SeamlessMD

Reducing staff time and automating data collection for Enhanced Recovery pathways

CLIENT

Centre universitaire de santé McGill — McGill University Health Centre

McGill University Health Centre
Montreal, Canada

• 1379-bed teaching hospital
• Enhanced Recovery Program (ERP) first established in 2006
• 11 Enhanced Recovery Pathways already implemented
• International leader in research and implementation for Enhanced Recovery

Learn more at seamless.md or call 647-793-5167

CHALLENGES

The McGill University Health Centre (MUHC) was looking to improve the quality and efficiency of its Enhanced Recovery program (ERP), also known as Enhanced Recovery After Surgery or ERAS.

Dr. Liane Feldman, Co-Chair of MUHC's Surgical Recovery team, recognized that the current methods for patient education and data collection for its ERP was resource intensive:

• Significant staff time was required for internal auditing and quality control, including daily collection for patient compliance to ERPs, symptoms and functional outcomes.

• Verbal instructions from staff for daily ERP patient milestones were sometimes inconsistent, easily forgotten or remembered inaccurately by patients

• While patients were provided a paper diary to self-report daily information and outcomes, patients often did not use the diary to record outcomes during hospitalization.

THE SOLUTION

MUHC partnered with SeamlessMD to provide a patient engagement solution for Enhanced Recovery during post-operative recovery for colorectal surgery:

• Patients receive the program on a mobile device at the hospital. The program is customized on SeamlessMD to MUHC's colorectal ERP.

• Each day, the patient receives education and tasks to stay on track with their ERP milestones. In addition, the patients complete surveys to self-report compliance with ERP care processes, such as early mobilization.

• The care team has access to reports and analytics in real-time to measure compliance with the ERP.

THE RESULTS

MUHC conducted a research study of the solution and presented the following results at the 2016 Annual Meeting for the Society of American Gastrointestinal & Endoscopic Surgeons (SAGES):

• 45 patients (average age = 61 years old)

• 89% completion rate of patient self-reported ERP compliance and outcomes surveys.

• 89% of patients found the program helpful to achieve their daily recovery goals.

• 87% average agreement between SeamlessMD and a human auditor for the collection of ERP compliance data

• 76% of patients reported that the program increased their motivation for recovery.

• 87 Average Score on System Usability Scale (industry average = 68)

MUHC concluded that the program has high usability, high patient satisfaction and high agreement between patient self-reported ERP compliance data on SeamlessMD and data obtained by a clinical auditor.
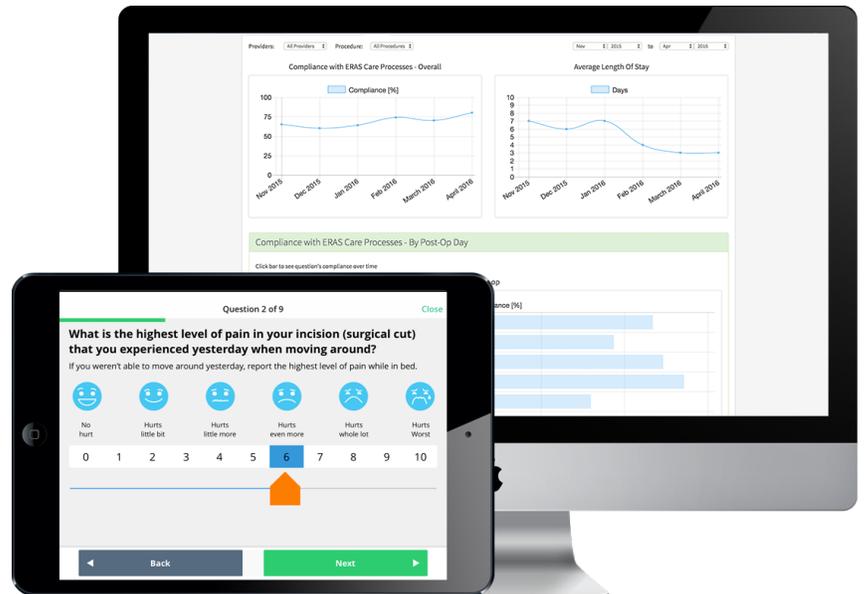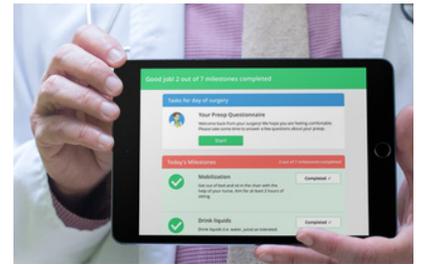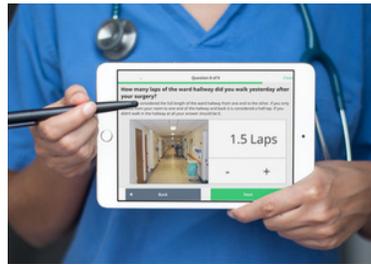
"We are excited to be working with SeamlessMD to use technology to improve patient care. We also wanted new ways to engage patients in their recovery. We have been looking for an innovative solution to help with this."

Dr. Liane Feldman, *Chief, Division of General Surgery*
McGill University

• Chair, Enhanced Recovery task force, Society of American Gastrointestinal & Endoscopic Surgeons (SAGES)

• Steinberg-Bernstein Chair in Minimally Invasive Surgery and Innovation

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