

Southlake Health Reduces LOS, Readmissions, and ED Visits for Hip Surgery Patients

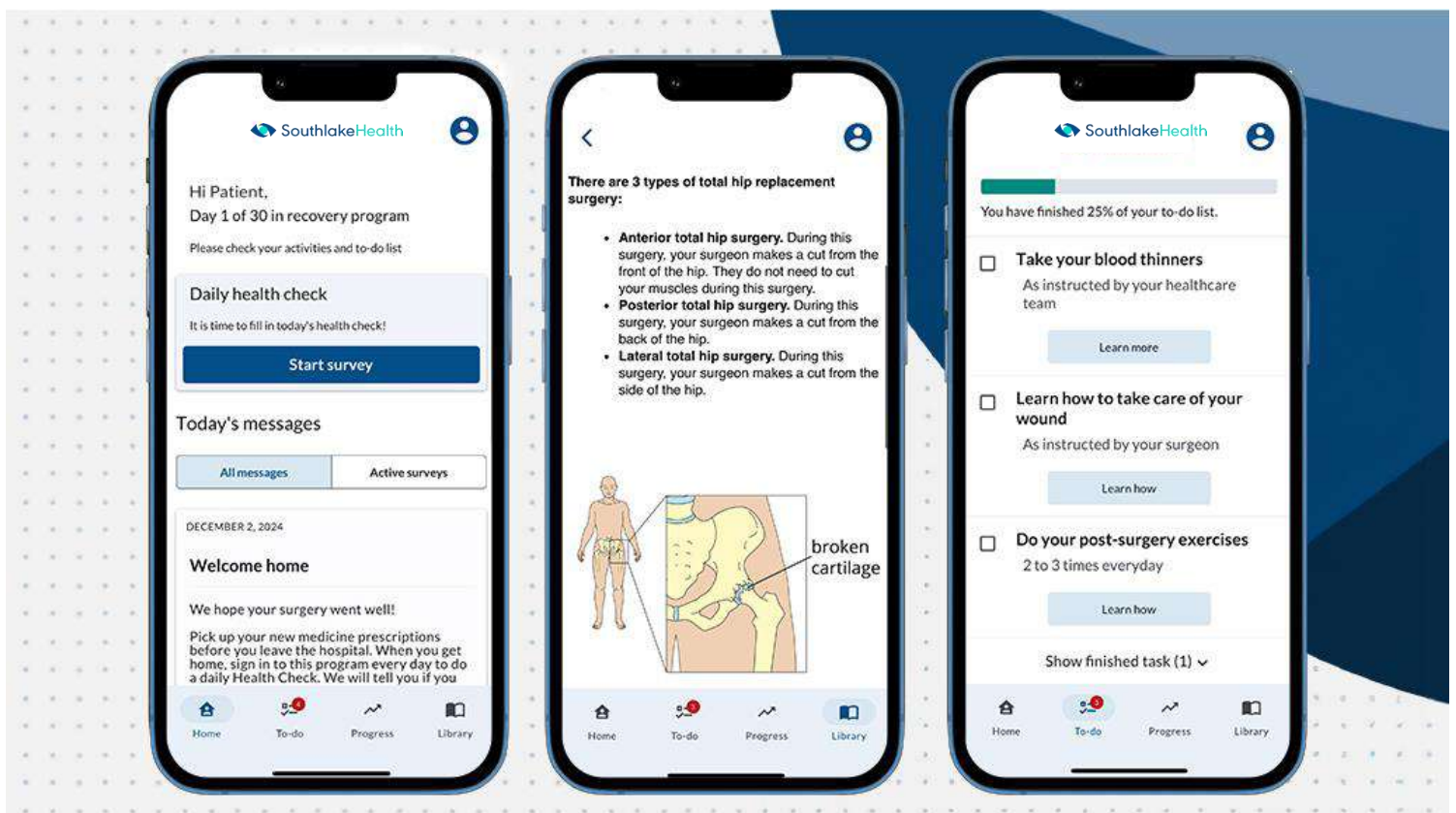
Key Results:

- ↓ 12.8% Average Length of Stay
- ↓ 85.7% 30-Day Readmissions
- ↓ 35.3% 30-Day ED Visits
- ✓ 54.6% Same Day Discharge

Southlake Health (Southlake), a leading 500-bed hospital located in Newmarket, Ontario, serves York Region and Simcoe County with a commitment to high-quality, patient-centered care. Known for embracing innovative healthcare solutions, Southlake values the voices of patients and staff alike.

In 2023, spearheaded by Dr. Patrick Gamble, Head of Orthopedics, and Puneet Sandhu, Director of Surgical and Perioperative Services, Southlake implemented

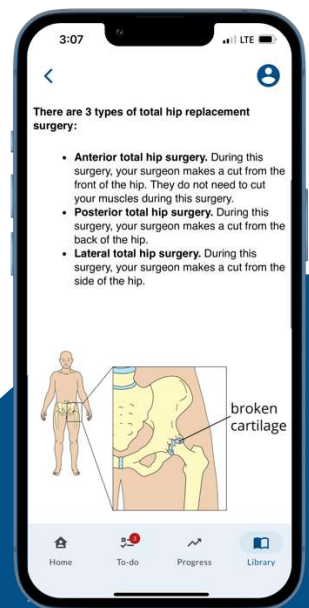
SeamlessMD's Digital Care Journey for knee replacement surgery, achieving substantial improvements in patient outcomes, including reduced length of stay (LOS), lower readmission rates, and fewer emergency department (ED) visits. Encouraged by these results, Southlake expanded SeamlessMD to cover hip replacement patients at the end of 2023.



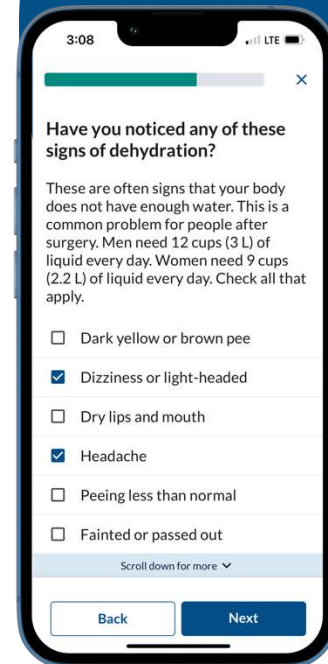
Implementing a Digital Care Journey for Hip Replacement Surgery

The SeamlessMD platform provides Southlake's hip replacement patients with a digital companion they can access on their smartphone, tablet, or computer. This interactive platform includes:

- ✓ **Personalized Education:** Patients receive pre-op and post-op instructions tailored to their recovery, covering essential topics like pain management, mobility exercises, equipment usage, and dietary recommendations
- ✓ **Self-Care Tools:** To promote self-management, patients have 24/7 access to evidence-based resources, reducing anxiety and empowering them to actively participate in their recovery
- ✓ **Patient-Reported Outcomes (PROs):** Southlake's care teams can monitor real-time patient data, such as pain scores, symptoms, opioid usage, and wound photos, allowing for early intervention when necessary
- ✓ **Remote Monitoring & Alerts:** SeamlessMD's monitoring tools enable Southlake staff to identify signs of complications, such as infections and DVT, ensuring prompt intervention when needed
- ✓ **Analytics & Reporting:** Southlake uses SeamlessMD's analytics dashboard to track key metrics, identify improvement areas, and support quality improvement initiatives.



Example Patient Education



Example Patient Post-op Health Check

"By expanding SeamlessMD to hip replacements after seeing such strong results with knee surgeries, we've been able to improve patient flow, discharge efficiency, and care continuity across multiple procedures. Patients have responded positively to the interactive care plans, and the ability to monitor patients remotely has been invaluable in supporting our same day surgeries and reducing readmissions."



Puneet Sandhu,
Director, Surgical & Perioperative Services, Southlake Health

Outcomes

	Pre-SeamlessMD (January 1–July 31, 2023)	Post-SeamlessMD (January 1–July 31, 2024)	Change
Sample Size	204	205	--
Average Age	65.7	67.9	--
Avg. Length of Stay (Days)	1.48	1.29	↓ 12.8%
30-Day Readmissions	3.43% (n=7)	0.49% (n=1)	↓ 85.7%
30-Day ED Visits	9.80% (n=20)	6.34% (n=13)	↓ 35.3%

“Implementing SeamlessMD for both hip replacement surgeries has been a game changer for our orthopedics program. Instead of relying on traditional verbal instructions and paper materials, patients now have access to personalized guidance throughout their surgical journey from the comfort of their home. This approach not only improves patient compliance but has also resulted in a noteworthy reduction in readmissions while supporting our same day hip surgeries. SeamlessMD has become an invaluable tool in improving patient outcomes, streamlining our operations, and ultimately elevating the patient experience.”



Dr. Patrick Gamble,
Orthopedic surgeon, Southlake Health