

## *Utilizing Summit's Professional Services to Meet Advanced Interoperability Goals*

### Client

#### Valley Presbyterian Hospital

Van Nuys, California

### Challenge

Valley Presbyterian Hospital maintains daily interfaces for large volumes of electronic health record data, connecting over 35 different systems throughout the hospital. Over 150,000 messages are being transmitted between these systems, which include all departments ranging from the radiology to pharmacy systems. Valley Presbyterian Hospital is also sharing data with several external partners as well. Every time a new partner or system is added to the hospital network, a new ADT feed typically needs to be created. Having to set up a new interface every time a new partner was added could be overwhelming to a smaller hospital staff. There is also now a greater demand for other feeds beyond ADT such as lab results and reports.

Continually faced with having to create additional and more complex integrations such as state-wide registries and web services connections, Valley Presbyterian Hospital realized it did not have the resources, nor the expertise to handle these projects on their own.

### Solution

Valley Presbyterian Hospital was already utilizing Summit Healthcare's *Summit Exchange* interface engine to manage its interoperability landscape. Summit Healthcare also offers Professional Services, which Valley Presbyterian Hospital selected to supplement its in-house IT staff, and provide additional support to maximize their integration efforts. By partnering with Summit Healthcare, Valley Presbyterian Hospital was backed by a team of skilled engineers who were able to provide full, ongoing interface support.

Summit's engineers not only have expert knowledge of the Summit Exchange technology, they also have the requisite skills and experience to handle complex interface projects. The engineers also provide project management services and will coordinate all interface builds and projects, freeing up the time and resources of hospital staff and allowing them to focus on other core hospital tasks.

### Results

Valley Presbyterian Hospital saw immediate value in having partnered with Summit Healthcare's Professional Services team. By leveraging Summit's added expertise along with the Summit Exchange interface engine, Valley Presbyterian Hospital was able to manage the clinical and operational value of the interfaces while leaving much of the technical detail and testing to Summit Healthcare engineers. **Completed complex interface builds include:**

- California Dept. of Public Health Interfaces using web services: LAB ELR to Cal REDIE, Immunizations to CAIR
- Vital signs - Unsolicited query/response from patient monitors to the EMR
- POC Meter - POCT1; a direct with no need for 3rd party HL7 version; received results immediately and quickly imported them to Meditech

*"One of my goals is to ensure the hospital is capable of addressing complex industry objectives like Promoting Interoperability, FHIR standards, and restful API web services. Leaving the mechanics of interface development to a trusted and experienced service provider allows our valuable IT informaticists to interact with our user community, and design strategic solutions for them."*

**- Jeff Allport**, Former Chief Information Officer, Valley Presbyterian Hospital

The Valley Presbyterian Information Systems staff also saw the value in having a team to help monitor the interface engine landscape. An alerting tool is available within Summit Exchange to notify the engineers if there is an issue with an interface. Working with Valley Presbyterian's staff, they can quickly resolve any issue that arises within the system.

These resources combined with the project management aspect of the partnership was key in saving the hospital staff time and resources to set up new projects and interface builds. Summit acted as the mediator to coordinate all communication and testing between Valley Presbyterian Hospital and all third-party systems, which can often be a time consuming and difficult process.

As interoperability objectives and capabilities continue to become more advanced, Valley Presbyterian Hospital has a team in place to help scope new initiatives, prioritize efforts and advise on future implementations. The organization is prepared to handle all of the new initiatives coming down the pike such as Promoting Interoperability (FKA Meaningful Use Stage 3), FHIR standards, and restful API web services.

### **About Summit's Professional Services**

The Summit Healthcare Professional Services Group has years of experience working with hospitals and healthcare organizations of all sizes, and on all EHR and third party systems. Our many years of working on the fast-changing landscape of modern healthcare has given us the know-how and experience to be able to provide custom solutions for your organization. Our experience lies in the delivery, implementation, and ongoing consultative support to integrate the appropriate suite of services and design the best strategies to meet the needs of your organization.

### **About Summit Healthcare**

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration, automation and business continuity needs. Since 1999, we have worked to provide the industry with the most flexible integration and automation technology with complimentary tailored services and solutions.

### **Contact Us**

Summit Healthcare  
781.519.4840  
info@summit-healthcare.com  
www.summit-healthcare.com

