

Virtual Care for Total Joint Replacement Programs: A Client Success Story

AdventHealth is a non-profit healthcare system that operates 50 hospital campuses and hundreds of care sites across the US, serving more than five million patients annually. To better serve their patient population, they decided to launch a coordinated virtual pre-op and post-op comprehensive joint program across the continuum, which would guide and track patients through a comprehensive range of health services.



The Problem

How do you launch a consistent and effective TJR program across a large health system? Preoperative classes play a significant role in achieving better outcomes and greater patient satisfaction, but first AdventHealth had to overcome a few challenges.



Difficulty standardizing in-person classes across a wide range of locations led to inconsistencies that compromised quality.



Limited visibility to patient data made it difficult to determine if preoperative classes had resulted in desired outcomes.



Lack of a virtual care solution meant AdventHealth needed to start from the ground up when it became necessary to take their courses online.

The Solution

AdventHealth partnered with MedBridge to launch their virtual pre-op and post-op comprehensive joint program, with the goals of improving outcomes and patient satisfaction, lowering readmissions, and reducing costs.



Achieving consistency by standardizing training

Going virtual allowed them to standardize the content and messaging that were delivered to their clinicians and patients at each facility.



Improving patient adherence through patient engagement

MedBridge provided Home Exercise Program templates to AdventHealth's clinicians, which helped them more efficiently create personalized home programs for each patient.



Maintaining virtual connection with an all-in-one digital platform for content delivery

AdventHealth introduced MedBridge's digital care platform during the pre-op class and leveraged MedBridge to drive adherence during the pre-op process.



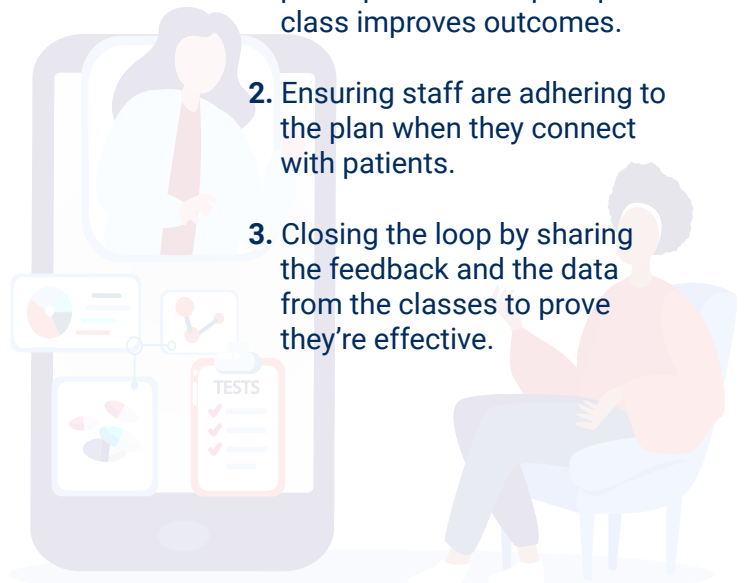
Increasing clinician engagement through proactive training

AdventHealth achieved clinician buy-in with a three-step process.

1. Providing clinicians with evidence-based results showing that patient participation in the pre-op class improves outcomes.

2. Ensuring staff are adhering to the plan when they connect with patients.

3. Closing the loop by sharing the feedback and the data from the classes to prove they're effective.



The Results

By partnering with MedBridge, the AdventHealth team was able to launch a coordinated virtual pre-op and post-op comprehensive joint program across the care continuum and all facilities within the region. This helped them to:



Standardize their care



Boost operational efficiency



Drive significant improvements to clinical outcomes

It also allowed the AdventHealth team to execute research demonstrating that low-risk patients can expect better outcomes from acute care to outpatient rehabilitation, ultimately reducing costs throughout every stage of care.

About MedBridge

MedBridge has over 10 years of experience helping more than 2,500 healthcare organizations grow their business, elevate their workforce, and deliver exceptional patient experiences. Contact MedBridge to see what we can do for you.