

SUCCESS STORY

Delta Regional Medical Center Replaces Its HIS and Relies on Iatric Systems to Successfully Migrate the Interfaces to Cerner



- OBJECTIVE:** Delta Regional Medical Center chose to migrate its Hospital Information System (HIS) from their legacy vendor to a Cerner environment. Like the old system, the new HIS would need to exchange patient information with a variety of healthcare systems used in the delivery of care. Thus, Delta Regional would also need to migrate and adapt the interfaces that enable this crucial exchange to make the HIS migration a success.
- SITUATION:** Based in Greenville, Mississippi, Delta Regional Medical Center is a 325-bed state-of-the-art facility with a full range of medical services. For several reasons, including Meaningful Use compliance and infrastructure cost, they decided to migrate from an onsite client/server HIS to a hosted system from Cerner. The new HIS would need to exchange data with systems used by cardiology, ED, radiology, the lab, EMR systems used in local clinics, and two Health Information Exchanges (HIEs).
- SOLUTION:** Delta Regional relied on Iatric Systems to handle their interface migration needs from start to finish and make a successful transition to the new Cerner HIS environment. In addition, Iatric Systems provided systems integration tools such as the EasyConnect Jaguar interface engine and its Managed Interface Services to meet Delta Regional's current integration needs and those in the future.
- RESULTS:** The new Cerner HIS went live in October 2011, with transparent connections that preserve and enhance caregiver workflows at 11 clinics in Delta Regional's network, all with different healthcare systems. Iatric Systems cost-effective Managed Interface Services save Delta Regional the cost of hiring a full-time employee while providing specialized HL7 interface expertise not available internally. Iatric Systems continues to manage interfaces for Delta Regional and meet their ongoing needs for patient information exchange as healthcare evolves.

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– Chris Oubre
Executive Director of
Information Services
Delta Regional Medical Center

Sometimes, for a variety of reasons, a hospital will decide to migrate its Hospital Information System (HIS) providing the foundation for patient care from one vendor to another. For the migration to succeed, the new HIS will need to exchange information with a complex landscape of healthcare systems used in the delivery of care. When Delta Regional Medical Center decided to migrate from their legacy HIS vendor to a new HIS from Cerner, they called upon Iatric Systems to migrate, build, and manage the crucial interfaces that bind together the varied systems that caregivers and patients depend on.

Migrating Interfaces with Confidence

As an Iatric Systems customer since 2007, Delta Regional already had a sense of what to expect. They knew they could rely on a systems integration team with expertise gained from integrating systems of more than 800 vendors at more than 1,000 healthcare organizations. "With Iatric Systems, you're not just purchasing interface technology; you're purchasing their knowledge, support, and project management," says Joyce Wells, Clinical Systems Analyst at Delta Regional. "Because they do these projects so often, they are very adept at hitting time lines and fulfilling expectations."

"Iatric Systems has extensive HL7 interface experience and we have been able to use their integration team as if they were remote staff," adds Chris Oubre, Executive Director of Information Services, at Delta Regional. "They understood our migration needs and worked with us to deliver a better product at a lower cost than if we had tried to hire internally."

Iatric Systems combined its HL7 interface expertise with advanced healthcare software solutions such as the EasyConnect Jaguar interface engine to migrate and adapt dozens of interfaces to 11 clinics in the Delta Regional network — all with different healthcare systems. One of the most important interfaces delivers clinical results from the Cerner HIS to the Allscripts Electronic Medical Record (EMR) system used at the clinics. Admission/Discharge/Transfer (ADT) interfaces feed demographic information to the Philips Xcelera system used by cardiology, to the Philips iSite Radiology PACS system, and to the Pyxis® system used hospital wide for medication management.

Other interfaces support inbound orders to the HIS from PICIS, PACS, and Xcelera. Delta Regional also feeds ADT information and lab results to the Mississippi Health Information Network, the state Health Information Exchange (HIE), as well as to a local HIE used by the clinics.

Saving the Cost of a Full Time Employee, and Much More

Iatric Systems Managed Interface Services provides Delta Regional with a cost-effective way to build and manage interfaces, paying only for the work, scale, and duration they need. "I estimate we're saving the cost of a full-time employee by having Iatric Systems do the interface work," Chris adds. But he points out that there are other benefits besides cost savings. "We know that our interfaces are created by Iatric Systems using the best practices available, and the interfaces are monitored 24/7/365 using the best tools available. For any information services director or CIO, that assurance is priceless."

Change Is Certain — Delta Regional Is Ready for It

As healthcare moves forward, Chris knows there will always be new healthcare systems emerging, requiring new automated workflows and the ability to share information in new ways. "We will always need new interfaces, new modifications, and ongoing management," he concludes. "Iatric Systems has experience with virtually every healthcare system and vendor, and we expect to work with them for all our integration needs."

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