

Client Success Story

Louisiana Hospital Updates Summit Provider Exchange Technology to Improve Bi-Directional Physician Office Integration



PROFILE

A private, non-profit hospital serving communities throughout Louisiana, The organization is also one of the first women's specialty hospitals in the nation and is currently one of the largest in the United States. By 2020, the hospital's goal is to become the national leader in women's and family-centered care through innovation and strategic partnerships. Additionally, they are working with the American Hospital Association to advance healthcare in America as a whole, by strengthening communication between other hospitals and physician's offices to improve patient care across the continuum.

PLATFORM
MEDITECH

CHALLENGE

Hospital needed to enhance their communication with patients' care teams

SOLUTION

Customization to their Provider Exchange technology, a powerful integration solution for bi-directional patient data flow between HCIS and physician offices.

RESULT

- Custom results interface
- Demographic data is automatically updated from the order to the result
- Avoid manual reconciliation of results
- Avoid duplicates

The organization has 168 licensed hospital beds, 84 licensed NICU beds, 1,831 employees, and has performed 7,307 surgeries and 8,638 births. They received the 2016 Guardian of Excellence Award from Press Ganey Associates, Inc. for outstanding patient experience and the Top Performer on Key Quality Measures recognition from The Joint Commission.

They currently operate MEDITECH as their primary healthcare information system and integrate with numerous third party systems.

CHALLENGE

The hospital began utilizing Summit Healthcare's integration and automation solutions in 2013 and now own a suite of Summit's technology, including the interface engine and Provider Exchange. They have Provider Exchange implemented for both eClinicalWorks and Greenway, which facilitates orders to the appropriate clinics. When orders are sent through Provider Exchange to their EMR, results are then sent back to eClinicalWorks and Greenway, however, there have been instances where orders have resulted in duplicates, or required manual reconciliation by a staff member. For example, in the event of a patient's name change, or a transcription error.

They needed help building customization into the Provider Exchange technology to assist with this specific workflow relating to results. The customization needed to force the technology to automatically update the demographic data from the order to the result, using the patient name and other demographics on the original order, to avoid having to manually



reconcile the results, and prevent duplicates.

SOLUTION

The hospital made the decision to update their use of the Provider Exchange technology. Customizing the software to fit their specific workflow needs would accomplish their goal of improving their physician office integration. Summit Healthcare's team of engineers worked with the hospital staff to design, test and implement the results interface. When orders are sent through Provider Exchange to the EMR, results are then sent back to eClinicalWorks and Greenway. This customization included automatically updating the demographic data FROM the order TO the result.

“Our hospital strives to improve lives and excel as a leader in patient care. By continuing to enhance our partnership with Summit Healthcare, we will be better positioned to provide patients with an integrated healthcare experience.”

Summit Provider Exchange facilitates the integration of bi-directional patient ADT, orders and results data between hospital systems and the EMR at the physician office or clinic. Provider Exchange provides the most flexible bi-directional physician EMR integration platform on the market today, giving hospitals tighter control over patient registration and order management. Enabling bi-directional physician EMR integration has never been more important than it is today. The needs for data exchange increases with industry mandates such as meaningful use, or the ability to contribute to a regional health information exchange. Furthermore, integrating with physician offices contributes to hospitals' bottom lines and allows organizations to remain competitive in the marketplace.

“Summit Healthcare is pleased to announce our advanced partnership with this hospital to support their physician EMR integration efforts. The Summit Provider Exchange technology solution is emerging as a leader in the marketplace and we look forward to extending this flexible technology to this organization, and well as many others.” said **Ted Rossi, CEO, Summit Healthcare.**

RESULTS

The Provider Exchange technology, coupled with this new customization, is better enabling the hospital to quickly process and accept orders inbound from their physician offices and route any critical results back. The bi-directional orders and results include LAB, MIC, BBK, PTH and RAD.

The customized interface prompts the technology to automatically update the demographic data from the order to the result, thus eliminating the chance of having duplicate results. Staff no longer have to manually reconcile the results, thus freeing up workloads and minimizing errors.

For More Information:

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