Reducing Readmissions by 67% and Length of Stay by 22% in Bariatric Surgery using Digital Care Journeys

Key Results:

↓ 22% avg. length of stay

↓ 67% readmissions

↓ 3.5% ED visits

✓ Epic integration (MyChart, SMART on FHIR, HL7v2)

✓ 95% of patients recommend SeamlessMD

✓ 66% of patients report avoiding 1+ phone calls

MultiCare Health System is the largest, not-for-profit, community-based, locally-owned, 12-hospital system in the state of Washington.

Improving the bariatric surgery patient journey was a priority across the organization's bariatric surgery programs.

Given the complexity of the bariatric surgery journey, patients were typically being provided thick binders of information that was overwhelming and difficult to absorb. This often led to patients unprepared for surgery or phone calls to the bariatrics team that could have been prevented with better patient education. Also, the team suspected that limited patient communication after discharge led to potentially avoidable readmissions. Moreover, with several bariatric surgery groups across the health system, MultiCare was looking for ways to standardize best practices across the bariatric patient journey.
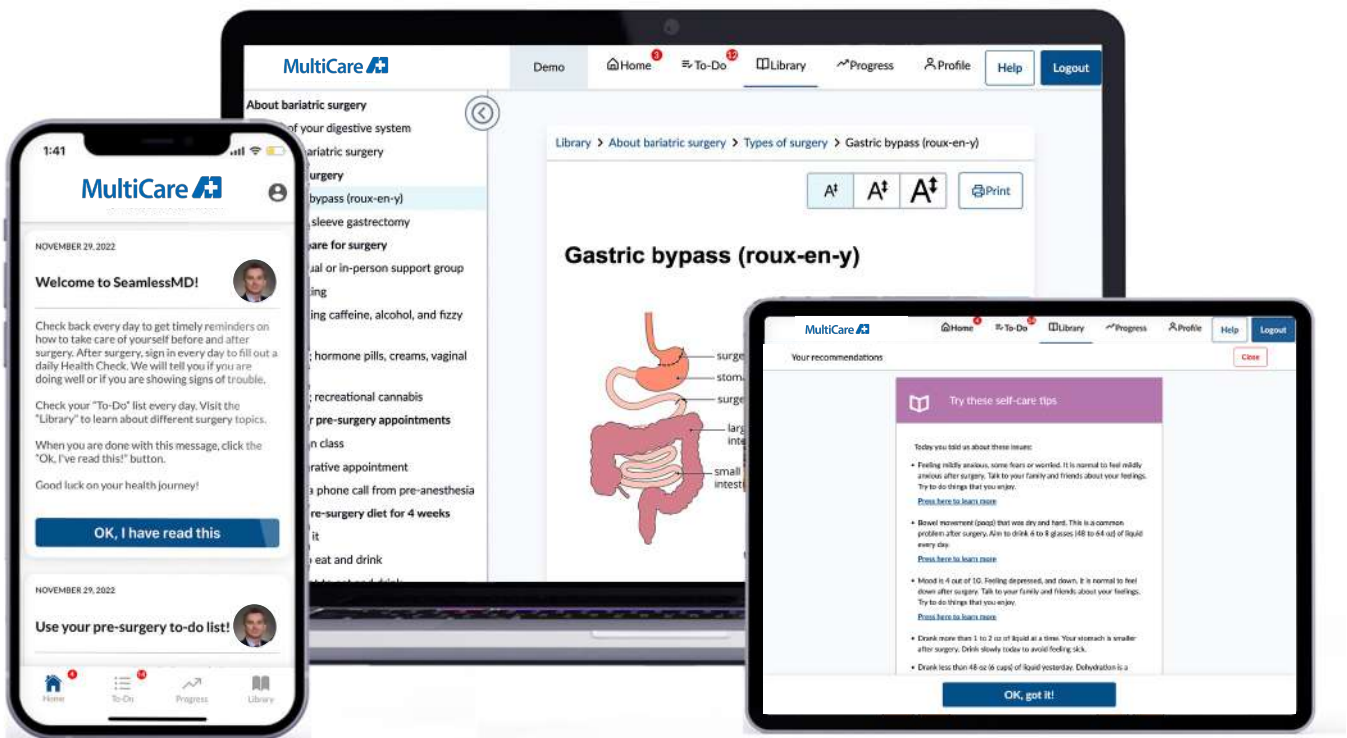
Leveraging a Clinically Validated Digital Care Journey Platform to deliver High Reliability Bariatric Care

With a vision to enhance the patient experience while improving clinical outcomes, MultiCare partnered with SeamlessMD, a leading Digital Care Journey solution, to digitally engage and remotely monitor patients across the bariatric surgery journey.

When implementing this evidence-based technology, SeamlessMD facilitated collaboration between MultiCare's bariatric stakeholders across the entire system to customize protocols and content on the platform, which enabled the care team to:

✓ Engage patients with a mobile and web-enabled, virtual companion – guiding them from pre-operative preparation through post-discharge recovery

✓ Provide a unified, standardized patient experience across all bariatric surgery groups

✓ Deliver evidence-based pathways in the form of multimedia education, reminders, and tasks

✓ Track patient adherence to evidence-based protocols (e.g. smoking cessation, pre-op and post-op diet, attending nutrition classes, etc.)

✓ Remotely monitor post-discharge symptoms and recovery progress (e.g., tracking mood, nausea, pain levels, surgical incision photos, protein consumption, etc.)

✓ Digitally collect Patient-Reported Outcome Measures (PROMs)

✓ Automate patient self-care guidance via smart algorithms and workflows (e.g., education for how to manage low-risk issues or when to escalate to a provider); and

✓ Receive alerts and monitor dashboards to identify when a patient's health status changes, enabling the care team to intervene sooner.
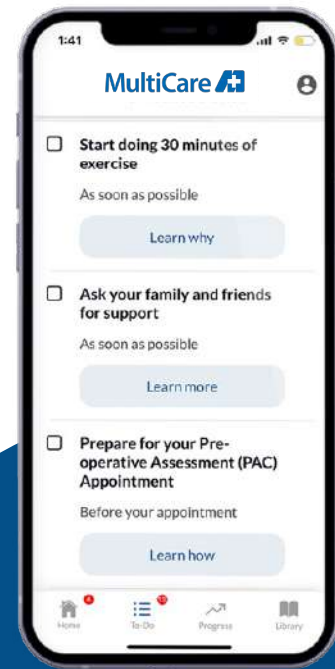
Example Patient "To Do"
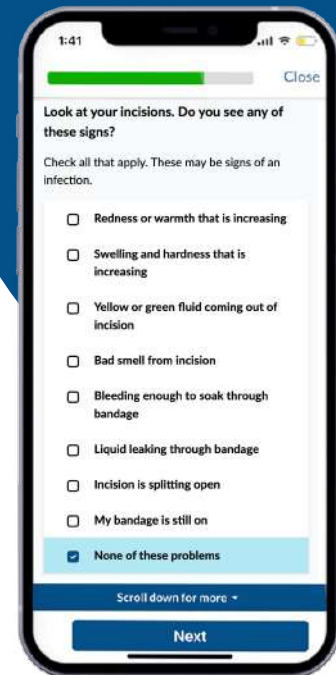
Example Patient Post-op Health Check

Saving Time and Money with EHR Integration

Through the integration of SeamlessMD and Epic, using SMART on FHIR and HL7v2 feeds, patients are automatically enrolled into SeamlessMD and providers can remotely monitor patients from right within the Epic patient chart. This saves significant time for MultiCare's clinical staff.

With the integration of SeamlessMD and MyChart, patients can directly access their digital care plan from the MyChart patient portal. This enables MultiCare to have a unified digital patient engagement strategy.

SeamlessMD   www.seamless.md   info@seamless.md

Bariatric Quality and Operational Performance Improved with SeamlessMD

	Control	SeamlessMD	Change
Sample Size	180	240	--
Avg. Length of Stay (days)	1.66	1.28	↓22%
Readmissions	7.78%	2.50%	↓67%
ED visits	15.56%	15.00%	↓3.5%

Improving Patient Engagement & Satisfaction

Patients using SeamlessMD felt safer, less anxious and more connected to their care team throughout their care journey:

- *"I loved how it was real-time feedback with suggestions on what to do to make my recovery faster. I used it to help me better understand what I could do and when. Most importantly, when I answered in a way that indicated there may be an issue, my care team reached out to me immediately. This is a wonderful platform, easy to use, and well worth the investment."*

- *"It made me feel safer because of the connection. If I was able to check, and there were problems, you guys would be able to help right away."*

- *"For any kind of surgery, it replaces so many phone calls. It's like a nurse in my pocket any time. I can also rely on the accuracy of the information and it's portable. I can take it with me wherever I go. I love the nutritional aspects to focus on the recipes, postop care, etc."*

Metric	Result
% Patients who recommend SeamlessMD	**95%**
% Patients who said SeamlessMD helped them feel less worried pre-surgery	**86%**
% Patients who said SeamlessMD helped them feel more confident post-surgery	**90%**
% Patients who reported that SeamlessMD prevented 1 or more calls to the hospital	**66%**

Part of an Enterprise Digital Care Journey strategy

Besides bariatrics, MultiCare has also implemented SeamlessMD for joint replacement, spine surgery, gynecology surgery, maternity care, colorectal surgery, urology surgery and endoscopy procedures - with similar improvements in quality and operational outcomes.

As a result of their success, the bariatrics program is also currently expanding their use of SeamlessMD to also support guiding patients from the initial referral to surgery (e.g. to meet insurance eligibility milestones), thereby increasing overall bariatric surgery volumes.