CLIENT USE CASE

Cottage Hospital Improves Physician Relationships, ROI, and Secure Data Exchange with Summit All Access

The Client

Cottage Hospital

Woodsville, NH

The Challenge

Cottage Hospital understood that a critical aspect of patient care was improving access to patient documents and data for the entire care community. Prior to a recent EHR transition, the community providers outside Cottage Hospital's facility were allowed full access to the EHR to review patient information. Faxing was also a standard means for communicating patient results and other data. When Cottage Hospital implemented a new EHR, security advisors alerted the team that this current process for sharing data was not acceptable to meet the new security requirements. There was no way to limit access around what providers would be viewing and which patient information they would see in the EHR. Additionally, faxing is known to be extremely unreliable and certainly not a secure way of sending information.

Cottage Hospital took the steps to identify a new solution that would meet the needs of their community providers while also building strong relationships without putting patient data, or the hospital, at risk.

The Solution

Cottage Hospital didn't have to look far for a solution that would ensure community providers could quickly, securely, and easily access necessary patient information. A long-standing and very successful relationship has existed between Cottage Hospital and Summit Healthcare over the past 10 years. Summit Healthcare was a trusted vendor partner, building confidence over the years with their excellent technology offerings and remarkable support staff.

Cottage Hospital was already utilizing both the Summit Exchange integration engine, as well as the workflow automation platform, The Summit Scripting Toolkit (SST). The success realized with Summit Healthcare's other solutions instilled confidence in Cottage's staff that they could tackle the challenges they were experiencing with community data exchange. The selection of Summit All Access, Summit Healthcare's web-based solution for on-demand data availability, was a natural and easy choice for Cottage Hospital.

The Results

An immediate win for Cottage Hospital was the efficiency and speed at which Summit All Access was installed and fully Live. There was very little downtime, and it was critical for security purposes that there was a new solution in place as soon as possible. Setting up new providers on the platform was almost just as instantaneous. The ease-of-use was vital both in setting up new providers, as well as establishing provider buy-in and acceptance. Providers were able to log in and start using the software within minutes, which was very well received. There are a total of 42 users from both affiliated and non-affiliated provider offices utilizing the technology.

> *"The selection of Summit All Access was a no-brainer for us. Cottage Hospital has had a strong relationship with Summit Healthcare for over 10 years now, and our complete trust and total confidence in their other products guaranteed that our experience with this software would be no different. The support team is excellent, and they're very knowledgeable even with only a little bit of information. That makes all the difference with troubleshooting and getting any issues (usually human error!) back on track in a timely manner, which is so essential especially when dealing with patient results."*
>
> *- **Tamra Azer, BSN RN,** Director of Clinical and Financial Applications at Cottage Hospital*

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Other Direct Benefits at Cottage Hospital Include:

- **Significant ROI**: the strengthened relationships with community providers encouraged continued referrals back to Cottage Hospital

- **Physician satisfaction**: on-demand access to data and results, no more waiting for faxes to come through

- **Improved care coordination:** ability to send notifications to providers to ensure patients are getting the follow-up care they needed in a timely manner

- **Met all security standards and regulatory requirements**: advanced functionality included break the glass and robust auditing/reporting capabilities

- **Very user-friendly and easy to use**

A Sample of Information/Reports Shared with Different Facilities:

- *Admission*
- *Discharge*
- *Emergency Room Visits*
- *Laboratory*
- *Pathology*
- *Blood Bank*
- *Microbiology*

About Summit All Access

The Summit All Access platform is the one-stop-shop for strategically managing patient data availability throughout the hospital and entire healthcare enterprise. The web-enabled platform establishes secure, audited distribution of electronic patient data in the event of a network or EHR downtime. Alerts can be set up for community providers, who can also access corresponding data on-demand without needing full EHR permissions. Labor free processing of patient records to providers helps to reduce paper transaction costs from faxing and mailing, lessens the burden on HIM staff to manage high volumes of phone calls, and offers a much more secure approach to exchanging patient information as all processed data is automatically encrypted to HIPAA standards.

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.

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