



# 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.

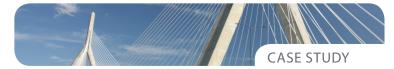
### **CHALLENGE**

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





"We at Avera Health are extremely pleased with the Summit Express Connect interface engine. Today we have over 250 interfaces running like clock-work, processing well over 3 million messages a day and have seen tremendous success with the eICU telehealth initiative. Our integration technology foundation is sound and we truly value our relationship with Summit Healthcare as our vendor partner."

- Ross Stolle, Integration Engineer, Avera McKennan Hospital

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:

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