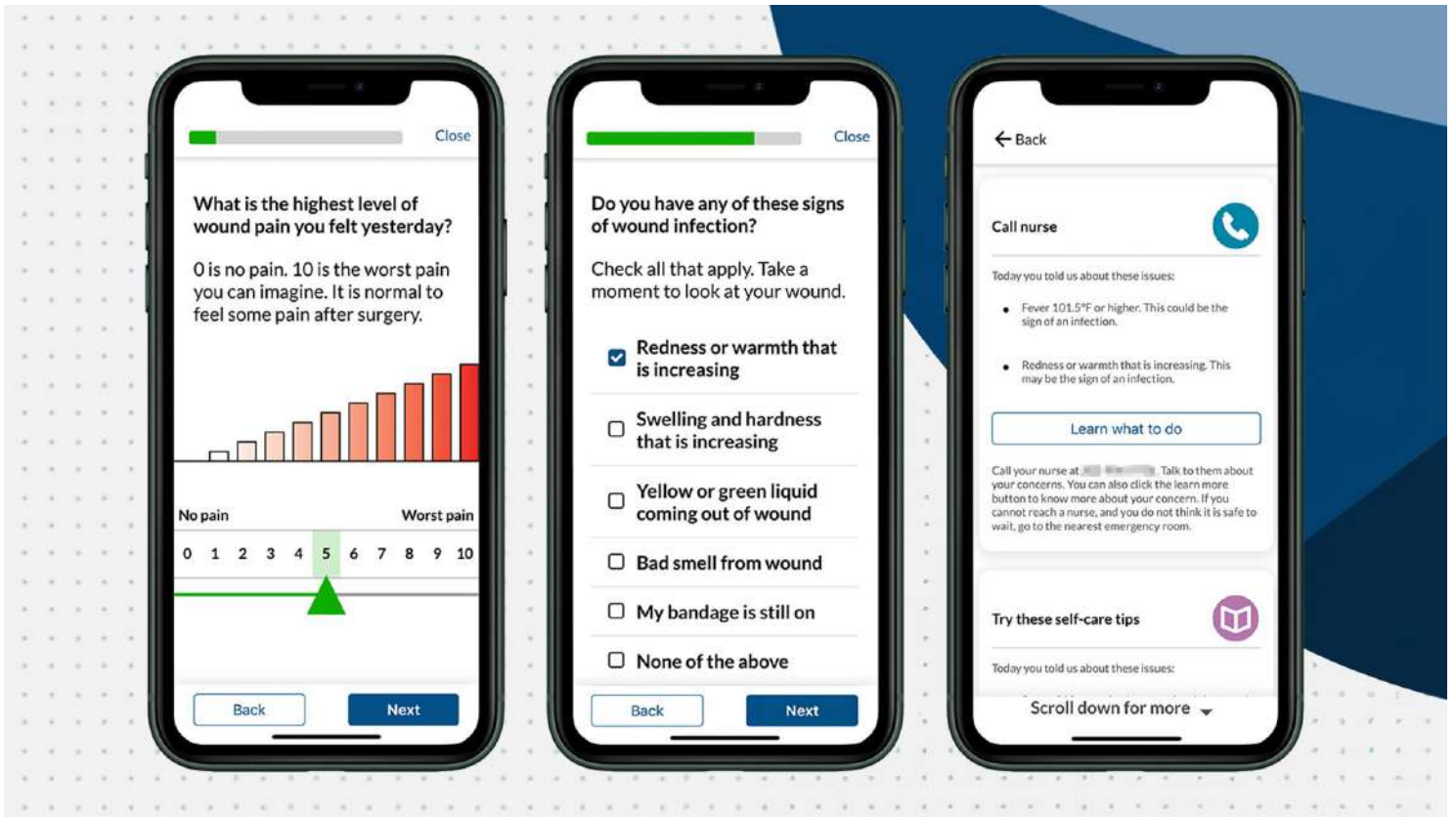


Enhancing Urology with Digital Care Journeys Reduces Readmissions by 40% and ED Visits by 18%

Key Results:

- ↓ 40% 30-Day Readmission Rate across all urology procedures
- ↓ 18% 30-Day ED Visit Rate across all urology procedures

Sault Area Hospital (SAH), located in Ontario, Canada, has been a pioneer in patient-centered care, continually seeking innovative solutions that enhance health outcomes while guiding patients through their healthcare journey. The Urology department was looking for innovative ways to improve the patient experience while lowering readmissions and emergency department (ED) visits. This led them to partner with SeamlessMD to implement Digital Care Journeys tailored specifically to urology patients.

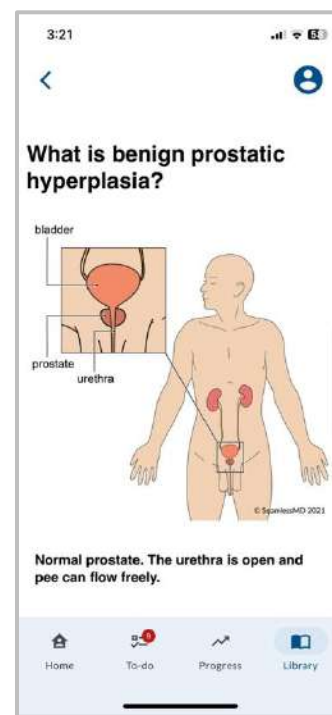


SAH initially partnered with SeamlessMD in 2021 to enhance patient engagement for hip and knee replacement surgeries. The success of this initial deployment--marked by significant reductions in length of stay, readmissions and ED visits, and improved patient satisfaction--motivated SAH to expand the use of SeamlessMD across 13 additional care pathways, including in General Surgery, Women’s Health, and more. The Urology department was a natural next step for the proven platform, with the team seeking a solution to offer patients clear, guided support throughout their surgical journey while giving clinicians real-time data to intervene sooner when issues arise.

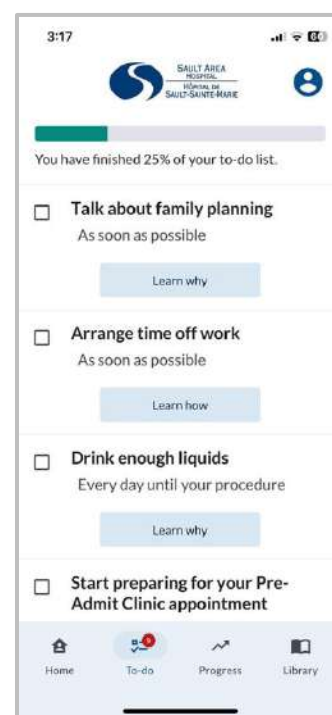
Partnering with SeamlessMD to Create Digital Urology Care Journeys

To bring their vision to life, SeamlessMD worked closely with the SAH Urology team to build personalized and interactive digital care journeys for urology procedures (prostatectomy, TURP, TURBT, and ureteroscopy). The platform enables providers to engage patients using a multi-channel companion that includes options for SMS/text, email, mobile and web-based applications, equipping patients with:

- ✓ **Interactive personalized education:** Tailored multimedia care plans that include reminders, instructional videos, and to-do lists. Example topics included catheter care, preventing UTIs, managing a urostomy pouch, kegel exercises, and checklists for preparing for surgery.
- ✓ **Empowering self-care tools:** SeamlessMD's evidence-based digital library helps minimize patient anxiety by providing self-management tools available 24/7. The platform prompts patients to track symptoms like bladder spasms, incision health, pain, and other key indicators during recovery, and automatically provides just-in-time self-care education on how to self-manage those issues or escalate to the care team when appropriate.
- ✓ **Remote patient monitoring:** Using alerts and dashboards, clinicians at SAH can monitor real-time patient-reported outcomes such as incision photos, pain levels, and urinary health, allowing early intervention if complications arise.
- ✓ **MEDITECH EHR integration:** This expedites patient enrollment, launches remote monitoring dashboards from within the Expanse patient chart, measures analytics through dashboards, and more – ultimately reducing manual processes and creating a more effortless provider and patient experience.



Example Patient Education



Example Patient To Do List

"SeamlessMD has been life-changing for our Urology patients. By guiding them through every stage of surgery with tailored education and reminders, we've seen significant reductions in readmission rates. Patients feel more informed and less anxious, which ultimately leads to better recovery outcomes."



Karen Guzzo,
Director of Clinical Operations at Sault Area Hospital

Outcomes Analysis

The implementation of SeamlessMD in SAH's Urology department yielded measurable improvements in patient outcomes, highlighting the positive impact of a digital care journey:

All Urology Procedures (prostatectomy, TURP, TURBT, and ureteroscopy)

	SeamlessMD	Control	Change
Sample size	400	141	--
30-Day Readmissions	3.00%	4.98%	↓40%
30-Day ED Visit Rate	20.75%	25.31%	↓18%

"Seamless is a tool that prepares the patient before their surgeries: it helps them anticipate the steps they will pass through before, during and after the surgeries. It also helps them to recognize the potential complications at an early stage if it happens and discern what is normal from a complicated evolution which gets them to seek help at an early stage and change the course or prevent an advanced complication that needs an emergency visit. It alleviates the anxiety that makes the perception of a complication worse than what it is and prevents being in distress. It also makes the patient literally part of the care team."



Anis Aziz, MD MSc FRCSC,
Urologist at Sault Area Hospital

The partnership between SeamlessMD and Sault Area Hospital exemplifies how digital care technologies can make a tangible difference in patient outcomes. By providing personalized care plans and real-time monitoring, SeamlessMD has helped SAH achieve significant reductions in readmissions and ED visits, enhancing the quality of care for urology patients.

Sault Area Hospital is committed to driving healthcare innovation, and with SeamlessMD, they have set a new benchmark for excellence in patient engagement and care outcomes.