CLIENT USE CASE

Cody Regional Health Enlists Summit Healthcare's Integration Services to Support Epic Migration

The Client

Cody Regional Health

Cody, WY

The Challenge

Cody Regional Health recently made the decision to upgrade their Meditech Platform to an Epic Community Connect model. The organization understood that migrating interfaces would be a large undertaking and would require a high level of support from their integration technology team. After conducting a resource assessment, the organization made a strategic decision to enlist the support of an experienced vendor partner who could assist with the entire migration project.

The Solution

Cody Regional Health had partnered with Summit Healthcare in the past to replace their former interface engine, and provide Professional Services during a previous Meditech 6.15 migration. The support and experience delivered was a step above all others. Not only did Summit Healthcare have superior integration technology, but the experience of their staff, and quality of service really stood out among their competitors. In addition to continuing the use of Summit's interface engine technology, Cody Regional Health re-contracted for Summit Healthcare's Professional Integration Services, which will provide them with an experienced, effective partner to streamline and assist with all of their new migration needs.

The Results

Migrating EHR platforms is a great opportunity to reassess the integration platform in place. Cody Regional Health made the decision at this time to upgrade to Summit's newest interface engine technology, Summit Exchange, from the legacy Summit Express Connect engine. Summit Exchange has enhanced features, is more user-friendly and intuitive, and offers integration with the new Enterprise Dashboard, enabling IT staff to easily monitor, manage, and report on activity within the hospital's IT landscape, on-the-go, from anywhere, at any time.

Summit Healthcare will provide Professional Services to convert and implement all interfaces from Cody Regional Health's current Meditech 6.15 platform to their Epic Community Connect platform. Summit Healthcare's project management team will be on hand to assist with the inventory of all interfaces, analyze and document all interface customization, and provide recommendations for interfaces needed.

Summit Healthcare will also provide a dedicated Project Manager and Engineer to deliver the following support:

• Manage the project plan and provide progress reports and documentation

• Updated inventory list of interfaces migrated to the engine, design and installation of interfaces

> *"After staffing changes that occurred in our Information Services Department, I reached out to our regional sales manager, Barry Njoes, to discuss our next big implementation project which would need significant interface management and representation. Barry reviewed our account and identified ways that our processes could be more streamlined, which included more flexible monitoring of our current interface environment. Additionally, he provided guidance for the methodology we would later incorporate in strategic planning for our Epic Community Connect project. "*
>
> **- Jennifer Jones, RN, MSN**
> *Information Services Director at Cody Regional Health*

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- Bi – Weekly Status Calls with Integration Team and monthly interface inventory reports

- Set up of interfaces on both Live and test servers

- 24x7 support of the engine, integration products and interfaces

- Implementation of the remote dashboard and monitor interfaces

The Summit Healthcare Professional Services team will enable Cody Regional Health's information technology staff to focus on other tasks and initiatives, while working effectively on the back end to manage all of the migration efforts.

Since Cody Regional Health signed on for a 3-year Services agreement, Summit staff will be on hand to continue monitoring, developing, and supporting the entire integration environment at Cody Regional Health, long after the migration has been completed. The Summit Healthcare team will provide 24x7 go-live support of Cody Regional Health's interfaces, including education, modifications testing or upgrades to existing interfaces, as well as developing additional interfaces on an as-needed basis.

"In the interest of project planning with Summit Healthcare, I have been given the opportunity to speak with Jim McKinnon (President), Barry Njoes (Director, Regional Sales), and also Terry LaPointe (Senior Vice President, Operations) and to me this speaks volumes regarding the importance placed on customer relationships. I am very appreciative of the open door policy I feel they have and it makes coordination and planning very easy. I expect that their dedication to our organizational needs and strategy will be one of the keys to our project success over the next year and beyond."

- **Jennifer Jones, RN, MSN**
Information Services Director at Cody Regional Health

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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