

Archiving an Archive Moves Healthcare System Forward



The Opportunity

Franciscan Health, a large Catholic healthcare system in the Midwest, faced some lifecycle data management challenges to better meet the regulatory requirements of the 21st Century Cures Act. The main issues stemmed from having multiple regions operating independently and an internally-developed, on-prem archive that was labor intensive, costly and not equipped with the functionality needed for the future.

A lifecycle data management strategy was needed to address priorities for:

- An archive with compliance functionality for the 21st Century Cures Act requirements.
- A cloud-based solution that could archive the current archive.
- A standardized application rationalization process.
- Integration with Epic and MyChart.
- The ability to connect the new archive with the overall data lake to enable a full scope of data analytics and reporting integrations.

The Challenges

The home-grown archive had served the organization in the past but was labor intensive and lacked some critical features needed to fully deliver on the organization's regulatory needs. There were also secondary challenges as internal departments were used to requesting on-demand upgrades and features that could be resource intensive to deliver and some desired integrations with the solution were not feasible at all.

Moving forward with a more robust solution would require a plan to archive its current archive that included about 85 legacy applications, as well as having a plan for other clinical, financial and business applications.

Organizational Profile

- Large Catholic healthcare system
- Midwest
- 12 hospital campuses
- ~260 locations
- Transition to active archive
- Epic integration priority

Product & Key Features

HEALTHDATA ARCHIVER

- Single Sign-On
- MPI Backload
- MPI Synchronization
- Secure Record Delivery

The Solution

With a goal of finding a managed service cloud-based solution, the team set out to find the right partner. The team reviewed the Cures Act requirements and committed to finding a partner with a solution that would easily integrate with its Epic EHR system.

Harmony Healthcare IT's active archive solution, HealthData Archiver®, answered the call. The active archive supports the data agility needed across the healthcare continuum. It is easy-to-use with an intuitive interface for clinicians, HIM teams and others. There is a suite of advanced features that met the needs of Franciscan Health. A few include:

- **Single Sign-On.** Seamlessly connects users to a patient's historical medical record from within the current medical record in the active EHR.
- **MPI Backload.** Links historical patient records to the enterprise master patient index (EMPI) to greatly reduce manual or fuzzy logic patient matching which increases accuracy for future interoperability.
- **MPI Sync.** Manages real-time patient merge (link) and unmerge (link) requests from Epic to the archive.
- **Secure Record Delivery.** Enables data/clinical information can be sent to patients via Epic MyChart (patient portal).
- **Lightweight Directory Access Protocol (LDAP) Integration.** Allows user provisioning and access for robust role-based security and privacy.
- **Fair Warning® Integration.** An audit platform that monitors the long-term security of historical patient and employee records.

HealthData Archiver® is a capable "archive of archives" that handled the migration of the home-grown archive and included a path forward for future application rationalization. Harmony Healthcare IT is regularly tasked with the role of archiving previously archived systems. The older archives can be consolidated into the active archive and a legacy data management strategy can be put in place to achieve the organization's data agility goals.

The Results

Expanded functionality. Cloud-based HealthData Archiver® provides easy access to historical data from within the go-forward Epic EHR.

Redefined focus. The team now can focus more on governance, privacy and security and less on technology management.

Cost savings. The business case for this project included a three-to-five-year ROI projection. The intangible is that some of the vital functionality would not have been possible with the limitations of the in-house solution.

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We benefit from Harmony Healthcare IT's mature guidance. With this guidance, we have become more disciplined and sharpened our focus to standardize our data management efforts. We are seeing outstanding results.

Sarang Deshpande,
Franciscan Health
VP of Data Analytics

Lesson Learned

- **Ask questions.** The team now proactively asks questions and investigates options instead of adding ad-hoc customizations as it had with the previous home-grown archive.
- **Make planning a priority.** The team taking a more disciplined approach to enterprise data management. Which helps organize current and future plans and timelines.
- **Manage mindsets.** Communicate within the organization so that stakeholders are clear about the functionality. Balance which features are required vs. those that may be a preference for one group of stakeholders.
- **Lean on the experts.** The client relies on Harmony Healthcare IT's vast experience and guidance in best practices to make efficient and effective decisions.