



CASE STUDY: INTERVIEW WITH BENEFIS HEALTHCARE Medical Administrator's Viewpoint

Ms. Hallfrisch is the Cardiac Registry Specialist and Database Administrator at Benefis Healthcare in Great Falls, Montana.

Velos: What are the major value additions you receive from using Velos eCardio?

Ms. Hallfrisch: As any data manager would want for any data that you present to any group of physicians or insurance carriers, you are going to want valid and reliable data. If someone questions you, you know that it is factual. The second would be the efficiency of data entry. You know, time is money in any organization and the less time you spend hitting keys, the better off we all are.

Velos: I see. From an operations perspective, how does Velos help in terms of quality and cost effectiveness relative to other alternative you might have looked at?

Ms. Hallfrisch: I am getting my data quickly and, with the Excel interface, I have the ability to get exactly what year, what month, what physician, what outcomes, all at my fingertips. Then I can generate a report very fast by using the pivot tables for the physicians. If the physicians request it, I can print data or they can view it on the screen. It is really simple and flexible.

Velos: What kinds of things do you and your physicians use Velos for in addition to supplying data to the Societies?

Ms. Hallfrisch: Oh, our physicians want to know exactly how many procedures they are performing a month; our surgeons want to know: the length of stay from procedure to discharge, what is the predicted operative mortality is for the cases we are doing; how many patients are we seeing with renal function deficits. That information is all right there and as long as I have that data entered, I can get it out.

Velos: What drove your decision to select Velos?

Ms. Hallfrisch: I went into the Internet sites of the ACC and STS, retrieved the listing of everyone that was writing software and went through the systems once I received information from the vendors. I did a "strength and weakness" on each system and provided the information to my Vice President who provided the information to Senior Leadership of our hospital.

One plus for Velos was the cost of the product, but the main one that drove our decision was that I had access to past data. My STS data went all the way back to June 1990 and I had access to all that data with Velos. And I couldn't overlook the fact that I knew all the Velos tech support staff.

I think one of the strong points of Velos is utilizing Excel. It is a powerful tool to manipulate the data however you need it; to create your graphs, your reports. That's a big plus. I'm pretty familiar with Excel so that was an easy one for me to get into.

