

How to reinvent interoperability

Why now is the time to put the brakes on business as usual

Seize the day

The interoperability landscape is evolving and your organization is looking to you to chart the course forward.

With your legacy interface engine, every connection creates more commitment to the way things have always been done—yet the pressure to onboard new applications faster is increasing. Managing and developing interfaces at this scale, in the same way you've been doing, is not sustainable. But you have a vision to create a new structure and achieve new goals for this next chapter of interoperability.

Today you have the opportunity to apply the skills, knowledge, and maturity gained over the last several years to recast models that slow adoption. **Jettison solutions that do not easily scale in favor of infrastructure that is easy to use or operates as a fully managed service.**

While a change can seem daunting, the upsides are significant. The people and products that support integration have come a long way. It's time to investigate products and services that can help you reinvent this central part of your architecture and jump on a competitive advantage.

Read on to learn how you can get time back and give data more meaning.

How to assess a change of partner and platform

This guide presents information and interactive worksheets to help you:



Assess what you need in a vendor partner to meet evolving requirements.



Learn more about key capabilities of a modern interoperability platform and how an updated approach will help you succeed, no matter what the future brings.



Evaluate how your vendor team and technology will support you through an engine migration—and through an EHR migration. Consider if they can help you launch new integrations in the cloud and help you take a hybrid approach.



Consider the costs of your current platform versus a new option.

Give data context with a trusted interoperability environment

A recent Gartner report predicts, “By 2023, 35% of healthcare delivery organizations will have shifted workflows outside the EHR to deliver better efficiency, experience and outcomes.”

— Predicts 2021: Healthcare Providers Must Accelerate Digital Transformation to Address Disruption, Sharon Hakkennes, Barry Runyon, Mike Jones, Mark Gilbert, 25 November 2020

Digital transformation depends on clinical data traveling to and from the EHR to other applications, yet your resources are already stretched.

If you're tackling two or more of the initiatives from the list on the right, it would be wise to consider a modern interoperability approach.

How many of the following initiatives is your organization tackling in the next 1-3 years?

Preparing for an EHR migration

Training custom developers responsible for new interoperability requirements

Shifting to an Application Programming Interface (API) world

Growing through a merger/acquisition

Onboarding resources and vendors who aren't familiar with HL7 or prefer web services

Giving clinicians, patients, and analytic data stores effortless access to data

Introducing new consumer-facing engagement apps—such as online scheduling—that connect with other systems and credibly surface clinical data

Managing all interoperability requests—FHIR, APIs, HL7, JSON—in a coordinated and scalable way that works for the long term

Sharing data across accountable care organizations (ACOs) and with health information exchanges (HIEs)

Transitioning some IT systems to the cloud or to hosted platforms, while others remain on premises

Seamlessly integrating all systems in a way that makes sense for each one

Facing a change in workforce and skillsets as new talent joins the team

Evaluate the service and the platform

Platform evaluation criteria

Consideration How the platform delivers

Top-ranked customer service	Over 90% of customers would make the same purchase decision again.
Speed to value	Build interfaces faster than with any other platform.
Supports your priorities	Less time on interface-building, more on new initiatives.
Ease of use	Menu-driven graphical builds, drag-and-drop tools.
Empowering	Enjoyable for experts. User-friendly for analysts and others. Customizable profiles.
High-quality interfaces	Test as you develop.
Accelerate APIs, while supporting any standard or format	HL7 (v2 and v3), HL7® FHIR® R4 (and pre-release 5), CCDA, NCPDP, X12, IHE, DICOM, XML, and more. Supports FHIR, web services, etc.
Peace of mind	Tailored alerts flag problems and prevent disruptions. Mobile monitor app for troubleshooting. High-availability and disaster recovery capabilities keep patient data flowing during planned or unplanned downtime.

Partner evaluation criteria

1 = No/not at all and
5 = Yes/extremely well.

1	2	3	4	5	Demonstrates they are 100% committed to your success
1	2	3	4	5	Is fluent in FHIR and all current interoperability standards
1	2	3	4	5	Serves as a trusted interoperability leader, with industry-leading experts in-house to answer any question, any time
1	2	3	4	5	Supports your team with no code/low code, while also giving you the control and transparency to customize when you desire
1	2	3	4	5	Provides solutions that are simple to use, test, and monitor
1	2	3	4	5	Delivers outstanding customer service, and is repeatedly recognized by their customers
1	2	3	4	5	Possesses proven engine migration experience ensuring your success
1	2	3	4	5	Navigates you away from pitfalls, never leaving you exposed
1	2	3	4	5	Invests in on-premises and cloud solutions to meet you where you are, recognizing that a hybrid data management environment is your future state

Migration experience

Navigating your engine migration is the first step toward positive business and operational outcomes.

Once you've decided to replace or augment your legacy engine, the next step is planning. Your interfaces will need to be built, rewritten, and updated.

An expert vendor will advise your team, provide hands-on support, and offer services to build or rebuild interfaces for you.

When assessing people and partners, ask:

Does the vendor have a fully managed cloud offering where you can migrate new workloads?

What technology capabilities does the vendor offer for migrations?

How will the vendor partner with you during the migration?

How many migrations has the vendor completed?

7 steps for a smooth migration

Strategy: Replace your engine with no disruption to upstream or downstream systems.



Step 1

Collaborate early and often

Communicate with internal colleagues and with your vendor to set roles and responsibilities. Your vendor should offer a range of levels of support, from training your team to manage the go-live to complete management of the go-live.



Step 2

Obtain the log files

Provide your vendor with log files from the past seven days: all incoming and outgoing messages



Pitfall

Inaccessible log files



Solution

Your vendor sets up pass-through connections prior to migration to gather incoming and outgoing data.



Step 3

Map your existing interfaces

Your vendor should have experience converting from your legacy engine.

Your vendor maps all the twists and turns of each interface that spans your health system.



Pitfall

Your legacy system may not show graphical views of your data flow.



Solution

Your vendor works with you to determine all the downstream systems being fed by your EHR, lab system, and more.

“We went from red to being green in two weeks because of what you can actually program in Lyniate. We can build interfaces very quickly and we do not need developers to do it.”

— Michelle Brown,
Epic Data Integration
Director, Providence
Health & Services,
Renton, Washington

Proven reliability for EHR go-lives

When you need to bring all your interfaces live at once, your vendor’s preparation and planning ensures flawless performance.



Step 4 Build new interfaces

It’s time to build standards-based interfaces with your new platform.

Your vendor trains your team or builds the interfaces for you. Either way, you’ll benefit from easy tools for creating production-ready interfaces.



Step 5 Compare interface message results



Pitfall

If the vendor doesn’t have built-in tools for interface comparison, this could cost money and time.



Solution

Your new engine’s built-in tools perform interface comparison—a transparent way to confirm that the new interfaces are 100 percent accurate.



Step 6 Test interfaces

If your vendor has successfully matched the log file data when building the new interfaces, you’ll achieve a high level of accuracy when you test the interfaces together.



Pitfall

Upgrades with downstream systems during migration could cause hiccups with interfaces.



Solution

Include a test environment as part of your contract: your vendor offers this cost-effective option and creates a test environment that runs parallel to your legacy engine, enabling you to pre-test every interface.



Step 7 Go live

A phased go-live that’s invisible to end users

If you’re replacing your engine, independent of changing your EHR, your vendor should collaborate with you on a phased go-live that’s invisible to everyone except your team.

Strategy: Begin with the simpler interfaces, like Admission-Discharge-Transfer, then move to more complex ones, such as Orders and Results.

Why Lyniate

We help our customers achieve effortless access to data. Lyniate is building the future of interoperability. We provide every customer with purpose-built, healthcare interoperability solutions and unmatched support.

91.6% of Lyniate customer calls are answered by a well-trained support engineer in seconds.

Speed to value, lower TCO

When customers transition to a new engine with Lyniate, they achieve faster speed-to-value and lower TCO because we offer options that allow you to get up and running quickly. We continue to scale with you as your requirements evolve.

Unmatched customer support

As a Lyniate customer, you can always expect the following when you contact support:

The golden rule

We treat you the way we want to be treated.

We speak your language

We specialize in healthcare and only support healthcare customers.

Personal responsibility

When someone on the support team picks up your call or opens your email, they're accountable for resolving your question or issue.

The right thing for long-term success

We focus on solving problems for long-term success, not just immediate remediation.

Go the extra mile

When the root of a problem occurs outside of our platform, our support team does everything in their power to identify and diagnose the surrounding issue. We share these details so you can address the issue.

We empower you

We don't just "fix" the issue and send you on your way. We explain the solution so you feel empowered to tackle it in the future should it arise again.

A modern interoperability approach

Interoperability is in the Lyniate DNA. We were built by interoperability experts who helped steer HL7 and are advancing FHIR.

While we were there at the beginning, we've also invested in staying current and simplifying over time.

We meet you where you are

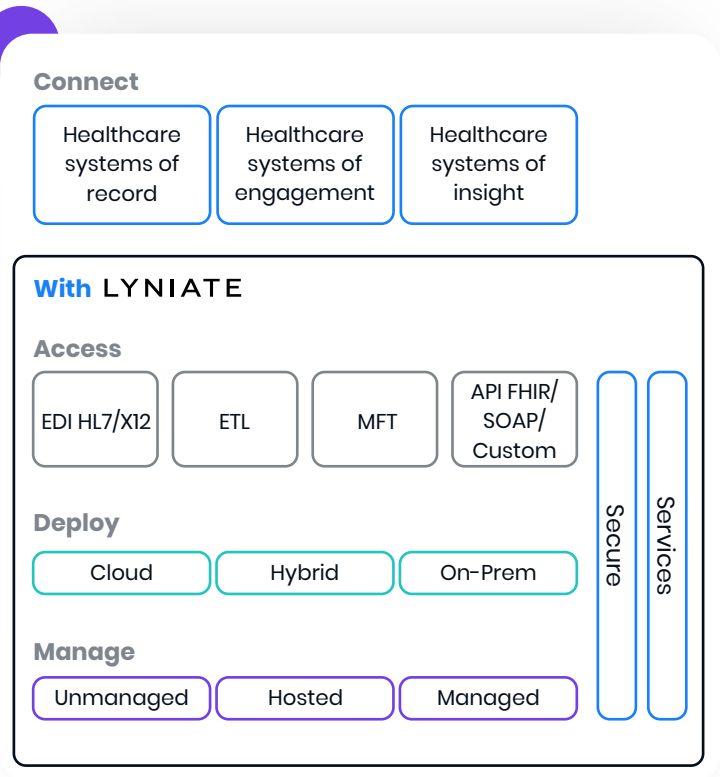
Only Lyniate offers a suite of interoperability solutions that meet you where you are, giving you the freedom to:

- Support any data standard
- Deploy where you want to
- Right-size the services you receive from us

Outcomes that strengthen your organization

- With Lyniate, you connect caregivers to the data that they need when they need it, improving patient outcomes and optimizing operations.
- You increase confidence in insights by ensuring analytics are fed by the most complete and accurate data.
- Whether you choose our user-friendly tools or our fully managed services, your team gets more time back.

However interoperability evolves, you know you'll be ready.



Your solution will meet your requirements, whether you want to develop operational skills to maintain integrations in-house—or outsource them.

You manage your platform how you choose:

- On-premises and led by your team—with a platform that makes interfaces user-friendly and enjoyable
- Hosted in the cloud as a fully managed service
- Operated in the cloud as a service, while supported by your infrastructure

Security wraps around your platform, helping you navigate challenges and keep data safe.

Whether you're connecting data via HL7, FHIR, or JSON, Lyniate helps you share data for reliable, secure access by trading partners inside and outside of your organization.

What Lyniate customers say

“We’ve used Corepoint by Lyniate heavily during the pandemic to support the communication between our lab and registration systems. Corepoint has enabled us to create a unique application that emails negative COVID-19 results to patients more quickly, which has minimized the stress and anxiety associated with the wait for results. We’re seeing higher testing volume, and Corepoint has been incredibly reliable during this time.”

— Andrew Nemivirovsky,
R.N. Nova Scotia Health Senior Director, Information Management and
Technology and Chief Information Officer, Nova Scotia Health Authority

**Ready to reinvent
interoperability?**

**It’s easier than you think to
ease the interfacing burden.**