Client Success Story

Olympic Medical Center

Sees Significant Benefits From Implementing Summit Express Connect Interface Engine

Olympic Medical Center

CLIENT

Olympic Medical Center
Port Angeles, Washington

CHALLENGE

Searching for a streamlined approach to integrating its complex interface landscape

SOLUTION

Implemented a scalable integration technology to bridge its healthcare systems and consolidate its complex point-to-point interface environment

RESULTS

• Projected $122,000 saving in first year by eliminating point-to-point interface feeds

• Seven interface engines reduced to one

• 97 point-to-point interfaces consolidated to 36 total feeds

• 8 master inbound and outbound feeds

• Enhanced IT department efficiency and improved patient care

PROFILE

Olympic Medical Center (OMC) is a comprehensive, award-winning health care provider for the more than 70,000 residents of Clallam County in the state of Washington. The flagship of Olympic Medical Center is Olympic Memorial Hospital, a 126 licensed bed hospital which provides level-three trauma designated emergency, surgical and birth center services and a host of outpatient services. OMC is running MEDITECH as for their primary healthcare information system.

CHALLENGE

Olympic Medical Center had previously been using a point to point approach for interfaces among its core MEDITECH systems and a range of ancillary modules and systems. Over the years, this model generated a confusing proliferation of rules, protocols and processes that made changes and/or updates to the existing application versions both extremely time-consuming and inefficient.

The variety of interfaces created an increasingly difficult challenge for the OMC IT department, who were finding it almost impossible to apply the filtering needed for each vendor within the timelines required by the OMC organization. The IT applications staff had to rely on vendors to do the interface work, which was costly and inefficient. Much time was spent troubleshooting and resolving interface customization issues between the vendors and MEDITECH.

In order to meet Olympic Medical Center's immediate and long-term interconnectivity goals, it was understood that a more streamlined approach was needed. OMC determined that it would be beneficial to implement an interface engine to help manage the organization's existing and future interfaces and to find a reliable vendor that would act as a true integration partner, providing the right level of professional services. OMC also made a strategic decision to contract with one integration technology vendor who could also assist with its scripting and workflow automation needs.

SOLUTION

After evaluating multiple vendors, Olympic Medical Center selected Summit Healthcare for its easy-to-use, scalable integration technology to bridge its healthcare systems and streamline its complex point to point interface environment. OMC implemented Summit Express Connect which provided a robust interface engine to replace the organization's numerous point-to-point interfaces. In addition, OMC leveraged the Summit Scripting Toolkit's workflow automation functionality as a process improvement tool throughout the enterprise by eliminating redundant tasks like data entry between systems (clinical, billing, budget, etc.).

"We were looking to quickly and cost-effectively manage our existing interfaces and streamline work associated with an intensive schedule of application projects," said **Anna Shields, IT Applications Manager, Olympic Medical Center.** *"Given the complexity and magnitude of interfaces in our environment, there would have been no feasible way to meet the aggressive application implementation timeline without Summit Express Connect. The OMC IT team was in awe of how quickly Express Connect went live and how short the conversion learning curve was – in weeks, the IT staff was self-sufficient in use and maintenance of Express Connect."*

RESULTS

Summit Express Connect enabled OMC to **replace** its original seven interface engines with just one. **Summit's interface engine was able to consolidate the organization's 97 point-to-point interfaces down to just 36 total feeds.** With point-to-point no longer required, OMC needed only 8 master inbound and outbound feeds (including ADTs, Orders, Reports and Lab Results). By utilizing the master feeds directly out of Summit Express Connect, the OMC team was able to quickly and efficiently build, test and deploy both HL7 and non-HL7 interfaces in support of an aggressive first quarter initiative involving 40 new applications and existing application update projects.

The Olympic Medical Center IT staff continues to realize the benefits from Summit Express Connect as the engine, with one easy-to-use-application, has provided the team with the power and flexibility to develop and manage all of its interfaces. No longer completely dependent or needed to act as the liaison between MEDITECH and the vendors, the internal IT staff is able to rapidly add additional interfaces and utilize existing feeds, make message format modifications, filter data and create custom interfaces to accommodate specific needs.

With the Summit integration toolset in place and the partnership formed, Olympic Medical Center has seen improved patient case with rapid access to critical clinical data. With the implementation of a reliable interface engine and workflow automation scripting technology, the organization has increased efficiency across all departments. **The projected first year ROI from eliminating interface maintenance fees is estimated at just under $122,000.** OMC's ability to work with one integration partner to meet its integration and interoperability needs has proven to be extremely beneficial.

"Summit Healthcare offers a production tool that is invaluable to our organization," said **Anna Shields, IT Applications Manager, Olympic Medical Center.** *"Summit Express Connect does what it claims to do, requiring little support and is easy to learn. Most importantly our IT staff feels empowered to be as productive as possible in the evolving landscape of healthcare IT project demands and integration needs."*

For More Information:

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