



## CSS tops competition in hospital comparison of vendors

All the technicians, programmers, support staffers and sales folks at Custom Software Systems know the strengths, benefits and pluses of StarLab. It's a special day when one of your clients does an in-depth comparison with a competitor, tells you how great CSS is and how much they appreciate your hard work.

Ken Walden, lab supervisor for Breckinridge Memorial Hospital in Hardinsburg, Kentucky, had been using the CSS StarLab System since early 1996. CSS programmers installed a custom interface to the Henderman Associates financial system for patient demographics and patient charges. As a result of the sale of Henderman Associates to Dairyland, the hospital was notified that service on its financial system would be ending and that it would need to acquire new software.

In the third quarter of 1997, the hospital began evaluating vendors for a hospital-wide information management system. CSS was interested in providing a total solution but withdrew from the evaluation due to a commitment to a major redesign and client upgrade project that would address the needs of CSS clients using Texas Instruments-based systems that weren't year 2000 compatible.

"Even though the total contract value could have been close to \$750,000, our resource commitment to the existing client base took priority," said CSS President Ted King. Over the next six to nine months the hospital continued its vendor evaluations. In every case, Walden said, StarLab exceeded the capabilities of other systems. In short, the laboratory would be taking a step back if it replaced StarLab with any of the products being evaluated.

"Most of the systems did not meet our current needs, much less our future needs," Walden said. The systems "weren't even in the same league" as StarLab, he said.

A tentative decision to purchase HMS' system, including its lab component, led Walden to visit a couple of sites using the software. He found that StarLab beat the competition on more than a dozen points. Walden convinced the hospital administration to stay with StarLab and implement an HL7 TCP/IP interface to HMS, which was selected to service the rest of the hospital. Breckinridge ordered the interface in September 1998 and installation began in March.

"It has gone real well," Walden said. "We had just a few bugs but things seem to be clicking off real smoothly." He complimented CSS programming and support for their help. "When you do call they're so responsive. They get right on a problem to get it resolved."

***Did the hospital make the right decision? "Oh, yeah, we made the right decision. It was the only decision to make," Walden said.***

Ken Walden found that the CSS system had more than dozen strengths over the competition:

- ✓ Faster screen redraws
- ✓ Auto fax to more than one location
- ✓ Quick and easy deletion of tests
- ✓ Easy test library setup
- ✓ Every function required fewer keystrokes than competitors
- ✓ Tests can be alphabetized and numbered
- ✓ Strong instrument interfaces

## Custom Software Systems



- 
- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>✓ Interfaces overwrite eliminating double entry work</li><li>✓ Combines several test reports on one page</li><li>✓ Printing functions respond quickly to commands</li><li>✓ No down time</li><li>✓ Efficient system file maintenance</li><li>✓ Barcode labels smaller, more efficient</li></ul> | <ul style="list-style-type: none"><li>✓ Ability to assign temporary patient numbers that link to permanent number with all accompanying data and information</li><li>✓ CSS support representatives resolve problems the same day</li><li>✓ CSS offers customization, “a huge advantage,” Walden said.</li></ul> |
|---|---|