

New Product Introduction: Major Healthcare IT Vendor

Customer Background

- Global 1000 healthcare IT vendor
- Launching new product with analytics component requiring extensive HL7 interfacing

Business Situation

This HIT vendor was launching a new product that required the ability to connect to data feeds covering patient demographics, admissions data, lab orders and results, and other disparate clinical systems within their customer environment. With an ambitious 100-day implementation timeline as a baseline, their goal was to cut this by at least half.

While the industry-standard process is to implement a test interface and iterate through trial and error to fine-tune prior to a system Go-Live, the team realized that this methodology entailed process waste that would slow down delivery.

Waste included multiple iterations simply to understand the customer environment: meetings to work through site survey documents; conversations to fully grasp the structure, terminology, and clinical content to be interfaced; and finally, documentation to scope and close interface gaps.

Findings

The vendor found that Caristix technology enabled the vendor subject-matter expert to gain first-hand knowledge of the customer environment and not to rely on outdated documentation and assumptions.

As one analyst put it, “We reduced the rationalization and logistical interactions. For instance, a lengthy Q/A process... ‘What systems are involved in the project? What data comes from that system? Are you sure about the implementation period? We’re seeing this type of data and it does not agree with the initial statements. Are there more surprises?’ Knowing upfront the true reality not only mitigates loss time (and financial expenditures) but also improves customer satisfaction and overall product experience.”

The vendor’s time savings goals were met. Scoping activities related to terminology gathering and content mapping were reduced from 40 days to 15. The actual interface creation was scheduled for 20 days but reduced to 10,

because the scoping effort covered site-specific exceptions and details. Out of the 60 days that Caristix technology could potentially impact, the timeline was reduced to 25 days, representing nearly 60% in improvement.

About Caristix

The average US hospital runs up to 100 IT applications. Not a single one of them can share patient information out of the box. So hospitals and vendors turn to data interfaces – 50 to 100 of them in an average hospital. Each interface can take months of painstaking manual work to set up.

Caristix has developed a software suite to automate manual interface work. Our software reads HL7 data and outputs a list of interface requirements. As a result, Caristix software can reduce months of work to a few days. Reduce interface deployment time by 50%, reduce hospital testing time by 75%, and cut interface maintenance time by 90%.

Download

Download a white paper on new HL7 integration capabilities enabled by Caristix technology at <http://promo.caristix.com/li-whitepaper-offer/>

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