



Client Success Story

Susquehanna Health

Summit Provider Exchange; Meeting Integration Demands



Susquehanna Health:
Divine Providence Hospital
Muncy Valley Hospital
Soldiers + Sailors Memorial Hospital
Williamsport Regional Medical Center

CLIENT

Susquehanna Health,
Central Pennsylvania

CHALLENGE

To streamline hospital and provider integration efforts cost effectively.

SOLUTION

Summit Provider Exchange enables bi-directional integration throughout the hospital enterprise with significant ROI.

RESULT

- Immediate ROI
- Currently connected to 3 Physician offices, processing over 1,000 orders a month
- Foundation in place to quickly and cost effectively connect additional systems

PROFILE

Located in north-central Pennsylvania, Susquehanna Health is made up of four area hospitals; Divine Providence Hospital, Muncy Valley Hospital, Soldiers + Sailors Memorial Hospital and Williamsport Regional Medical Center. With 317 acute and 258 long-term care beds forming one integrated healthcare system allows them to focus on their mission: providing high quality and cost effective care to the region.

Susquehanna Health needed to streamline their integration to maximize their interface investment. Implementing Summit Provider Exchange fully integrated the four facilities allowing for orders and results to flow electronically between NextGen and Siemens Soarian. Provider Exchange is scalable allowing for future growth as initiatives and additional provider participation increase.

CHALLENGE

Closing the loop on order processing and avoiding paperwork and transcription errors proved to be time consuming and resource intensive, not to mention costly. With 136 providers, 30 different specialties at 17 different locations, this proved to be a challenging task. Susquehanna Health System needed a cost effective, easy to use solution that would enable them to connect and send information bi-directionally with their physician practices. The system also had to be able to support their Ambulatory EMR system; NextGen, as well as their HIS vendor system; Siemens Soarian.

Additionally, new regulations required Susquehanna Health to have the ability to flag and patients requiring an Advanced Beneficiary Notice of Non-Coverage (ABN). With this regulation, there needed to be an easy and concise way to ensure patient matching, while flagging any ABN messages coming from the NextGen EMR system which might need further attention. With each of these complexities, the need for a highly efficient and effective solution became more and more evident.



“Summit Provider Exchange could not have been a better fit for our organization. The implementation process was seamless, and allowed for our existing technologies to remain in place. Working with a large physician office population and multiple physicians EMR systems, we knew we had some challenges. The Summit Healthcare team went above and beyond to meet our go live date and fulfill our integration needs.”

**- Tim Schoener, Chief Information Officer,
Susquehanna Health**

SOLUTION

Susquehanna Health selected Summit Healthcare as their integration partner and went live with Summit Provider Exchange in December of 2013. The Summit Provider Exchange technology provides the flexible functionality to meet Susquehanna’s workflow demands.

Summit Provider Exchange allows the hospitals and providers to establish a foundation for internal integration as well as a solution for new Medicare and Medicaid regulations.

RESULTS

Susquehanna Health is currently connecting to all its physician offices and clinics, and processing over 1,000 orders a month. Integration between laboratory orders inbound, and results outbound are successfully being accomplished.

The flexibility of the Summit Provider Exchange solution provides the ability to put those ABN specific orders into a holding queue which enables the Laboratory staff to file the proper paperwork before releasing the order.

Since implementing the Summit Provider Exchange technology, Susquehanna Health has seen a significant

ROI. Saving both resources and funds by processing orders at their facilities. The amount of errors significantly decreased as well after implementation.

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.

“Organizations need the ability to confidently integrate and streamline their inbound orders and results with their physician community. The Summit Provider Exchange technology was developed to do just that. Allowing our hospital clients to integrate with their physicians will strengthen their clinical decision model and increase client satisfaction rates, while also increasing revenue opportunities. Summit Provider Exchange provides a crucial piece to the overall interoperability puzzle.”

**- Brian Rogers, Director Product Management,
Summit Healthcare**

For More Information:

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