



Pharmacy Management Group Implements *FrameworkLTC*® - Automates Legacy Rescot Data Migration

Success Brief

LTCIntegrator Premium - Legacy Data Migration for *FrameworkLTC*®

Region: North America

Industry: LTC Pharmacy

Overview

PMG needed a seamless, automated migration approach for their Rescot LTCP data as they transitioned their Pharmacy Management System to *FrameworkLTC*®

Business Situation

The project timeframe was short and options for porting legacy Rescot data into *FrameworkLTC*® were unclear

PMG needed to alleviate costs and risks associated with outsourcing pharmacy operations related to this transition

Solution

LTCIntegrator seamlessly inserted the LTCP data directly into *FrameworkLTC*® SQL databases via client defined Business Rules

Benefits

- Reduced costs
- Control over implementation
- Easy back-out of imported data
- Detailed log of import activity
- Very fast migration
- No data inconsistencies or errors



“ We understood the cost and risks of manually populating the *FrameworkLTC*® program, but thought we had little choice ”

- Anthony Coury, Chief Information Officer, Pharmacy Management Group

PHARMACY MANAGEMENT GROUP (PMG), LOCATED IN WESTLAKE OHIO —20 miles west of Cleveland— is a customer-focused provider of managed pharmaceutical care and support. PMG has rapidly grown to 7,500 beds and become a major player in the Cleveland, Columbus, Ohio and Hermitage, Pennsylvania markets. They recently upgraded their existing Pharmacy Management System from Rescot Systems LTCP to SoftWriters’ *FrameworkLTC*®, fully aware that their existing data would simply need to be manually entered.

Blue Chip Consulting Group (<http://www.bluechip-llc.com>), utilizing their *LTCIntegrator* toolset, saved PMG hundreds of manual-entry and data-validation hours. Additionally, they mitigated the associated risks by defining and then applying PMG-specific *Business Rules* against the Rescot data; transforming PMG’s inconsistent data into valuable information within their new Pharmacy Management System.

PMG, with assistance from Blue Chip, quickly determined that the associated costs and risks of outsourcing pharmacy operations for order processing, MAR data entry, billing support for PDPs and other virtual office functions related to a manual facility & pharmacy conversion, were excruciating. Already working with Blue Chip on an ‘Application and Infrastructure Optimization and Implementation’ project, PMG entrusted them to automate the migration of their critical legacy data.

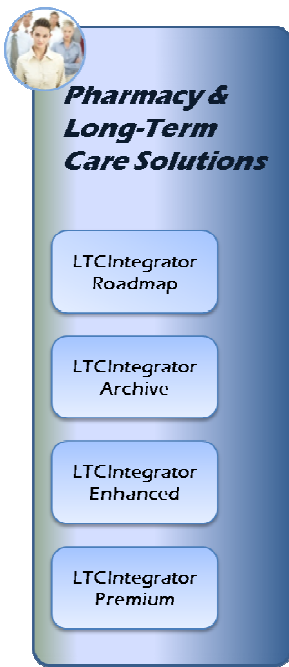


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"The primary objective was the ability to 'Fill and Bill' the first day after migration, WITHOUT 3rd-party data entry assistance . . ."

". . . the Blue Chip team understood our business, as well as our infrastructure and data - they secured our trust in very short order. Their Solution Architects and Consultants created the technical and business Roadmap suited to our needs and timelines. They uncovered our existing Business Processes necessary to assure proper migration of our key data."

- Anthony Coury, Chief Information Officer, Pharmacy Management Group



Situation

PMG needed to migrate all of their key data from Rescot Systems' Long Term Care Pharmacy (LTCP) to *FrameworkLTC®*. The pharmacy management system is the heart of any long term care business as it contains all patient, facility, prescription and billing information.

There were a few elements that added to the challenge of the project. The primary factor was importing the legacy data from the existing Rescot system. *FrameworkLTC®* does not provide an automated import mechanism. Entering the LTCP data into *FrameworkLTC®* manually via the user interface would have been costly, resource intensive and would have introduced delays, data inconsistencies and errors.

Transforming LTCP Data

Blue Chip introduced PMG to *LTCIntegrator*; a proprietary toolset governed by proven technology transition methodology and LTCP industry-specific Business Rules required to massage existing, legacy data and to effectively map this data into *FrameworkLTC®*.

Based on the needs of PMG, **Blue Chip determined that *LTCIntegrator Premium* was required.** Assurance of consistent data structures, as well as capabilities to effectively standardize Physician, Patient, Rx, Facilities, and Insurance records through the migration process were Critical Success Factors of an automated solution. Additionally, PMG required to ability to 'Fill and Bill' the first day after the migration. **Blue Chip** conducted business and technical

assessments so as to modify existing Business Rules within *LTCIntegrator*, as well as created more complex Business Rules as PMG required.

Envisioning & Planning

Every application has its own method of storing data including 'what' data is stored 'where' and with what limitations. For example, one application might permit Alphanumeric Rx numbers where another only allows numeric. **Blue Chip** discovered and documented PMG's most critical data and specifically determined what elements *FrameworkLTC®* stored for each type of item (Facility, Patient, Rx ...)

Proof of Concept

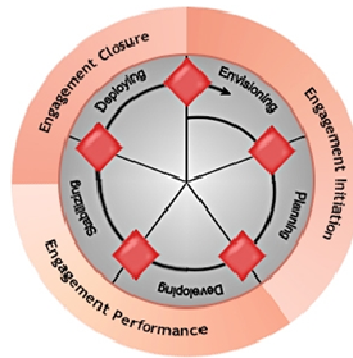
The next step was to prove that one of each type of item could be programmatically inserted into the SQL database and accessed using the *FrameworkLTC®* user interface without any errors. PMG's Pharmacy team assisted **Blue Chip** with POC validation.

Development—Business Rule Definition

Every LTC Pharmacy implements and uses a pharmacy management system in its own way. Certain codes or fields are used for purposes specific to THAT pharmacy or THAT facility. So it follows that a successful migration project must define business rules that govern how

data is moved to the new system; maintaining the critical elements of THAT pharmacy or THAT facility.

Business rules also define default values for options that did not exist in the legacy pharmacy management



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"Blue Chip's tools were flexible enough to assess our current data structure and built custom 'Business Rules' based on our operational model. They more than migrated existing data, they actually transformed our Patient, Physician, Rx, Insurance and Facilities data into information, helping PMG meet corporate and industry standards "

- Bob Traffis, Associate Director of Pharmacy, Pharmacy Management Group

System. PMG required several complex business rules in addition to standard rules defined to simply 'populate' FrameworkLTC®.

Development—Configure LTCIntegrator

LTCIntegrator is built to parse the exported legacy pharmacy management data, filter the data through the business rules and insert it into the FrameworkLTC® system. Core elements are captured with the LTCIntegrator pre-existing business rules, however, PMG had many complex business rules that Blue Chip defined in the planning process. Special attention was given to PMG's unique needs and LTCIntegrator Premium's configuration.

Stabilizing - Iterative Import Testing and Refinement

Blue Chip used proven technology transition processes, as well as LTCIntegrator's capabilities to import and validate sample data. User interface (UI) validation via FrameworkLTC®, as well as the creation of additional business rules, were completed during this step.

Deploying—Phased Migration

The final step was the production migration. The vast majority of work was now behind the Blue Chip and PMG team. However, the discovery and planning phases proved that converting an entire Pharmacy (including all of it's facilities) in one migration run, aka, 'big-bang', was simply too much; too fast. Migration of a facility includes all of its patients, related prescriptions, insurance information,

responsible parties, medical records and physicians. The 'Pharmacy Campus' included scores of such facilities.

Rather, Blue Chip defined a strategy using LTCIntegrator Premium to address blocks of facilities at a time. LTCIntegrator reduced the time of each facility's migration and associated records to an average



of 5 minutes. The production migration occurred in phases starting with one facility as a **Production Pilot**. Each subsequent phase added a larger quantity of facilities.

Benefits

The results could not have been better. A very fast and flexible migration process that allowed PMG to migrate at their own pace without introducing errors or inconsistencies in their data.

Specific benefits include

- Reduced costs
- Control over implementation scale
- Easy back-out of imported data
- Detailed log of import activity
- Very fast migration
- No data inconsistencies or errors



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About Blue Chip Consulting Group

Blue Chip is an Information Technology Professional Services company headquartered in Cleveland, Ohio. As a Microsoft® Managed Gold Partner, they specialize in eBusiness and Enterprise Architecture solutions.

Their consultants average 10-14 years of experience with a strong balance of professional and technical skills that allow them to identify and design comprehensive solutions to the most difficult eBusiness and IT challenges.

For more information, visit <http://www.bluechip-llc.com/>

About Pharmacy Management Group

Pharmacy Management Group is a customer-focused provider of first-class pharmaceutical care and support. Its experienced staff includes R.Ph., B.S.N., NP, and LNHA professionals dedicated to delivering superior service for Nursing Home and Assisted Living facilities. Its unique approach is proactive and innovative and helps facilitate the best outcome for both its customers and their residents.

Pharmacy Management Group is proud to be both a Preferred Provider for AOPHA and a Champion Partner of OHCA.

For more information, visit <http://www.pmgservices.com>

About SoftWriters Inc.

SoftWriters, Inc. has been delivering custom software solutions since 1990 and is a Microsoft® Certified Partner with competency for delivering Independent Software Vendor (ISV) solutions. They are a member of the American Society of Consultant Pharmacists (ASCP) and the American Society of Automation in Pharmacy (ASAP).

SoftWriters' suite of dedicated pharmacy management tools integrate seamlessly for real-time communications and access to information. All of their products are designed for the Microsoft Windows® family of operating systems.

For more information, visit <http://www.softwriters.com>



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