LUMEDX

The Heart Center of Greater Waterbury Improves Quality, Supports Success with LUMEDX Cloud Solutions

Highlights

Cloud-based software improves efficiency and reduces costs. Moving from a traditional client-server model to a cloud-hosted, software-as-a-service (SaaS) delivery model, The Heart Center of Greater Waterbury has reduced hardware costs and saved time with automatic upgrades.

Analytics enables physicians and staff to identify areas for improvement. By creating custom queries in Analytics Manager, users can drill-down into any metric that matters to them in order to view and understand performance trends.

The Heart Center of Greater Waterbury is composed of two hospitals located in Waterbury, Connecticut—Saint Mary's Hospital and Waterbury Hospital. Together, the hospitals offer the full range of cardiac services, including angioplasty and open heart surgery.

Since 2005, The Heart Center has used LUMEDX software to manage patient data, submit to cardiac registries, and more. The software was housed on an internal server at one of the partner hospitals, and the information systems department was responsible for keeping both hospitals connected and maintaining the hardware.

In 2014, The Heart Center was faced with the decision to replace its existing server or move to LUMEDX's cloud-hosted environment. Both hospitals chose to transition to the SaaS (software-as-a-service) model in order to save money and reduce maintenance costs in the long term.

Moving to the Cloud

When the project to move to the cloud began in 2014, a LUMEDX implementation team worked closely with stakeholders at both Saint Mary's Hospital and Waterbury Hospital to migrate all existing data to the new system. This team was also responsible for ensuring that all interfaces worked correctly, that the migration of data was comprehensive, and that The Heart Center's staff understood each step of the implementation process.

"LUMEDX did an outstanding job of guiding us through the transition," says Kevin Kniery, Executive Director at The Heart Center of Greater Waterbury. "Every week we had a conference call to go over progress and to discuss next steps. Our Project Manager, Angela Harkelroad, and our Client Manager, Joan McKenna, both worked hard to answer all of our questions and to make sure that our needs were met."

Because The Heart Center's staff was already familiar with navigating the LUMEDX system, moving users to the cloud was painless. The only change to the workflow was the sign-on process—which meant minimal training was required.

"It was easy for our staff to learn how to access and work in the new cloud-hosted environment because they already knew and trusted the LUMEDX product," says Kevin. "We were able to train everyone very quickly. In no time at all, we were up and running on the new system."

Why Switch to the Cloud?

- No hardware or IT support costs for the hospital
- Improved timing for enhancements and upgrades
- HIPAA-compliant, secure solutions
- Simple access to HealthView—a comprehensive, web-based CVIS

On-Demand Technical Support

With any new software deployment, it is critical for end users to have the tools they need to successfully navigate the system—including superior technical support. Physicians and staff at The Heart Center know that they can rely on LUMEDX Technical Support, which is available 24 hours a day, seven days a week.

"We use many software systems at The Heart Center of Greater Waterbury, and I can tell the difference between excellent and ineffective support," says Kevin. "The LUMEDX Technical Support team is always knowledgeable and technically proficient and as a result, is very efficient. That is refreshing in an often hectic or stressful environment."

"Going to SaaS has helped us improve our efficiency. And throughout every step of this transition, we've been consistently impressed with the LUMEDX product and team."

Kevin Kniery, Executive Director
The Heart Center of Greater Waterbury
Waterbury, CT

Benefits of a Cloud Solution

Since transitioning from a client-server model to the cloud, The Heart Center has seen myriad benefits, including lower cost of maintenance and improved efficiency. Now, the entire cardiovascular workflow can be securely accessed through a single system from any location.

In addition, the hospitals save money and time because they no longer need to replace their servers or make hardware investments. The SaaS model removes the burden of administrating and upgrading the system—freeing up the IS department for other projects.

"The system has performed well since we went live. We've had a few upgrades completed with no issues," says Kevin. "Before we switched to the hosted environment, upgrading was a cumbersome process. It has been a burden on our internal IS department to constantly have to update the software. Now it's upgraded automatically and we don't have to worry about the system updates being timely."

Identifying Trends and Making Improvements with Analytics

The Heart Center uses LUMEDX's Analytics Manager performance management software to run both standardized and custom reports.

Physicians and staff have created reports that are used for internal quality meetings and to prepare data for STS National Database and ACC NCDR® Registry submissions.

"Analytics Manager makes it easy for us to identify how we're doing and where we can make improvements," says Kevin. "By validating our data before we submit to the registries, we've been able to clean up the reporting process."

Analytics Manager Reports

The Heart Center at Greater Waterbury uses Analytics Manager to run reports on…

- Volumes
- Mortality
- Readmissions
- Complications
- And more

About LUMEDX: LUMEDX is the market leader in fully integrated cardiovascular information and imaging systems (CVIS), and a pioneer in cloud-powered healthcare solutions. Our comprehensive suite of software and services enables high performance workflows, optimal integration of clinical and HIS data, and improved continuity of care. We develop all our solutions with the firm belief that the delivery and management of healthcare is best served by a community of providers linked—and empowered—by technology.

For more information about LUMEDX and HealthView, contact sales@lumedx.com.

HealthView
Cardiovascular Information Systems

555 12th Street, Suite 2060, Oakland, CA 94607, USA • Tel 800.966.0699
Fax 510.419.3699 • sales@lumedx.com • www.lumedx.com

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