



HealthCare Solutions™

Embracing Transformation

Business Background

Parkview Health System (PHS) is an integrated delivery system with six hospitals and numerous clinics and treatment centers in northeast Indiana. The PHS network also includes managed care and owned physician organizations, and outpatient service providers of surgery, radiology, clinical laboratory, oncology, home health, behavioral health, and long-term care. The PHS mission to improve the health of its communities is supported by a commitment to “combining high tech with high touch” to give its patients the best possible medical care.

In support of its mission, the health system formulated a new information technology (IT) strategy and tactical plan. Realizing that the plan would require a system-wide overhaul of its IT function, it selected CTG Healthcare Solutions (CTGHS) to provide a wide range of enterprise application integration, project management, data architecture, and system implementation services in support of its “Embracing Transformation” project (Project ET).

Business Objectives

The PHS strategic plan clearly defined its business and supporting goals. They included:

- **Patient and physician convenience:**
 - Reduce time spent on updating records
 - Provide ease of access into system
 - Increase information exchange
 - Increase loyalty from patients and physicians
- **Physician alignment:**
 - Build relationship with PHS physicians through partnering in technology
 - Provide support for Parkview Medical Group

- Increase physician loyalty
- **Breadth, depth, and quality of clinical services:**
 - Strive for clinical excellence
 - Provide accurate and timely information
- **Fiscal responsibility:**
 - Cost containment
 - Revenue enhancement
- **Employee satisfaction:**
 - Increase employee satisfaction
 - Increase productivity
 - Provide increased and expanded resource training

The CTG Solution

Project ET is an ongoing effort encompassing the implementation of a number of new systems that include IDX Carecast, IDX Imagecast, LanVision, SCC Soft Laboratory, Picis, Pyxis, Logicare, and a number of critical underlying products such as 3M Encoder. A key aspect of the project is the seamless integration of data among both new and existing systems, including McKesson HBOC’s MEDI-PAC, CLINIPAC and Pathways Enterprise Scheduling, Horizon’s Visions, TENET’s EdNet, Dictaphone, Medical Manager, PeopleSoft, and a number of custom-developed systems. Enabling the systems integration is SeeBeyond’s e*Gate enterprise application integration (EAI) engine.

CTGHS supported the project by providing project management, architecture, and implementation know-how to establish an integration infrastructure and implement over 150 mission critical interfaces. A CTGHS team with wide experience in healthcare industry processes and concerns, as well as specialized expertise in SeeBeyond’s



e*Gate, managed and staffed a Parkview integration team that successfully accomplished all the project's integration objectives. Specific tasks performed included:

- Managed Project ET's integration team through activities that included an inventory of the applications, identification of data requirements, and day-to-day coordination of implementation schedules for the new systems with any required interface development
- Architected the SeeBeyond e*Gate framework to provide the technical and application infrastructure required to support the new PHS environment; designed and installed all development, test, and production environments; and established standards and guidelines for developing components, coding, change management, and deployment
- Assisted PHS in the conversion of its current SeeBeyond Datagate interfaces to the new e*Gate environment
- Analyzed, coordinated, and documented interface requirements and determined data mappings, translation tables, communication protocols, and routing of application events
- Developed components and translation scripts to satisfy the interface requirements for Coding Admission, Discharges and Transfers (ADT), Orders and Results, Charges, Document Management Interface (DMI), Staff and Physician Updates, Enterprise Scheduling, and custom interfaces
- Supported the user and application system teams' integrated testing efforts with regards to the interfaces
- Provided functional and technical expertise and assistance to ensure seamless business process and data integration with HIS applications
- Deployed the e*Gate framework for maximal efficiency and supportability, including the establishment and execution of performance baseline testing and tuning, development of system monitoring tools and proce-

dures, and creation of system maintenance and archival functions

- Mentored Parkview employees in using formal interface development methodologies and best practices.
- Provided tier one, 24-hour support of integration environment

Business Benefits

Since Project ET is an ongoing effort, the full benefit of CTGHS systems integration work will be realized over time, continuing to deliver value to PHS as more new systems are added. Immediate and expected benefits include:

- Establishment of formal methodologies and procedures for systems integration has greatly improved efficiency and satisfaction among PHS applications and end users.
- Its new integration infrastructure has enabled PHS to remain scalable and provided significant growth potential and reusability for future interface development.
- CTGHS' rapid interface design has allowed PHS to implement new workflows and business processes quickly and to realize the benefits of real-time data access across all systems.
- Interface implementation between current PHS systems and physician groups has strengthened the relationship with key partners, enabling PHS to offer a wider range of services capabilities to its partners.
- Clinicians will be able to spend more time with the patient instead of updating patient records; data entered in one system will be available immediately within the other systems, reducing errors and affording a consistent and consolidated view of each patient.
- Its new systems will supply PHS with more and better information to service its user community, resulting in reduced costs and greater revenue potential.

CTGHS helps healthcare institutions and related organizations maximize the potential of their information systems to achieve their financial and clinical objectives. Our application, integration, consulting, and IT management solutions resolve high-priority IT issues and provide significant return on investment for our clients. CTGHS is recognized for our ability to mobilize healthcare and IT expertise, to use proven methodologies, and to draw upon our corporate knowledge base in a client-responsive and cost-effective manner. We rely on AssureWare™, our standardized engagement management methodology, to deliver consistent, timely results.

