Upgrade from jBASE to Reality…
…goes without a hitch

Bayside Health, a leading provider of health services within Melbourne and Victoria, runs its patient administration on Homer, the widely deployed iSOFT application, and Reality, the super-resilient MultiValue database from Northgate. Bayside chose Reality after crashes in aging hardware repeatedly corrupted the data within Homer. They solved the problem by bringing in new hardware and switching Homer's supporting database from jBASE to Reality. **The upgrade and data migration to Reality went without a hitch. Downtime is now a fraction of what it was previously.**

Bayside Health chooses iSOFT for superlative customer care

For the people of Melbourne, Australia, Bayside Health is an example of how regional healthcare should be — modern, responsive, customer-focused and forward-thinking. Bayside Health operates a string of hospitals, clinics, research departments and teaching units set within three large campuses in south-eastern Melbourne. From those three sites, Bayside provides day-to-day health services for the local population and specialised health services for the entire state of Victoria. Annual admissions are around 270,000.

Providing healthcare to such a large and disparate audience requires careful management, which is why Bayside chose Homer, the patient-administration application from iSOFT. Homer covers all aspects of patient record-keeping.

iSOFT, the company behind Homer, is a value-added reseller of Reality, a database developed and sold by Northgate Information Solutions. Reality is one of two databases (the other is jBASE) that Homer users can choose to hold their patient records.

Easy conversion from jBASE to Reality

The first stage of the upgrade was to check that jBASE data could be converted to Reality. iSOFT had never run this particular conversion before, so they asked Reality's providers, Northgate, for help. Northgate took some test data and created a simple utility that converted patient records from one database to the other.

"Northgate were very helpful," says David Sydes, iSOFT's Head of Local Development Services. *"Once we had that utility, we were able to write scripts to migrate the data from jBASE to Reality."*

Aging hardware leads to corrupt data and downtime

After almost a decade of use at Bayside Health, the hardware upon which Homer and its supporting database were residing began to show signs of age. Each time the hardware failed, the data on the underlying jBASE database became corrupted. Cleaning the data could take up to 48 hours, during which time the entire Homer application was out of service.

"It was time to replace our server," says Erminia Schiavone, Manager, Bayside Shared Services. *"Data re-entry was time-consuming and system downtime was unacceptable for a 24/7 operation like ours."*

Bayside Health also decided to switch databases from jBASE to Reality. Reality has a feature known as Shadow Database – a duplicate database that's always up to date. Reality and Shadow Database provide the levels of resilience and data integrity that underpin a true 24/7 operation.

A measured upgrade, one site at a time

The project covered three major health services – Bayside Health, Eastern Health and Southern Health – which together cover 11 hospitals. To maintain focus, Bayside Health took on a full-time project manager. But with iSOFT looking after the technical side, the chance that timings would slip was minimal.

"Apart from the migration utility, we didn't need much support," says David. *"The new hardware is much more reliable, and Reality does exactly what it's supposed to do."*

Erminia Schiavone was pleased with the way things went: *"We organised the upgrade in stages, one hospital at a time. Luckily one health service was already running Homer on Reality."*

"The support from iSOFT was very good," she says. *"iSOFT were good before the upgrade, and they have been good since. The whole thing went without a hitch."*

Trouble-free patient care

All three health services demand superb performance from iSOFT and Reality. The three organisations are licensed for 1,365 concurrent users, while the total number of users is probably three times as many. In the 18 months since the upgrade, Erminia has only logged one hardware failure – and no instances of data corruption. Reality and its Shadow Database came through the hardware failure without a scratch.

She recalls the incident well: *"We didn't have to restore, and the only data that Reality couldn't catch were the transactions that were going through at the time of the hardware crash.* **With Homer now running on Reality, we really do have a 24/7 operation.**"

baysidehealth
Incorporating The Alfred, Caulfield General Medical Centre and Sandringham & District Memorial Hospital

iSOFT
An IBA Health Group Company

Links:

www.baysidehealth.org.au
www.isoftplc.com
www.northgate-is.com/reality