



# Interface Assessment

Findings and  
Recommendations

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## Summary

### Interfaces Evaluated:

- Reg/Sched Target
- Results Target

### Evaluation Period

- The transaction and error counts were evaluated over a 30 day period from 10/14/11 through 11/13/11.
- The processing times were evaluated for 10/18/11.

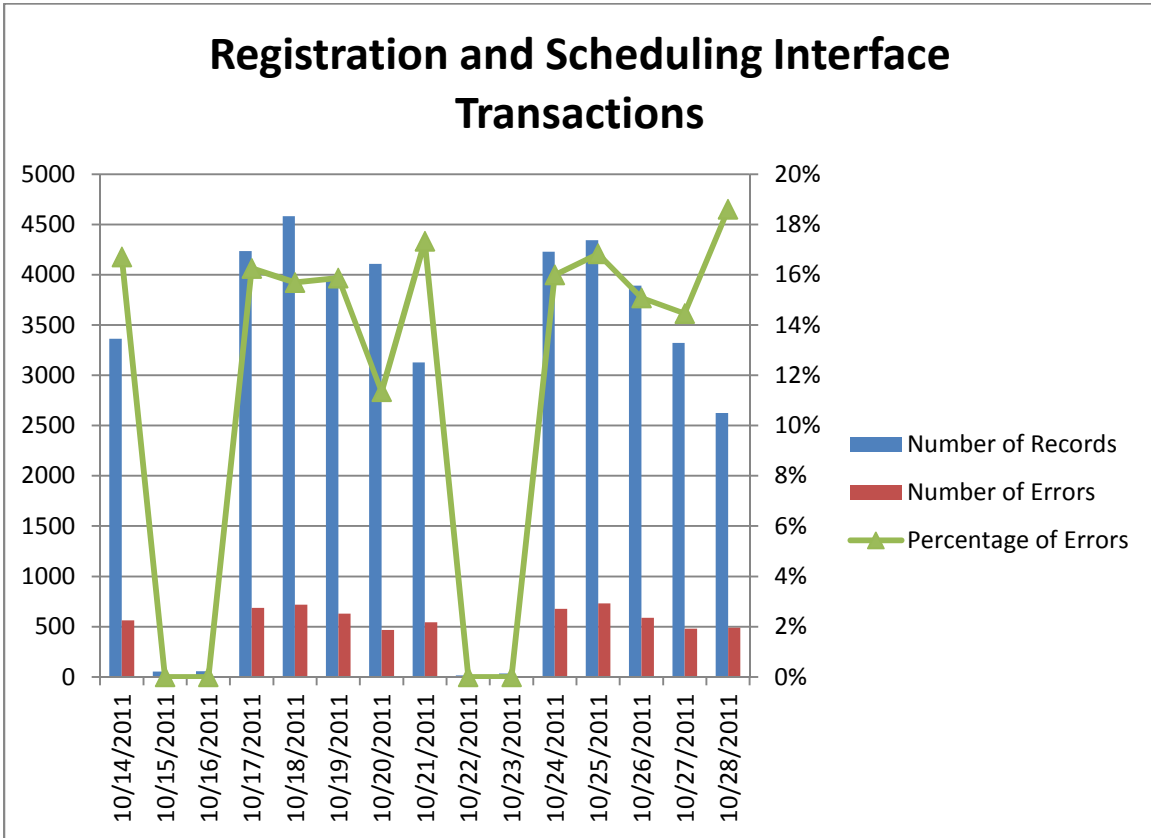
### Findings

- Registration and Scheduling Interface
  - There is a very high volume of location dictionary errors.
  - There is a high volume of patient match errors for this type of interface.
- Results Interface
  - There is a high volume of patient match errors.
  - There is a high volume of compendium errors.
  - Processing times are running a little high.
- General Findings
  - The normal expectation is that we should see very few patient matching errors between PM and EHR. The fact that we are seeing so many of these errors on the registration and scheduling interface may be contributing to the high number of them that we are seeing on the results interface.
  - Auto-notification is not being utilized which causes a reactive approach to interface issue resolution rather than a proactive resolution approach.
  - It does not appear that interface errors are being worked on any regular basis thus preventing results from getting to the providers when an error occurs.

### Recommendations

- Ensure that the location dictionary between PM and EEHR are in sync. This could be accomplished through a bulk load or manually depending on the number of locations on the source system.
- Evaluate a sample of patients that are not matching to determine why they are in the PM system and not in the EEHR. There could be some patients that were left out of the bulk load and another bulk load may benefit the patient errors on both interfaces.
- Set up an auto-filer to cut down on the number of compendium errors and allow the results to get to providers quicker.

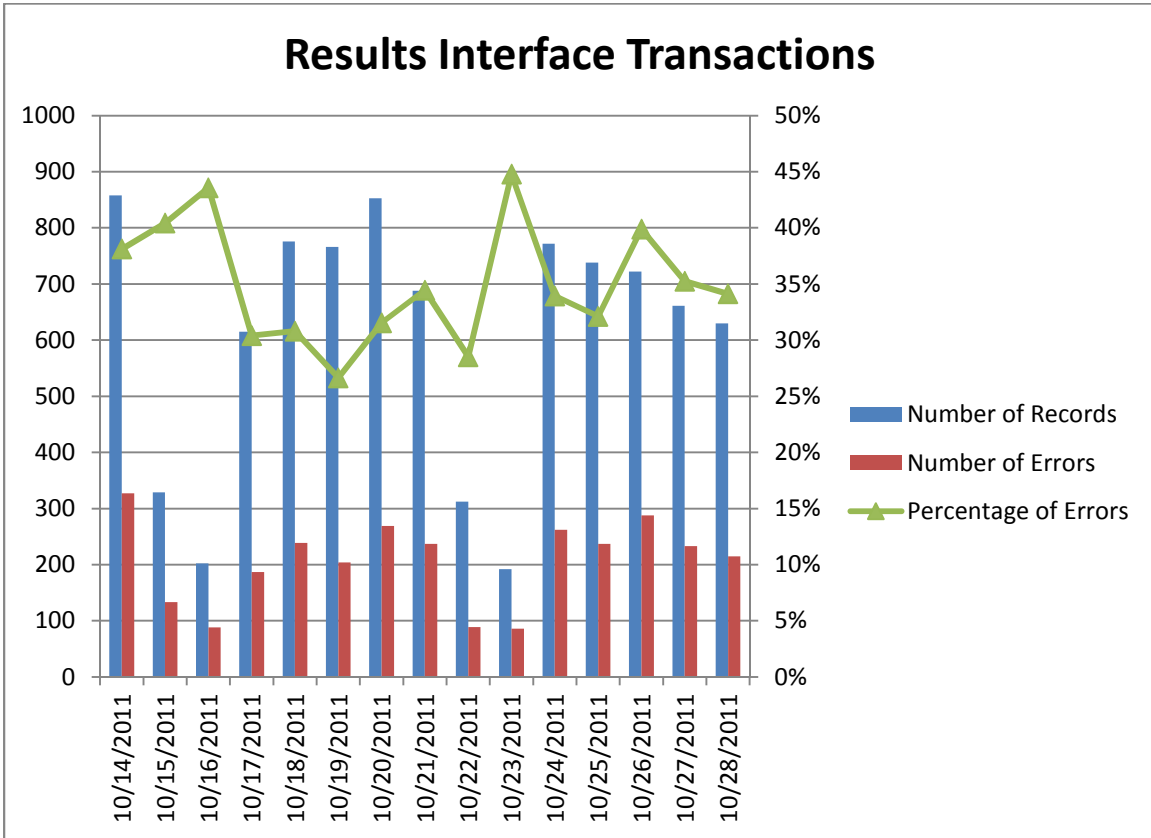
- Set up auto-notification to be alerted of certain signs of the interfaces being down or having trouble.
- Complete further evaluation into where the bottleneck may be that is causing the higher than normal processing times for the result interface as there is nothing glaring in the interface setup.
- Perform a test failover of the ConnectR cluster after hours to determine why it did not fail over as nothing glaring was found in the setup of the ConnectR cluster.



<b>Registration and Scheduling Interface Transactions</b>			
<b>Date</b>	<b>Number of Records</b>	<b>Number of Errors</b>	<b>Percentage of Errors</b>
10/14/2011	3364	562	17%
10/15/2011	52	0	0%
10/16/2011	56	0	0%
10/17/2011	4234	688	16%
10/18/2011	4583	719	16%
10/19/2011	3964	629	16%
10/20/2011	4107	466	11%
10/21/2011	3128	542	17%
10/22/2011	16	0	0%
10/23/2011	33	0	0%
10/24/2011	4228	676	16%
10/25/2011	4343	731	17%
10/26/2011	3892	587	15%
10/27/2011	3321	480	14%
10/28/2011	2624	488	19%
10/29/2011	63	0	0%
10/30/2011	31	0	0%
10/31/2011	3750	746	20%
11/1/2011	4229	608	14%
11/2/2011	3942	628	16%
11/3/2011	4147	575	14%
11/4/2011	3469	653	19%
11/5/2011	6	0	0%
11/6/2011	76	0	0%
11/7/2011	4313	765	18%
11/8/2011	4483	621	14%
11/9/2011	4113	584	14%
11/10/2011	3931	560	14%
11/11/2011	1516	255	17%
11/12/2011	1519	225	15%
11/13/2011	145	0	0%

Registration and Scheduling Interface Processing Times				
ID	TransCount	MinProcTime	AvgProcTime	MaxProcTime
11PM-12AM	0	0	0	0
10-11PM	0	0	0	0
9-10PM	0	0	0	0
8-9PM	0	0	0	0
7-8PM	61	1	3	5
6-7PM	110	1	2	5
5-6PM	306	1	3	6
4-5PM	1420	1	2	5
3-4PM	2417	1	2	5
2-3PM	2689	1	2	5
1-2PM	2210	1	2	5
12-1PM	2542	1	2	5
11AM-12PM	2743	1	2	5
10-11AM	2840	1	2	5
9-10AM	3055	1	2	5
8-9AM	2247	1	2	6
7-8AM	481	1	3	6
6-7AM	37	3	3	4
5-6AM	0	0	0	0
4-5AM	0	0	0	0
3-4AM	0	0	0	0
2-3AM	0	0	0	0
1-2AM	0	0	0	0
12-1AM	0	0	0	0

<b>Registration and Scheduling Interface Error Summary</b>		
<b>Error ID</b>	<b>Error Text</b>	<b>Error Count</b>
-2003002	Insurance Class Dictionary Does Not Contain the Value Sent in the Message. Please Update the Dictionary and refile the message.	3
-2001050	Location Dictionary Does Not Contain the Value Sent in the Message. Please Update the Dictionary and refile the message.	10847
-100	Patient cannot be identified based on the data sent by the External Source. Use the bridge utility to file the message	1936



<b>Results Interface Transactions</b>			
<b>Date</b>	<b>Number of Records</b>	<b>Number of Errors</b>	<b>Percentage of Errors</b>
10/14/2011	858	327	38%
10/15/2011	329	133	40%
10/16/2011	202	88	44%
10/17/2011	615	187	30%
10/18/2011	776	239	31%
10/19/2011	766	204	27%
10/20/2011	853	269	32%
10/21/2011	688	237	34%
10/22/2011	312	89	29%
10/23/2011	192	86	45%
10/24/2011	772	262	34%
10/25/2011	738	237	32%
10/26/2011	722	288	40%
10/27/2011	661	233	35%
10/28/2011	630	215	34%
10/29/2011	335	110	33%
10/30/2011	155	65	42%
10/31/2011	471	150	32%
11/1/2011	814	326	40%
11/2/2011	784	264	34%
11/3/2011	704	219	31%
11/4/2011	777	258	33%
11/5/2011	326	146	45%
11/6/2011	168	70	42%
11/7/2011	672	238	35%
11/8/2011	797	285	36%
11/9/2011	793	270	34%
11/10/2011	758	226	30%
11/11/2011	641	234	37%
11/12/2011	276	93	34%
11/13/2011	172	76	44%

Results Interface Processing Times				
ID	TransCount	MinProcTime	AvgProcTime	MaxProcTime
11PM-12AM	4	5	5	5
10-11PM	3	7	7	7
9-10PM	72	9	16	23
8-9PM	80	1	11	29
7-8PM	364	1	16	28
6-7PM	274	2	15	29
5-6PM	398	1	15	26
4-5PM	1371	1	19	33
3-4PM	351	2	9	28
2-3PM	696	1	19	31
1-2PM	1011	1	15	30
12-1PM	1130	2	14	30
11AM-12PM	624	1	13	29
10-11AM	714	1	16	30
9-10AM	414	1	13	30
8-9AM	194	1	15	29
7-8AM	520	2	13	30
6-7AM	0	0	0	0
5-6AM	0	0	0	0
4-5AM	0	0	0	0
3-4AM	0	0	0	0
2-3AM	0	0	0	0
1-2AM	0	0	0	0
12-1AM	0	0	0	0

<b>Results Interface Error Summary</b>		
<b>Error ID</b>	<b>Error Text</b>	<b>Error Count</b>
4	Error Threshold Exceeded	289
-100	Patient cannot be identified based on the data sent by the External Source. Use the bridge utility to file the message	24498
-2005008	QO Classification DE[Item Classification]) Does Not Contain the Value Sent in the Message. Please Update the Dictionary and refile the message.	593
-2005003	Qo DE[Item]) Does Not Contain the Value Sent in the Message. Please Update the Dictionary and refile the message.	10849
3	Queue Threshold Exceeded	1
-601	Result cannot be set to preliminary because it is already final.	78
-145	Specified QO not in specified QO Class. Please update the Item dictionary and refile the message.	4356