



## CHRISTUS Health Selects Compuware to Improve Performance and Availability of Clinical EHR Systems

### Compuware Gomez(R) Helps CHRISTUS Health Proactively Identify and Fix Performance Issues From the Clinician's Perspective, Improving Patient Care

DETROIT, Jan. 24, 2012 (GLOBE NEWSWIRE) -- Compuware Corporation (Nasdaq:CPWR), the technology performance company, today announced that [CHRISTUS Health](#), one of the nation's largest Catholic health systems based in Irving, TX, has selected the [Compuware Gomez® Platform](#) to optimize the performance and availability of its clinical electronic health records (EHR) systems. With visibility into clinician [end-user experience](#), CHRISTUS Health can now proactively identify and resolve performance issues before they impact patient care and prevent unexpected system downtime, maximizing productivity.

[CHRISTUS Health](#) is a 60-hospital health system with nearly 350 medical facilities and services located across the southern U.S. and Mexico and more than \$4 billion in assets. With nearly two million patient discharges a year, the health system has a strong commitment to providing the highest quality of care to patients through IT innovation.

At CHRISTUS Health, [application performance](#) plays a critical role in the delivery of patient care. The IT team supports about 30,000 users (doctors, clinicians, etc.) across the CHRISTUS health system who utilize clinical EHR systems daily and expect those systems to be up and running 24/7, outage-free to ensure patients receive the best quality of care.

In order to ensure the best patient care, the CHRISTUS Health IT team needed visibility into performance issues before they impact the quality of care doctors and clinicians deliver to patients. CHRISTUS Health chose the [Gomez® solution](#) for application performance management (APM).

"Our physicians and clinicians expect our EHR systems to be available and working, problem-free, 24/7. If our systems are down, patient care can suffer, and that's unacceptable," said George Conklin, Senior Vice President and Chief Information Officer at CHRISTUS Health. "With the [Gomez solution](#), now we have complete visibility into [end-user experience](#) and can measure end-to-end system performance from the clinician's perspective. Now my team has a better picture into application performance and can proactively find and fix problems before clinicians and patients are impacted."

In one instance, in just a matter of minutes, the Gomez solution was able to identify a problem with a switch that had obsolete firmware as the cause of application delays that CHRISTUS Health had been experiencing for some time.

"Normally, we would have spent hours, if not days trying to find the problem," said Conklin. "But with the Gomez solution, the Compuware [APM](#) team was able to immediately find and isolate the problem, enabling my IT team to quickly fix it, saving us time and money. This pretty much sealed the deal for us in selecting Compuware."

In the future, CHRISTUS Health plans to expand the Gomez solution further into its clinician integrated network and use it to monitor the performance of its mobile and cloud-based applications, as well as into its ambulatory environment. Additionally, Compuware will develop a series of dashboards for CHRISTUS Health that monitors and shows compliance with service level agreements (SLAs) that can be reported to executives.

"Poor [application performance](#) has a significant effect on clinician adoption and how patient care is delivered, so it's critical that hospitals have high-performing, outage-free systems," said Larry Angeli, Vice President of Healthcare Solutions at Compuware Corporation. "With the [Gomez solution](#) in place, CHRISTUS Health can quickly pinpoint performance issues and fix them before the clinical staff is even aware of it. This instills greater confidence in IT and improves clinician productivity and satisfaction with EHR systems."

Compuware will host a webcast with CHRISTUS Health around its EHR performance journey on February 15. To pre-register, [click here](#).

[The Gomez platform](#) is the industry's leading solution for optimizing the performance of Web, non-Web, mobile, streaming and cloud applications. Driven by [end-user experience](#), Gomez provides [a unified view across the entire application delivery chain](#), from a user's browser or mobile device, across the Internet or a corporate WAN, in the cloud, to inside the data center, eliminating blind spots from the [First Mile](#) to the [Last Mile](#).

Compuware is recognized as a leader in Gartner Inc.'s "[Magic Quadrant for Application Performance Monitoring](#)" report. To view and download a complimentary copy of the report, [click here](#).

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