

HENRY COUNTY HEALTH CENTER MOUNT PLEASANT, IOWA

WWW.HCHC.ORG

CUSTOMER PROFILE:

Henry County Health Center received national attention when it was identified by Modern Healthcare as both a top 100 hospital and as one of the 20 best rural hospitals in the United States. This national acclaim speaks highly for the Center, which serves as an example of quality care in the changing healthcare environment.

Since 1921, Henry County Health Center has cared for the people of Southeast Iowa with compassion and professionalism. Through the years, Henry County Health Center has stayed at the forefront of health care, and in the process has evolved to become more than a traditional hospital. Today, Henry County Health Center is Southeast Iowa's "hub" for healthcare, serving the needs of both healthy community members and those requiring more specialized medical care.

CUSTOMER HL7 CHALLENGES:

- + Physicians wanted the results of patients' services received at the hospital (e.g., radiology, lab, and other ancillary services) to be communicated electronically to the practice's Electronic Medical Record (EMR) application.
- + The lack of monitoring tools for point-to-point interfaces led to reactive responses to errors in clinical data processing and communication.
- + Point-to-point interface approach was unreliable, resulting in clinical data not being sent as intended.

CUSTOMER SOLUTION:

- + Replaced point-to-point interfaces with NeoIntegrate™. Using NeoTool's interface engine, Henry County Health Center built interfaces to the following applications: CPSI, GE Centricity™ EMR, and GE Centricity™ PACS.
- + NeoIntegrate enabled Henry County Health Center to be:
 - + Effective in exchanging patient information between the physicians' EMR and the CPSI Healthcare Information System (HIS).
 - + Productive in exchanging clinical and transcription information with the hospital's PACS and CPSI systems.
 - + Supportive in electronically communicating patient registration and scheduling information from Medical Manager to GE Centricity EMR, keeping the physicians well informed of each patient's status.
 - + Proactive in monitoring the interface environment, ensuring service level expectations are met.
 - + Efficient in identifying message issues, allowing for quick corrections to message structure in order to meet requirements.

HENRY COUNTY HEALTH CENTER INSIGHTS:

Brian Moreau, IT Manager, builds and manages clinical interfaces at Henry County Health Center. Brian's insights:

"Our point-to-point interface approach was not meeting our standards for providing high quality, proactive services to our customers and physicians. The challenge was monitoring the transactions being processed to ensure messages were being delivered and received. Additionally, we were not able to troubleshoot interface issues. We knew issues existed but had no way of drilling in and finding the pattern in order to correct the problem.

In a hospital IT environment, you need to be proactive in resolving issues with critical system interfaces. Our point-to-point interfaces were not enabling us to deliver the level of performance we required.

At Henry County Health Center, we decided to implement an interface engine approach and selected NeoTool as the best solution. NeoTool's sole focus on healthcare integration gave us confidence that they would understand our requirements and deliver effectively.

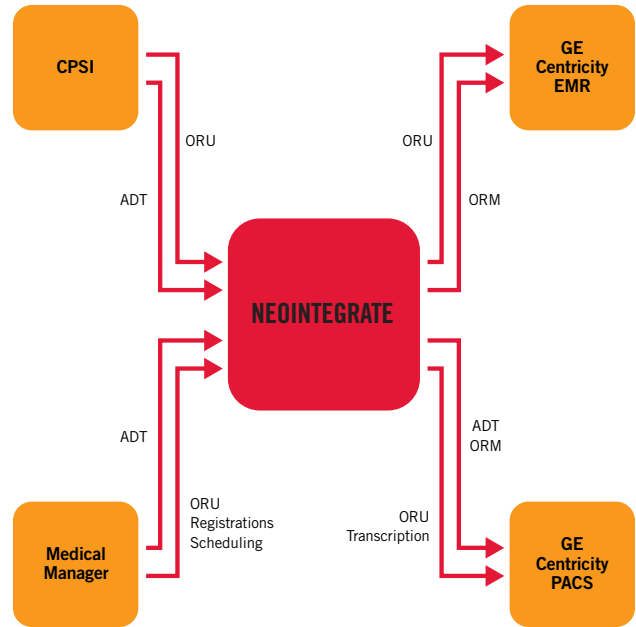
NeoTool paid for itself the first day it was installed. With NeoIntegrate's testing tools, we can discover HL7 message errors quickly, implement corrections efficiently, and resolve potential issues more proactively.

NeoTool's monitoring capabilities let us know what is happening in our interfacing environment at all times – and, we can correct issues without our customers knowing one existed. With NeoTool, Henry County Health Center now has a proactive approach to delivering an effective, integrated healthcare system. NeoTool enables us to deliver a higher performing healthcare interface environment to systems as diverse as an HIS, PACS, EMR, etc.

NeoIntegrate is a robust solution with archiving capabilities that enable us to easily resend messages, if needed. Just as important, we can use the archived messages as a test base to resolve any receiving issues that may arise.

NeoTool excels at balancing the power of their integration engine with the user's ability to simply perform the required tasks in developing, testing, deploying, and managing critical clinical connections. NeoTool is an affordable, proven solution for any hospital.

As a final note, NeoTool delivers exceptional HL7 training. NeoTool's HL7 training is comprehensive with practical insights on various healthcare integration approaches. NeoTool's comprehensive approach to healthcare integration is a clear benefit for customers."



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), healthcare software application providers, and medical device manufacturers. www.neotool.com

ABOUT NEOINTEGRATE:

NeoIntegrate supports the full life-cycle of healthcare interface development.

PHASE	NEOINTEGRATE KEY FEATURES:
Developing Interfaces	<ul style="list-style-type: none"> • Create the business processing rules for the interface including modifying data, logical constructs (if/else, foreach loops), and message distribution • Quickly define where to route message • Enable one to many message routing (e.g., send one message to multiple applications and/or providers) • Convert messages between different versions of HL7
Testing Interfaces	<ul style="list-style-type: none"> • Validate HL7 message against a selected version (standard or user-modified) • Support iterative process until all message errors are resolved • Support component level testing (i.e., testing occurs independent from an operating interface) • Test interfacing processing rules
Deploying Interfaces	<ul style="list-style-type: none"> • Easily export interface configuration to established production environment with a single operation • Create a complete backup of interface configuration with a single operation
Monitoring & Maintaining Interfaces	<ul style="list-style-type: none"> • Support detailed log files – All log files record 24 hours of activity which are archived for user-defined periods of time • Resend messages from archive, if needed • Define critical alert criteria by day, time, event, and severity • Define unique alert configurations on a per interface basis • Monitor status of interface connections – Green, Yellow, Red – for easy viewing

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