

Top Orthopedic Hospital Uses OpenGate To Provide Increased Access to MEDITECH Data

Health System Overview

The site of one of the first artificial hip replacements in the country, New England Baptist Hospital (NEBH) offers nationally recognized expertise in orthopedic surgery. Built on more than a century of experience, with an exceptional blend of superb patient care and advanced medical knowledge, NEBH continues to lead the way in new methods to diagnose and treat all forms of. In addition to serving as a teaching affiliate of Tufts University School of Medicine and the University of Massachusetts Medical School, the hospital conducts teaching programs in collaboration with the Harvard School of Public Health and the Harvard School of Medicine. NEBH was selected by *U.S. News & World Report* as a top orthopedic hospital.

Business Challenge

New England Baptist Hospital (NEBH) has provided services to many well known people, from U.S. Olympic team athletes to members of the legendary Boston Celtics. In fact, NEBH is the official hospital of the Celtics and has also worked with elite athletic associations and individual elite athletes. One might think that such an organization lacks the need for new products and solutions to help the hospital grow. However, even as one of the top 10 hospitals nationally for knee and hip orthopedics, according to the American Association of Retired Persons (AARP), NEBH is continually searching for new and innovative solutions to keep itself a leader in musculoskeletal disorders and disease.

NEBH performs more complex orthopedic procedures than any other hospital in Massachusetts, requiring large amounts of data to be examined and stored for various procedures and applications. Though able to schedule NPR reports periodically to extract data from MEDITECH to store in its SQL database repository, the staff at NEBH wanted that data to be open and accessible for external applications. The hospital chose a solution that didn't require a costly interface for integration, included extremely fast data access and retrieval didn't call for management of messy NPR reports.

Solution

OpenGate from Westwood, Massachusetts based Blue Elm Company, is a DLL that opens MEDITECH data and dictionaries and provides access to MEDITECH MAGIC and C/S data as if the data was contained in an open database such as Access, SQL Server or Oracle. The software allows NEBH to develop dynamic portal-based applications with real-time integration within a MEDITECH healthcare setting.

“OpenGate allows the Software Engineering Team to architect clinical and non-clinical Web applications that access data from MEDITECH in the same abstraction of any database management system,” explained William Presley,

Senior Software Engineer for NEBH. “We are focused on providing added value to the MEDITECH clinical and financial applications.”

Since implementing *OpenGate*, NEBH’s Software Engineering Team has released a number of applications that have positively impacted the hospital. Its Patient Care™ Portal software, which has been well received by users, includes discharge, transfer, medication reconciliation and preoperative systems. According to Stephen Bowen, NP at NEBH, “This application reduces the risk of medication errors because of its clarity and spelling and dosage correction features. It also has reduced the amount of time it takes to produce a discharge. Previously, it was hand written and now it is done electronically. The Patient Care Portal creates documents that are now easier to read and produces a professional looking document that other community hospitals do not produce.”

In addition to the ability to access any data contained within a MEDITECH database, *OpenGate* features functions to handle hierarchical data with extreme flexibility. Based on Microsoft’s ADO.NET provider specification, the solution allows the user the ability to input native MAGIC syntax into the queries.

Denied claims can represent an average of three percent of a provider organization’s total revenues. After implementing *OpenGate*, NEBH was presented with the opportunity to reduce denials and accelerate its revenue cycle. The hospital’s solution was to move traditional MEDITECH backend B/AR claim checks to its “front-end” process with “real-time” checking, thereby reducing denied claims submissions. With the help of General Online, NEBH created *CleanClaims™*, a portal based application to integrates with MEDITECH.

CleanClaims utilizes *OpenGate* to reduce denied claims and cut days of the billing process and provides real-time error checking by user, location or admission type. The application targets the required education, reducing and even sometimes eliminating the costly repetitive data entry of ADT mistakes. In addition, it edits the MEDITECH ADT data without moving through multiple screens.

Conclusion

Since the implementation of *OpenGate*, development time at New England Baptist Hospital has been reduced significantly by eliminating the database repository as intermediate storage architecture and directly linking to MEDITECH.

“The results speak for themselves,” remarked Presley. “New England Baptist Hospital saw dramatic results using *CleanClaims* - denial rates were cut from 2.5 percent to 0.2 percent, and A/R days were slashed in half.”