Client Success Story

Avera Health Systems – Avera McKennan Hospital and University Health Center
Summit Express Connect Interface Engine

Avera McKennan Hospital

CLIENT
Avera Health Systems,
South Dakota

CHALLENGE
Searching for a streamlined
approach to integrating its
complex interface needs

SOLUTION
Robust interface engine to
support hundreds of interfaces;
millions of daily transactions

RESULT
- Seamless integration
  between the hospital and 3rd
  party systems
- Speedy, cost effective
  integration model that can
  easily expand
- Support of complex
  integration projects such as
  the Telehealth "eICU"
  initiative
- 250 interfaces live,
  3 million messages daily

PROFILE

Avera Health is the largest and strongest health care network in the
five-state region of South Dakota, North Dakota, Minnesota, Iowa and
Nebraska servicing 82 communities across the five states. The health
care network is comprised of hospitals, clinics, long-term care facilities,
retirement communities, home medical equipment outlets and research
centers. Avera McKennan Hospital & University Health Center profiled
below is a 506 bed tertiary care hospital located in South Dakota.

Offering award winning care, Avera Health is named one of the 100
"Most Wired" health systems in the nation by Hospitals & Health
Networks. They currently operate Meditech as their primary healthcare
information system and integrate with numerous third party systems.

CHALLENGE

To support its growing EHR initiative and to continue to support the
integration demands at their facility, Avera McKennan knew they needed
to implement a robust, stable interface engine that could handle standard
third party system integration and also grow with the organization as they
looked to tackle more advanced integration projects.

In 2007, the facility upgraded their Meditech platform and during this
time began evaluating interface engine providers to streamline their
integration landscape. Faced with an incumbent interface engine that was
lacking in functionality and cost prohibited as their interface needs grew,
Avera Health had to make a strategic decision at this time to evaluate
working with one integration technology partner to achieve their current
integration goals and also build for the future.

Another major project underway during this time was the "eICU care"
program. This Telehealth initiative would offer remote care by ICU
specialists to over 66 rural communities and 33 hospital facilities and act
as an air traffic control tower. These critical patients in report locations
would be monitored by trained specialists from Avera McKennan. While
the program specifics had been established, the clinical team now looked
to the IT department at Avera to handle the integration needs. The IT
team needed a technology solution robust enough to handle the complex

integration that would be required between the remote locations and the main Avera McKennan facility.

The hunt for an integration vendor partner was underway.

SOLUTION

After reviewing its options and potential vendor partners for the initiative, Avera elected to work with Summit Healthcare, a longtime leader in integration and specifically interface engine technology. Summit Healthcare had deep expertise in Meditech and could easily guide the Avera team through any specific Meditech integration standards.

The Summit Express Connect interface engine technology was chosen in 2007 to replace the organization's current interface engine provider and also to eliminate numerous point-to-point integration scenarios that had happened over the years. In just 30 days, over 70 interfaces were converted using the new engine and now five years later in 2012, Summit Express Connect manages 250 interfaces and processes over 3 million messages daily. Integrating with 3rd party systems is vital to ensure a comprehensive EHR and streamline department needs; Summit Express Connect continues to integrate Avera with sample systems such as Dictaphone, Powerscribe, Heartlab, Omnicell and PACS.

In addition, Summit Express Connect is the backbone of integration and plays an integral part in Avera's "eICU" program mentioned above. Summit Express Connect allows Avera Health to integrate patient data seamlessly and have automatic data flow from the Philips vital signs monitors at the bedside to Meditech using HL7 feeds through the interface engine. Without the Summit interface engine in place, Avera would have required an expensive and unsustainable number of point-to-point HL7 feeds to send ADT, vital signs, medications and lab data from each of the remote locations back to the main Avera McKennan campus where the specialized Intensivist physician teams reside. Utilizing this approach versus multiple point-to-point HL7 feeds, provided an unprecedented cost savings for the organization.

RESULTS

With the integration toolset in place and the service partnership formed, Avera has seen improved patient care with rapid access to critical data for clinicians and other departments.

The ability to work with one integration vendor has proved to be extremely rewarding and has enabled a strong relationship to form. Leveraging Summit Express Connect as their foundation for integration has allowed Avera Health to streamline and fulfill their integration projects with considerable positive results and success. As they look forward to future goals in 2013, they continue to be well positioned for any new integration projects whether big or small that may present.

For More Information:
Summit Healthcare
35 Braintree Hill Park, Suite 303
Braintree, MA 02184
Phone: 781-519-4840
www.summit-healthcare.com