From: Renaissance Resource Associates
To: cheryl@rraconsulting.com;
Subject: News from Renaissance Resource Associates - Fall/Winter 2007
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RENAISSANCE RESOURCE ASSOCIATES

The RRA Alliance

"An agreement made to advance common goals and interests"

Winter 2008

In This Issue

HIMSS Annual Conference

Moving Forward with Medication Reconciliation?

New RRA Strategic Alliance Partner

RRA Resource Availability

Welcome New RRA Consultant - Paul Goin

The Interface Isn't Working....

Join Our Mailing List

Our Winter 2008 issue of the RRA Alliance is attached below.

RRA is committed to providing the best consulting resources available in the industry to your project. We continue to expand and grow our resources and build alliances and partnerships that will allow us to offer you the best consulting solutions available.

We encourage you to visit our new website at www.rraconsulting.com for more information on our company and the services we provide.

HIMSS Annual Conference and Exhibition

Orlando, February 24-28th 2008

RRA Executives and consulting staff will be in Orlando for the annual HIMSS conference. Please contact us at information@rraconsulting.com if you would like to set up some time to meet with you.

Moving Forward with Medication Reconciliation?

Many GE Centricity Enterprise clients are working with The Menon Group to address JCAHO requirements for Medication Reconciliation. RRA can help you bring this application to life at your organization quickly and efficiently by augmenting your staff with consultants who are already familiar with the Menon Group application and implementation approach.

Please contact Cheryl Iseberg at cheryl@rraconsulting.com or Dennis Lacy at dennis_lacy@menongroup.com for more information.

Direct HIT, Inc.

Announcing our New Strategic Alliance Partner

Direct HIT, inc
FOCUSED IT SOLUTIONS FOR HEALTHCARE

Renaissance Resource Associates and Direct HIT, Inc (located in Lafayette, Colorado) have signed an agreement that will allow the two organizations to offer services each others' client base, and to utilize resources from both organizations to better serve clients. RRA is very excited about this new partnership and the opportunity to work with a company that has a proven track record in IT healthcare solutions.

Direct HIT, has service offerings including:

- Enterprise IT Strategy: standards definition, future-state architecture, and innovation
- Complex Project Leadership and Support: CIS, EMR, major system & network initiatives
- Interim IT/IS Management: manager, director, CIO/CTO
- Business Intelligence: organizational performance, quality management, agency reporting
- Systems Integration: HL7, service-oriented solutions
- Internet/Web Technologies: enterprise information portals, telemedicine, e-Health
- Identity & Access Management: single sign-on, systems security, workflow automation

For more information on our partnership, contact Margie Stohler, Vice President of Business Solutions at margie@rraconsulting.com

RRA Resource Availability

GE Centricity Upgrade Resources

RRA has resources available that can provide expert assistance in the area of application consulting, project management, interfaces, conversion, testing and technical expertise to help you achieve the best possible results for your GE Centricity Enterprise upgrade project.

We can assist with building and implementing your project plan and provide the experienced Centricity resources that you are looking for. Our team will work with your project team to ensure that current functionality requirements are met along with optimizing new application feature functionality.

Epic Systems Resources

RRA has resources available also to assist with your installation of Epic Systems and other major HIS vendor solutions.

If you are interested in finding out more on what RRA can bring to your project, please contact us at information@rraconsulting.com.

Welcome new RRA Consultant - Paul Goin

RRA is pleased to announce that Paul Goin has joined Renaissance Resource Associates as a consulting resource.

Paul is a proven analyst, Project Lead, and PMP Certified Project Manager with expertise with the Ambulatory (Clinical Note Builder, RX Pad, Enterprise Orders, and Service Recognition) and Clinical Order Communications applications of GE Centricity Enterprise. Paul also brings with him expertise in the Eclipsys Sunrise Clinical Manager application.

The Interface Isn't Working.....

By RRA Consultant Lynelle Harper

Ever get that call? That's what the end-user sees. When is the last time a message was received? I don't know. Where to start, where to start. Yes, the interface is up and running. Yes, messages are passing. No, there are no error messages. If it were only this simple.

There are so many things that can cause an interface to appear to be not working. Two of the bigger contributors are upgrades or maintenance releases, and downstream system changes. Like many clients, there are about a gazillion projects going on, with not enough time or resources to go around. And the bigger an organization gets or the number of projects on that To Do List keeps growing, the more likely it is that the communication about that small system change, seems to never make it where it needs to go.

We would probably all agree that interfaces are considered to be one of the mission critical systems, so how did this get missed? Interfaces are often overlooked simply because they run so well that people only notice them when they are missing or not passing the expected data.

What can we do to make sure we don't get calls like this? Here are some guidelines that can be used for any system:

- If you are upgrading your primary system, be sure to do a thorough gap analysis between the new standard product and your existing system with changes. (by the way, are all of your changes documented?). It may take time today, but it will definitely payoff in the future.
- Read through the release or maintenance documentation. These should provide details on what changes have been made. For interfaces, this means reading about the other modules or applications that you have interfaces with, for example, Orders/Results, ADT/REG, etc.
- Document your changes.
- If you are an upstream or downstream system, and you are planning system changes, do include analysis of the interface(s), and working with the interface team.
- For upgrades and installs, it is highly recommended to have at least one full time person dedicated to the interfaces, in terms of performing the gap analysis, change analysis, coordinating changes, communications between the interface engine group, application teams, and downstream/upstream systems. This person should be knowledgeable in interfaces, as well as the various applications and associated systems.
- Document your changes.
- Don't forget to test prior to integration testing, even if there doesn't appear to be any changes.

And finally, **communicate**!

Following these guidelines will help ensure that your interfaces continue to run silently successful!

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