

Client Success Story

Beaufort Memorial Hospital

Building an Integration Foundation during a Meditech 6.0 Migration



Beaufort Memorial Hospital

CLIENT

Duke Medicine affiliate hospital in South Carolina

CHALLENGE

Searching for a streamlined approach to integrating its complex interface and workflow automation needs for a MEDITECH 6.0 migration

SOLUTION

A suite of integration toolkits and outsourcing services from a single integration company

RESULTS

- Enhanced IT department efficiency
- Improved patient care and rapid access to critical data

PROFILE

Beaufort Memorial Hospital, an affiliate of Duke Medicine, is a full-service health care facility in Beaufort, South Carolina. The Beaufort Memorial facility is licensed for 197 beds, staffed by medical personnel consisting of over 150 board-certified or board-eligible physicians. The largest hospital between Savannah, GA and Charleston, SC, Beaufort Memorial Hospital is situated on the Atlantic Intercoastal Waterway and is one of the few hospitals in the country with its own emergency dock. Beaufort Memorial has been a MEDITECH client running the MAGIC platform over 20 years and has relied on a variety of tools from various vendors to solve its integration challenges.

CHALLENGE

Beaufort Memorial had previously used a point to point approach for interfaces among its core MEDITECH systems and a range of ancillary modules and systems. This model created a confusing proliferation of rules and made changes to the systems involved extremely time-consuming and inefficient. Physicians reported to IT staff that the computerized provider order entry (CPOE) did not improve workflows with the MAGIC platform and as a result, doctors had immense difficulty coordinating tests and treatments for patients. This dilemma was also one of the key issues that spurred the initiative to migrate to MEDITECH 6.0.

The variety of interfaces was creating an increasingly difficult challenge for Beaufort's IT department and it was determined that there was a need for a more streamlined approach. After conducting an integration assessment, it was determined that the organization would evaluate and purchase a new integration engine. The organization also made a strategic decision to contract with one integration technology partner who could also streamline and assist with the entire MEDITECH 6.0 migration, including workflows, dictionary maintenance and synchronization, and downtime reporting needs.

Initially, Beaufort Memorial expressed concern with migrating from an HCIS that staff had grown accustomed to with a completely new system. The hospital's goal was to use 6.0 to its full capacity and re-work

“During our initial meetings with vendors discussing our migration to 6.0, we carefully analyzed each of the vendors’ services and experiences meticulously. After undergoing a thorough process, Summit Healthcare’s suite of tools and business approach clearly stood head and shoulders above the others. The Apex Suite allowed us to purchase a set of integration products from one vendor without having to purchase separate tools. We were confident that we would have a successful migration even though we were working with only one vendor. Summit Healthcare’s business approach of charging maintenance on software licensing only and not individual interfaces has allowed us to avoid annual maintenance fees we would have otherwise been responsible for. This is a savings of over \$75,000 per year from our previous environment.”

– **Ed Ricks**, Beaufort Memorial Hospital, Chief Information Officer

processes on a swift timetable. Also, there were concerns whether nurses would be able to adapt to the new system.

SOLUTION

Beaufort Memorial saw Summit Healthcare’s integration and workflow automation suite as a step above all others. The Apex Suite provided the hospital with all the necessary tools to successfully migrate its MEDITECH HCIS to 6.0. In addition, Beaufort Memorial contracted for Summit’s consulting services, which provided a partner that was fully ingratiated in the migration.

Another benefit that Beaufort Memorial saw in Summit Healthcare was its business model. Unlike many other vendors, Summit Healthcare did not have annual maintenance fees for each toolset needed for the migration. All of the components that Beaufort Memorial was interested in would be part of a package at a one-time fee. Over the long haul, Beaufort Memorial was confident that Summit Healthcare was the right choice to facilitate a successful migration without the burden of long-term maintenance fees. Beaufort Memorial successfully went live on March 1, 2011.

The first phase of implementation featured Summit Express Connect™, a robust interface engine to replace the organization’s numerous point-to-point modules. Over a short time span, over 150 interfaces were converted using the new engine to meet the MEDITECH 6.0 conversion timeline.

Implementing the Summit Scripting Toolkit™ across the enterprise was the next phase of the project. Beaufort determined that the Summit Scripting Toolkit was more potent in functionality and could much more easily accomplish the departmental needs for workflow automation. The solution included management of HIPAA 835 remits, dictionary conversion and elimination of redundant manual tasks across all departments. Beaufort Memorial provides an excellent example of the power of strong scripting tools to transform multiple functions in a MEDITECH 6.0 environment.

The final phase of implementation included downtime reporting. The Summit Healthcare Downtime Reporting System™ provided Beaufort a safe, reliable solution in the event of planned or unplanned MEDITECH or network downtime. The Summit Downtime Reporting application encrypts the scheduled reports and distributes them across the enterprise to local PC’s. The reports are then decrypted using a defined password and are available for immediate printing and viewing capabilities throughout all the nursing floors at the hospital.

RESULTS

Over a short time span, over 150 interfaces were converted, including Quest, Pyxis Med Station, GE/QS and Precyse Solutions, trimming back substantially in the ADT area, using the new engine to meet the MEDITECH 6.0 conversion timeline. With the integration toolset in place and the service partnership formed, Beaufort Memorial was successful in meeting all of its goals and timing milestones around MEDITECH 6.0 migration.

The organization has seen improved patient care due



to rapid access to critical data for clinicians and other departments. Through a reliable interface engine, workflow automation, scripting technology and a downtime reporting solution, the hospital has increased efficiency across all departments. Department and IT training has been standardized and the support and transfer of knowledge is now easily accomplished.

The ability to work with one integration vendor has proved to be extremely rewarding and has resulted in a strong ongoing relationship. Summit Healthcare's in-person counsel enabled the successful migration to occur and meet all its timetables. All minor adjustments that had to be taken care of were completed by day two of the go-live date. The opportunity to avoid third party vendors and rely on Summit Healthcare for all facets of the migration - short term and long term - has proven to be a successful formula.

Since 1999, Summit Healthcare has worked to provide the industry with the most flexible integration technology with complimentary tailored services and solutions. We continue to grow, with over 1,000 customers in the healthcare market, including close partnerships with complementary technology partners, major system integrators, and value-added resellers. For more information, visit <http://www.summit-healthcare.com> or call 781-519-4840.

"HCIS migrations are known to be complex, time-consuming and guaranteed with problems leading up to and after the go-live date however with Summit Healthcare's MEDITECH experience it enabled us to migrate in a seamless manner with minimal issues. Any issues that came up during the go-live process, which I may add were minor, were resolved quickly and diligently by the seasoned and knowledgeable Summit Healthcare client services staff. I couldn't be happier to have aligned with Summit Healthcare as our integration partner and I look forward to a long and fruitful relationship."

– **Ed Ricks**, Beaufort Memorial Hospital, Chief Information Officer

For More Information:

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