

# Case Study >>>>

## Doylestown Hospital's Path to Interoperability with NextGen HIE Leads to Innovation Award, Improved Care

The course toward interoperability and Health Information Exchange (HIE) sometimes starts on an unlikely path. Just ask Doylestown Hospital, a community-focused 209-bed facility located in the Doylestown, Pennsylvania, suburbs just north of Philadelphia.

Their course began with the Y2K scare —when community physicians came to them with fears their billing systems for their practices couldn't handle the transition. The hospital responded by establishing an applications services provider (ASP) organization to assist them with the purchase of a new practice management system at cost. A few years later, when the practices wanted an electronic health record (EHR) system, they again turned to Doylestown Hospital to help negotiate licenses.

Then in 2006, the idea for interoperability and the exchange of patient data as a way to improve patient care and safety became a feasible option— and one that the community was interested in pursuing. It was then that the hospital founded the Doylestown Clinical Network (DCN)—a partnership with independent physicians in their community dedicated to providing high-quality, community-based health care through the use of HIE.



### Overview

#### HOSPITAL

Doylestown Hospital  
Doylestown, PA  
www.dh.org

#### HOSPITAL PROFILE

Doylestown Hospital is a comprehensive, community-focused, 209-bed facility with four outpatient services locations as well as advanced diagnostic imaging services. The hospital founded the Doylestown Clinical Network (DCN) in 2006 to improve patient care through collaborative data exchange with more than 185 independent physicians in the community.

#### BUSINESS PROBLEM

The Doylestown medical community required an interoperability platform that could seamlessly link the hospital, practices, and external diagnostic providers together; plus be able to integrate well with the hospital's Meditech® system.

#### SOLUTION

Implemented NextGen<sup>SM</sup> Health Information Exchange or HIE (formerly NextGen Community Health Solution). Many practices in the community also use NextGen® Ambulatory EHR and Practice Management systems.

#### PRODUCT DISTINCTIONS

- Ease of data exchange with practices using 3rd party or no EHRs
- Secure, content-rich, and transparent to end-user
- Single-point connection to share clinical information in real time
- True interoperability among disparate systems
- Easier documentation and reporting (health quality and disease management)

#### BENEFITS

- Streamlined clinical workflow processes
- Faster access to reliable patient information at the point of care
- Reduced drug-to-drug and drug-to-allergy interactions
- Ability to alert providers to 'drug-seekers'
- Decreased redundant test and administrative costs

**NEXTGEN**  
HEALTHCARE

---

After reviewing numerous systems and vendors, the DCN chose NextGen HIE for its ease of data exchange and its ability to seamlessly link the hospital, external diagnostic providers, and practices regardless of what EHR they use (or even if they didn't use one at all). The HIE solution, along with the hard work of the DCN members, would go on to help Doylestown Hospital win a prestigious innovation award, in addition to the myriad benefits it provides the community.

### Proof of Success— Improved Patient Safety and Care

Due to their pioneering foresight and success in establishing HIE, Doylestown Hospital, in conjunction with NextGen Healthcare, was awarded the Microsoft® Healthcare Users Group (MS-HUG) 2010 Innovation Award in the category of Interoperability/HIE. This prestigious award recognizes organizations that are enhancing and transforming healthcare through technology leadership and excellence in innovation.

Although the award is a crowning achievement, it hasn't been the only benefit to come out of connecting a healthcare community that previously lacked a technological connection.

Now, DCN practices are able to access critical information (demographic data, allergies, medications, histories and problems, lab and test results) within workflow, in real time, through a single-point connection with NextGen HIE – resulting in greater overall patient care, efficiency, and quality, as well as:

- Reduced drug-to-drug and drug-to-allergy interactions
- A decrease in redundant tests and administrative costs
- More efficient, error-free communication within the provider community
- Improved diagnostic speed and accuracy
- The ability to alert providers to 'drug-seekers' and provide intervention

According to Richard Lang, vice president and CIO for Doylestown Hospital, "The DCN—through the use of NextGen HIE—represents a model of genuine interoperability that helps us lead the national HIE conversation with proof that connectivity with other healthcare providers leads to improved patient care."

*The proof:* Doylestown Hospital is one of only 53 hospitals nationwide with 5-star ratings for both patient safety and satisfaction. Plus, they were the only Philadelphia-area hospital to receive all 3 cardiac specialty excellence awards from HealthGrades® in 2009 (for cardiac care, cardiac surgery and coronary intervention).

Thus, it seems their ultimate goal of more efficient, better quality patient care has been achieved. However, that doesn't mean their work is finished. Now that a solid HIE framework has been laid, their efforts are focused on expanding the network so they can help more patients in the future.

NextGen Healthcare Information Systems, Inc.

795 Horsham Road, Horsham, PA 19044

p: 215.657.7010 | f: 215.657.7011 | sales@nextgen.com | nextgen.com

For full information about the features and functions of NextGen Healthcare's products and services, please contact us at [www.nextgen.com/contact](http://www.nextgen.com/contact).

© 2010 NextGen Healthcare Information Systems, Inc. All rights reserved. NextGen is a registered trademark and a service mark of NextGen Healthcare Information Systems, Inc. Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries. All other marks are the property of their respective owners.

♻️ NextGen strives to be a responsible steward of the environment. This paper is recycled and is certified to Forest Stewardship Council (FSC) standards, which promotes the responsible management of the world's forests.

**NEXTGEN**  
HEALTHCARE