

# Client Success Story

Avera McKennan Hospital & University Health Center  
Summit Express Connect Interface Engine



AVERA – McKennan Hospital  
& University Health Center

## CLIENT

Hospital and University Health Center in South Dakota

## CHALLENGE

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

## SOLUTION

A suite of integration toolkits from a single integration company

## RESULTS

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

## PROFILE

Avera McKennan Hospital & University Health Center is a member of Avera Health Systems, which stretches across five states with 231 care locations and over 12,000 employed physicians and staff. The Avera McKennan Facility is a 506-bed tertiary care hospital located in South Dakota. Offering award winning care, it has recently been named one of the 100 “Most Wired” hospitals.

Avera McKennan has been a MEDITECH client running the MAGIC platform since 1989 and has relied on an ad hoc mixture of tools to solve its integration challenges. Avera exchanged HL7 data through an interface engine, addressed workflow automation using scripting and addressed print automation and downtime reporting through manual paper processes.

## CHALLENGE

To meet the EHR initiative and prepare for the migration to MEDITECH CS, Avera McKennan implemented a centralized data center with over 175 servers. The Avera Enterprise created a phased approach to migrate all facilities from MEDITECH MAGIC to CS. Avera McKennan was the first facility to migrate, with the next 31 facilities to go live through 2010.

The variety of tools being used to meet its integration needs was creating an increasingly difficult challenge for Avera’s IT department and it was determined that there was a need for a more streamlined approach. Additionally, a strategic decision was made by the organization to migrate to one central EHR on the MEDITECH CS platform. In order to meet this threshold, Avera decided to conduct an integration assessment, construct a new data center and align with one integration partner.

After conducting an integration assessment, it was determined that the current interface engine in operation was lacking in functionality and the organization would look toward evaluation and purchase of 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 workflow, print automation and downtime reporting needs.

*“We at Avera Health are extremely pleased with the Summit Express Connect interface engine. The Summit implementation folks were great to work with and helped us GO LIVE with over 70 interfaces in a multi-hospital environment in just 30 days. Today we have over 230 interfaces running like clock-work and we are processing well over 2.25 million messages a day through the Summit Engine. We have plans to add on more interfaces as we continue to migrate our regional facilities to MEDITECH Client Server.”*

– **Ross Stolle**, Integration Engineer at Avera McKennan Hospital

## SOLUTION

The first phase of implementation included the Summit Interface Engine, which provided a robust interface engine to replace the organization’s numerous point-to-point integrations. In just 30 days, over 70 interfaces were converted using the new engine to meet the MEDITECH CS conversion timeline. The IT staff continued to realize benefits from the Summit Interface Engine, ultimately going live with 230 interfaces and processing over 15.5 million messages per week.

Implementing the Summit Scripting Toolkit™ across the enterprise was the next phase of the project. Despite having an existing scripting toolkit vendor in place, Avera determined that the Summit Scripting Toolkit was more robust in functionality and could much more easily accomplish the departmental needs for workflow automation. The solution included 835 remits, dictionary conversion and elimination of redundant manual tasks across all departments.

The final phase of the implementation included print automation and downtime reporting. To streamline and improve efficiencies across all departments, Avera Health leveraged the Summit Scripting Toolkit for print automation. The Summit Scripting Toolkit integrates with the Summit Downtime Reporting System to provide a business continuity solution in the event of a MEDITECH or Network downtime. Today

Avera Health has over 180 print jobs running daily and continues to add more. 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.

## 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. Through a reliable interface engine, workflow automation scripting technology and a print automation/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 enabled a strong relationship to form.

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.

### For More Information:

Summit Healthcare  
35 Braintree Hill Park, Suite 303,  
Braintree, MA 02184  
Phone: 781-519-4840  
Fax: 801-720-9545  
[www.summit-healthcare.com](http://www.summit-healthcare.com)