



Grey Bruce Health Services Responds To Demands By Automating Healthcare Records

Cutting-edge organization eliminates paper and errors with Xenos Group Inc.

Grey Bruce Health Services (www.gbhs.on.ca) was formed in 1998 when five hospital corporations came together. Its efforts have been focused on providing quality healthcare close to home. The hospital in Owen Sound provides regional specialty services across Grey and Bruce Counties. The rural hospitals located in Lion's Head, Markdale, Meaford, Southampton and Wiarton offer a wide range of primary and ambulatory care services to their communities. The clinic in Tobermory provides essential care to residents of the northern Bruce peninsula and all of their facilities offer services to many seasonal visitors. When it came time to automate a number of manual, paper-based processes, Grey Bruce Health Services turned to Xenos Group Inc.

The Challenge

Grey Bruce Health Services was facing a number of demands from clinics, doctors and physicians to provide electronic health records with limited IT resources. Over 200 physicians, 1,100 nurses, therapists, technologists and support staff all demanded the elimination of manual procedures such as faxing, emailing and constant telephone calls.

They were also challenged in the lack of delivery confirmations between all parties, and the potential security risks of losing or misplacing confidential patient information.

"Our physicians are extremely important to us and it is important we continue to improve our communication with them and improve their ability to deliver world-class patient care," said Rob Croft, Director of System Integration and Projects for Grey Bruce Health Services.

The reduction of information delays and miscommunication were also high on the list of priorities for Grey Bruce Health Services. The scale and sheer amount of data seemed overwhelming; 92,000+ days of inpatient care, 11,000+ day surgical procedures, 10,000+ patient scans and over 2000 electronic transactions per day.

Xenos was provided a set of key requirements from Grey Bruce Health Services, all of which were critical to moving ahead with the project using limited IT resources:

- Safeguard the existing central system's performance and data integrity resulting from the increased processing resulting from centralization
- Seamlessly integrate with existing Cerner Patient Care System
- Comply with Health Care Seven (HL7) message formats - MDM & ORU
- Allow for dynamic data routing
 - Doctors are added, updated and removed daily
 - Single person test results are often destined for multiple doctors
- Be easy to maintain
 - No custom coding
 - No requirement for a high level of expertise
- Provide for the rapid addition, update and removal of physicians and patients
- Be scalable and flexible to allow for future integration and application enhancement

"With the new system there is no more waiting for patient reports. We now have the ability to immediately add new physicians and patients, and within minutes the information is online and available in real time."

— Rob Croft, Director System Integration and Projects Grey Bruce Health Services

The Solution

Xenos was able to address Grey Bruce Health Services' challenges with an innovative and scalable healthcare solution. One that captures patient health records electronically and directly from the Cerner hospital application, then transforms and sends these healthcare records electronically in real time to regional clinics. This solution eliminated the manual time and effort required to print, mail, email or fax healthcare records and patient information from the hospital to regional clinics. Regional clinics could now enjoy secure online access to electronic healthcare records. This new integration provides Grey Bruce Health Services with an open and flexible architecture that solves the issue of information flowing automatically to the patient. This allows an integrated approach to sharing a patient's medical records and improves the collaboration between the hospital and clinics. Rob Croft, Director of System Integration and Projects for Grey Bruce Health Services, stated "The Xenos integrated solution will allow us to deliver this information quickly and gives us a foundation to build upon, and further improve, our delivery of information. While physicians will realize cost savings based on paperwork reduction, the ability to provide real-time information can be considered priceless, as patient information is immediately available. Equally important, the implementation of the Xenos solution was fast: It was only eight weeks from signing the paper to going live.

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Xenos' healthcare solution provides flexibility to consume, manipulate and output data in a safe and secure environment. Offloading processing, manipulation, and routing of HL7 messages has provided benefits to each stakeholder in the process. It ensures changes made in one area cannot negatively impact process integrity in other environments, providing a data bridge with the ability to manipulate data exchanged between the Cerner Patient Care System and the in-house billing system. It provides integration of legacy data sources with other existing or new applications, communication with private healthcare payers, and the ability to populate PDF forms from any data source.

About Xenos Group Inc.

Xenos is the market-leading provider of high-performance software solutions that deliver a superior Return on Information™ by Streamlining Enterprise Information Supply Chains™. The company's solutions, based on the scalable Xenos Enterprise Server™ and its components, process, extract, transform, repurpose and personalize high volumes of data and documents for storage, real-time access, ePresentation, printing and delivery in numerous formats across multiple channels. The value of information to an organization is a function of its accessibility and reusability relative to the cost of acquiring and maintaining it. By readily repurposing, integrating with and extending the business value of existing technology infrastructure and business applications, Xenos solutions empower organizations to adapt to changing market demands. They also improve operational efficiency, enhance business processes, reduce risk for compliance management and increase employee productivity with lowered total cost of ownership both for the enterprise and for its customers. Xenos supports Green IT initiatives by empowering organizations to "Reduce Reuse Recycle" information resources. Xenos customers are among the largest organizations worldwide, spanning numerous industries including financial services and insurance. Xenos has offices in Canada, the United States, the United Kingdom and France and a global partner network. For more information, visit www.xenos.com.

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