

# Hendricks Regional Health

www.hendricks.org Danville, Indiana

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Hendricks Regional Health, located in Danville, Indiana, is a nonprofit health system in operation for more than 45 years providing medical care using the latest in medical technology and advancements. Hendricks Regional Health’s philosophy is to “Treat People Better” and that understanding patients’ lives and needs is a smarter way to practice medicine leading to better outcomes.

## Customer Challenge

A department initiative to provide enhanced interoperability throughout their entire IT infrastructure revealed hidden challenges for Hendricks Regional Health involving their existing interface engine. Unexpected stability issues surfaced within a few months of implementation and our first upgrade to the software. The instability involved memory errors and frequent interface engine shut downs. Additionally, to meet various vendor requirements, a need to write code to alter specific HL7 messages extended the amount of time required to meet new demands. A final challenge centered on implementation and maintenance issues, which became an absolute roadblock in creating a streamlined, integrated environment.

Given these challenges, Hendricks Regional Health required a replacement healthcare integration engine capable of effectively integrating, enterprise-wide, hospital systems using robust features to build and deploy interfaces quickly and to proactively monitor connections, in real-time.

## Hendricks Regional Health Insights

Highlighted below are the comments from Kim Kiefer – Supervisor, Applications Developer, Justin Owens – Interface Developer and Rhonda Pahl – Interface Developer.

### Previous Interface Engine Experience

“We had a number of interfaces in production with our previous solution. However, even with several updates, we were unable to implement certain interfaces due to restrictions in altering HL7 messaging to meet the requirements of other systems. Unable to use the interface engine to connect to certain applications, we ended up having to take another approach by using point-to-point interfaces,” said Owens. “This approach was inefficient and unsustainable for the future.”

## Customer Solution

Hendricks Regional Health selected Corepoint Integration Engine following a successful proof-of-concept. The proof-of-concept delivered the confidence that Corepoint Integration Engine would provide the needed stability within their IT infrastructure, reduce the resource and time requirements to implement interfaces, and bring a proactive solution to managing their integration environment with complete confidence.

With Corepoint Integration Engine, Hendricks Regional Health discovered new assurance in building, testing, and deploying interfaces quickly without incident. The implementation of Corepoint Health’s integration platform has provided a higher level of efficiency and much needed simplicity of operation to Hendricks Regional Health’s IT environment, a complete contrast to the cumbersome procedures experienced with their previous interfacing software solution.

Systems connected using Corepoint Integration Engine includes:

- Hospital Information System (MEDITECH)
- Transcription System Radiology (PowerScribe)
- Dietary (CBORD)
- Centricity Perinatal (QS)
- MRS (Mammography Reporting System)
- Electronic Charting System (ChartMaxx)
- E-Clinical Network (ECW)
- McKesson’s Care Enhanced Review Manager (CERME)
- Cath Lab (Witt)

## CUSTOMER SUCCESS

*“We also had constant stability issues, being prompted with out-of-memory errors which caused the interface engine to shut down frequently. Consequently, we had to repeatedly restart it with no confidence it would run consistently without frequent attention,” said Owens.*

*“With our existing solution, we lacked the ability to solve the issue of removing certain segments from the HL7 messaging feed received from our interface engine to our vendor applications. It required writing additional code to remove the segments, adding to the time and resource costs in addressing integration requirements.”*

### **A New Platform from Corepoint Health**

*“Riverview Hospital, a Corepoint Health customer, invited our team to participate in a demonstration of the Corepoint Integration Engine. We accepted and were amazed. Later at a proof-of-concept setup for us, one of our most challenging interfaces was completed during the demonstration in a matter of minutes not hours or days. Other simpler ones were rewritten in about 10 minutes,” said Kiefer.*

*“The simplicity in how Corepoint Integration Engine produced interfaces was revealing. In addition, Corepoint Integration Engine’s comprehensive monitoring tools enable us to completely and proactively manage our integration environment, allowing us to visually see which interfaces are up or down—a feature our analysts specifically needed. In contrast with our previous interface engine, we couldn’t anticipate or even know when interfaces were down. We relied on notification of down interfaces via the end-users—not a preferred approach,” said Owens.*

*Rhonda Pahl added, “Corepoint Integration Engine’s log file features are extremely helpful. We use the log file feature almost daily, allowing us to capture messages sent and resend them as needed. In contrast, our previous interface engine lacked the ability to retrieve any sent messages. Furthermore, we are now able to export retrieved messages into Corepoint’s configuration application, where we are able to easily build HL7 derivatives and then put the configuration into production.”*

*“Frankly, support was poor with our previous interface engine vendor, given the fact that we required frequent assistance in maintaining and keeping it running. We would operate weeks at a time with critical systems needing repair waiting for support to get back to us. On the other hand, with the robust nature of Corepoint Integration Engine, implementation was simple and easy, so much so, we implemented most interfaces without the need for support,” said Kiefer.*

*“From the proof of concept to the implementation, our team recognized that Corepoint Health truly stands behind its product and is confident in its ability to work through the most complex interoperability challenges with ease. Corepoint Health’s approach was to give us a trial period which built our confidence quickly in proving Corepoint Integration Engine’s capability in solving our most challenging interfaces in a real life environment,” said Kiefer.*

*Kiefer summarized, “Moving to Corepoint Health was a very positive shift for us in our IT environment. The innovative approach and capabilities of Corepoint Integration Engine transformed how we manage our healthcare integration initiatives. We now have complete confidence to meet the demands ahead with greater efficiency, productivity, and enhanced service.”*

## **About Corepoint Health**

Corepoint Health has the healthcare IT experience and strength to deliver a dramatically simplified approach to internal and external data integration and health information exchange for hospitals, radiology centers, laboratories, and clinics. Our next generation software solutions are transformational and will streamline your IT environment, provide a fast track to achieving your interoperability goals, and create operational leverage within your organization. Corepoint Health’s solutions achieve a needed balance of being both intuitive and sophisticated while delivering solid functionality and performance.

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