. And actually, in the dream anyway, I physically hugged them and felt it actually. It's amazing.

Ed Gaudet (cont'd): And so yeah, so I've read as much as I can about it and trying to perfect the capability of doing that as well. I used to astral project when I was younger, which is another form of lucid dreaming. People will say it's not possible. I don't know, I've experienced it. But yeah, it's an amazing thing. But night terrors I never had, or maybe I had them when I was younger and I don't remember. But I had one recently and it was awful. Like I was awake. I could see something in the room, something that was evil, like I felt an evil presence. And I was trying to scream; nothing was coming out. And I was awake. I could see. It was a classic night terror dream, basically, because after it happened, I'm like, what the hell was that? I've never experienced. And I started to research and saw that's a night terror. Oh, great. I haven't had one since then.

Ty Greenhalgh: I'll tell you that, yes, you absolutely are crazy. But so, first of all, the lucid dreaming thing, just for everybody's listening. So I tried this as a kid and it was like, if you talk to yourself, this is how I did it. You ask yourself, like a bunch of times during the day while you're awake, am I dreaming? And you say no, and then you follow it up with the question, Can I ask you a question? That was the two things I did that all day for days. And eventually, it creeps into your dream. And when you ask yourself, are you dreaming? And you realize, yes. And then you ask, Can I ask a question? And the answer came back: yes. And it was a a world of information. It's the best way I can, or knowledge or truth or I don't know what it was that just, it's scared me so badly. I sat straight up in bed and never tried it again. I thought about trying it again. But anyway. So I'm with you. And then here in Virginia Beach, we have the Edgar Casey Foundation, which is the Association for Research and Enlightenment. It's the biggest. So Edgar Casey went into these trances, read the Bible once for every year of his life, and still he went into these trances and he could do spiritual health readings on people. He Documented 25,000 times. That's what the library is, all the documentation of all the people he, they called him a sleeping prophet. So there's something there. There's definitely something. Something's there.

Ed Gaudet: No, there's definitely something there. And, you know, to your point, it is, I sleep well. Most people probably do this, but I sleep with the phone by my bed because a lot of the problems I work through in my dreams. I also write poetry, and I'll write poetry in the dream as well. And then I wake myself up and I capture it.

Ed Gaudet (cont'd): Because the thing is, if you don't do that, you're going to forget about it. It's, odds are you'll forget. Even if you think you're going to remember, you're going to forget about it. It's a weird phenomenon where you could wake up in the middle of a dream. It's lucid, the dream. And then, if you don't write it down, I always forget them. So that's why I sit with the phone so I can capture them. But yeah. No, I've solved problems that have been like, plaguing me for weeks; strategy problems, whatever. And I'll dream about it, and boom. Interesting.

Ty Greenhalgh: That's super cool. So you see that I've turned this interview around.

Ed Gaudet: Yeah. No, I noticed that. I'm going to get back to you. So we're getting there. This is so, you, yeah, you've made a couple changes over the last few years. What are you most personally proud of?

Ty Greenhalgh: Most personally proud. My family and my children really. I have three great children and I raised them to be independent. And they're all off doing their own thing and they have great lives. And that's probably.

Ed Gaudet: Grandchildren? Do you have grandchildren?

Ty Greenhalgh: I do, I do. I have two grandchildren.

Ed Gaudet: Oh, wow. What's that? I'm about to be a grandparent, so what advice do you have?

Ty Greenhalgh: Give 'em a lot of sugar, give 'em back. And give 'em sugar, give 'em back. I would say spend a lot of time on the floor.

Ed Gaudet: That's a, that's going to be hard.

Ty Greenhalgh: Just, you just get down on the floor and let them crawl all over you.

Ed Gaudet: I tell my kids I get a do over as a parent.

Ty Greenhalgh: Exactly, exactly. It's fun. It's also fun to watch your children go through the things that he went through and you develop them. A prophet in his own hometown has no value.

Ed Gaudet: I love that. Are you a man of many sayings?

Ty Greenhalgh: I got them all written down right away.

Ed Gaudet: I'm gonna start calling you the prophet.

Ty Greenhalgh: Oh, I could live with that. There's worse things I've been called. But I will say, though. Oh, no. Thank you very much for the compliment, but I think we're all fives. I've got my ones and twos, as long as, also with my eights and nines. I'm just not going to talk about my ones and twos.

Ed Gaudet: But that's where the fun is, mama. That's where the fun is.

Ty Greenhalgh: It is, it is. Yeah. I think you get shades of it. You can see shades of. So things are so mischievous, always figuring out how to do things with electronics that probably shouldn't have been done. And so I remember once, I was on double-secret probation for, I was just traveling. I was in the Colorado airport. It was new. And the Delta Crown Room, work in between flights.

Ed Gaudet: Did you have one of those Russian devices?

Ty Greenhalgh: No, I'm just thinking. I'm thinking like. I'm, like, thinking about my company and the way they got the dial-in set up, and I'm like, ... is me. I was like, I wonder if I could log in as somebody else if I did Z, Y, and Z? Oh my gosh. I'm John. What could I do as John? So we were just all in the conference together and we used to have a room together with each other to, you know, for ... So I'm like, hey, John was rooming with Paul, two Paul. I really felt like we bonded this week, you know, just. I have, I'm requesting that we always room together and that maybe we can do two-man exercises next time and get some. It's just, I don't know what I said. Just crazy. And then blind copy the entire Salesforce.

Ed Gaudet: Oh, jeez. That's great.

Ty Greenhalgh: And yeah, I wasn't trying to hide it. Basically, I was saying, Hey, look, we got a problem with our security system.

Ed Gaudet: There's just no way. It could be worse.

Ty Greenhalgh: Exactly. It was my way of saying, Hey, fix this. Not everybody saw it that way.

Ed Gaudet: Okay. Outside of your day job, what would you be doing? What are you most passionate about? I feel like you're a surfer. Are you a surfer?

Ty Greenhalgh: No. I did grow up in Hawaii, though and I boogie-boarded as a kid. I surfed a little bit, but more of a, because I was young. And the locals really didn't like younger waves. But I would say dancing.

Ed Gaudet: Mhm. Really? Dancing with the stars dancing?

Ty Greenhalgh: I've been asked to, here, locally; my wife and I. So when I met my wife she was competing, what's called, the ten dance, which is all the ballroom dances. And I was, had just started into lessons for a year or so into Latin dance. So we hit it off and that's how we met. So we decided we'd do something together that we had to dance together. We had what was called Argentine tango.

Ed Gaudet: And what makes that different from the regular tango?

Ty Greenhalgh: So the tango, regular tango is like international tango. There's five steps to it, and it's a pattern. Every five steps it's a pattern. And then you do another pattern and you do another pattern. Whereas Argentine tango it's, you are like chest to chest. I can't see her feet and every move is.

Ed Gaudet: Like improv, like a unique improv?

Ty Greenhalgh: That's what I was looking for. Yeah.

Ed Gaudet: No way. And how do you even do that?

Ty Greenhalgh: I know. It's, so, you've got, like, anyway. So it's very difficult. And there's different rhythms. There's the slow, sensual stuff that you see. There's the fast kind of fun, maybe more like a salsa or a hustle-type fun faster. And then there's stage tango and there's different types, and then there's balls, which is a three count, which is more like a waltz. And but it's all still under the same kind of rules as you really don't, I don't really see her feet. And but for me, it's been a whole, and you can't talk. So there's this, the whole idea of the dance itself, for me, reflected life in that. As the leader, I have to know where she is at all times, what access she's on, where her weight is. I'm totally focused on her and the music.

Ed Gaudet: Is she leading the dance or are you leading the dance or?

Ty Greenhalgh: I'm leading the dance and it'll look like I'm doing nothing. And so I'll make a suggestion through body weight or a twist or something because I know what legs free. One leg she's on, the other leg is free. That's mine. The leg that's free is mine. I get to make suggestions on where I want that to go, whether it's a step behind herself and come back in a circle, or just move straight back, or wrap her leg around me or whatever, if that's mine. And so I'll make the suggestion, and then she will decide whether she wants to follow me or not; follow my suggestion. So which is kind of like life, right? You make the suggestion to your spouse of what you would like. And then she decides.

Ed Gaudet: I make, I don't know about you, but I make no suggestions, I just follow.

Ty Greenhalgh: And that is a way to do it too.

Ed Gaudet: I've learned to follow, Ty.

Ty Greenhalgh: But I think the, let's call it, could be a reverse lead. But the, so I make the suggestion and then I end up following the follower anyway because she's just, she's done what I suggested and so, now I know where, there's a space, where the space is. I can step or I can't. Out she goes first and then I follow her. And then a lot of times I do; I give the lead over to her and she just does her thing. And but there's no communication. And when we make a mistake, we just tango on. We just, you know, figure it out. And if there's a mistake, this is a big one too, for everybody out there, especially you young people. When you make a mistake in this.

Ed Gaudet: You feature it.

Ty Greenhalgh: It's a communication breakdown. And it's not something I didn't communicate. Or maybe she didn't hear it. It doesn't really matter. You felt there was something wrong. So it's something wrong between you. It's not my fault. It's not her fault. It's let's work on this together so we can make it so this happens less frequently.

Ed Gaudet: If more couples just danced the Argentine tango, wow, the divorce.

Ty Greenhalgh: We'd have more divorces.

Ed Gaudet: We'd have less divorces, right?

Ty Greenhalgh: I think they figure out early whether they could make it or not.

Ed Gaudet: So that should maybe be your wedding dance. Actually, make the Argentine tango. And just do it at the wedding rehearsal dinner. Call it off just the day before or whatever.

Ty Greenhalgh: It's a great journey. I recommend.

Ed Gaudet: Have you been to a ...?

Ty Greenhalgh: We do want to go, but our teachers are from Argentina. So we, yes, we got pretty good at it. And people want us to go perform and we say no because we just do this for fun.

Ed Gaudet: You should maybe consider performing. That would be cool. Maybe we should do an HSCC talent show.

Ty Greenhalgh: That would be, that, Greg plays guitar, right?

Ed Gaudet: I know, there's so many talented people we should add. That would be cool, wouldn't it? The HSCC meetings, we just do a talent show one night instead of doing dinner like we did a talent show and dinner?

Ty Greenhalgh: Yeah. Yeah, I bet you people would be down for that.

Ed Gaudet: I would be down for that. I'd have to recite my poetry, of course.

Ty Greenhalgh: Of course.

Ed Gaudet: That's the only talent I have. I'm not even sure I have that talent that's in my head. All right, you go back in time. What would you tell your 20-year-old self? Dance more.

Ty Greenhalgh: It's going to be okay.

Ed Gaudet: What were you like at 20 years old? What's a Ty at 20 like?

Ty Greenhalgh: Oh my God, so.

Ed Gaudet: Did you, did they have a nickname for you? Did they call you tie stick or, oh, geez.

Ty Greenhalgh: No, Mr. Tie. So here's the story. Here's the Mr. Tie's.

Ed Gaudet: But Mr. Tie?

Ty Greenhalgh: At 19, my dad was at his pinnacle of his career as a naval officer and took a assignment in Seoul, South Korea as the number two most ranking naval officer in the country, also in an embassy position running joint U.S. Military Advisory Group. And it afforded me a black passport, which is diplomatic immunity, and a card signed by the president of South Korea that says, Do not detain this man for any reason at all.

Ed Gaudet: For someone that's 19, that is just a recipe for disaster.

Ty Greenhalgh: Not really, because you can't get in trouble.

Ed Gaudet: That's what he means. How can it go bad? It's the wake you leave, Ty, the wake you've left behind. That's behind you. That's why you don't need a rear view mirror.

Ty Greenhalgh: So this gentleman leaves the number one speaking television show in the country. 9 million people every morning in South Korea, and they need somebody like the next day. I don't need to ask anybody whether I can go do this show. So I walk on. I am.

Ed Gaudet: Do we have recordings?

Ty Greenhalgh: 9 million people listening to me every day for two years.

Ed Gaudet: Two years you did this?

Ty Greenhalgh: I couldn't go anywhere because I stand out immediately, right? I'm American. And so I was Mr. Ty. Are you Mr. Ty? Because they got the surnames backwards. Not backwards; we got ours backwards. They're different. And so, yeah, that was my, that was Ty at.

Ed Gaudet: You probably had all the kimchi you ever wanted.

Ty Greenhalgh: The food was great. The culture was great. Loved the people.

Ed Gaudet: Two years. You know, the recordings anywhere? Is there any evidence of this?

Ty Greenhalgh: Not that I have let anybody see.

Ed Gaudet: Okay. I'm going to look for Mr. Ty, Seoul, Korea. You were 19, okay. Yeah, we'll find it. If it's there, Ty, we'll find it.

Ty Greenhalgh: I am a little worried about that now.

Ed Gaudet: Now it's up to you. All right. What's the riskiest thing you've ever done? This is the Risk Never Sleeps Podcast.

Ty Greenhalgh: Riskiest thing.

Ed Gaudet: Other than come on this show.

Ty Greenhalgh: No. Gosh.

Ed Gaudet: Jump out of a plane?

Ty Greenhalgh: I jumped out of an airplane.

Ed Gaudet: When'd you do that?

Ty Greenhalgh: Oh, about five years ago.

Ed Gaudet: Oh, wow. Recently. Yeah. That is very risky. Tandem or?

Ty Greenhalgh: Yeah.

Ed Gaudet: Yeah. How was that?

Ty Greenhalgh: Super cool. There's no other experience like floating through a cloud. It's just the cloud feels like something I've never felt before.

Ed Gaudet: Now, did you ever dream flying before you did this?

Ty Greenhalgh: Yes, I have. It was always feel like.

Ed Gaudet: Did it feel the same?

Ty Greenhalgh: No. I struggled to fly in my dreams. Falling was easy. Falling through the sky was easy; almost effortless.

Ed Gaudet: Dreaming was harder than falling through the sky, said no one ever. But that's good, I like that, I like that. Okay. You've fallen through the sky. You land on a desert island. What five records would you bring with you?

Ty Greenhalgh: My medical record. Music Ty.

Ed Gaudet: What's the medical record going to do to you on an island?

Ty Greenhalgh: Just a healthcare theme.

Ed Gaudet: Wow. I'm a specimen.

Ty Greenhalgh: So, records. Let's see.

Ed Gaudet: I wish I brought a coconut opener.

Ty Greenhalgh: Yeah, I don't do. I don't do a lot of albums.

Ed Gaudet: Not a music guy?

Ty Greenhalgh: I have so many different because I dance all these different dances. I love Marc Anthony. He's, that's more of a salsa. Iglesias is more of a samba. And you've got, you got classics for Argentine tango. But yeah, I love Genesis. I knew I hit you there. Steve Miller band. Hello, who doesn't like Steve Miller?

Ed Gaudet: Like old Steve Miller?

Ty Greenhalgh: Yeah.

Ed Gaudet: Living in the USA? Yeah. Nice. Genesis is a great band.

Ty Greenhalgh: Yeah.

Ed Gaudet: All right, how about movies? How about movies? You a movie guy?

Ty Greenhalgh: I watch movies all the time.

Ed Gaudet: What's your favorite movie?

Ty Greenhalgh: I really liked, what was the name of that movie? It was Robin Williams.

Ed Gaudet: Good Will Hunting?

Ty Greenhalgh: Yeah. Very good. Being psychic is a prerequisite for being the host.

Ed Gaudet: Nice. Give me a clue, dude. I'm a music-movie guy. I'm a culture guy. I love cultural arts. And so do you. You like art. Okay. The hardest lesson in your career? We're almost done.

Ty Greenhalgh: Hardest lesson. I would say the hardest lesson is that humility, if you humble yourself to serve others, people will beat a path to your door. But he challenge is remaining humble in the success.

Ed Gaudet: That's a great. Wow. Yeah. What insight. That's, again, I was going to say, What Claroty? But I didn't want to. I don't want to create a pun here in the middle of a serious comment. That's beautiful, Ty. It's so hard, right? Because you see it, and people start off humble, and then fame hits them and then they become this other person. It's so true.

Ty Greenhalgh: Yeah. So it's, and obviously, I've had that level. I've had experience in that or I wouldn't have said it. And but being able to see that and cast off so much of what the world tells you is important and see things with a much clearer perspective allows you to do it better. You pick yourself up.

Ed Gaudet: Yeah, that's really sage advice. I love it, I love it. Okay. Last question. What advice would you give to someone coming out of school, wants to break into healthcare, wants to break into cybersecurity?

Ty Greenhalgh: Breaking into cybersecurity. Ransomware as a service is always an option.

Ed Gaudet: ...

Ty Greenhalgh: I think that you gotta know, you gotta learn AI. Not so much, AI isn't necessarily going to take your job. It's the guy who knows how to use AI it's going to take your job.

Ed Gaudet: Yes, yes, yes, yes, yes. That is great advice. I just said to my daughter the other day, like there's so many free tools, so many courses you can get on that actually are no cost or little cost, and within a short period of time you'll have the basis, the foundation of an understanding and education in an area that's going to be with us for the next, who knows for how long, right?

Ty Greenhalgh: I'd also say, is it, I've told people this before, it's worked out for 'em, which is you go and you figure out what your passion is, what are you good at, and you try to marry those two things. If you're like, if you're an accountant type and you love cars, go try to figure out how to be an accountant in the automotive industry somehow. Don't necessarily go try to be a salesperson in healthcare. So try to figure that out. And then as you are defining your skills, and when you're ready for a career, fish where the fish are, they're like HIMSS or Black Hat or Defcon or all these huge conferences, RSA, where all of the vendors who might employ you are in one room, figure out a way to get in that room and go booth to booth, or scope it out first and then go meet the people. Everybody's going to be there. And so it's a, I just think it's a focused effort way to get names, contacts, show initiative, meet people in person. And that would be my, I love patient.

Ed Gaudet: Yeah, the great poet Charles Bukowski said, Do what you love and let it kill you, or something like that, or until it kills you.

Ty Greenhalgh: I love it.

Ed Gaudet: I think he meant that about drinking. I certainly don't mean it about drinking, but anyway. Good. Awesome. Ty, thank you so much for your time today. And I see, that was painless, right?

Ty Greenhalgh: I really have been looking forward to doing this with you. I love talking with you. We always laugh and have a good time whenever we're together. I love how you love life, and I love the contributions you're making. I'd be happy to support you and anything else that you're doing.

Ed Gaudet: Thank you. And you did call me the agent of chaos, too, by the way. So I just wanted.
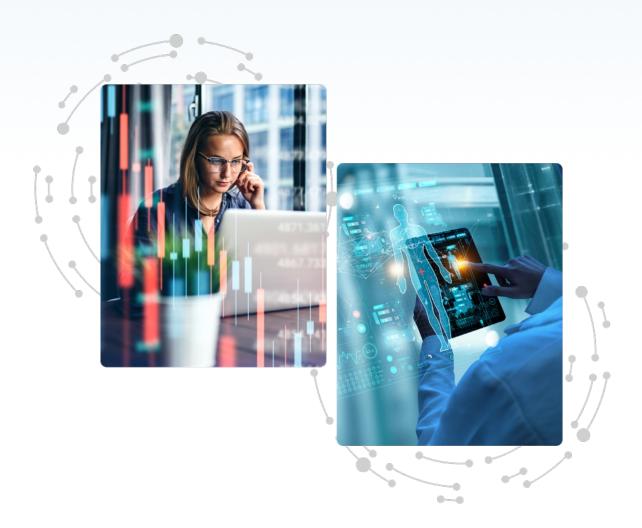
Ty Greenhalgh: It wasn't just me.

Ed Gaudet: You didn't know that. That plagues my dreams.

Ty Greenhalgh: If we're not having fun, if we're not having out saving the world, why do you want to save?

Ed Gaudet: Why would you do it if you can't have fun, right? You gotta have fun. Yeah, I think there's a Manfred Mann or a Springsteen song, right? Mama always told me not to look into the eyes of the sun. But, mama, that's where the fun is. Where the fun is. Yeah. All right, sir. This is Ed Gaudet from the Risk Never Sleeps Podcast. And if you're on the front lines protecting safety and delivering patient care, remember to stay vigilant, because Risk Never Sleeps.

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