

Southlake Regional Health Centre Reduces Readmissions, Length of Stay, and ED visits for Elective Knee Surgery Patients

Key Results:

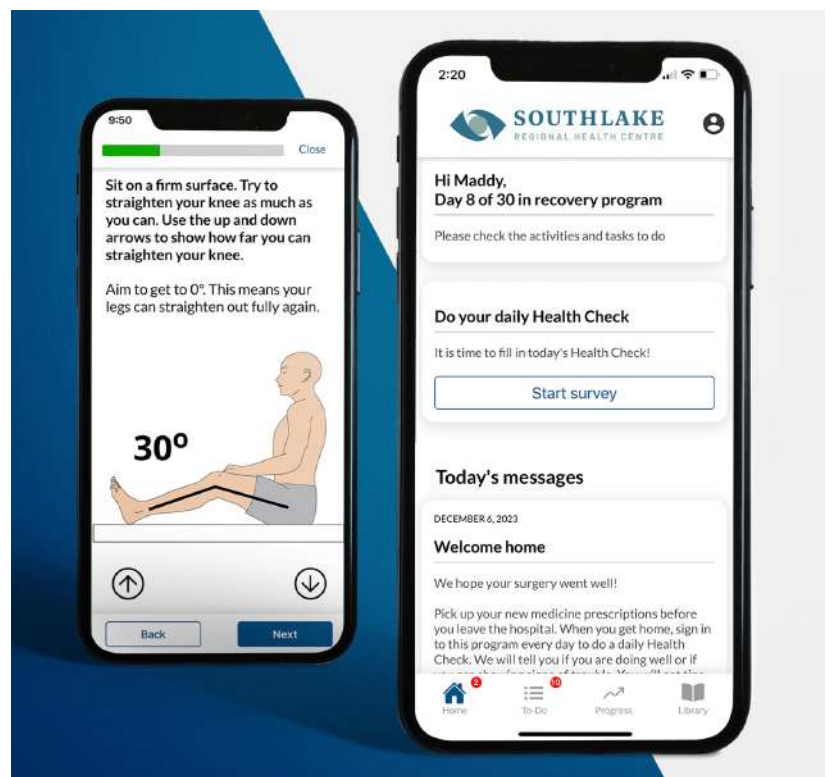
- ↓ 20% Avg. Length of Stay
- ↓ 17.3% Readmissions
- ↓ 21.6% ED visits
- ✓ 97.5% of patients would recommend SeamlessMD
- ✓ 70.97% of patients reported SeamlessMD prevented 1 or more calls to the hospital

Southlake Regional Health Centre (SRHC), a 500-bed hospital in Newmarket that serves both York Region & Simcoe County, has been at the forefront of innovative healthcare. Their values represent a shared set of enduring beliefs demonstrated by everyone in the Southlake Family – an understanding that every voice matters.

With a relatively short length of stay and many same-day procedures in orthopedics, SRHC was looking for innovative ways to ensure safe transitions from hospital to home for its patients. Dr. Patrick Gamble, Head of Orthopedics, and Puneet Sandhu, Director of Surgical, Maternal & Paediatric Programs, spearheaded the implementation of a Digital Care Journey platform to elevate the patient experience and improve outcomes for patients undergoing knee replacement surgery.

Implementing a Clinically Validated Digital Care Journey Platform to Improve Patient Outcomes and Experience

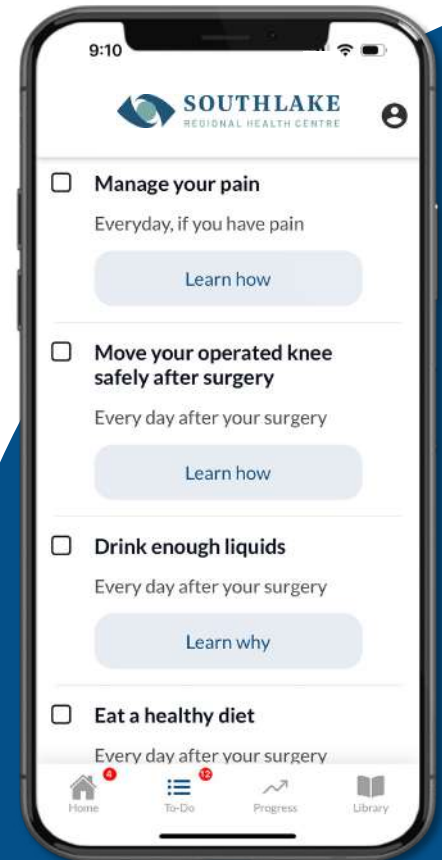
Driven by the vision of providing patients an exceptional experience navigating their joint replacement surgery while improving key metrics and outcomes, SRHC partnered with SeamlessMD to launch a surgical remote monitoring platform to support knee surgery patients. With SeamlessMD, SRHC was able to leverage technology to discharge patients sooner, increase surgical throughput and keep patients healthy at home.



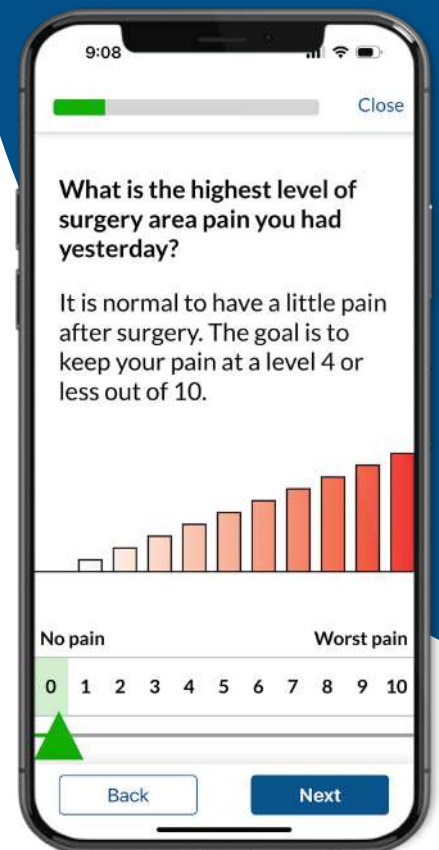
Partnering with SeamlessMD to Build Digital Care Journeys

Before implementing the evidence-based technology for knee surgery, SeamlessMD worked closely with the SRHC 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.



Example Patient "To Do"



Example Patient Post-op Health Check

"SeamlessMD has revolutionized how we deliver care to our patients. 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. SeamlessMD has become an invaluable tool in improving patient outcomes, streamlining our operations, and ultimately elevating the patient experience."



Puneet Sandhu
Director, Surgical, Maternal & Paediatric Programs,
Southlake Regional Health Centre

“Implementing SeamlessMD's Digital Care Journey for Orthopaedics has been transformative. The technology enables our team to provide real-time monitoring and tailors patient education for each patient. As a result, we've elevated the entire surgery experience for our patients, ensuring a smoother, more streamlined recovery journey that not only empowers patients to actively participate in their recovery, but also significantly improves outcomes.”



Dr. Patrick Gamble
Orthopaedic Surgeon,
Southlake Regional Health Centre

Results

1. Knee Replacement Surgery Outcomes Analysis

	Control (Pre-SeamlessMD) Apr 1 - Jul 31, 2022	SeamlessMD Apr 1 - Jul 31, 2023	Difference
Sample size	170	137	--
Average age	69.7	68.4	--
Average Length of Stay (days)	1.25	1.00	↓ 20%
30-day Readmissions	3.53% (n=6)	2.92% (n=4)	↓ 17.3%
ED Visits	11.18% (n=19)	8.76% (n=12)	↓ 21.6%

Note: analysis is comparing the pre-SeamlessMD group to the SeamlessMD group.

2. Improved Patient Engagement and Satisfaction

Metric	Result
% Patients who recommend SeamlessMD	97.53% (79/81)
% Patients who said SeamlessMD helped them feel more confident pre-procedure	89.58% (43/48)
% Patients who said SeamlessMD helped them feel more confident post-procedure	91.18% (62/68)
% Patients reported that SeamlessMD prevented 1 or more calls to the hospital	70.97% (22/31)