

WOMAN'S HOSPITAL BATON ROUGE, LOUISIANA

WWW.WOMANS.COM

CUSTOMER PROFILE:

Woman's Hospital in Baton Rouge, LA is a 225-bed, private, not-for-profit organization and one of the largest women's specialty hospitals in the United States. They are known as a leader in women's and infant's health, regionally acknowledged for innovative practices and programs, and locally recognized as the preferred healthcare workplace.

The founders of Woman's Hospital believed the healthcare needs of women were unique and deserved the special attention they would receive in a separate women's hospital. Since 1968, their mission has been to improve the health of women and infants. Each year, they perform 7,000 surgeries, 45,000 mammograms, 80,000 paps and deliver 8,100 babies.

CUSTOMER HL7 CHALLENGES:

- + Adding to the previous interface system was time-consuming, requiring several hours and redundant visual basic coding for each connection
- + The lack of alerting and monitoring tools created a reactive maintenance environment whenever messages were broken, or when problems arose
- + Replaced existing interface engine due to lack of customer support and service

CUSTOMER SOLUTION:

- + After researching numerous market-ready systems, replaced interface engine with NeoTool's NeoIntegrate™ solution
- + After attending NeoTool's online NeoIntegrate training, was able to setup and implement
- + Installed NeoIntegrate to manage expanding interface engine environment (ADT, Order Entry, Lab, Microbiology, Blood Bank, Pathology)
- + Critical information is passed from the Lab and Admissions, seamlessly within MEDITECH to NeoIntegrate, allowing information to be fed to a variety of external clients
- + Future plans for migrating systems to utilize NeoIntegrate integration include:
 - + All messages going to RAD PACS broker
 - + Dietary systems
 - + GE Fetal monitoring system

WOMAN'S HOSPITAL'S INSIGHTS:

Daron Johnston, Applications Programmer, builds and maintains clinical interfaces at Woman's Hospital. Daron's insights:

"Our previous interface engine worked fine in a static environment. Once additional connections and communication to external entities and were needed, however, programming tasks became redundant and the system became inefficient, requiring a separate visual basic application for each connection."

"The greatest impact NeoIntegrate has had on our environment is that it takes less time to manage our interface environment on a regular basis, and has made maintaining the environment a proactive process instead of a reactive one. We plan to migrate all of our MEDITECH connections to run through NeoIntegrate in the coming year, and based on its performance, I am confident it will meet our high expectations."

"NeoTool delivers simplicity in developing and managing interfaces in our MEDITECH environment. With NeoTool, we are more efficient in our interfacing approach, and we have enhanced our service level performance in connecting various applications."

"The service provided by NeoTool is better than any vendor I've worked with, and is just the tip of the iceberg with NeoTool's value. On the rare occasions when I do have a question or issue, the response is incredibly quick, and their support team stays with me until it is resolved. I'm impressed that any time I submit a support request; I get an email with all past submissions and historical information. It's a great reference and adds to the value NeoTool provides."

"NeoTool's online NeoIntegrate class was great. Following training, I found the installation and implementation process to be very intuitive. Maintaining the system is far more efficient, and adding connections takes about 10 minutes instead of several hours."



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 on 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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