

# Enhancing a Hospital's Joint Replacement Program



Improving patient satisfaction by enhancing the patient experience.

## ■ AT A GLANCE

- 197 bed acute care hospital in the Southeast
- Implemented a Joint Replacement Center in 2013
- Vision to be the preferred destination for joint replacement in the region

## ■ ISSUES

- No real focus on “patient centered care”
- Patient care pathway lacked continuity
- Overall patient satisfaction for joint replacements less than 80%

## ■ RESULTS

- 24% “Patient Satisfaction” rating increase
- 18% “Likely to Recommend” rating increase

---

## INTRODUCTION

A 197 bed acute care hospital, located in the Southeastern United States had a vision to be the preferred destination for joint replacement in the region and to be nationally recognized for commitment to providing exceptional quality care.

During the baseline time period, 78% of the hospital's joint replacement patients gave the highest rating when asked if they were likely to recommend the hospital for joint replacement services. While this ranks in the top quartile nationally, the hospital wanted to further improve the patient experience and customer service scores.

## SOLUTION

A customized program was designed and implemented that focused on differentiating services, improving the patients overall experience and quality of care. Our consultants provided leadership and “hands on” support during all phases of design and implementation. They worked key stakeholders to establish key performance metrics and hardwire processes to enable sustained success of the Joint Replacement Center.

Our consultants facilitated an Ideal Patient Experience design session with representatives from every touch point of the patient flow. From that design session came two key initiatives:

1. Focus on patient centered care
2. Goal to deliver seamless and timely care and establish the emotional connection with the patient

The following steps were taken to accomplish these goals:

1. Create dedicated, specially trained teams for this patient population-(nursing, rehabilitation)
2. Add a program navigator to lead the team and be an additional resource for patient and family
3. Create a one stop shop preadmission testing visit to include a more comprehensive patient education class
4. Develop the hotel experience where patients and families were taken straight to their room on the day of surgery
5. Designated a dedicated area on the nursing unit for joint replacement patients
6. Create a rehabilitation gym on the unit for individual and group therapy
7. Create a theme to the program with special amenities unique to this program
8. Create a discharge celebration with patient and family to honor their accomplishments and thank them for choosing the hospital

## SUMMARY

The hospital through the guidance of our consultants implemented processes and changes that helped the hospital’s overall Patient Satisfaction Rating increase from a top box score of 74% to 92% (FIGURE 1). The top box score of patients who were likely to recommend the hospital for Joint Replacement Services increased from 78% to 92% (FIGURE 2).

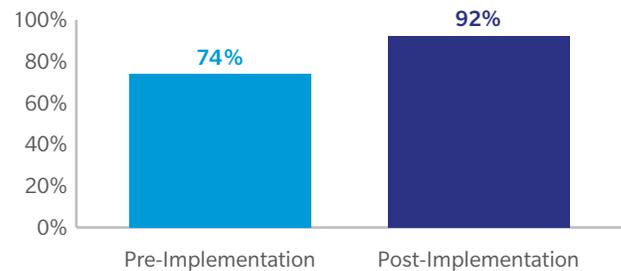


FIGURE 1 | Overall satisfaction rating of the hospital at baseline and two years post-implementation.

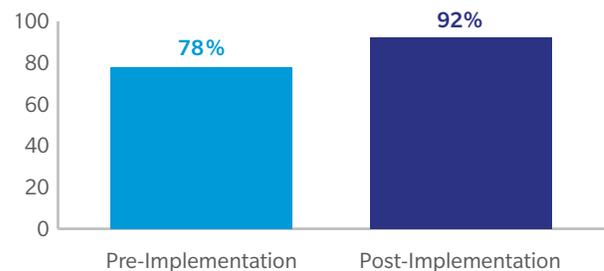


FIGURE 2 | Likelihood to recommendation rating of the hospital at baseline and two years post-implementation.