

## CASE STUDY

# CARDIAC CLINIC SOLVES STAFFING SHORTAGES WITH ARYA EHR

The cardiac clinic is a highly specialized, multi-disciplinary clinic serving the complex needs of patients living with heart failure. With growing patient volumes and acuity, the clinic staff were over-worked and burnt out. The clinic was failing to meet the target timeline of having a patient accepted into the clinic medically stabilized and optimized within a 6-month timeframe. An external consultant was brought in and flagged the operational inefficiencies of its legacy EHR and the need to adopt a modern, efficient EHR platform. After a search process, Arya EHR was selected and implemented within the clinic.

The Arya pilot was a huge success. Arya achieved the desired outcome of reducing the administrative burden with a user survey showing clinicians saved an average of 10 minutes per patient, per visit. Furthermore it is estimated that Arya's thoughtful design and automated workflows replaced the need for an additional 2 full-time administrative assistants. The target timeline to achieve medical optimization was cut down from 15 months, to < 6 months following Arya implementation.

When compared to a similar heart failure clinic in the region we can see that Arya achieved the same benchmark 6-month timelines, but with a fraction of the staff. The other clinic has nearly 3-times the amount of clinical staff (nurse practitioners, registered nurses, pharmacists and social work) and clerical staff to perform the same work. This clinic averages 40 active patients per clinical staff while the clinic using Arya averages 116 active patients per clinical staff. The cost savings by achieving a 3-fold higher patient-staff ratio with equivalent patient outcomes cannot be understated. The improvement in job satisfaction and burnout is priceless.

## AT A GLANCE

### Challenges

- The cardiac clinic was struggling with chronic short staffing and an excess of administrative workload

### Benefits

- 10 minutes saved per patient per appointment
- Reduced need of administrative assistants by 2.0 FTE's
- Achieved performance targets with 2-3 fold less clinical staff than similar clinics in the health region



Arya has been a great addition to my clinic; it is extremely intuitive, user friendly, and customizable. In particular I love the ability to build forms, customize note templates, and seamlessly fax during patient interactions. EMR support has been outstanding and the support team at Arya are always adding new features to improve the user and patient experience.

**Dr. Christopher Stone**  
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