

# GOOD SHEPHERD ALLENTOWN, PENNSYLVANIA

WWW.GOODSHEPHERDREHAB.ORG

## CUSTOMER PROFILE:

Good Shepherd, based in Allentown, Pennsylvania, is a nationally recognized rehabilitation leader, offering a continuum of care for people with physical ailments. Good Shepherd has 15 outpatient sites, one inpatient rehabilitation hospital, one long-term acute care hospital, two long-term care hospitals, one independent living facility, and a work services division.

## CUSTOMER HL7 CHALLENGES:

- + Managing complex healthcare interfaces efficiently with an engine that was designed in the 1990s
- + Time to develop HL7 interfaces was increasing and, consequently, the backlog to meet the demand was growing
- + Finding employees skilled in programming the proprietary language used by the old engine was getting more difficult
- + The need to decrease IT costs
- + The need to leverage the resources that were developing critical interfaces
- + The need to structure interfaces from the analyst perspective

## CUSTOMER SOLUTION:

- + Replaced previous generation integration technology with NeoIntegrate™ – a new, robust communications engine
- + NeoIntegrate:
  - + Reduced the cost to build HL7 interfaces by eliminating programming costs – the time to develop each interface has been reduced by a minimum of 75%
  - + Decreased the costs of maintaining and supporting HL7 interfaces
  - + Enabled analysts to build HL7 interfaces effectively
  - + Eliminated errors through a broader use of electronic transfer of key patient information

## GOOD SHEPHERD INSIGHTS:

Christopher Langley, Director of Integration, has many years of experience leading the integration efforts. Christopher's insights:

*"For five years, we used an older integration technology that was becoming too costly and unproductive for Good Shepherd to build and maintain critical healthcare interfaces. Committing expensive and limited development resources to build an increasing number of interfaces was not practical given the many competing priorities. We were experiencing rising costs, longer development times, and a building backlog of interface requests.*

*When we began our evaluation process, we were in the tail end of an IT outsourcing contract and bringing all our IT functions back in house. One of our major critical paths was our HL7 interface implementation. We had limited resources and time to devote to our HL7 interfaces. NeoTool's extensive healthcare and HL7 knowledge and their robust NeoIntegrate solution were all factors in our decision. Perhaps more important was their willingness to listen to our specific requirements and their conservative approach to describing the capabilities of NeoIntegrate.*

*After thorough research, we determined NeoIntegrate was a clear alternative for what we were doing. With the implementation of NeoIntegrate, we reduced the time it takes to develop and implement a new healthcare interface by 75%, at a minimum.*

*The ease of use also reduced our costs by allowing our own analysts to build our interfaces. The monitoring and logging tools make it easy to supporting existing interfaces as well.*

*After bringing our IT functions in house, we started implementing a new integrated HIS system. This implementation would require us to create new interfaces and modify existing ones. Porting our interfaces over to the new system has been painless and developing new ones was 'old hat'. In fact, the major reason we are able to implement new interfaces in the middle of a huge implementation is because of NeoIntegrate's ease of use.*

*By using NeoIntegrate at Good Shepherd, we have changed our operating environment in a very positive way. Costs have decreased; delivery time for new interfaces has been reduced; control over our capability to deliver interfaces has increased; and care givers and administrative staff satisfaction has increased with the easy transfer of information. This has taken us to the next level of healthcare interface performance."*

#### 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](http://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 ...

#### CONTACT US

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