



### Orion Health

**VISION** *Enable a better healthcare future through pioneering use of information technology and knowledge creation*

- 20+ years of global expertise
- Privately held: Nimble, deep commitment to healthcare IT
- Focused exclusively on healthcare integration
- Leadership in clinical information integration for better population health management

**1000+ Staff**

1993 2014

Page 3 • Copyright © 2014 Orion Health™ group of companies • All rights reserved

### Agenda

- An overview of Orion Health
- Experience serving the Integration Market
- Integration Landscape
- An Architect's experience migrating legacy products to the Rhapsody Integration Engine
- Logical, field-proven 5 step migration methodology
- Migration White Paper

Page 2 • Copyright © 2014 Orion Health™ group of companies • All rights reserved

### Rhapsody Integration Engine

- Provides interfacing/interoperability amongst systems
  - Over 100+ EMR systems interfaced
  - Over 700+ hospitals and clinics installed
- Easy to use, but supports complex integration
- Simplifies interface development
  - Integration for analysts
- Simplifies day-to-day monitoring
  - Web-based administration tool
  - Smartphone monitoring app
- As a healthcare service bus, Rhapsody comes with all the integration tools you need
  - No external database
  - No Third Party tools to install

Page 4 • Copyright © 2014 Orion Health™ group of companies • All rights reserved

## Industry Recognition

**Chilmark** “ Orion Health is arguably the largest provider of healthcare interoperability globally and a major HIE vendor in the U.S. ”

“ Orion Health’s easy-to-use solutions and applications improve patient care and clinical decision making by enabling the exchange of healthcare information among disparate systems and providing integrated health data in a single, unified view. ” **KLAS**

**May 2013, IDC Health Insights #HI240928** “ Customers comment that Orion Health’s integration tools are flexible when it comes to accessing a wide variety of data sources, and the interfaces are configurable. Additionally, they report that Orion Health is an excellent partner and very responsive to customer suggestions. ”

Page 1 • Copyright © 2012 Orion Health™ group of companies • All rights reserved



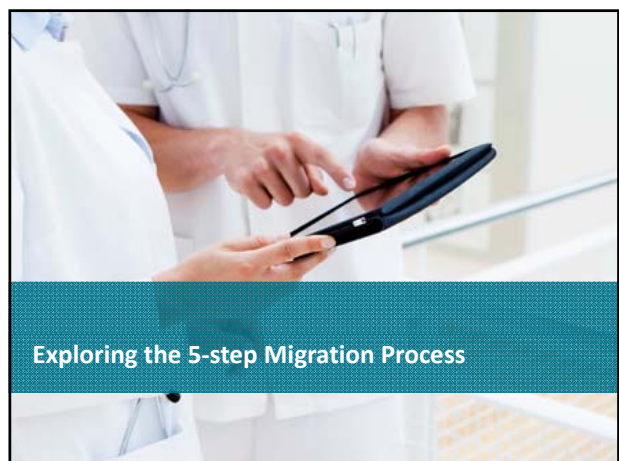
## Discontinued Legacy Products

- **Several vendors are exiting the integration market**
- **End of formal support for legacy products results in higher cost of ownership and enterprise risk**
- **Migration needs to maintain interface up-time and message availability, minimize staff disruption**
- **Turn this burden into an opportunity and add value**
  - Proactive monitoring, performance optimization, robust reporting
  - Guaranteed Message Delivery
  - Increased message throughput and resiliency
  - Easy to learn, GUI-based development toolkit
  - Robust developer tools for low-level customization

Page 7 • Copyright © 2012 Orion Health™ group of companies • All rights reserved



Interoperability Landscape



Exploring the 5-step Migration Process

## An Enterprise Architect's experience

- Architect for Global EMR company prior to joining Orion Health
- Decommissioned 5 legacy products and migrated interfaces to the Rhapsody Integration Engine
- Migrated thousands of interfaces, and processing hundreds of millions of messages per day
- SaaS environment with multi-tenant architecture
- Rhapsody Integration Engine implemented as centre of architecture, now featuring:
  - Millions of messages per hour throughput
  - Multi-node clustered deployment with failover and DR
  - From point-to-point/hub and spoke interfaces to Enterprise Service Bus model

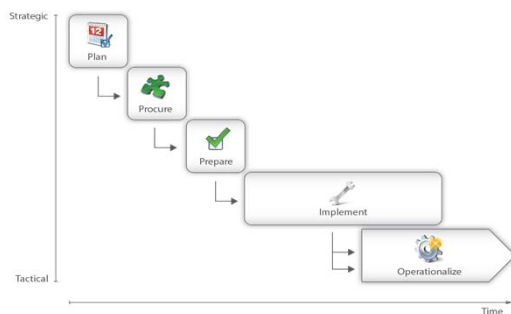
## Step 1: Plan: Establish a Solid Foundation

- Outline scope, requirements, dependencies and timeframe
- Tailor plan to proposed framework

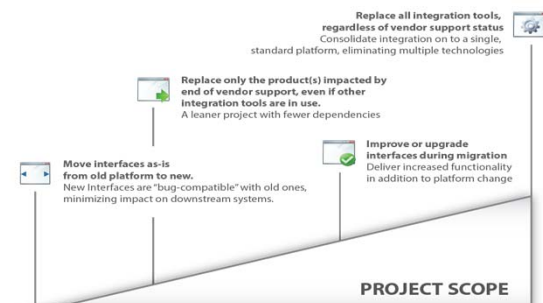
*"Plans are useless, but planning is indispensable."*

Dwight D. Eisenhower

## Orion Health's Logical 5-step Migration Process



## Scope



## Technical Considerations

- Which clinical systems need to connect to which other systems?
- What messaging, protocol and security standards need to be supported?
- What technical environment will the integration tool run in?
- How many environments are needed to support the organization's development?
- What existing policies around security, auditing, disaster recovery and uptime will the new technology need to conform to?
- What are the performance metrics in terms of scalability, throughput and uptime?
- What future considerations need to be taken into account?

Page 13 • Copyright © 2014 Orion Health™ group of companies • All rights reserved



## Step 2: Procure: Making the Optimal Investment

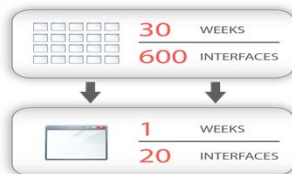
- Evaluate vendor technologies on capabilities, service offerings and vendor experience
- Consider ancillary services
  - Training
  - Support
- Evaluation process
  - Stems directly from requirements
  - Identify 'best fit' based on priorities
  - Proof of Concept demonstration

Page 15 • Copyright © 2014 Orion Health™ group of companies • All rights reserved



## Dependencies & Timeframe

- Dependencies
  - May result from other projects
  - Availability of Resources
- Timeframe



Page 14 • Copyright © 2014 Orion Health™ group of companies • All rights reserved



## Step 3: Prepare - Keep things running smoothly

- Provisioning
  - Ensure proper hardware, software and appropriate vendor licenses are available
- Staffing
  - Project team roles include: Project Manager, Interface Analysts/Developers, Application Specialists, Quality Assurance Analysts, Operations Analysts
- Training
  - Combination of product documentation, online and onsite training
  - Evaluate during procurement
- Prioritization
  - Identify interfaces that don't need to be migrated
  - Highlight interfaces needing improvement
  - Determine interfaces to add

Page 16 • Copyright © 2014 Orion Health™ group of companies • All rights reserved

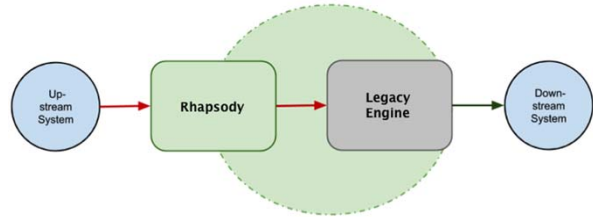


### Step 4: Implement: Reliable and Repeatable

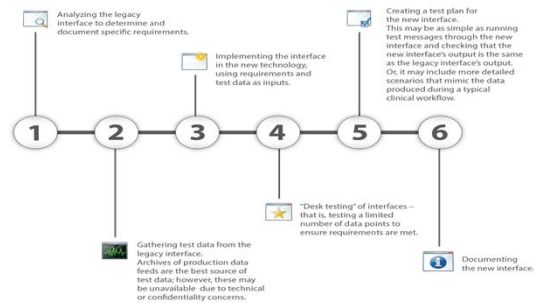
- Most critical phase
- Requires time proportional to the number of interfaces
- Gather requirements then build, test and document each interface
- Apply configuration to the integration platform that is common across all interfaces
- Conduct testing and defect remediation for all interfaces

### Interface Migration Steps

- Step 1: Add Rhapsody as pass-through

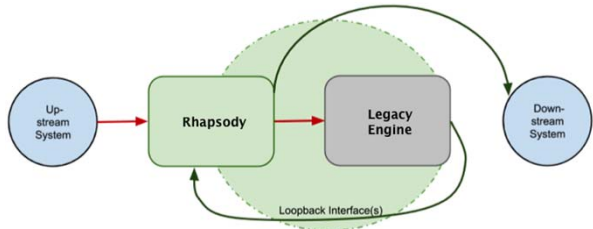


### Interface Migration Steps



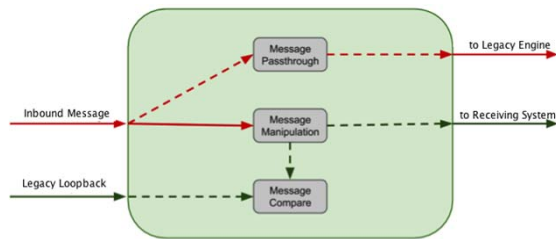
### Interface Migration Steps

- Step 2a: Live with Loopback (server view)



## Interface Migration Steps

- Step 2b: Live with Loopback (Rhapsody config)



Page 21 • Copyright © 2014 Orion Health™ group of companies • All rights reserved.

## Step 5: Operationalize

- **Promote to production**
  - Use a refined, repeatable process
  - Treat as a business process with appropriate checkpoints and controls
  - Monitor closely for a “burn in” period
- **Legacy retirement**
  - Do not delete
  - Safe to decommission after all interfaces on legacy server are retired
- **Migration is complete!**

Page 22 • Copyright © 2014 Orion Health™ group of companies • All rights reserved.

## Interface Migration Steps

- Step 3: Retire legacy engine



Page 23 • Copyright © 2014 Orion Health™ group of companies • All rights reserved.

## Summary

- Comes down to expertise and services in addition to the platform
- Creates a stronger platform to grow with future needs
- Vendor needs to be a partner

Page 24 • Copyright © 2014 Orion Health™ group of companies • All rights reserved.



## Learn more

- **About Orion Health**
  - Founded 1993
  - Global presence
  - Solutions to help improve integration, care coordination, increased cost savings, create efficiencies and enhance care quality
- Visit: <http://www.orionhealth.com/rhapsody-integration-engine/migrate-with-confidence>