



CUSTOMER CASE STUDY

INDUSTRY

Healthcare

GEOGRAPHY

North America

CHALLENGES

Connect healthcare organizations across the Pacific Northwest with secure data-sharing services for better patient care experiences and efficient healthcare delivery.

SOLUTION

- Amplify API Management Platform
- Axway Managed Cloud Services for B2Bi

RESULTS

OneHealthPort delivers a secure gateway for API-driven communication, supporting 75,000 healthcare organizations with collaboration solutions.

OneHealthPort

OneHealthPort gives healthcare providers seamless data-sharing in the cloud

Data-driven services are playing a more crucial role in the patient journey than ever before. Today, care providers rely on electronic health records to maintain detailed patient histories, and on image files to store scans from medical imaging modalities such as MRI and X-ray machines. Treatments often require patients to move between departments, locations and even providers – and to ensure high-quality care, it is crucial that their data follows them in a secure and seamless way.

Sharing sensitive medical and insurance data can present complex technical challenges for healthcare organizations. In addition to the requirement for robust approaches to information and operational security, the underlying B2B integration infrastructure demands significant up-front capital investment and ongoing management and maintenance spending. These requirements can often put data-driven collaboration solutions out of the reach of smaller healthcare providers.

Finding a way forward

OneHealthPort, a customer-owned, for-profit company based in Seattle, Washington, was formed to help healthcare organizations in the region solve these types of information exchange and workflow problems.

Rick Rubin, CEO and President at OneHealthPort, explains: “OneHealthPort was founded in 2002 by some of the leading healthcare companies in the Pacific Northwest. We operate a single sign-on [SSO] security service, provide a directory service, and an administration-simplification program. In our capacity as Washington State’s lead organization for health information exchange, we also operate a Health Information Exchange [HIE]. This exchange allows healthcare professionals, providers, health systems and public health organizations to securely exchange clinical or business information in standardized message formats.”

OneHealthPort

He continues, “Given state oversight and customer ownership, it is vital for us to deliver that HIE service at the lowest possible cost in a very safe and secure manner. In addition, we are trying to move away from all the proprietary, one-off connections in healthcare, and push the broad adoption of industry standards and best practices.”

Building a collaboration platform

To deliver its HIE, OneHealthPort selected Axway Managed Cloud Services for B2Bi, which is deployed in the AWS cloud. A subscription service for electronic-data integration (EDI), the solution enables OneHealthPort to drive reliable, scalable B2B integration processes without the need for costly on-premises infrastructure.

While most large healthcare organizations have mature EDI capabilities, many smaller organizations lack the budgets and existing IT infrastructure to support an enterprise-class B2B integration platform. To enable these providers to benefit from the HIE, OneHealthPort combined the Axway Managed Cloud Services for B2Bi solution with Amplify API Management Platform. With a flexible, scalable API gateway, the company empowers smaller healthcare organizations to leverage its services without the need for more complex EDI exchange solutions.

Going to market fast with the cloud

Rubin comments: “Axway has provided OneHealthPort HIE with tangible value. One of our key goals was to get our HIE into the market quickly, and start providing services that equip organizations to meet their collaboration requirements. To achieve this goal, it was vital for us to rapidly provision a high-performance, highly available infrastructure. Axway Managed Cloud Services for B2Bi met this requirement perfectly, and by working with the Axway team we were able to stand up our HIE platform to a tight deadline.”

As a growing number of organizations from across the Pacific Northwest began to join its data-sharing platform, OneHealthPort leveraged the straightforward scalability of the cloud to support the increase in data volumes.

“As soon as the HIE environment was stable, the number of transactions on the Axway platform began to skyrocket,” recalls Rubin. “We needed to size our infrastructure to meet the growing demand on the platform. The elasticity of the cloud and the flexibility of Axway Managed Cloud Services for B2Bi were a perfect combination to help us to meet our business requirements in a timely manner.”

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Enhancing collaboration, enhancing patient experiences

With Axway API, Axway's Amplify platform and Managed Cloud Services for B2Bi solutions at the heart of its business, OneHealthPort is achieving its goal of seamlessly connecting healthcare organizations of all sizes in the Pacific Northwest. By allowing providers to share medical, insurance and administrative data efficiently and securely, the company is contributing to higher-quality patient experiences, healthier communities, and more efficient healthcare delivery overall.

"Today, we engage with 75,000 healthcare organizations and support 100,000 subscribers to our SSO service," says Rubin. "In total, we drive around 50 million transactions per year on the Axway platform, and we continue to be very satisfied with the performance, reliability and availability of the Axway EDI and API solutions."

He adds: "OneHealthPort believes the future of healthcare communication will rely heavily on APIs, and for that reason we've partnered with Axway to start building services to help the community adopt those transactions. Our API gateway is creating the pathway for the smaller organizations to integrate their systems with larger healthcare entities — something that would otherwise be out of their reach."

By continuing its partnership with Axway, OneHealthPort is closing the gaps between large and small organizations, payers and providers, and public and private sectors.

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and secure healthcare data exchange →