

Client Success Story

Boulder Community Hospital

Summit Provider Exchange - Enabling Bi-Directional Physician Office Integration



Boulder Community Hospital

CLIENT

Boulder Community Hospital, a 265-bed facility in Boulder, Colorado.

CHALLENGE

Supporting the workflow intricacies that present when bi-directionally integrating between the hospital, physician offices, clinics and laboratories within the Colorado care network.

SOLUTION

Summit Provider Exchange allows the organization to enable bi-directional integration between their Meditech hospital system, other EMRs and reference laboratories, and multiple physician offices. This technology also enables integration with the Colorado state HIE.

RESULTS

Boulder Community Hospital has enabled bi-directional integration with two clinics, with a project to connect a third on the way and future plans to have orders flow from the Colorado RHIO to their Meditech HIS.

PROFILE

As a locally owned, not-for-profit health system, Boulder Community Hospital has put its operational emphasis on providing high-quality care to patients in the region. The health system focuses on the healthcare requirements of its local community and enacts this perspective by staying on top of the technological opportunities available in the industry and working to implement innovative solutions to provide the best care possible to the community. As a result, the facility, which is licensed for 265 beds, was among the early adopters of the Meditech 6.0 solution.

Boulder Community Hospital made the transition to Meditech 6.0 in 2009, and has partnered with Summit Healthcare in all areas of integration. The first phase of integration included the deployment of the Summit Express Connect interface engine to streamline their integration landscape across the hospital enterprise. Summit Express Connect currently connects their Meditech HIS with multiple 3rd party vendor systems in all areas of the facility and set the foundation for BCH to exchange data with the CORHIO information exchange and further its patient care initiatives.

In total, the Boulder Community Hospital network includes two acute care hospitals, multiple outpatient facilities, more than 20 clinics - some PCP-certified - and 14 laboratory and imaging facilities. More than 600 physicians are spread over this network, and healthcare system integration has become a key need within the system.

CHALLENGE

Boulder Community Hospital established its Meditech 6.0 HIS, and had implemented the Summit Express Connect interface engine to deal with system integration but was being faced with more integration challenges. When the need arose to begin integrating with the physician offices and clinics, Boulder Community Hospital realized there were complexities involved in handling the many different types of workflows.

At their integration foundation, their interface engine could easily pass data from their core HIS to the physician offices but allowing for orders to pass from the physician offices back into their Meditech system proved more complicated. Additionally, managing the patient registration and MRN matching between systems was causing duplicate orders and workflow challenges in the respective hospital processing departments.

SOLUTION

Boulder Community Hospital turned to Summit Healthcare again to tackle this next phase of integration by implementing the Summit Provider Exchange solution. Summit Provider Exchange completely revolutionized BCH's data sharing capabilities by providing a true ability to electronically manage registration and orders in the processing departments at the hospital. Summit Provider Exchange was another powerful tool in BCH's toolbox for managing integration.

ADT, laboratory and radiology data from BCH to physician offices was flowing freely through the interface engine however when it came time to allow the physician offices and clinics to place orders in their EMR systems and send the orders to BCH, the information exchange became more difficult. The flexible design of the Summit Provider Exchange technology platform, enabled BCH to complete the bi-directional integration with the physician offices running the Next Gen and Orchard EMR systems.

RESULTS

Implementing Summit Provider Exchange has already begun delivering considerable results for Boulder Community Hospital. Bi-directional integration is now possible between the hospital and two clinics with many added benefits for both. Plans to integrate a third clinic in the works and BCH plans to eventually connect its bi-directional integration system with the Colorado statewide HIE (CORHIO). These integration projects will allow the hospital to go beyond simply passing key clinical patient data but will also make it easier for BCH to contribute to one state-wide comprehensive patient medical record. The advantages are vast for both the patient and the clinicians delivering care.

Summit Provider Exchange has also provided the kind of elasticity that Boulder Community Hospital needed to meet unique operational requirements. Accepting orders into the BCH laboratory and radiology departments from an outside physician EMR system proved to have many unique workflow requirements. Summit Provider Exchange enabled BCH to handle these unique workflow needs by controlling when orders are released into the BCH Meditech system and also ensuring the end users in the departments had control over the orders. This level of customization and flexibility of the solution

has streamlined a rather complex workflow process and provided yet another great integration accomplishment for Boulder Community Hospital.

"Summit Healthcare proved to be a true integration partner for Boulder Community Hospital. We have been working together since 2009 to streamline our integration landscape so when it came time to tackle our integration with physician offices turning to Summit Healthcare was an obvious choice. The Summit Provider Exchange technology enabled us to efficiently manage tough bi-directional workflow challenges with flexible options to meet our unique needs. BCH is pleased with our accomplishments integrating with our provider offices to date, and we look forward to working with Summit to interface with more clinics and to tackle the next phase of integration with CORHIO."

**- Arthur Hauser, Clinical Systems Analyst,
Boulder Community Hospital**

SUMMIT HEALTHCARE

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

Summit Healthcare has over 1,000 clients in the hospital marketplace, including close partnerships with complementary technology and value-added resellers. www.summit-healthcare.com

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