

A Change in Vendors Gets Archiving Back on Track and Puts a Long-Term Strategy in Place



The Organization

Parkview Health is a not-for-profit, community-based health system serving 22 counties in northeast Indiana and northwest Ohio. With more than 16,300 employees, Parkview is the region's largest employer with 14 hospitals and 1,200+ physicians and advanced practice providers.

The Situation

In 2011, Parkview installed Epic. Its migration to a single-platform electronic health record (EHR) displaced about 50 clinical applications from over a dozen vendors. With so many legacy systems in its portfolio, the organization contracted with a vendor to archive its first acute care system and provide access to the legacy data. Parkview soon learned that the vendor was not equipped to manage the project. The organization was not pleased with the process, the timeframe or the end product. As a result, Parkview went back to the drawing board to find a vendor better suited to meet their objectives of complying with medical record retention regulations and reducing legacy system maintenance costs. In doing so, Parkview Health also realized it needed to establish a standard process for archiving.

The Solution

In its second attempt to archive patient data, Parkview contracted with Harmony Healthcare IT, a technology firm with a mission to improve lives by preserving vital information. With its people, process and technology engineered to support a consultative approach to health data management, Harmony Healthcare IT readily assessed Parkview's disparate data stores and went to work on its first archive project. Successful in that execution, Harmony Healthcare IT quickly got Parkview's archive initiative back on track and then recommended a comprehensive long-term strategy to consolidate over 50 legacy systems. This solution included Single Sign-On integration with the go-forward EHR, Epic, seamlessly connecting users in Epic to the archive, enhancing release of information.

Organizational Profile

- 14 hospital non-profit community health system
- Midwest
- EHR archive
- Migration of 50 systems to Epic

Product & Key Features

HEALTHDATA ARCHIVER

- Single Sign-On

The Result

Consolidation of Parkview's legacy data into one, easy-to-use archive has yielded many benefits, including:

- Bypassing the complexity of a data conversion.
- Eliminating support costs and the burden of maintaining legacy systems.
- Showing a return on investment at 18-months.
- Complying with HIPAA privacy and security regulations.
- Deploying a virtualized solution into an existing infrastructure (can also be remotely-hosted).
- Keeping recurring costs down via an open source architecture.
- Accessing or printing entire historical records with ease.
- Providing a repository for both discrete data elements and scanned documents.
- Relying on a single, dependable vendor for the extraction, and archival of data.

Parkview Health and Harmony Healthcare IT have developed an ongoing data archiving program with plans to archive up to another 50 systems within their single instance of HealthData Archiver® over time.

Parkview Connect

In 2012, Parkview Health implemented "Parkview Connect", a program sharing its Epic EHR instance economically with smaller providers in its region and beyond to benefit the organizations, providers and patients. Many of the EHR sharing sites have also elected to partner with Harmony Healthcare IT to archive their legacy data.

Parkview Health Lessons Learned

- Vet out and choose a vendor that can manage the scope of the project.
- Consider archiving early on in the EHR implementation process as a built-in step, especially when acquiring/merging with new practices.
- Archive sooner rather than later. If you wait to archive older systems, you risk losing subject matter experts. Plus, legacy systems are costly to maintain and at risk.
- Archived data is important, legally necessary to keep and could save lives.

“

Parkview Health and some Parkview Connect sites continue to archive applications with Harmony Healthcare IT. Selecting Harmony Healthcare IT as our archive vendor of choice, was a good solution. Some highlights include:

- The account manager cares about us as a customer and is VERY responsive
- The project manager assigned to Parkview Health stays very connected with our archives and does what she can to meet timelines
- The detailed project structure that Harmony Healthcare IT has is successful and minimizes risk
- The quality assurance follow-up on projects is a great benefit to improve the processes, that many vendors don't do
- The level of technical expertise at Harmony Healthcare IT is top notch

Parkview Health looks forward to continuing our relationship with Harmony Healthcare IT for our archiving needs.

Mike Hall,
Parkview Health
IS Director