

## Client Case Study

### University of Rochester Medical Center (URMC)

Three hospitals, plus other facilities including the Medical School, Dental School and Nursing School  
[www.urmc.rochester.edu](http://www.urmc.rochester.edu)

### About the CLIENT...

The University of Rochester Medical Center (URMC)/Strong Health is at the heart of medical knowledge and expertise for Central New York State and the Finger Lakes region of Upstate New York. It includes the University of Rochester School of Medicine and Dentistry, the School of Nursing, the Eastman Dental Center, the University of Rochester Medical Faculty Group, Strong Memorial Hospital, Golisano Children's Hospital at Strong and Highland Hospital.

### About the CHALLENGE...

University of Rochester Medical Center/Strong Health needed resources that could take over the majority of the responsibilities for implementing OAS Gold, Clinician View, Net Access, and Physician Order Entry Starter Set (POE SS). There were several firms considered, including the vendor. Stoltenberg won the business because of our prior engagements with URMC coupled with our clinical and application expertise. Our consultants became the only outside resource to be trained in POE SS and the only resource URMC needed for their project. Our consultants performed 85 to 90 percent of the work and provided valuable training to the staff. This training ensured their staff was able to support the new applications. Keeping to Stoltenberg's values, we once again were on track for having the product installed and the pilot live in record time.

connect with us:   



ACCREDITED  
BUSINESS



**Stoltenberg Consulting Inc.**, a leading healthcare information technology consulting firm, solves bigger business problems than just implementing software. We understand the process not just the system.

Stoltenberg Consulting behaves differently, simplifying healthcare technology decisions by

- ◆ listening - aligning client needs with the right consultants
- ◆ evaluating those needs and recommending solutions and options - whether technology, process, staffing and/or systems - consistently proactive on the client's behalf
- ◆ providing vendor assessment and selection support - always taking ownership in client outcomes

Stoltenberg Consulting's team then provides strategic, comprehensive, tailor-made guidance and on-site support to maximize the system, applying application and process redesign expertise from our bench strength. Our flexible, results-based contracts focus on the client and your goals - maximum productivity to increase revenue and improve patient care.

Let our expert team of consultants - averaging more than 15 years of hands-on healthcare experience - simplify healthcare technology for you!

Stoltenberg Consulting Inc.  
5815 Library Road  
Bethel Park, PA 15102

[www.stoltenberg.com](http://www.stoltenberg.com)

Phone: (888) 724-1326 or (412) 854-5688  
Fax: (412) 854-5788

E-mail: [info@stoltenberg.com](mailto:info@stoltenberg.com)



## What the client says about Stoltenberg Consulting...

"Working with Stoltenberg has assisted URM/Strong Health in transitioning the current 3270 based CPOE system to the browser based OAS Gold system that the providers have been begging for. The Stoltenberg consultants assigned to the project were knowledgeable and diligent in keeping the project moving forward in a timely manner. Having them on site each week has assisted in the knowledge transfer necessary for the permanent staff to continue to enhance and maintain the system".

Dawn Robinson  
Clinical Systems Manager  
University of Rochester Medical Center

## We Assist Our Clients With...

Strategic Planning

Current State Assessments

Project Management

Change Management

Clinical Transformation

Integration / Interfaces

Process Improvement

Content Matter Experts

Staff Augmentation

Application Development

System Selection

Contract Negotiations

...and more

## About the SOLUTION...

Facilitated new Invision region for the Highland Hospital:

- ◆ Master Patient Index load into Invision from HBOC Star Master Patient Index file
- ◆ Master Patient Index backload into Enterprise Access Directory after Invision load Facilitating the backload so that minimal duplicates were created with the approximate 80 percent overlap of existing Strong hospital patients
- ◆ Ran Stoltenberg Consulting's IntegraFind software to identify duplicates in the database that needed to be addressed
- ◆ Created an Admit Discharge Transfer RTIF interface between HBOC Star admission and registration system into Invision and Enterprise Access Directory
- ◆ Worked with the Medical Records department to create functions necessary in the respective Invision systems to facilitate Enterprise Access Directory merges on an ongoing basis as well as other patient management issues including accounts and results. Basis of duplicates generated by day-end reports out of Enterprise Access Directory. Reports evaluated Highland Hospital and Strong Hospital and a combination of the two

Assisted in the implementation of the SoftLab laboratory system:

- ◆ Worked on the results interfacing between SoftLab and Lifetime Clinical Record including much Common Vocabulary Engine work
- ◆ Rebuilt the Microbiology results and orders to accommodate processing for SoftLab
- ◆ Utilizing Job Control Language, SAS and SQL reporting, monitored interface processing during go-live as well as duplicate results and pending status clean-up

Converted most of the printed documents from Invision to Printer Control Language coded documents:

- ◆ Dynamic Results documents
- ◆ Order requisition documents
- ◆ Special departmental documents

Rebuilt the Admit Discharge Transfer RTIF interface between Omega and Invision for Strong Memorial Hospital to reduce/eliminate unnecessary errors and reduce the amount of time spent by the analysts on the interface issues.

Conversion of Invision Physician Order Entry order processing to Physician Order Entry Starter Set utilizing Net Access interoperability to Siemens OAS Gold Re-Expressed. During this process we are implementing Siemens Gold Re-Expressed, Clinician View, and Net Access as their front end. This will take the client's current Physician Order Entry System created in Invision to the next level.