

CASE STUDY

Turnkey Managed Interface Solution

Lakeview Clinic

BACKGROUND

Location

A 4-facility, multi-specialty clinic located in Minnesota, west of Minneapolis, founded in 1957.

Providers

40-MDs and 18 Advanced Practice Providers (APPs)

Project

Migrated from ConnectR to QIE and utilized Keena's Turnkey Managed Interface Services in the summer/fall of 2022.

EHR/PM Platform

Altera TouchWorks

The Challenge

Manage growing clinical interface demands due to limited IT resources.

Lakeview Clinic faced a common and growing challenge in today's healthcare IT environment: the difficulty of hiring and retaining in-house staff with the specialized expertise required to manage complex clinical interfaces.

As the demands on their systems increased, so did the need for a reliable, scalable solution to support both large-scale interface projects and the routine maintenance required to keep integrations running smoothly.

The clinic's internal IT team was already stretched thin, focused on maintaining critical systems and supporting daily operations. Taking on the additional burden of recruiting, training, and managing a skilled Health IT professional for interface management would have had a costly impact on their resources. It became clear that balancing these mission-critical projects with day-to-day operational needs was not only inefficient, but also risky—especially when the potential for interface project delays or disruptions could directly impact patient care.

The Solution

Introducing expert-led, scalable interface support through the QIE engine and managed services.

Lakeview recognized that long-term success required access to expert-level interface support without the overhead and risk of building that capability internally. They needed a partner who could provide deep technical expertise, ensure continuity of support, and integrate seamlessly with their existing workflows. That's when they turned to Keena.

Having already partnered with Lakeview Clinic on a range of successful IT initiatives, Keena immediately mobilized its team of seasoned interface experts and leveraged its long-standing strategic partnership with Qvera to deploy the powerful, industry-leading Qvera Interface Engine (QIE). This deployment was enhanced with Keena's turnkey Managed Interface Services team, giving Lakeview a comprehensive solution for both current and future integration needs.

As part of the project, six (6) mission critical interfaces—including registration/scheduling/charges, labs, radiology, orders/results, and the IntelFiler app—were successfully migrated from the legacy ConnectR platform to QIE. Beyond the initial migration, Keena continues to provide end-to-end support for ongoing interface development, maintenance, and real-time error management—ensuring reliability, flexibility, and uninterrupted clinical operations.



As someone with modest prior experience in interface transitions, I was incredibly impressed at how smooth our migration was from ConnectR to QIE. The Keena team handled the heavy lifting and guided me through every step with expertise and care.

What really stood out was how they went beyond implementation—optimizing our setup to ensure timely data flow and avoid care disruptions. They're not only skilled and knowledgeable, but also kind, supportive, and a pleasure to work with. I'm truly grateful for their partnership."

JEN MERRITT

Health Information Systems Manager,
Lakeview Clinic



The successful transition to QIE and ongoing use of Keena's turnkey managed interface services positioned Lakeview Clinic for enhanced scalability, streamlined exchange of important clinical and financial data, and long-term sustainability."

RYAN ELIAS

Director of Information Technology,
Lakeview Clinic

Results/Benefits

Despite the added complexity of coordinating with Altera, Lakeview's EHR/PM vendor, Keena completed the interface engine transition in six months—ensuring data accuracy and minimal disruption. Since then, Keena's turnkey interface team has provided ongoing expert maintenance, including timely updates, fast issue resolution, and seamless integration as Lakeview's needs continue to evolve.

Benefit to The Organization

The transition from ConnectR to QIE marked a major improvement in both performance and security. With QIE's advanced architecture and Keena's expert interface management team, the clinic now benefits from faster, more flexible interface updates and seamless adjustments when needed—all without disrupting patient care.

Fixes that might have taken days with a part-time resource are now handled quickly and accurately, with minimal downtime. In short, Keena's turnkey interface management approach has delivered the speed, security, and peace of mind that Lakeview needed—allowing their internal team to stay focused on delivering exceptional patient care.

By partnering with Keena for turnkey interface management services, Lakeview Clinic was able to avoid the cost and complexity of hiring and training additional IT staff. The clinic gained a trusted extension of their IT team, ensuring expert execution of complex integration tasks while allowing internal resources to remain focused on core operational needs.

Benefit to The Providers and Staff

With a new interface engine and Keena's support through their turnkey managed interface services, providers now experience fewer technical disruptions and more reliable access to critical clinical data they need—when they need it. This leads to smoother clinical workflows, reduced administrative burdens, and more time to focus on patient care rather than system troubleshooting.