

# WEST JEFFERSON MEDICAL CENTER MARRERO, LOUISIANA

WWW.WJMC.ORG

## CUSTOMER PROFILE:

West Jefferson Medical Center, located on the West Bank of Jefferson Parish in Marrero, Louisiana, is a not-for-profit, 451-bed full service community hospital. The hospital offers comprehensive programs and services in preventive care, fitness and wellness, acute care, skilled nursing, rehabilitation and home health primarily to the West Bank community. In 2006, HealthGrades® ranked the West Jefferson Medical Center No. 1 in the New Orleans Suburb for Overall Orthopedic Services and for Joint Replacement Surgery and recognized West Jefferson for their clinical excellence in Overall Stroke Care with five-star ratings.

## HEALTHCARE INTERFACING CHALLENGES:

In 2005, West Jefferson Medical Center was replacing their clinical order management systems. Since 1997, the Medical Center had been using SeeBeyond's eGate solution as their interface engine. West Jefferson was looking at recoding all of their orders and results interfaces. Previous interface engine concerns included:

- + Concerns about customer support and service after acquisition of SeeBeyond by SUN Microsystems in 2005
- + Java technology used, which required personnel with very specific Java experience
- + Time-consuming to develop healthcare interfaces
- + Difficult to learn requiring several days to connect systems for critical reports
- + Interfacing platform required additional server resources

## CUSTOMER SOLUTION:

After researching several integration engines, West Jefferson chose to replace Sun's eGate with NeoTool's robust, but simple to use solution, NeoIntegrate™. NeoIntegrate offers many benefits for West Jefferson Medical Center's work environment:

- + A single focused, healthcare integration solution that fully supports HL7 standards, allowing for processing of any clinical message
- + Ability to quickly implement new interfaces in a fraction of the time previously required
- + Data structure that is exceptionally intuitive
- + Easy to manage interfaces in a single Windows service
- + Superior alerting process and monitoring options, with a solid, useful escalation module. West Jefferson even uses Smart phones as part of their alerting protocols.

NeoIntegrate met the Medical Center'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. West Jefferson installed NeoIntegrate to manage their 30 interfaces and any more that are needed to communicate clinical data throughout the hospital and health system. The hospital uses third party clinical applications for their Radiology, Laboratory, Dietary, EKG, Operating Room scheduling, and Cardiac Cauterization Lab departments.

**WEST JEFFERSON MEDICAL CENTER INSIGHTS:**

AI Respess, Interface Administrator, builds and maintains interfaces at West Jefferson Medical Center. AI's insights:

*"NeoTool knows what they are talking about in the healthcare market, many integration solution companies simply do not. NeoTool has a solid reputation and knowledge of HL7; moreover, they are an active, long-term member of the HL7 organization.*

*NeoIntegrate is a simpler and kinder engine. In the eGate world, part of what you have to build is architecture. NeoIntegrate runs as a single Windows service. You don't get bogged down in coding, architecture, and connections. Furthermore, monitoring is straightforward and easier than eGate where you have to right click and check further. All the information needed is right there with NeoIntegrate's monitoring solution. You can see messages queuing, and the connections are all color coded with their current status.*

*With NeoIntegrate, our learning curve is very short. One of our new employees was able to learn NeoIntegrate and build 30 interfaces within 6 months. NeoIntegrate, from concept to production, is easier to use than any software we have used in the past. It allows us to rewrite all of our interfaces in half the time; it probably would have taken us several months with eGate.*

*Simply stated, NeoIntegrate has delivered a high degree of value in a short period of time and has enabled a high-performance interfacing environment for our hospital community. NeoIntegrate is our communications platform for the long term.*

*With the help of NeoIntegrate, our patients do not experience delays in the services they receive at West Jefferson. We are able to deliver high quality patient care with NeoTool orchestrating the clinical data flow between our healthcare applications."*

**ABOUT NEOTOOL:**

NeoTool's healthcare integration solutions empower organizations to develop, test, deploy, and manage data exchanges between healthcare applications and providers. Through software, HL7 training, and consulting, NeoTool is dedicated solely to 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](http://www.neotool.com)

**ABOUT NEOINTEGRATE:**

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

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

**CONTACT US**

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