

Case Study

Memorial Health System Replaces Interface Engine Technology with Consensus Conductor Interoperability Platform

Client | Memorial Health System
Marietta, OH

Challenge

Memorial Health System - Marietta needed a robust, intuitive interface engine that could handle standard third-party system integration and also grow with the organization as it looked to tackle more advanced integration projects. There was already an interface engine in place, however, there was a need for a solution that created a better user experience and offered enhanced tools and features. Most importantly, staff were in search of a technology which was paired with a vendor partner that excelled at customer service and support, which was lacking with their current solution. They went through a very thorough search process to ensure that whichever solution they selected offered features and functionality that were equivalent or better than the current technology they had in place.

Solution

After reviewing the options and potential vendor partners for this initiative, Memorial Health elected to work with Summit Healthcare, now Consensus Cloud Solutions, a longtime leader in integration and specifically interface engine technology. Consensus also had deep expertise working in the MEDITECH space. The Conductor integration technology was chosen to replace the organization's current interface engine provider. Conductor is a dynamic, cost effective, and scalable technology, which allows for full integration with any system and supports all of the latest interoperability standards and protocols (Web Services: HTTPS, XML, SMIME, SOAP, Supports ITI, PIX/PDQ, XCPD, XCA, XDM, and XDR IHE Standards). This includes Direct Messaging to help organizations achieve the Promoting Interoperability (Meaningful Use Stage 3) requirements.

"We appreciate the innovative features and functionality the Consensus interface engine offers. More importantly, Consensus provides quick, responsive customer service that truly sets them apart from their industry peers. We know our account representatives by name and receive detailed, helpful responses without delay."

Jennifer Miller
Director, IT Enterprise Applications, Memorial Health System



Results

Memorial Health went Live on the Conductor platform in April of 2018. Conductor continues to streamline the clinical integration between Memorial Health's MEDITECH EHR and its third-party applications. Interfaces from the incumbent engine were easily converted to Conductor in just three months.

- 130 interfaces running through the Conductor engine.
- Processing anywhere from 800,000 to 1.5 million messages per day.
- Conductor integrates Memorial Health with numerous systems such as Bolt, Atlas, Mosaiq, 360 Encompass, Pyxis, Iheal, Quest, and the Ohio CliniSync Health Information Exchange (HIE).
- Future initiatives at Memorial Health include adding ITI bi-directional interfacing/Query Response and Web Services.

Sample Interfaces

- ADT
- Orders
- Results
- Immunizations
- Laboratory
- Syndromic Surveillance
- ITS Reports
- MM Charges
- Vitals



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