Enhancing Patient Care Through Technology

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Joann M. Pitton, PA-C
Disclosures

- William T. Pennington, MD
  - Arthrex- Speakers bureau
  - Midwest Orthopedic Specialty Hospital- Physician owner

- Daniel B. Mattes, MBA
  - None

- Joann M. Pitton, PA-C
  - None
Objectives

- Introduce technology modalities employed at MOSH
- Discuss impact of these modalities on patient communication and patient satisfaction scores
- Impact on value based purchasing initiatives
Joint venture Orthopedic specialty hospital within a full service hospital

16 inpatient beds/ six operating rooms and two procedure rooms

Full compliment of orthopedic services provided

Inpatient cases: 1500/ year

Outpatient cases: 3800/ year

Interventional pain: 3100/ year
“As the premiere destination for orthopedic care in the Midwest, we’re setting out to create a patient experience unlike any other in the region. With each physician’s written endorsement, we are uniquely committed to our patients’ health, comfort and individual orthopedic care.

Patients are at the center of everything we do. Collectively, we realize that their positive experience – both clinically and personally – is the result of every interaction they have with each person in our hospital. And that’s why we strive to treat patients as members of our own family by being responsive, respectful, approachable and communicative.”
To assess our performance we actively track surgical outcomes

- Clinical outcomes and complication rates consistently exemplary
- Physician scores on communication significantly below our goal as stated in our mission statement

Operations committee specifically looked into technological advances that can enhance the patient experience through improved communication post-surgically

- Initially in ambulatory procedures
- Now utilized in inpatient procedures
Implementation of a surgical video platform enabled surgeons to:

- Obtain high definition surgical photos and videos
- Incorporate intraoperative footage into postoperative report

Reports include:

- Intraoperative video/photos
- Surgical animated educational video
- Extensive postoperative educational material
- Therapy video
- CPM use video
- Personalized communication from surgical team filmed at conclusion of procedure
Surgical Documentation Platform

- Cloud based HIPAA compliant communication system
- Converted our hospital to being essentially “filmless”
- Cloud allows permanent storage of images
- Immediate communication between hospital and physician offices/ EMR
- One centralized printer for all OR’s
- Intraoperative viewing available- education etc./ iPad compatible
- Immediate access of this information to patients
Sample Operative Experience: Preoperative

- Initial patient evaluation resulting in surgical referral results in creation of experience and the delivery of a pre-surgical information packet.
Sample Operative Experience: Operative Day

- Surgical video platform utilized to obtain intraoperative images
- Captured images exported to HIPAA secure cloud
- Postoperative images accessed via iPad and report generated with appropriate educational links
- Postoperative video created by team
Sample Operative Experience: Report Generated
Dear William,

Please review the following images, links, and a personal message from Dr. Pennington.
If you have any questions please call or e-mail.

Joann

Documents (attached):
- ARCR
- SLAP

Links:
- CPM Machine Video
- PT Exercises
- SpeedFix

Sent from my iPad
Inpatient Procedure: Arthroplasty
Inpatient Procedures

- Arthroplasty / Spine
  - Images
  - Range of motion assessment
  - Stability documentation
  - Wound documentation
  - Radiographs
## Patient Assessment

The format of the email was easy to understand and navigate.

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>0.8%</td>
</tr>
<tr>
<td>Disagree</td>
<td>0.00%</td>
</tr>
<tr>
<td>Undecided</td>
<td>9.6%</td>
</tr>
<tr>
<td>Agree</td>
<td>56.8%</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>32.8%</td>
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Patient Assessment

The surgical video was helpful in understanding my surgery.

<table>
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<th>Name</th>
<th>Value</th>
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<tbody>
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<tr>
<td>Undecided</td>
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<tr>
<td>Agree</td>
<td>30.8%</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>34.6%</td>
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Patient Assessment

The post-operative information was helpful and informative.

<table>
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<th>Value</th>
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<td>0.9%</td>
</tr>
<tr>
<td>Undecided</td>
<td>5.1%</td>
</tr>
<tr>
<td>Agree</td>
<td>61.9%</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>30.5%</td>
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The post-operative photos were useful in understanding my surgery.

<table>
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<tr>
<td>Undecided</td>
<td>17.2%</td>
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<tr>
<td>Agree</td>
<td>41.8%</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>24.6%</td>
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### Patient Assessment

The email provided adequate amount of information in helping to understand my procedure.

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
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<tbody>
<tr>
<td>Strongly Disagree</td>
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<td>Undecided</td>
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<td>Agree</td>
<td>59.7%</td>
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<tr>
<td>Strongly Agree</td>
<td>18.5%</td>
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</table>
Press Ganey satisfaction surveys offered to all patients inpatient and outpatient

Outpatient Press Ganey Scores evaluated to assess impact of implementation of platform

Currently assessing impact as use on inpatients increases

Physician Press Ganey Scores:
- Friendliness of Physician
  - Mean score improved 0.4 with 32% improvement in percentile ranking
- Information re: what was done
  - Mean score improved 1.5 with 44% improvement in percentile ranking
Why measure our patients’ perception of their healthcare experience?

- Right thing to do
- Supports Quality and Safety
- We learn how to improve our services through the voice and eyes of our patients and families
- Drive Outcomes and Accountability
- Financial Consequences
HCAHPS
Hospital Consumer Assessment of Healthcare Providers & Systems

“...to provide a standardized survey instrument and data collection methodology for measuring patient's perspectives on health care.”

Centers for Medicare and Medicaid Services website
The VBP program is designed to tie a portion of Medicare reimbursement directly to performance on both quality of care and patient experience of care measures.

CMS will use quality indicators (core measures) as well as CAHPS scores to determine the payments allowed for Medicare / Medicaid patients.

CAHPS projects include:

- H CAHPS (Hospital)
- HH CAHPS (Home Health)
- CG CAHPS (Clinician and Group)
## Value Based Purchasing Weighting

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>Clinical Process</td>
<td>70%</td>
<td>45%</td>
<td>20%</td>
<td>10%</td>
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<tr>
<td>Efficiencies</td>
<td></td>
<td></td>
<td>20%</td>
<td>25%</td>
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<tr>
<td>Outcomes</td>
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<td>25%</td>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td>Patient Experience</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
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</table>
HCAHPS Measures perception of

- Communication with Doctors
- Communication with Nurses
- Responsiveness of Hospital Staff
- Cleanliness and Quiet of Hospital Environment
- Pain Management
- Communication about Medicines
- Discharge Information
- Overall Rating

HCAHPS (30% weight)
HCAHPS Doctor Communication Domain

**YOUR CARE FROM DOCTORS**

5. During this hospital stay, how often did doctors treat you with *courtesy and respect*?
   - Never
   - Sometimes
   - Usually
   - Always

6. During this hospital stay, how often did doctors *listen carefully to you*?
   - Never
   - Sometimes
   - Usually
   - Always

7. During this hospital stay, how often did doctors *explain things* in a way you could understand?
   - Never
   - Sometimes
   - Usually
   - Always
-Incentive payment or earn back from Medicare
-Medicare’s idea is to put $963 million at risk to be redistributed or going back into the government
-Payments are made based on your attainment and improvement on all of the metrics
Ambulatory Surgery Area
Patient Satisfaction

- Highly competitive market
- High satisfaction scores across the nation
- Very tight scores mean scores
  
<table>
<thead>
<tr>
<th>Mean</th>
<th>% rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>91</td>
<td>17</td>
</tr>
<tr>
<td>93</td>
<td>54</td>
</tr>
<tr>
<td>95.3</td>
<td>95</td>
</tr>
</tbody>
</table>

- No value based purchasing yet
World of Transparency and Accountability

www.hospitalcompare.hhs.gov
The Reality About Patient Satisfaction

It’s not about making patients “Happy”; it's about creating trust to reduce anxiety.

– It's about the Relationship!