



Using Apollo, Data Collection Projects That Once Took Up To Six Months Have Been Reduced To One Week



Mercy Heart Institute

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Domenic Marks
IT Project Leader
Mercy Heart Institute

"Apollo has been a tremendous tool in helping Mercy Heart Institute to collect, store and analyze data, facilitate research efforts, and generate final physician reports," according to Domenic Marks, an IT Project Leader at the Institute. "This," says Marks, "has led to our continued success in performing research studies, applying for grants, managing care contracts, and participating in several prestigious national accreditation programs."

"We're much more efficient and productive because Apollo enables the Institute to collect and act on the data faster. For example, before Apollo, the accreditation process—collecting, compiling, analyzing, presenting to the accreditation board—would take up to six months. With Apollo, the process has been reduced to one week."

Solutions That Support Established Processes

Apollo's innate flexibility and LUMEDX's willingness to ensure that the software matched the workflow at Mercy Heart Institute were among the prime reasons why the Institute selected Apollo. "We were looking for a software vendor who could deliver a solution that would support our processes, instead of forcing our staff to conform to the predilections of the software. In short, we needed a flexible system that could be customized. The cath lab mini-databases that were available at the time we started looking for a clinical information system solution were rigid and the vendors unresponsive to our specific needs. In particular, we wanted a vendor to help us develop a nurse's notes process. LUMEDX responded to our request and developed a clinical documentation and reporting solution."

5 Steps To Engineering Successful Customizations

Marks attributes Mercy Heart Institute's success in developing effective customizations to the following process:

1. **Create a team approach.** Successful customizations take a team effort. Administration, physicians, staff, and IT all need to be working together as one. Therefore, you first meet with department managers to develop and reach agreement upon a game plan.

2. **Understand the paper process and work to promote workflow continuity.** Before any customization projects begin, look at the current paper documentation. IT efforts should ensure that the current process and related documentation continue to work for the staff.
3. **Focus on specific accreditation goals.** We make changes to capture the right data to achieve the goals of accreditation. Often, this requires meeting with physicians to determine their needs for accreditation.
4. **Establish across-the-board ownership.** It's critical that all players agree upon the final product—physicians, staff, administration, IT—and share in the ownership.
5. **Measure success.** At a very basic level, success is felt across the Institute if IT is successful in reducing the workload among the staff.

Limited Only By Imagination

According to Marks, "Toolkit has greatly facilitated our ability to customize Apollo in-house. Starting with a blank slate and an understanding of the process of how data is collected, we use Toolkit to build and add new screens and new tables, create whatever customizations are needed. Users are only limited by their imagination."

A center of excellence at The Mercy Hospital of Pittsburgh, Mercy Heart Institute is one of the region's most experienced providers of cardiac and vascular care. Its team of physicians, registered nurses and allied health care professionals has performed open-heart surgeries for more than 40 years. From prevention and diagnosis to advanced cardiac catheterizations and coronary artery bypass graft procedures using the latest minimally-invasive techniques, Mercy Heart Institute is committed to comprehensive, multi-specialty care. In addition, the Institute participates in research that leads to advances and improvements in patient care.

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.