



CASE STUDY

This Hayes client is a large integrated delivery network (IDN) that includes a multi-specialty academic medical center. It is located in the Western US.

Situation

The IDN was migrating its electronic medical record system to Epic's EpicCare Ambulatory EMR. The client requested Hayes' assistance with implementing the requisite interfaces and data conversions. Hayes provided the following expertise:

- Project management
- GE Centricity EMR
- GE Centricity Business
- InterSystems Ensemble and Bridges (interface engines)
- EpicCare Ambulatory EMR
- Oracle DBA
- Technical expertise for interfaces and data conversions
- QA, testing and validation

Our Approach

Hayes worked under aggressive deadlines to help convert large volumes of clinical data. We gathered requirements and documentation, performed the build, testing and validation, and developed change and risk management protocols. The data converted included the following:

- Patient Demographics
- Patient Photos
- Patient Schedules (Encounters)
- Clinical Conversions: Allergies, Immunizations, Medications, Problem Lists, Vitals, Directives, Medical/Surgical/Social History, ADT Patient Diagnosis, ORU Flowsheets, Family History, CPT to Surgical, Transcriptions, Results (Cardiology, Lab, Radiology, Other)
- Preferred Pharmacies

Results

Hayes assisted with 18 conversions, which covered seven years of patient/clinical data, and three years of lab results, transcriptions and radiology results. A total of 17.4M transactions were converted into EpicCare with a 99.66% success rate (or conversely, a 0.34% fatal error rate).

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience. For more information, visit www.HayesManagement.com or call 617-559-0404.

Integrated Delivery System

Data Conversion