

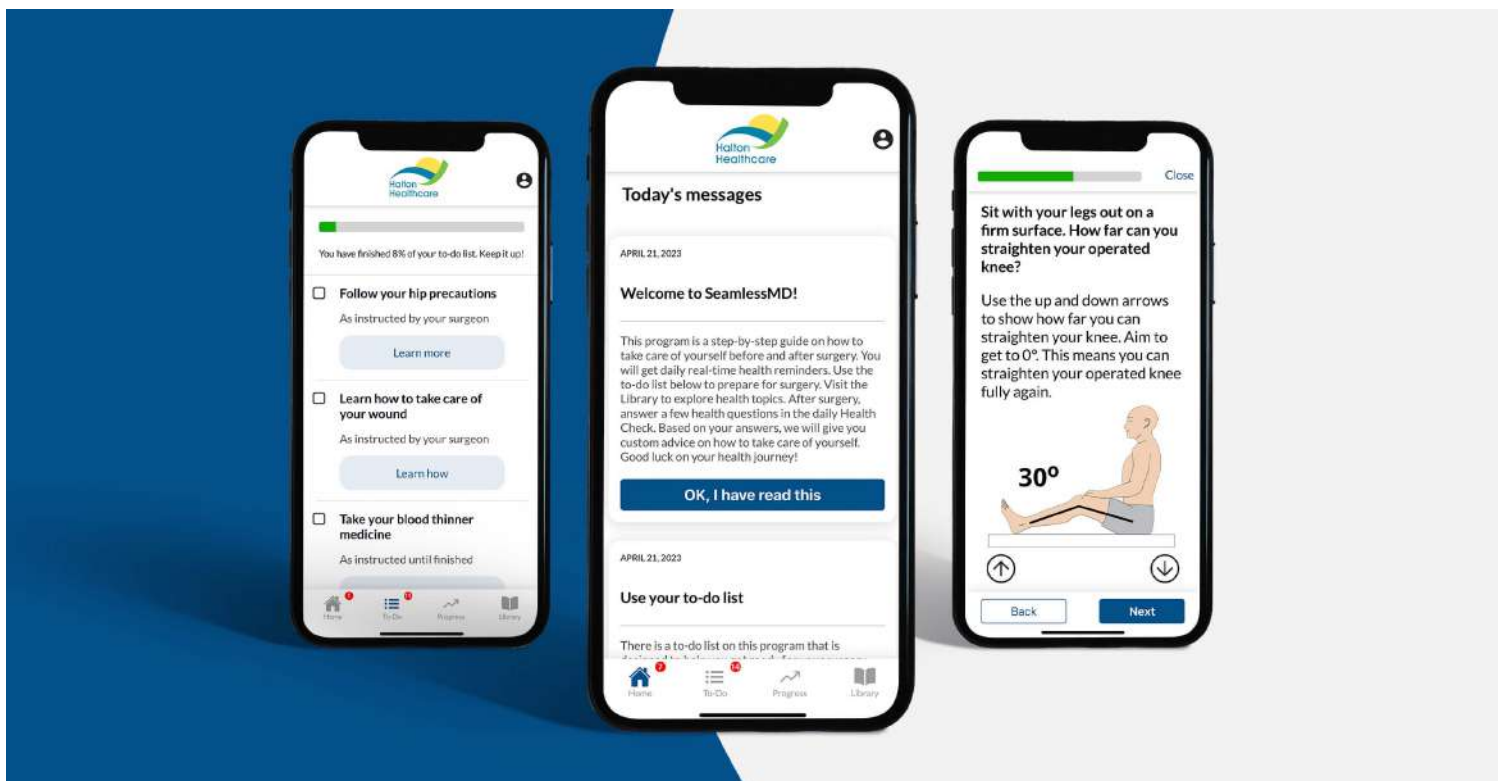
# Halton Healthcare Reduces Length of Stay, Readmissions and ED Visits for Orthopedic Surgery with SeamlessMD

## Key Results:

- ↓ 66.7% 30-day Readmission rate
- ↓ 27.3% length of stay
- ↓ 25.2% 60-day ED visit rate
- ✓ 91% patient activation rate
- ✓ 94% of patients would recommend SeamlessMD
- ✓ 95% of patients reported feeling more confident before surgery

Halton Healthcare is the main healthcare organization serving the urban and rural communities of Halton Hills, Milton, and Oakville. Their three hospitals - Oakville Trafalgar Memorial Hospital, Georgetown Hospital and Milton District Hospital - serve a population of almost 400,000 residents.

In October 2023, Halton Healthcare partnered with SeamlessMD, a Toronto-based digital care journey company, to improve patient outcomes and experiences, starting with hip and knee replacement surgery. By implementing SeamlessMD, Halton Healthcare aimed to improve the patient experience, accelerate recovery time, reduce hospital readmissions and ED visits, and streamline recovery processes.



## Partnering with SeamlessMD to Build Digital Care Journeys

Recognizing the need for an innovative solution to support patients through their surgical journey, Halton Healthcare partnered with SeamlessMD to provide an interactive, step-by-step guide to help patients prepare for their procedures and manage their recovery.

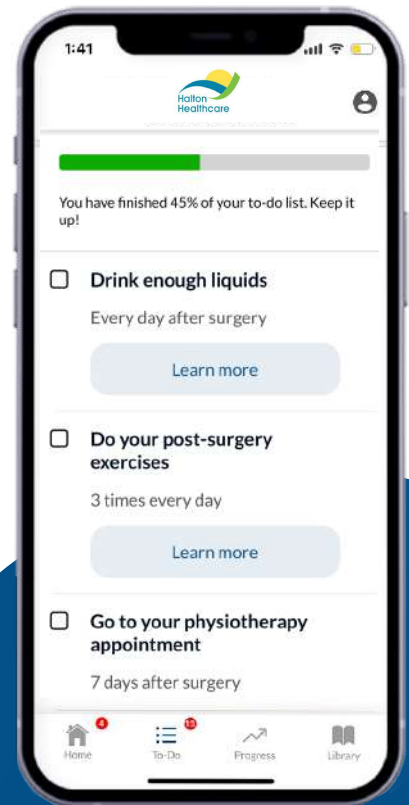
As part of implementing the evidence-based technology for hip and knee surgery, SeamlessMD worked closely with the Halton Healthcare team to customize protocols and content on the platform, which enables the care team to:

- ✓ Engage patients using a mobile and web-enabled virtual companion – guiding them from pre-admission preparation through post-discharge recovery
- ✓ Deliver an interactive evidence-based care plan in the form of multimedia education, reminders, to-do lists, and tasks
- ✓ Monitor patient protocol compliance, symptoms, and recovery progress (e.g., knee range-of-motion, pain levels, incision photos, etc.)
- ✓ Remotely monitor patients with daily health checks during the 30-day postoperative period
- ✓ Digitally collect Patient-Reported Outcomes (PROs)
- ✓ Automate patient self-care guidance using smart algorithms and workflows (e.g., education on 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.

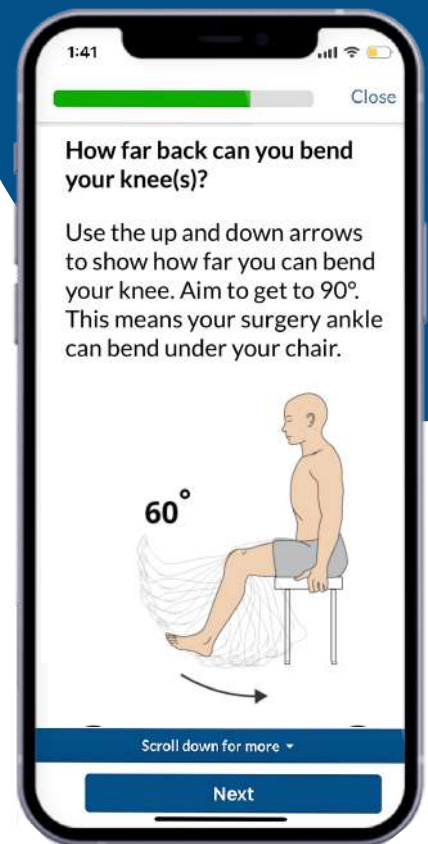
*"The impact of SeamlessMD on our patients has been profound. Patients feel more engaged and supported throughout their recovery process, which translates to better outcomes and a smoother recovery journey. The ability to remotely monitor patients and intervene early when needed has made a significant difference in our clinical practice. Our patients appreciate the continuous support and the sense of security that SeamlessMD provides."*



**Jody Strik,**  
Director of Transitions, Integrated Care, and  
Rehabilitation Clinics at Halton Healthcare



Example Patient "To Do"



Example Patient Post-op Health Check

## Outcomes and Results

Since the introduction of SeamlessMD, Halton Healthcare has observed remarkable improvements in key metrics for hip and knee replacement patients. The outcomes analysis compares the pre-SeamlessMD period (April 1 - September 30, 2023) with the post-implementation period (October 11, 2023 - March 11, 2024).

	Control (Pre-SeamlessMD)	SeamlessMD	Relative change
Sample size	645	336	--
Avg. Length of Stay	2.2	1.6	↓ 27.3%
30-day Readmissions	3.6%	1.2%	↓ 66.7%
60-day Readmissions	4.2%	1.5%	↓ 64.3%
30-day ED visits	9.6%	7.1%	↓ 26%
60-day ED visits	11.5%	8.6%	↓ 25.2%

## Improved Patient Experience

Patients have also reported high satisfaction with the SeamlessMD platform, emphasizing the sense of support and improved recovery experience. Here is what patients have to say about the technology:

- *"This online program provided the tools and necessary information to assist in recovering from surgery. It provided a sense that I was not alone in my healing, and that Halton Healthcare was invested in my wellbeing. Tracking my progress with pain management and exercises was beneficial to see that I was making progress!"*
- *"The resources available and detailed information on different topics made me more comfortable with my preparation and recovery. It helps answer questions you might have but don't know who to ask."*
- *"I felt like I was being watched over for 30 days and it made me feel secure. I liked it very much."*

*"SeamlessMD has revolutionized our approach to surgical care. The platform empowers patients by providing them with the knowledge and tools they need for recovery, while also giving our clinical teams the ability to monitor progress in real time. The result has been fewer readmissions and emergency visits, and a higher level of patient satisfaction. It's a win-win for both our patients and our healthcare system."*



Dr. Thomas Zochowski,  
Orthopedic surgeon at Halton Healthcare