

# Joint Replacement Programs: Improving Patient Satisfaction through Education >

## FOCUSING ON PATIENT SATISFACTION

A large hospital system in the Midwestern United States partnered with Accelero to develop and grow their joint replacement program. At the beginning of the partnership, 54% of the hospital's patients gave the highest rating when asked if they were likely to recommend the program. In order to create integrity for the joint replacement program, the hospital needed to focus on improving their customer service rating.

## SETTING PATIENT EXPECTATIONS

Delivering exceptional customer service to joint replacement patient starts with appropriately setting patient expectations. The first step was to develop a standardized pre-admission class that provided consistent education to the joint replacement patient. The education class was developed by a multidisciplinary team that included joint replacement surgeons, nursing, inpatient rehabilitation, pre-admission testing and operating room staff.

## DELIVERING RESULTS

Upon implementation, 100% of the patients rated the pre-admission education class as both beneficial and helpful. Within three months, the customer satisfaction "top box" scores increased from 54% to 81%.



Press Ganey "Top Box" Scores: Likelihood to Recommend

