



## Bay Medical Center Keeps On Top of Patient Care Using Apollo's Powerful Analysis & Reporting Tools



Bay Medical Center

### Manager of Cardiac Performance Improvement offers sage advice on how to start a process improvement program using statistical analysis

Office walls that are densely populated with Apollo data analysis reports and graphs speak volumes to Pam Spires' commitment to using statistical studies to ensure quality patient care, promote efficiency, and optimize staff utilization. Pam is the Manager of Performance Improvement, Continuing Medical Education and JCAHO Compliance plus oversees the statistical responsibilities of the Cardiac Surgery Program at Bay Medical Center, Panama City, Florida.

According to Pam, extracting key reports monthly from Apollo has enabled her to trend the data, examine the department's outcomes in comparison to national benchmarks, identify problems, and further explore all the factors that potentially could be contributing to a specific performance gap. The analysis and reports help create quantifiable, action-based process improvement programs. Note the sample list of reports generated by Bay Medical Center below:

Report Title	Field Parameters	Report Rationale
OHS Demographics	Dates of admission, surgery, discharge and procedure; patient phone number	Supplied to CV nurses who call patients post discharge to assess clinical status
Procedures Review	Surgeon, category status (elective, urgent, etc), admission, surgery, discharge dates; date of death, re-operation	Used to comply with JCAHO standards regarding procedures review
Readmit w/in 30 days	Patient, procedure, date admission, surgery, discharge	Supplied to utilization review personnel and quality management
Procedure Summary	Surgeon, procedure, dates, outcome	Monthly/cumulative updates of program activity
Mortality by Parsonne'	Procedure, surgeon, various dates	Accumulate comparative data
Off Pump Procedures	Procedure, surgeon, various dates	Accumulate comparative data
Cumulative Reports	Total valves, total CAB, total other, total expired run by surgeon, by program	Accumulate comparative data
Pump Times/Cross Clamp Times	actual numbers	Compare physicians; review procedures by OR personnel to expedite process

### Jumpstart Your Own Process Improvement Program

1. **Leverage the basics.** Begin by regularly running—and becoming comfortable with—Apollo's standard reports.
2. **Generate interest within the department.** Share the reports with others in your department to generate interest.
3. **Keep it simple.** The key is to present the program to the staff so they can readily understand and see the value.
4. **Find a physician champion.** In particular, make a special effort to show what Apollo is capable of doing to one or more physicians. Ideally you want a physician to champion Apollo—help drive acceptance of the analysis and reports.
5. **Drive demand for customized reports.** Often the case is that once a physician is interested in the data generated by the standard reports, he or she will want to perform deeper analysis, creating the need for customized reports.
6. **Make the most of LUMEDX.** Leverage your resources at LUMEDX, including attending the Apollo Users' group meetings.
7. **Have the right people.** While you don't need to be a computer or statistics whiz, it is important that whoever manages the effort has a clinical background, is comfortable with computers, and can readily analyze data, identify and understand the relationships among the data points.
8. **Focus.** Apollo is a powerful system with tremendous capabilities; however, it requires a staff that is totally focused on making it work.
9. **Keep working.** Don't be intimidated! Nothing will blow up if you don't do it right the first time. The important thing is to establish a plan, utilize resources, implement, share results, make changes based on feedback and implement again. The potential benefits to your department—and ultimately to the patients you care for—make it well worth your time and effort.

**About LUMEDX:** With over 500 heart center clients worldwide, LUMEDX is the market leader in fully integrated cardiovascular information systems and the No. 1 independent integrator of cardiology information solutions. LUMEDX offers the most proven, comprehensive package of clinical information tools, cardiovascular products, and services to help medical institutions enhance quality of patient care, reduce costs, streamline workflow, increase patient volume, and grow revenue.