

# Baptist Memorial Group Greenway to Allscripts EHR Data Migration

## Overview

Client: Baptist Memorial Group (Cincinnati, OH)

Conversion Project:

- Two Internal Medicine Practices
- Greenway PrimeSUITE Source System
- 2 Years of EHR-captured data with historical scanned data spanning many years.

Baptist Memorial Medical Group (BMMG), with locations spread throughout Mississippi, Tennessee, and Arkansas, is regarded as one of the premier health care systems in the nation. BMMG offers more than 3,100 affiliated physicians; home, hospice and psychiatric care; minor medical clinics; a network of surgery, rehabilitation and other outpatient centers; and an education system highlighted by the Baptist college of Health Sciences.

## Introduction

The team at Galen Healthcare recently assisted one of its clients in the conversion from the existing legacy PM/EHR to Allscripts Enterprise PM and EHR. Baptist Memorial Medical Group, regarded as one of the premier health care systems in the nation, recently acquired two medical groups – the Light Clinic and Memphis Internal Medicine. The groups were utilizing Greenway for PM and EHR needs, and BMMG sought to convert historical data to the Allscripts Enterprise product line – the standard within the organization.

## Conversion Process

### Demographics

The first part of the conversion consisted of importing demographic skeleton records to Allscripts Enterprise PM. To accommodate this, a flat-file extract of basic demographic records was provided by the legacy vendor. The legacy MRN was imported into Allscripts PM such that patient matching could be accomplished with the non-discrete document import that later took place.

## Conversion Statistics

### Light Clinic



**18,892 PATIENTS**

were imported into Allscripts PM and consequently AE-EHR via the real-time interface



**117,010 DOCUMENTS**

were successfully imported to **8,411** patient charts and **117** distinct document types



**2 HOURS AND 28 MINUTES**

approximately to complete the import



### Memphis Internal Medicine

**16,300 PATIENTS**

were imported into Allscripts PM, and consequently AE-EHR via the real-time interface



**76,422 DOCUMENTS**

were successfully imported to **7,360** patient charts and **160** distinct document types



**3 HOURS AND 56 MINUTES**

approximately to complete the import

## Bulk Load

Once patients were imported into PM, the bulk-load of patients from PM to EHR took place after-hours as to not impact the real-time demographic and appointment interfaces as it is a FIFO queue.

With the corresponding demographic records existing in both Allscripts PM and EHR, the next step was the non-discrete document import.

## Legacy Document Repository

The legacy EHR vendor provided a repository containing all of the associated documents for particular patients. The structure of the repository was that each patient had a separate folder. Within the folder, the names of the files were structured to contain both the document type name and the legacy EHR document ID. A flat-file catalogue file was also yielded which contained document metadata utilized to facilitate import.

## Document Type Mapping

As part of the conversion, there also needed to be a document map from the Greenway document type to the corresponding Allscripts document type. Our analysts took care of putting this dependency together by mapping to existing document types and creating both folder types in Scan and corresponding document types in the EHR in the cases where there wasn't an existing document type to map to. Lastly, the documents were matched to a dummy conversion provider and a default encounter date as these pieces of data are required, but were not provided in the catalogue file.

## Lessons Learned

With most conversions, there are invaluable takeaways and lessons learned. As a result, our documentation continually evolves as each client/conversion represents its own set of nuances, specificities and challenges. With the Light Clinic and Memphis Internal Medicine conversions, this was certainly no different.

## Conversion During Business Hours

The Light Clinic demographic bulk-load from PM to EHR was kicked off during business hours. Normally this would not pose an issue, but the bulk-load took place over the real-time interface instead of a sql script. Since the interface is FIFO (first in, first out) this caused the real-time transactions to be delayed with the resulting queue from the bulk-load.

## Document Transfer

For both groups, extracted documents were missing in the move from the legacy vendor system to the AE-EHR system. Issues with the copy – ftp – and compression were suspected as the key contributing factors, and to resolve this, the physical drive was utilized in the second copy of the extract.

## Date Formatting

With Memphis Internal Medicine, the format of the date of birth changed from the original vendor extract. This caused duplication of records which already existed in PM as the match on DOB was no longer valid. To resolve this, automated demographic and chart merging was triggered.

“As my practice was acquired by Baptist Memorial Medical Group, I wanted to be able to transfer the valuable data I had collected in my PM and EHR system to the Enterprise EHR at BMMG. Galen Healthcare Solutions was engaged to assist in converting the data from my Greenway system to the Enterprise PM/EHR systems at BMMG. With their help, I was able to seamlessly move to use the standard PM/EHR at BMMG and have the valuable data I had captured over the years follow me. This saved countless hours of potential manual data entry and matching documents to charts. Thanks to Galen, it was a smooth transition from running a private practice to being part of one of the leading health systems in the country.”

DR. WILLIAM H. LIGHT, Baptist Memorial Medical Group