

## Upper Chesapeake Health Solves Its Interface Challenges Using iatricSystems™ EasyConnect Jaguar™ Interface Engine and Managed Interface Services



- OBJECTIVE:** Upper Chesapeake Health needed an easier, more flexible, less costly way to connect its Health Information System (HIS) to a wide range of healthcare systems from multiple vendors both within and outside their network.
- SITUATION:** Upper Chesapeake Health is the leading healthcare system in Harford County, Maryland. Its 550 physicians and more than 2,700 team members serve the residents of northeast Maryland with a broad range of medical services. One of Upper Chesapeake's biggest technology challenges was how to share and exchange electronic health information between disparate systems.
- SOLUTION:** iatricSystems™ EasyConnect Jaguar™ is a powerful, easy-to-use interface engine for building and managing interfaces. The IT team at Upper Chesapeake Health creates interfaces on their own and they also call upon iatricSystems Managed Interface Services, as needed, to help with complex functionality and time-sensitive projects.
- RESULTS:** Upper Chesapeake Health has gone live with 14 interfaces for a variety of connectivity needs, all flowing through EasyConnect Jaguar. Other interfaces are being tested prior to final roll out. The IT team is also using EasyConnect Jaguar to build a suite of interfaces for its new Cancer Center, with iatricSystems Managed Interface Services delivering a custom feed on short notice.

"Given the timeframe for our Cancer Center interface project, we went to iatricSystems for custom work we're just learning how to do. One of their programmers worked with us, and he's been fantastic."

– Stephen Prouse  
Director, Applications  
Upper Chesapeake Health



Upper Chesapeake Health in Maryland owns and operates Upper Chesapeake Medical Center, Harford Memorial Hospital, and the Ambulatory Care Center of Harford County. Like other healthcare providers, Upper Chesapeake Health needed to share patient information among systems that were not necessarily designed to talk to each other. Rather than contracting for a development effort whenever an interface is needed, the Upper Chesapeake Health IT team has found a much faster, more cost-effective alternative: the iatricSystems EasyConnect Jaguar interface engine.

“Using EasyConnect Jaguar, we can fire up a new interface in a matter of minutes,” says Stephen Prouse, Director, Applications, Upper Chesapeake Health. Stephen and his colleagues use the EasyConnect Jaguar dashboard to build new interfaces with filters and templates with drag-and-drop simplicity, and copy and paste functionality that would otherwise be costly to create. They can then experiment with the new interfaces in the safety of the test environment before moving to live production. “We’re building just about everything you could imagine, and it all goes through our EasyConnect Jaguar interface engine,” Stephen adds.

### Easy to Build, Easy to Manage

Upper Chesapeake Health has gone live with 14 interfaces created using EasyConnect Jaguar in less than a year, with many others in progress. These include interfaces to the statewide Health Information Exchange (HIE), and to various ancillary systems from 3M and McKesson. Other interfaces connect Upper Chesapeake Health’s HIS with the NextGen® EHR used by physician practices, sending hospital registrations, lab results, radiology results, and dictated reports. Stephen and his colleagues also have built inbound interfaces from Upper Chesapeake Health’s Centricity™ Precision Reporting system and the DiaMed reporting system used in its Diabetes Center.

After an interface is built, EasyConnect Jaguar also makes that interface easy to manage using the multi-color status display and flexible iAlerts that can notify IT staff about connection problems in real time. “The more interfaces we can route through EasyConnect Jaguar, the better control we have,” Stephen adds. “Downtime is often unrelated to any of the interfaces, but if an ancillary system goes down, it’s EasyConnect Jaguar that alerts us.”

### Flexible Model for Complex Projects

Upper Chesapeake Health also can call upon iatricSystems Managed Interface Services to help with custom interfaces, especially when projects are needed on short notice. Since all work is done using EasyConnect Jaguar, Stephen and his team can learn the new functionality from an iatricSystems interface expert while using the interface engine to build other interfaces on their own.

This flexible model is working effectively as Upper Chesapeake Health prepares to open its new Cancer Center, which includes building a full complement of interfaces between its HIS and the ARIA™ Oncology Information System. “Given the timeframe, we went to iatricSystems for custom work we’re just learning how to do. One of their programmers worked with us, and he’s been fantastic.”

Stephen adds, “Having iatricSystems as a resource was one of the key reasons why Upper Chesapeake Health chose EasyConnect Jaguar. Working with an iatricSystems person got the job done on deadline and helped us with the learning curve. They show us what they built, such as a new filter or transformation, and then we use EasyConnect Jaguar to apply it to other projects.”

“I recommend EasyConnect Jaguar to other hospitals looking for an interface engine solution,” Stephen concludes. “It’s easy to use, and we know that iatricSystems is behind it.”

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