Client Success Story

Leading Atlanta Hospital turns to Summit Healthcare to meet downtime registration and reporting needs

CLIENT
Leading Atlanta Hospital

CHALLENGE
To enhance its business continuity strategy, this leading Atlanta hospital needed uninterrupted access to patient data and downtime event reporting.

SOLUTION
Summit DRS provides continuous access to the information needed for patient care and service during a natural disaster and scheduled or unscheduled downtime. The solution also offers insight into the downtime event itself.

RESULTS
Hospital staff can continue providing timely and informed patient care in all situations, and can better assess the impact of downtime occurrences on departments and functions across the facility.

PROFILE
As one of Georgia's top hospitals examined how to enhance their McKesson EHR platform, they recognized a need to enhance downtime reporting. While the McKesson suite offered some downtime features, the hospital needed greater insight into downtime events and improved access to patient care information during scheduled or unscheduled downtime. The facility turned to the Summit Downtime Reporting System (DRS) to meet this need.

CHALLENGE

The EHR system is integral to the day-to-day operations of any hospital. When features and functionalities are unavailable due to network or EHR downtime limited access to patient information impacts registration, care delivery, and administrative processes such as billing.

As a forward thinking organization that prides itself on improving patient care, service and satisfaction through the use of cutting-edge technology, the Atlanta-based hospital was determined to enhance its downtime process. It chose Summit Downtime Reporting System (DRS) to meet this need.

SOLUTION

The Summit Downtime Reporting System provides clinical and non-clinical users with a snapshot of important information. Summit DRS can push critical reports to countless nursing units, ancillary departments, and IT personnel to ensure downtime is as streamlined and stress free as possible.

A requirement for the hospital's downtime reporting project involved creating reports for various departments and patient care functions. Summit Healthcare helped the facility create nine [9] reports as part of the DRS project. Of significant importance were physician summaries, MAR, order sets, and HEO medical-surgical. Authorized users across the hospital can use their Active Directory (AD) credentials to access the Summit DRS. This single sign-on approach is faster and more convenient. Reports can be viewed on 66 workstations using the DRS

Desktop with Summit Healthcare also setting up access for 79 AD groups across the hospitals user population.

To further enhance usability, Summit Healthcare provided several remote training sessions for the staff during the project planning and implementation phases of the project. These sessions not only empowered the hospital's IT/IS team to take complete ownership of the solution, but also proved to be a cost effective and convenient alternative to onsite education.

RESULTS

Since deploying Summit DRS, the hospital has enhanced its business continuity initiative. No matter what kind of downtime the McKesson EHR experiences, staff members have uninterrupted access to the data necessary to register and treat patients in a timely and informed manner. In the event of a natural disaster, the Summit Healthcare solution offers peace of mind that patient data is no longer out of reach.

Summit DRS is also providing real-time information about the downtime event itself which is useful when evaluating the efficiency of upgrades and other maintenance-related processes. This insight can also help the hospital troubleshoot and improve the effectiveness of its IT/IS projects going forward.

Given there are varying reporting needs based on department the hospital can accurately determine how these different areas are impacted by a downtime event. Flexible options and features allow users to easily access the information they need without having to sort through unwanted or unneeded data.

SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration and automation needs. Since 1999, we have worked to provide the industry with the most flexible technology with complementary tailored services and solutions.

SUMMIT HEALTHCARE PRODUCT SUITE

EC

Summit Express Connect
A comprehensive interface engine that provides dashboard monitoring & alerting. Seamlessly integrate your EHR with other vendor systems.

PE

Summit Provider Exchange
An enhanced bi-directional physician office integration system which provides patient registration orders and results between EHR and ambulatory EMR systems.

CE

Summit Care Exchange
Streamline and support your transition of care meaningful use objective by supporting your CCD data exchange. Provides better support, and more informed clinical decision making.

SST

Summit Scripting Toolkit
A workflow and task automation tool that can also be used when HL7 methods to deliver data are not an option. Has the ability to handle everything from the simplest script to the most complex interface.

InSync

Summit InSync
The market leading solution for dictionary management through extraction, analysis and synchronization. Keeps your data accurate between test and live, across multiple platforms.

DRS

Summit Downtime Reporting
Tackle system and network downtime with a cost effective, simple, yet robust technology. Ensure your staff has access to critical patient data 24/7.

For More Information:

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