

MidTech Partners Case Study
Martin Memorial Health Systems

Martin Memorial Health Systems: BizTalk Server and MidTech Partners create smooth operation of far-flung hospital system

Overview

With 70 years of steady growth as a non-profit hospital system on Florida's "Treasure Coast," Martin Memorial Health Systems (MMHS) prides itself on the quality of its patient care, doctors and small army of volunteers. However, keeping up with technology in document management from human resources through patient records was a challenge of a different sort. Integrating information to be shared among its two hospitals, three medi-centers and numerous other centers and clinics, while still meeting data security needs was a major concern.

MMHS chose Microsoft's BizTalk Server, the business process management tool used by more than 90 percent of the Fortune Global 100, to completely replace a legacy system that had been created in the early 90s.

MidTech Partners provided its unique patient-centric program, called Patient Based Orchestration, as well as painless integration and personnel training to make the transition to BizTalk Server trouble-free and on-budget.

Situation

The outdated interface engine MMHS was relying upon before BizTalk Server needed a total overhaul "upgrade" in order to meet 21st century needs. Instead, the hospital system decided to scrap the old system entirely and go with Microsoft BizTalk Server.

This required a removal of the legacy system, integration with all the departments and their software applications, data formats and legacy information, and training for hospital employees and the many volunteers who provided more than 187,000 hours of time to the system annually, including in such important areas as hospital admissions and administration.

MidTech Partners stepped in with the understanding of the healthcare industry and its needs built over years of working with hospital systems across the United States.

"Crucially important in working with any hospital system is the understanding that they will require a system that grows as they do, and meets new patient needs,"

said MidTech Partners President Joe Fabrizio. “For instance, patients are becoming more involved in their own care and demanding access to all their medical data. At the same time, keeping patient data secure is vitally important for privacy reasons.”

Solution

“We selected MidTech Partners because of their extensive knowledge of BizTalk Server in the Healthcare industry,” said Bill Bollig, CIO of MMHS.

MidTech Partners’ Patient Based Orchestration helped MMHS improve efficiency across the entire hospital system, as well as create a base for future growth and new patient needs.

Today, MMHS can transfer information from the primary hospital information system, called MEDITECH, to ancillary systems and physician’s offices. It can create new interfaces between locations and departments internally. It can process EDI transactions to and from suppliers seamlessly, allowing the hospital to run efficiently and concentrate its efforts on patient care, knowing the administration is running smoothly.

Result

“BizTalk, and our knowledge of how to use it, gives our organization a distinct advantage,” – Bill Bollig, CIO, Martin Memorial Health Systems.

With MidTech Partners guiding the way, Martin Memorial now has a system that is easy to use, fully supported and enhanced by the Microsoft Corporation. Through MidTech Partners, MMHS staffers and volunteers learned how to better manage the hospital systems’ data, create new interfaces, and ensure the future business process needs of the hospital will be met with confidence.

About MidTech Partners

MidTech Partners is a technology consulting firm based in Colorado. Proven leaders in business process integration in healthcare, MidTech also offers business intelligence, portal and .NET development and technical training for business and government entities. MidTech’s collaborative approach to creating agile technologies consistently boosts client profitability and user satisfaction. MidTech is also a Certified Microsoft Partner and a Tier 1 managed healthcare partner.

