



# HealthCare Solutions®

## Integration Solutions

### *Applying healthcare expertise to your data integration challenges*

#### **The Business Issue**

Information system interoperability across the healthcare enterprise is a mission-critical prerequisite to clinical transformation and implementation of the electronic health record. Seamless interaction among once discrete clinical, financial, and administrative operations is increasingly being recognized not only as fundamental to improved patient care and safety, but instrumental in achieving significant cost and process efficiencies.

System interoperability in the healthcare organization is achieved through enterprise application integration (EAI). Owing to widespread disparities among communications protocols, individualized implementations of industry standards, and the differences among both application architectures and capabilities and the business processes themselves, EAI has been seen as a problematic and challenging undertaking. Today, however, healthcare integrators have developed powerful new technologies and techniques to address the complexities of the EAI process. Continued movement by application vendors toward event-driven integration, along with messaging standards such as Health Level 7 (HL7) and ANSI X12, provides additional support for the successful integration of healthcare systems.

Despite those developments, staying abreast of the latest integration technologies and best practices and using them productively requires highly specialized EAI expertise, which in turn means finding the right EAI consulting partner. EAI experience and know-how are basic qualifications—but technology

skills are not enough. Your EAI partner also needs a thorough understanding of healthcare operations, expertise in all the major vendor applications and their associated data models, and in-depth knowledge of evolving healthcare regulatory requirements.

#### **The CTGHS Answer**

##### *Exceptional Consulting Expertise*

With over 20 years of experience in helping healthcare providers and payers meet their integration challenges and focused expertise in EAI, CTG HealthCare Solutions (CTGHS) is uniquely qualified to act as that partner. Our consultants have extensive expertise in all aspects of EAI in the healthcare environment, as well as in-depth knowledge of healthcare processes and issues. CTGHS' understanding of interfaces as well as healthcare clinical and operations solutions, coupled with our use of standardized methodologies, ensures the delivery of quality results—every time.

##### *Innovative Methodologies*

CTGHS' proprietary suite of EAI methodologies, Exemplar® for EAI, are grounded in the principles and best practices of ISO 9000 methodologies, including the IT Infrastructure Library (ITIL), as well as many years of real-world experience.

Exemplar methodologies provide a modular and flexible guide in the delivery of high-quality solutions tailored to the unique



**Exemplar**  
for

**Enterprise Application  
Integration**



needs of each healthcare environment. They incorporate a wide range of logical, effective processes, procedures, and tools that allow CTGHS to provide the best EAI solution for your organization.

## CTGHS EAI Services

CTGHS has a broad breadth of traditional EAI consulting services. Many of these can also be delivered leveraging onsite consulting and offsite technical services provided through our Cymphony<sup>3</sup> Solutions to lower your costs significantly. Our EAI services include:

- Assessments and planning
- Architectural design
- Integration engine search and selection
- Implementation and upgrades
- Staff mentoring
- Interface design and development
- Testing
- Upgrade assistance
- Conversion

CTG expertise encompasses a complete range of vendor products and technologies, including:

### Interface Platforms:

- Sun Enterprise Service Bus
  - Java CAPS
  - e\* Gate™/DataGate™
- Healthvision Cloverleaf™ Integration Suite
- Cerner OpenEngine™
- Epic Bridges
- Siemens OPENLink™

### Migrations:

Legacy platform migrations, including:

- CAI TDM
- CAI CL/7
- DataGate™ 3.x to e\*Gate™ 4.5 migration
- e\*Gate to Sun Java CAPS

## Our Commitment to Quality

CTGHS ensures the consistent delivery of highest-quality services through a formally defined quality management program. We start by equipping exceptional, experienced consultants with proven, repeatable methodologies, best practices, and toolsets honed over 20 years. The ultimate measure of quality is awarded by our clients. Unwavering focus on quality is demonstrated by CTGHS clients' independent ratings in KLAS Enterprises, LLC<sup>1</sup>.

In the March 2010 KLAS<sup>1</sup> report, Getting to Stimulus Funding: Which Consultants Can Help?, our clients recognized CTGHS, a 'Tier One' Firm for:

- Top performer for Implementation Principal<sup>2</sup>
- Highest client satisfaction: Inpatient Clinical Implementation Lead, Ambulatory EMR Physician Adoption and Implementation Supportive
- Top Score for On-Time and In-Budget Project
- Overall 'Strong' Vendor Experience
- 'Deep/Broad' Community Hospital and Large Client Experience
- Rated lowest cost resource/engagement Tier 1

<sup>1</sup> © 2010 KLAS Enterprises, LLC. All rights reserved.  
www.KLASresearch.com

<sup>2</sup> "ACS, CTG, and Deloitte are in a virtual dead heat, scoring a full 10 points above the next closest PSF, Accenture (87 versus 77)"



**CTG Cymphony<sup>3</sup>**  
**Solutions, powered**  
**by our Exemplar<sup>®</sup>**  
**methodologies,**  
**improve speed**  
**and quality while**  
**lowering costs.**

**Our 'blended model'**  
**approach combines**  
**the best of onsite**  
**consulting and**  
**offsite services**  
**to deliver greater**  
**value for your IT**  
**consulting dollar**  
**than ever before.**

*CTG HealthCare Solutions<sup>®</sup> is a leading information technology consulting firm dedicated solely to helping healthcare institutions, physician practices, and related organizations achieve clinical and financial goals through effective technology and business solutions.*



HealthCare  
Solutions<sup>®</sup>