SummitHEALTHCARE

Client Success Story

Memorial Health System – Replaces Interface Engine Technology with Summit Healthcare's Summit Exchange Platform

Memorial Health System

CLIENT
Memorial Health System
Marietta, Ohio

CHALLENGE
Interface Engine that was lacking in features, functionality & support

SOLUTION
Summit Exchange

RESULT
- Superior customer support
- Enhanced user experience
- Scalable integration for future initiatives

PROFILE

Memorial Health System is a not-for-profit integrated health system lead by a volunteer board of community members committed to providing comprehensive care services that meet the needs of their region. They are comprised of a network of locations and specialties provided by over 3,000 employees that include two hospitals (Marietta Memorial Hospital and Selby General Hospital), outpatient service sites, and provider clinics. They have over 300 primary and specialty care physicians, advanced practice providers (NPs and PAs), and other licensed providers.

Memorial Health System strives to deliver quality care and service with an additional focus on medical education and community service. They invest in the most advanced technologies and treatments today, giving their patients the care that they need, so they can stay close to home. They were recently named a recipient of the Healthgrades 2018 Patient Safety Excellence Award™.

CHALLENGE

Memorial Health System, Marietta needed a robust, intuitive 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. They already had an interface engine in place, however, they were in need of a solution that created a better user experience and offered enhanced tools and features. Most importantly, they were in search of a technology which was paired with a vendor partner that excelled at customer service and support, which was lacking with their current solution.

They went through a very thorough search process to ensure that whichever solution they selected offered features and functionality that were equivalent or better than the current technology they had in place.

SOLUTION

After reviewing their options and potential vendor partners for this initiative, Memorial Health elected to work with Summit Healthcare, a longtime leader in integration and specifically interface engine technology. Summit Healthcare also had deep expertise working in the MEDITECH space.

The Summit Exchange integration technology was chosen in 2018 to replace the organization's current interface engine provider.

Summit Exchange is a dynamic, cost effective, and scalable technology, which allows for full integration with any system and supports all of the latest interoperability standards and protocols (Web Services: HTTPS, XML, SMIME, SOAP, Supports ITI, PIX/PDQ, XCPD, XCA, XDM, and XDR IHE Standards). This includes Direct Messaging to help organizations achieve the Promoting Interoperability (Meaningful Use Stage 3) requirements.

RESULTS

Memorial Health went Live on the Summit Exchange Platform in April of 2018. Summit Exchange continues to streamline the clinical integration between Memorial Health's MEDITECH HCIS and its third-party applications. They easily converted their interfaces from their incumbent engine to Summit Exchange in three months.

There are 130 interfaces running through the Summit Exchange engine and they are processing anywhere from 800,000 to 1.5 million messages per day. Summit Exchange integrates Memorial Health with numerous systems such as Bolt, Atlas, Mosaiq, 360 Encompass, Pyxis, Iheal, Quest, and the Ohio CliniSync Health Information Exchange (HIE).

Future initiatives at Memorial Health include adding ITI bi-directional interfacing/Query Response and Web Services.

Sample Interfaces

- *ADT*
- *Orders*
- *Results*
- *Immunizations*
- *Laboratory*
- *Syndromic Surveillance*
- *ITS Reports*
- *MM Charges*
- *Vitals*

"We really liked the features and functionality offered with the Summit Exchange interface engine. But what really differentiated Summit Healthcare from our other provider was their reputation in the industry for focusing on us, the client, and the level of support they were committed to providing."

– David Watson, CIO at Memorial Health System

SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals and providers who want to take full control of their healthcare systems integration and information management requirements. Since 1999, we have worked to provide the industry with the most flexible integration technology with complementing tailored services and solutions.

For More Information:

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