



Case Study



Client Success Story: CharterCARE JCAPS Integration Services



Profile

CharterCARE, (<http://chartercare.org>), is a newly-formed hospital affiliation between St. Joseph Health Services of Rhode Island (Fatima Hospital) and Roger Williams Medical Center (RWMC). This affiliation has a capacity of 579 licensed beds, includes 3,200 employed health professionals and serves one fourth of the Providence market share.

The hospitals are both MEDITECH CS sites and CharterCARE is undertaking a project to convert Fatima Hospital from their own MEDITECH system to run under the RWMC MEDITECH platform. The Fatima Hospital is currently using the eGate JavaCAPS V5.1.3 integration engine for most interfaces.



Challenge

CharterCARE approached MDI Solutions in late August, 2010 with an urgent need to provide support and development services on their JCAPS interface engine. The Hospitals' IT department resources were increasingly burdened with a growing portfolio of applications that required integration and support, on top of the MEDITECH conversion project. Additionally, a recent reduction of key support resources accelerated the need for an action plan to effectively manage this critical component of the organizations business.

Outcome

MDI Solutions assigned a senior Integration Analyst 'on the spot' to provide immediate turnaround of 24 x7 support. MDI's certified JCAPS resource dialed into CharterCARE's system and restarted a critical interface, along with conducting an overall system assessment. In addition to providing 24 x 7 interface support, MDI is assisting with building new interfaces and conducting staff training on JCAPS basics. MDI is currently working on Physician Office Integration with CharterCARE and a number of other interface projects.

For More Information:

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Customer Quote

"I submitted an on-line request for information about MDI Solutions' capabilities and availability to assist us. I had an e-mail response and a call-back within minutes and that is the level of responsiveness that we have gotten ever since."

"I have been delighted with MDI, their people, and their approach."

"MDI provided us some immediate support for an issue we were having, before a proposal was submitted or contract discussed. No strings attached. We quickly entered into an agreement with MDI for on-going support and they assigned a very experienced interface professional with a deep knowledge of our product as our primary consultant. MDI is assisting us with support, development of new interfaces, and most importantly, conducting an essential knowledge transfer to our people of JCAPS basics."

Susan Cerrone
Vice President/CIO
CharterCARE Health Partners