

## Reducing Hospital Visits and Improving Patient Engagement for Joint Replacement care

### CLIENT

#### **Sunnybrook Holland Orthopaedic & Arthritic Centre**

Toronto, Canada

- Part of Sunnybrook Health Sciences Centre, a 1,275-bed teaching hospital
- One of the largest Total Joint Replacement centres in North America
- Performs over 2,200 Total Joint Replacement surgeries per year



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or call 647-793-5167

### CHALLENGES

The Holland Centre team recognized Length of Stay (LOS) continuing to shorten for their hip and knee replacement patients. However, the team was concerned about patients being discharged to go home progressively earlier with limited engagement until their 6 to 8 week follow-up visit. During this period, patients may leave concerns unaddressed, potentially interfering with functional recovery, or utilize inappropriate health care services for non-urgent issues, i.e. unnecessary emergency room visits.

The care team conducted a qualitative study of their patient population to explore their informational needs and delivery preferences for education. The team found that patients wanted to be engaged in self-management using newer technologies, including their smartphones and tablets.

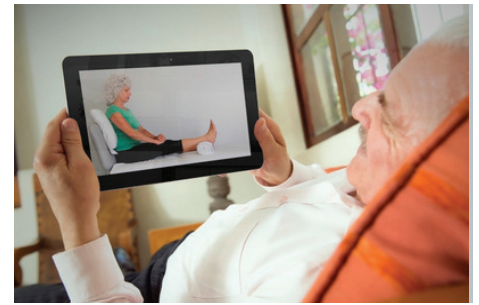
The Holland Centre team saw an opportunity to utilize smartphone and tablet technology via SeamlessMD to improve patient engagement while reducing unnecessary health service utilization.

### THE SOLUTION

The Holland Centre partnered with SeamlessMD to provide myHip&Knee, a patient engagement solution on smartphones and tablets for its Total Joint Replacement program. The myHip&Knee program includes:

- Electronic reminders to keep patients on track before and after surgery
- Post-operative daily check-in to track symptoms, pain levels, joint range of motion and other recovery milestones
- Intelligent algorithms which flagged patient issues and automatically provided feedback to patients on how to self-manage issues or how to find appropriate help
- A comprehensive library of patient education accessible 24/7, including documents, diagrams and exercise videos

- A dashboard with real-time reports and analytics to help the care team understand post-operative concerns, the trajectory of recovery and ways to improve the patient experience.



## THE RESULTS

After enrolling 500 patients in myHip&Knee and receiving survey results from 117 patients, the Holland Centre achieved the following results:

- 35% of patients used the program to avoid at least 1 visit to the hospital
- 80% of patients used the program to avoid at least 1 phone call to the surgeon's office
- 94% of patients would recommend the program to other patients



## WHAT'S NEXT

As a result of this success, the Holland Centre has implemented myHip&Knee as part of their standard of care for joint replacement surgery patients. This includes expanding patient access to include computer, smartphone and tablet support.

*"It has been exciting to work with SeamlessMD to expand our strategy for patient-and family-centred care and improve the patient experience and health outcomes. With the use of myHip&Knee, patients are receiving focused education and recommendations at the right time in their recovery enabling them to better self-manage, monitor their progress and seek help when needed."*

Dr. Jeffrey Gollish, Orthopaedic Surgeon and Medical Director of the Holland Centre  
Sunnybrook Holland Orthopaedic & Arthritic Centre

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