

"IN OUR OPINION, THE RETURN ON INVESTMENT IS ONE OF QUALITY. IT IS DIFFICULT TO ACTUALLY QUANTIFY, BUT THE EFFECT TOUCHES ALL AREAS OF OUR ORGANIZATION. ULTIMATELY, OUR MEMBERS RECEIVE A HIGHER LEVEL OF QUALITY CARE."

JEAN SPOHN, PROJECT MANAGER OF INTEGRATION SERVICES
GROUP HEALTH COOPERATIVE

INDUSTRY

Healthcare

SYBASE TECHNOLOGY

- Sybase Adaptive Server Enterprise (ASE)
- Sybase e-Biz Impact

KEY BENEFITS

- Improved the timeliness of data
- Reduced maintenance
- Manages message traffic between 50 different applications
- Quickly collects, translates, and routes several hundred thousand messages each day, with guaranteed delivery
- Seamless operation

GROUP HEALTH COOPERATIVE

Group Health Cooperative (GHC) needed to pull together a heterogeneous collection of medical applications across several platforms and vendors, and ensure that all applications work well together by moving, and occasionally making complex transformations on the information they share. Using Sybase Adaptive Server® Enterprise (ASE) coupled with e-Biz Impact™, it built a scalable solution to meet its needs.

CUSTOMER PROFILE

GHC is a non-profit healthcare system that serves more than 560,000 members. Over time, GHC has expanded inter-application information transfer to add round-trip interfaces, building an impressive integrated solution that links multiple sources of patient clinical information into a data warehouse and an electronic medical record system to dramatically increase overall efficiency.

BUSINESS CHALLENGE

GHC needed to knit together medical applications developed by different vendors, running on different hardware platforms, and served by a variety of transport protocols. It also needed to provide guaranteed delivery between applications and keep multiple applications - including legacy mainframe applications - playing well together.

SOLUTION

With Sybase ASE and e-Biz Impact, Sybase provided a scalable solution that exchanges clinical and administrative information between applications and collects information from these sources, transforming and reorganizing the data where required, and then providing guaranteed delivery to a variety of destinations.

WHY SYBASE?

GHC has been using Sybase e-Biz Impact and its predecessor, TDM, for the last eight years. "When the senior leadership decided to purchase applications that were not on the mainframe, we had to have an interface engine to support our integration strategy," says Jean Spohn. That interface requirement led to the selection of Sybase e-Biz Impact.

RESULTS

Sybase e-Biz Impact provides an enterprise level graphical view of the processing. This means GHC can take a proactive stance in their system management through early problem identification and correction.

Spohn appreciates the monitoring features and the added level of service and reliability Sybase e-Biz Impact's monitoring provides. "We have a 24x7 staff at our Command Center who monitor the console and spot when a connection goes down or when we haven't received something we should have. This frees our programming staff from having to monitor interfaces," she said.