

InsidePerspective

ACHIEVE THE POWER OF MEDITECH

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Profile of a successful conversion: Regional Health migrates from MAGIC to Client/Server 5.6

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Regional Health has been a MEDITECH MAGIC customer for over 20 years, with a full suite of core applications. An integrated, community-based healthcare network headquartered in Rapid City, South Dakota, Regional Health offers a variety of healthcare services through five community hospitals. They have eight senior care locations, 11 clinics, 70 physicians, and three centers of excellence—including cancer treatment, rehabilitation, and behavioral health services.

As leader of the EMERGE (in reference to EMR) project, Dick Latuchie, Chief Information Officer, is responsible for developing a complete electronic medical record in support of Regional Health's mission (to provide and support healthcare excellence in partnership with the communities they serve). Under Latuchie's direction, the organization determined that MEDITECH Client/Server applications would best support the strategic direction for technology and systems, and the first phase of their initiative was to migrate all MEDITECH MAGIC applications to the Client/Server platform.

Migration to Client/Server is a significant undertaking for any organization. When clinicians rely upon a complete electronic medical record, uptime and system availability is critical. To ensure availability of their MEDITECH system, RCRH first required a highly available infrastructure and disaster recovery solution to support the Client/Server applications. And to help them achieve their goal of migrating with minimal disruption to operations and staff productivity, we were delighted that they turned to JJWild [now a Perot Systems Company].

First things first

We helped Regional Health develop a Project Charter to define a measurable value proposition, project management and core teams, scope and timelines, and methods and standards. Regional Health also established a Project Management Office to develop and maintain project work plans; manage issues, status reporting and documentation; oversee application integration and communication; facilitate and direct process redesign activities; and coordinate testing.

A team of JJWild design and network engineers and technology consultants worked with Regional Health IT staff to install two fully-redundant data centers, which included the replacement of server and storage area network infrastructure. BridgeHead's Integrated Serverless Backup (ISB) solution was implemented, and IT procedures for Integrated Disaster Recovery (IDR) were developed and tested. With this self-hosted disaster recovery infrastructure in place, Regional Health is now able to switch between data centers in 45 minutes, with no loss of data. Previously, it would have required over 4 hours to recover the data and even then, the data would have been up to 24 hours old.

A smooth migration path—and new opportunities for process improvement

All MEDITECH MAGIC applications that were currently in use were migrated to MEDITECH Client/Server 5.62. A team of JJWild Subject Matter Experts assisted Regional Health staff with the MAGIC to Client/Server transition, system build and testing, and development of team and training documentation.

Prior to this undertaking, partial MAGIC NUR functionality had been used by Nursing and only in limited inpatient areas. Phase One of the EMERGE project included implementation of comprehensive multidisciplinary patient documentation (PCS) as well as outpatient ancillary services (PT, OT, etc.) at the regional referral hospital in Rapid City.

Regional Health took this opportunity to assess and redesign existing workflow processes to leverage MEDITECH features and functionality that were previously unused in MAGIC or were new in Client/Server. This included consolidating databases, developing a new GL account structure, instituting robust allergy management processes, and introducing a multidisciplinary modified charting-by-exception methodology for patient documentation. Redesign and implementation efforts were led by Regional Health's clinical teams and business units with assistance from our team at JJWild.

MEDITECH provided utilities to convert dictionaries from MAGIC to Client/Server. However, due to Regional Health's extensive redesign and standardization of dictionaries, this feature was used sparingly. Custom NPR reports were also converted. Historical financial and administrative data was converted from MAGIC to Client/Server, as well as RAD and BBK history. To access historical clinical data, a MEDITECH utility enables clinicians to seamlessly link back to the patient's MAGIC PCI record from within the Client/Server EMR; conversions to 6.0 will incorporate EMR links to historical MAGIC data through MEDITECH's Scanning and Archiving (SCA) product. MEDITECH's Data Repository also lets Regional Health link historical MAGIC data with current Client/Server data.

As a long-time MAGIC user, Regional Health also has a significant number of third-party applications and interfaces in place. Even with careful and consistent coordination between multiple vendors, there were significant issues in transitioning these interfaces. Most are now working well.

Going live on April Fool's Day

April 1, 2008 (no fooling) was the Go-Live day for the MEDITECH Client/Server system. Regional Health staff and JJWild consultants provided 24-hour on-unit and command center support to end users and physicians for 14 days after Go-Live. Dick Latuchie reports that the Client/Server system is currently operating in a reasonably stable environment. Although much work remains, most end users see the potential of the new system.

What's next for Regional Health?

Regional Health is now well positioned to move on to the second phase of the EMERGE project, which includes implementation of SCA, eMAR, BMV, and other Advanced Clinical Systems (PCM, and potentially EDM and ORM).

JJWild is pleased to have been a partner in Regional Health's successful migration to the MEDITECH Client/Server system, and we're looking forward to assisting with Phase Two of Regional Health's EMERGE project. To hear more from Dick Latuchie, check out the "Interview with Richard (Dick) Latuchie" also in this issue.

Rae Neufeld has over 17 years of healthcare and information systems experience and 12 years of system planning, implementation, and support experience in both the MEDITECH MAGIC and Client/Server environments, with particular expertise in the Administrative applications. Her in-depth knowledge of the underlying foundation, functionality, and integration of the MEDITECH system is superb. You can contact Rae directly at editor@jjwild.com.