

ARKANSAS CHILDREN'S HOSPITAL LITTLE ROCK, ARKANSAS

WWW.ARCHILDRENS.ORG

CUSTOMER PROFILE:

Arkansas Children's Hospital is the only pediatric medical center in Arkansas and one of the largest in the United States serving children from birth to age 21. The campus spans 24 city blocks and houses 290 beds, a staff of approximately 500 physicians, 80 residents in pediatrics and pediatric specialties and more than 3,600 employees. The private, nonprofit healthcare facility boasts an internationally renowned reputation for medical breakthroughs and intensive treatments, unique surgical procedures and forward-thinking medical research - all dedicated to fulfilling the mission of enhancing, sustaining and restoring children's health and development.

CUSTOMER HL7 CHALLENGES:

- + Time-consuming to develop key healthcare interfaces for critical reports
- + Previous interfacing platform was not targeted for healthcare and was awkward to build healthcare interfaces
- + Wanted independence from vendors when new key interfaces are required

CUSTOMER SOLUTION:

- + Replaced previous generation integration engine technology with NeoIntegrate™ a new, robust communications engine. NeoIntegrate enabled interfaces for the Arkansas Children's Hospital's Pyxis system (prescribed and administered drug system) and a SQL Server database reporting application.
- + NeoIntegrate:
 - + Enabled Arkansas Children's Hospital to quickly implement new interfaces in a fraction of the time previously required
 - + Enhanced the quality of the pharmacy reporting system by providing simplified access to the data flow
 - + Processed HL7 messages, interacted with SQL database, and ensured continued communications with external systems.
 - + Provided "worry free" operations through the intelligent monitoring, logging and alerting system
 - + Furnished a robust foundation in which to build future interfaces to other hospital applications
 - + Met the hospital's objective of providing a cost-effective interfacing solution that simplifies development of future interfaces so that patient care will not be constrained due to lack of data access

ARKANSAS CHILDREN'S HOSPITAL INSIGHTS:

Stewart Whaley, Systems Development Group, builds and manages clinical interfaces at Arkansas Children's Hospital. Stewart's insights:

"NeoTool's solution and insights are a huge advantage to Arkansas Children's Hospital. We were spending too much time and money on developing a key interface for our pharmacy reporting system. NeoTool quickly demonstrated how their solution resolved our issues, and implemented the solution ahead of schedule.

NeoTool's engine allowed us to build an interface in one day that had previously taken almost six months to develop and implement. This time savings was brought on by NeoIntegrate's ease of use and strong SQL interaction. We were able to connect to our existing database schema with a few clicks and move the data to and from HL7 messages easily.

It was refreshing to work with a platform that was developed specifically for the healthcare industry. With NeoIntegrate, there are no overhead costs. It produces results for us every day in a simple, powerful way.

Two of the many great attributes of the NeoIntegrate solution that have been particularly helpful are the monitoring and logging tools delivered as part of the system. We have a higher level of insight into the data flow between our systems and can now easily monitor message flow. Through the tools, we can re-send messages or resolve many issues proactively. We are operationally better with this solution.”

David Higginson, Chief Information Technology Officer, oversees research and development of new systems at Arkansas Children's Hospital and is focused on delivering and constantly enhancing IT performance to enhance patient care. David's insights:

“It is very clear to us that NeoTool is building solutions for the healthcare industry. Their healthcare knowledge and solution design helps us to leverage our resources to provide improved service to our customers.

The people at NeoTool were extremely helpful throughout the entire process. They followed through on every request in a timely manner and delivered above what they said they would. NeoTool's performance exceeded our expectations in delivering a solution to us.”

ABOUT NEOTOOL:

NeoTool's healthcare integration solutions empower organizations to develop, test, deploy, and manage data exchanges between healthcare applications and providers. Through software, training, and consulting, NeoTool is the largest firm dedicated solely to HL7 and healthcare application interfacing. NeoTool customers include healthcare providers (e.g., hospitals, imaging centers, labs, and clinics) and healthcare software application providers and medical device manufacturers. www.neotool.com

ABOUT NEOINTEGRATE:

NeoIntegrate is a simple and effective way to build, test, manage, and monitor HL7 interfaces. Key features include:

- + Process any HL7 message
- + Graphical user interface for routing, mapping, and filtering messages
- + Testing tools available at each stage of interface development
- + Administration Console for monitoring and controlling interfaces
- + Alert system to notify specified people based on different events and time of day
- + Intuitive connection creation wizards to quickly establish connectivity
- + Complete TCP/IP-MLP communication infrastructure
- + Preloaded with all the messages, segments, fields and data types for all HL7 2.x versions actively used in the field
- + HL7 message editing tools for defining specific “flavors” of HL7, including customizations such as Z segments
- + Log viewing tools to filter and display message traces
- + Handles cardinality during message configuration
- + Message conformance checking for HL7 validation
- + Remote management
- + Plus many more value-added features ...

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