

# Client Success Story

Valley Presbyterian Hospital – Utilizing Summit Healthcare’s Managed Professional Services to Meet Advanced Interoperability Goals



Valley Presbyterian Hospital

## PROFILE

Valley Presbyterian Hospital is a 350-bed acute care community hospital located in Van Nuys, California. The hospital is one of the largest full-service acute care facilities in the San Fernando Valley. The hospital serves thousands of families each year, with leading-edge technology and medical expertise that spans the continuum of care. Among the region’s brightest and best, the hospital’s nurses, therapists, technicians and more than 500 physicians represent virtually every specialty and most sub-specialties in the medical field, including cardiac care, orthopedics, maternal and child health, and oncology.

## CLIENT

Valley Presbyterian Hospital, California

## CHALLENGE

Valley Presbyterian needed a partner to help implement and manage complex integrations and future initiatives.

## SOLUTION

Summit Healthcare’s integration engine coupled with Managed Professional Services.

## RESULT

- Integration experts available at all times
- Project management resources
- Supplements hospital staff
- Handle the complexities of new initiatives

While Valley Presbyterian Hospital’s range of acute care services and expertise has continued to expand, it remains a community-based hospital at heart. As one of the Valley’s only independent, non-profit, and locally governed institutions, the hospital provides an exceptional level of care that meets the needs of its community. As a result, Valley Presbyterian Hospital has been voted “Best Hospital” by the readers of Los Angeles Daily News for 12 years in a row.

## 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 create a new interface every time they brought on a new partner can 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 Managed 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 Managed Professional Services. 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 included:**

- 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.

The Valley Presbyterian Hospital 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 Hospital'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 their 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.

*"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, Chief Information Officer, Valley Presbyterian Hospital**

## SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals and providers who want to take full control of their healthcare systems integration and information management requirements. Since 1999, we have worked to provide the industry with the most flexible integration technology with complementing tailored services and solutions.

For More Information:

Summit Healthcare | [www.summit-healthcare.com](http://www.summit-healthcare.com)