

# Mercy Medical Center

www.mercycare.com Cedar Rapids, Iowa

“Corepoint Health’s support team is very knowledgeable regarding our processes and extremely accommodating to our needs. It has been a great match of people and technology applied to our processes.”

Since 1900, thousands of Mercy Medical Center patients have received personalized health services and outstanding medical care. Today, more than 2,100 employees carry on the Mercy tradition. In 2006, Mercy Medical Center became the first Iowa hospital to receive the American Heart Association’s Performance Award, and was distinguished as a Most Wired Hospital by the American Hospital Association’s journal, *Hospitals & Health Networks*.

## Customer Challenges

- Existing engine was not robust enough to handle high volume of message transactions.
- Both ends of a connection required a custom VB application as an adapter, creating an inefficient and labor intensive interfacing environment.
- The inability to filter, electronically monitor and resend specific messages led to reactive responses to customer needs.
- Efficient management and filtering of a high volume of ADT messages between radiology and PACS systems was critical to achieving desired workflow.

## Mercy Medical Center’s Insights

Senior Systems Analyst George Patschke, an admitted “programmer at heart,” has been using the MEDITECH system for over 20 years. His insights:

*“I have been very impressed with Corepoint Health from a both a programmer and user perspective, and the customer support has been outstanding. While Corepoint Integration Engine enables me to build MEDITECH interfaces quickly and monitor them effectively, the Corepoint Health support team really understands our needs, and delivers first-rate service. Corepoint Health spent time with me to make sure I was comfortable with their product and how to get the most from it. Their time and commitment really distinguished Corepoint Health from the other vendors I had considered.*

*Corepoint Health worked with us to develop a realistic and productive approach to implementing our required interfaces. I was so confident with the plan we had designed, we installed Corepoint Integration Engine on a Friday before a three day weekend. We were up and running with Corepoint Integration Engine in less than half a day, and it went so smoothly, I could hardly believe it. Now, we are able to*

## Customer Solution

- Installed Corepoint Integration Engine™ to replace existing engine in order to better handle message traffic and utilize the intelligent alerting and monitoring features.
- Corepoint Integration Engine enabled Mercy Medical Center to:
  - Eliminate cumbersome, manual point-to-point connections between their MEDITECH system and other healthcare applications such as POC lab devices, PACS system, Orchard Laboratory Information System, Hall Radiation IMPAC Oncology Management System, GE Fetal Monitor, and GE Aware Gateway.
  - Add connections efficiently to external providers, including clinics, imaging centers, and labs.
  - Handle large volumes of ADT messages while also being able to easily filter and isolate specific messages when necessary.
  - Monitor the interface environment & receive alerts in a proactive and timely manner, allowing for problem resolution before service interruption.
- Corepoint Integration Engine also positions Mercy Medical Center to be able to accept inbound lab/radiology orders and pass results back to physicians.

## CUSTOMER SUCCESS

easily send and receive thousands of messages daily – ADT, ORM, ORU, etc. – and still filter and pick out individual messages to resend, when needed.

Initially, we installed Corepoint Integration Engine to act as an ADT interface from MEDITECH to four of our other applications. Prior to Corepoint Integration Engine installation, we had point-to-point interfaces with each application, which became difficult to manage. When a point-to-point interface connection was dropped, it was timely and arduous to identify the problem. Most critical to the clinical staff, was that during this time, we could not receive lab results.

The point-to-point approach previously used at Mercy made it very difficult to identify interface issues. With Corepoint Integration Engine, we can now easily pinpoint and resolve issues immediately. With the interface engine approach, we are often up and running again in five to ten minutes. Simply put, the potential for any unresolved connectivity problems between our MEDITECH system and other applications have been eliminated.

One of the many great features of Corepoint Integration Engine is its alerting functionality. With the configurable alerts, we can match the alerting thresholds and escalation to Mercy's specific workflow requirements. Corepoint Integration Engine enables flexibility and alignment to meet our varying healthcare interface requirements in the most productive manner possible.

With respect to any future interfacing challenges, I absolutely believe that by using Corepoint Integration Engine to connect our systems, we are positioned to accomplish anything our internal or external customers might need. Corepoint Integration Engine is a powerful, affordable solution for any hospital, no matter what applications need to be connected. Perhaps, best of all, we now deploy interfaces on Mercy's timetable rather than the timetable of our application vendors.”

## 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.

[www.corepointhealth.com](http://www.corepointhealth.com)