

DRIVING EFFICIENCY AND OUTCOMES:

Orange County Heart Institute's Success with Veradigm Registries

ORANGE COUNTY, CA

Growing complexity sparks need for smarter solutions

As the practice expanded, so did the complexity of managing clinical data across multiple providers and specialties. Each provider had different quality measures, numerators, and denominators, and this made manual reporting for MIPS a time-consuming and error-prone process.

"Before Veradigm, everything was manual. It was stressful and inefficient," shared Ivon Perez, Orange County Heart Institute Practice Manager. "We were spending 16 to 24 hours a month just pulling reports."

The team previously faced challenges running quarterly reports and extracting meaningful data from the EHR, limiting their ability to fully leverage insights. The need for a more effective, accurate, and scalable solution led the practice to adopt Veradigm Registries seven years ago, beginning with the Cardiology Registry.

Orange County Heart Institute finds a true collaboration

From the beginning, Orange County Heart Institute found a reliable collaborator in Veradigm. The onboarding was smooth and tailored to the practice's needs, with hands-on guidance that built confidence early on.

Veradigm's intuitive data tracker became a central part of the workflow. The tool allows the team to identify care gaps, audit performance, and resolve issues with efficiency. The support team also stands out for its responsiveness and expertise. They keep the practice informed, resolve discrepancies quickly, and provide timely updates throughout the reporting cycle.

CLIENT PROFILE



Orange County, CA
ocheartinstitute.com

OVERVIEW

Location: Orange County, CA

Founded: 1994

Services: Nuclear medicine, Coumadin Clinic, ECP therapy, vein ablation

Providers: 13 cardiologists, 1 nurse practitioner

Categories: Cardiology

Website: ocheartinstitute.com

VERADIGM SOLUTIONS

- Veradigm® Cardiology Registry
- Veradigm® Metabolic Registry

Orange County Heart Institute and Research Center is a premier cardiology practice in Southern California that offers a wide range of cardiovascular services to patients across the region. With 13 board-certified cardiologists and one nurse practitioner, the practice provides advanced care through its nuclear medicine program, Coumadin Clinic, ECP therapy, and vein ablation services. Their commitment to excellence in care is matched by a strong focus on operational efficiency and data-driven quality improvement.

This level of collaboration has dramatically boosted staff morale. With less time spent on manual reporting and clearer performance metrics, the team feels confident and more focused on patient care. The registry has helped the staff stay aligned, proactive, and supported.

Success in the journey

Since implementing Veradigm's registries, Orange County Heart Institute has seen measurable improvements in both workflow and patient care:

- **TIME SAVINGS:** Up to 24 hours per month saved on manual reporting
- **IMPROVED ACCURACY:** Automated data extraction reduces errors
- **BETTER PATIENT OUTCOMES:** Gaps in care are identified and addressed proactively
- **CONSISTENT MIPS SUCCESS:** Reliable reporting through Veradigm's Qualified Clinical Data Registry

"It's a time saver, a safety net, and a security blanket. We know someone is monitoring this for us, and that's a huge help to the organization," Ivon explained.

The registry's ability to track performance and provide real-time feedback has helped the practice maintain compliance and achieve maximum positive payment adjustments year after year. Ivon also emphasized the value of ongoing support from the Veradigm team, especially when discrepancies arise during audits. "When I run quarterly or monthly reports and find a discrepancy, I reach out to the Veradigm team. They're incredibly knowledgeable and responsive. We work together to resolve the issue, rerun the report, and move forward with confidence," she noted.

This collaborative approach has transformed reporting from a stressful, manual task into an efficient process backed by expert guidance and reliable tools.

Improving continuity of care

Beyond reporting, the registries have had a direct impact on patient care. The team uses the data to identify non-compliant patients, follow up on abnormal labs, and enable continuity of care.

"It helps tremendously with patient care. If we're not identifying issues during consultations such as like smoking cessation or medication adherence, we're missing opportunities. The registry helps us close that loop," Ivon shared.

For example, Coumadin patients with abnormal blood tests are flagged through the registry, which prompts timely follow-up calls and appointments. This proactive approach helps patients receive the care they need at the right time.



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— IVON PEREZ

ORANGE COUNTY HEART INSTITUTE
PRACTICE MANAGER



Expanding the impact with Veradigm Metabolic Registry

Building on their success with the Cardiology Registry, Orange County Heart Institute also implemented the Veradigm Metabolic Registry. Formerly the Diabetes Collaborative Registry, this registry tracks and improves the quality of diabetes and cardiometabolic care across primary and specialty care settings.

Together, the registries help the practice stay current with clinical guidelines, identify gaps in evidence-based care, and improve outcomes for patients with complex chronic conditions.

Driving results with Veradigm Registries

Orange County Heart Institute's experience with Veradigm Registries highlights the power of integrated data solutions in improving both clinical and operational outcomes. Their success story is a testament to the value of strong vendor collaborator, intuitive tools, and a commitment to quality care.

Discover how Veradigm Registries
can support your practice at veradigm.com