

Adventist Medical Center Accelerates Custom Reporting, Dramatically Improves Door-to-ECG Time and More



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Melody Sanders-Cook
CV Quality Registrar
Adventist Medical Center
Portland, OR

Adventist Medical Center Highlights

Dramatic Reduction in Door-to-ECG Times

Adventist Medical Center has cut its door-to-ECG time by 50 percent with LUMEDX’s Analytics Manager.

Saving 2-3 Hours Per Custom Report for Doctors

Staff can respond quickly to physician requests for information with new, straightforward custom-report creation capabilities.

Streamlining Registry Submissions

The hospital uses LUMEDX registry solutions to participate in the STS National Database, ACC NCDR® ACTION Registry®-GWTG™, and ACC NCDR® ICD Registry™.

Adventist Medical Center in Portland, Oregon, provides quality care to residents of the greater Portland-Vancouver metropolitan area. Recently named one of Oregon’s Top Workplaces by the Oregonian newspaper, the hospital is known for its new, state-of-the-art Northwest Regional Heart & Vascular facility. Adventist is one of only three accredited chest pain centers in the state. Consumer Reports calls it “one of the safest hospitals in the nation for clinical outcomes.”

Reducing Door-to-ECG Time

Previously, the Heart & Vascular center had an average door-to-ECG time of 15-16 minutes. They wanted to reduce that time. Using LUMEDX’s Analytics Manager software to track key metrics, and make process changes, the hospital implemented a few process changes and cut its door-to-ECG time to an average of eight minutes.

Notes CV Quality Registrar Melody Sanders-Cook, “Analytics Manager doesn’t just help us to find out where we need to improve – it also allows us to see where we’re doing well and to replicate that success across the cardiovascular service line,” she says.

Faster Turnaround for Physician Requests

Custom report generation used to mean spending hours going through different data silos and hand-tabulating data in Excel. But with Analytics Manager, Melody can now quickly and efficiently fulfill physician requests for information, running near real-time reports on anything.

For example, if a doctor wants to know how many patients from a particular zip code come into the hospital for a certain procedure, Melody can select the appropriate fields and run a report with the click of a mouse.

"I easily save two to three hours per custom report with Analytics Manager," Melody says. "Now it's possible for us to drill down into any metric in order to better understand our performance."

Registry Reporting Made Simple

Registries are a key component of the Adventist CV quality program, so submitting registry information in a timely manner is of primary importance. The hospital uses LUMEDX's solutions to submit to the following national cardiac registries: STS National Database, ACC NCDR® ACTION Registry®-GWTG™, and ACC NCDR® ICD Registry™. The solution saves time by streamlining the data collection and submission process, and by automatically cross-populating common data fields between registries.

"We've been very successful in our registry submissions, and have been recognized by the ACC NCDR® for our commitment to excellence," says Melody. "LUMEDX makes it so much easier to participate in the registries that matter to us."

The hospital has received the following awards:

- Platinum Performance Achievement Award from the American College of Cardiology's National Cardiovascular Data Registry ACTION Registry® - Get With The Guidelines™ for 2015
- Silver Performance Achievement Award from the American College of Cardiology ACTION Registry®-GWTG™ for 2010
- Get With the Guidelines® Gold Quality Achievement Award for Stroke Care from the American Heart Association/American Stroke Association for 2010

Melody considers LUMEDX solutions the industry standard and regularly recommends them to quality professionals at other heart hospitals.

"LUMEDX is definitely the company of choice for data collection and CVIS management," she says. "The product and customer service are both unparalleled."

LUMEDX Technical Support – Available 24 Hours a Day, 7 Days a Week

"I've only had great experiences with Technical Support. LUMEDX's support team is always friendly, helpful, and responds right away. Even if they don't know the answer immediately, they find a solution and follow up until the issue is resolved."

Melody Sanders-Cook
CV Quality Registrar