

Enabling Scalable, High-Impact Clinical Operations in Cardiology

Ursa Health and US Heart and Vascular

Overview

US Heart and Vascular (USHV) is a national cardiovascular platform supporting cardiology practices across multiple markets. Focused on delivering high-quality, specialized care for complex cardiac populations, USHV operates a growing portfolio of clinical programs designed to improve outcomes for patients with heart failure, hypertension, and other chronic cardiovascular conditions.

As USHV expanded programs such as Remote Patient Monitoring (RPM), Guideline-Directed Medical Therapy (GDMT), and additional care management initiatives, the organization faced increasing operational complexity. Clinical leaders needed timely, actionable insights into whether patients were being enrolled, monitored, and followed appropriately — and whether these programs were truly delivering on their promise to improve outcomes.

USHV partnered with Ursa Health to build a unified clinical operations analytics layer that could transform fragmented EMR data into clear, role-specific views for frontline teams, operational leaders, and executives.

The Challenge: Operationalizing Cardiology Programs at Scale

USHV's clinical operations teams were responsible for managing multiple cardiology programs across practices, providers, and patient populations. While core data lived in the EMR, extracting meaningful insights was difficult.

Key challenges included:

- **Fragmented visibility across programs:** RPM, GDMT, and care management initiatives were tracked through disparate workflows, making it difficult to understand performance holistically.
- **Limited operational insight from EMR reporting:** Out-of-the-box EMR reports required extensive manual navigation and failed to surface workflow gaps, data quality issues, or operational risks.
- **Unclear enrollment and billing status:** Teams struggled to quickly identify patients who had been

referred but not enrolled, potentially resulting in missed care and lost revenue.

- **Challenges streamlining responses to clinical alerts:** Opportunities were identified to streamline RPM alert workflows that would enable faster, more consistent responses over time.
- **Difficulty scaling executive oversight:** Leaders needed high-level summaries without losing confidence in the underlying data.

USHV recognized that to advance value-based cardiology care, they needed more than reporting — they needed a clinical operations engine that could surface gaps, support daily workflows, and evolve with the organization.

"As we scaled our clinical programs, it became clear that success depended on more than clinical intent — it required operational clarity," said Emily Rash, Chief Operating Officer of US Heart & Vascular. "We needed a way to see, in near real time, whether patients were moving through enrollment, monitoring, and follow-up as designed, and where breakdowns were occurring."

The Partnership: Building a ClinOps Command Center

Ursa partnered closely with USHV to develop a suite of clinical operations data frames purpose-built for cardiology workflows. By integrating disparate data contained within USHV's EMR, Ursa consolidated device data, patient status, alerts, referrals, and enrollment information into a single, reliable analytics foundation.

Ursa then worked alongside USHV's clinical and operational leaders to ensure the data outputs were tailored to distinct roles:

- **Frontline ClinOps teams** receive actionable chase lists, alert aging views, and patient-level drill-downs to support daily work.
- **Program managers** can track enrollment funnel performance, referral-to-enrollment timelines, and unresolved data issues by practice or provider.

- **Executives** gain a 30,000-foot view across programs, enabling them to monitor scale, performance, and operational health without getting lost in the details.

This collaborative, iterative approach ensured that results reflected real workflows, not just theoretical metrics.

Key Solution Areas

Remote Patient Monitoring (RPM)

Ursa built a suite of RPM analytics to support USHV's heart failure and hypertension populations, enabling teams to:

- Identify patients actively enrolled in RPM versus those prescribed but not fully enrolled
- Monitor incoming vitals such as weight, blood pressure, and heart rate
- Track clinical alerts and prioritize outreach based on alert age and severity
- Drill down to individual patient records to support timely follow-up
- Validate billing readiness by ensuring enrollment and engagement workflows are complete

By surfacing operational gaps such as patients prescribed devices but never marked as enrolled, Ursa helped USHV rapidly close workflow breaks that had previously gone unnoticed.

Guideline-Directed Medical Therapy (GDMT)

Building on USHV's focus on heart failure outcomes, Ursa supported reporting for GDMT by tracking:

- Heart failure patients with documented ejection fraction measurements
- Longitudinal changes in ejection fraction over time
- Progress toward adoption of guideline-recommended medication "pillars"

This visibility allows USHV to understand not only how many patients are receiving therapy, but also where opportunities remain to improve adherence to evidence-based care.

Program Expansion: PCM and Integrated Care

USHV is continuing to expand its clinical programs, including Principal Care Management (PCM) and Integrated Care Clinic (ICC) initiatives. Ursa's platform is designed to scale alongside these efforts, enabling USHV to:

- Track referrals, enrollment, and engagement consistently across programs
- Monitor time-based care management requirements
- Surface cross-program insights within a single executive view

Results and Impact

Within weeks of implementation, USHV began seeing tangible operational improvements:

- **Improved enrollment accuracy:** Identification of patients stuck in incomplete workflow states enabled teams to correct records and ensure appropriate care and billing.
- **Faster alert resolution:** Clear alert aging views helped ClinOps teams prioritize outreach and reduce unresolved alerts.
- **Increased operational confidence:** Teams gained trust in the data as discrepancies between expected and actual counts became visible and actionable.
- **Reduced manual effort:** Consolidated views replaced time-consuming EMR navigation and ad hoc spreadsheets.
- **Scalable executive insight:** Leadership gained a single source of truth across multiple cardiology programs.

"Ursa gave our teams confidence in the data and visibility into the workflows that matter most," Rash added. "By turning EMR data into actionable, role-specific insights, we've been able to move faster, prioritize more effectively, and scale our programs without losing operational control."

Most importantly, USHV moved closer to answering the question that matters most — whether their programs are improving patient outcomes — by first ensuring the operational foundation was sound.

Conclusion: Turning Data into Action for Cardiology Care

USHV's partnership with Ursa Health demonstrates how modern clinical operations analytics can unlock scale, efficiency, and confidence in specialty care delivery. By transforming raw EMR data into actionable insights, Ursa enables USHV's teams to focus on what matters most: enrolling the right patients, responding to clinical needs quickly, and delivering guideline-driven cardiovascular care at scale.

Together, USHV and Ursa are building a foundation that not only supports today's cardiology programs, but also positions the organization to expand value-based care models with clarity, accountability, and measurable impact.

US Heart & Vascular is a national cardiovascular platform dedicated to supporting high-performing cardiology practices through operational, clinical, and strategic partnership. The organization works to expand access, enhance patient experience, and support the transition to value-based care through integrated services and data-driven decision support.

Ursa Health is a data analytics software and professional services company that is reinventing how organizations use data to practice, make decisions, and innovate in healthcare.
To learn more, reach out to us at info@ursahealth.com.

