

Reducing surgery cancellations and ER visits through patient self- management

CLIENT



Michael Garron Hospital
Toronto, Canada

400-bed teaching hospital
15,000 surgeries per year

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

CHALLENGES

Michael Garron Hospital is home to the Centre of Excellence for Thoracic Surgery.

Led by Dr. Carmine Simone, Chief of Surgery, the thoracics program identified that patients were overwhelmed with instructions to prepare for and recover from major lung cancer surgery. This resulted in poor patient compliance with the thoracic surgery integrated care pathway, leading to avoidable failures in the surgical episode.

A review of the previous 50 thoracic surgical patients uncovered the following challenges:

- 6 procedure cancellations due to patient non-compliance
- 2 unnecessary emergency room visits post-operatively
- Several post-op phone calls that could have been prevented with better patient education

THE SOLUTION

Michael Garron Hospital partnered with SeamlessMD to become the first hospital in North America to provide a patient engagement solution on smartphones, tablets and computers for thoracic surgery.

- **Pre-operative period:** The program keeps patients on track with the hospital's integrated care pathway for thoracic surgery using electronic reminders and video-based education.
- **Post-operative period:** Daily check-ins to track data on recovery milestones and concerns. Intelligent algorithms flagged patient issues and automatically provided feedback to patients on how to self-manage issues or how to find appropriate help.
- **Quality Improvement:** The thoracic surgery department can access reports on Patient Reported Outcomes to understand the patient experience, including pain, satisfaction, etc.

THE RESULTS

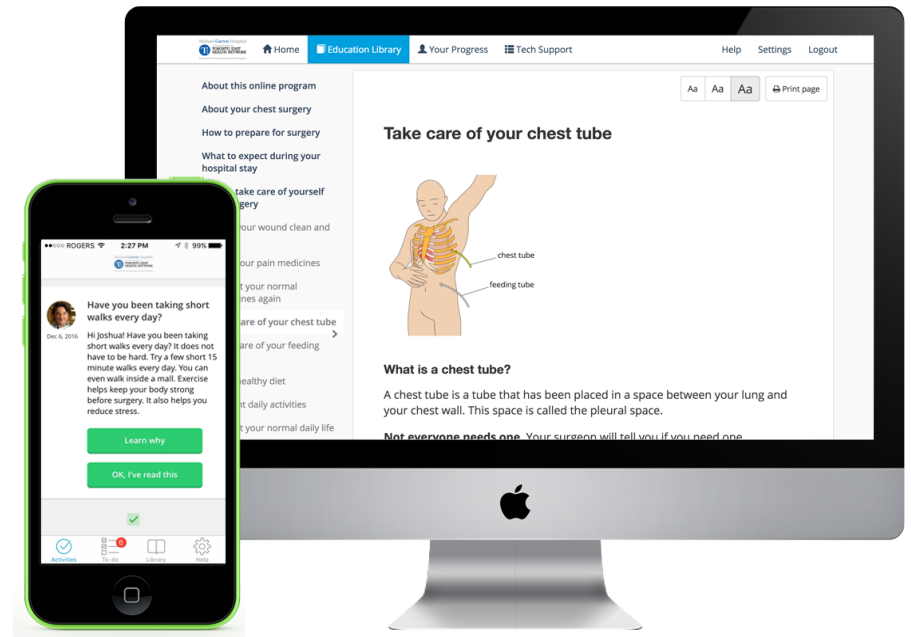
After providing SeamlessMD to the next 54 patients, Michael Garron Hospital achieved the following results:

- 85% Patient and family engagement rate
- 100% Reduction in surgery cancellations, with 0 cancellations
- 100% Reduction in unnecessary post-op ER visits, with 0 ER visits
- 100% Patient Satisfaction with the SeamlessMD experience
- Significantly fewer post-operative phone calls

These results were presented by Dr. Carmine Simone at the 2015 Annual CHEST Conference for the American College of Chest Physicians.

WHAT'S NEXT

As a result of this success, the SeamlessMD program is now standard of care for thoracic surgery patients at Michael Garron Hospital and hundreds of patients have used it as their vehicle to achieve full recovery from elective thoracic surgery.



“SeamlessMD allows patients to access reliable information when they want—tailored to their specific needs. It reduces unnecessary ER visits and phone calls to our offices. It makes an already stressful situation more bearable for our patients.”

Dr. Carmine Simone, Chief of Surgery
Michael Garron Hospital

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