

OrthoIndy Exceeds Targets for PROMs Completion Rates and Boosts Patient Satisfaction Using Wellbe Connected Care™

How an orthopedic care center saved significant time and reduced costs by scaling PROMs collection with automated patient workflows—increasing patient engagement in the process

Results at a Glance



Dr. David Fisher

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Struggling with inefficient processes for collecting Patient-Reported Outcome Measures (PROMs) surveys in the face of high patient volume, Dr. David Fisher and his team at OrthoIndy Hospital used Wellbe *Connected Care* to transform what was a time-consuming, manual, paper-based data collection process. They needed a streamlined, automated system which properly positions surveys within the context of a patient's care path. Following a short six-week implementation process, OrthoIndy began collecting patient data through the improved system in just two months.

Today, patients receive PROMs surveys as well as care information and educational materials at the appropriate time in their episode, better preparing them for surgery and recovery while boosting overall satisfaction. In addition, Wellbe *Connected Care* automates formerly manual processes, enabling physicians and staff to keep up with high patient volume while saving time and boosting PROMs survey completion rates in the process.

- Over 3,000 patients enrolled since beginning in October 2014
- 509 PROMs surveys completed so far in 2017 alone (as of November)
- 100% PROMs survey completion rate of the patients engaged via Wellbe *Connected Care* so far in 2017 (as of November)
- 93% total PROMs patient engagement
- 99% patient satisfaction
- 306% increase in PROMs collection rate

Better patient experiences

“ This has been excellent! It’s very convenient and easy to use. I have greatly appreciated the ability to find and review anything that I have had questions on regarding my surgery.”

OrthoIndy Patient

Improved patient results through risk mitigation and continuous improvement

“ Now I can interact with patients much more readily. Patients are more prepared and have a higher level of understanding about their surgery and the recovery process.”

Dr. David Fisher

Greater efficiency through coordinated care

“ We now have the ability to capture a patient’s story from the beginning to ‘infinity’. That’s really powerful.”

Nina Whalen, Manager of Clinical Outcomes

Confronting the inefficiency of manual PROMs collection



“Collecting functional outcomes can take a lot of time. I have always been dedicated to using office visits to measure function pre- and post-operatively, but it’s difficult and time-consuming. I’ve used paper forms forever and then scanned them in, so now I have over 25 years of forms stacked that have been entered into my database.”

Dr. David Fisher

OrthoIndy Hospital is a high-volume orthopedic care center focusing on musculoskeletal care, complex total joints, and spinal surgical operations. Performing over 500 total joint replacement procedures each year, Dr. Fisher faced significant challenges collecting functional outcomes. He, along with the rest of the OrthoIndy team, lacked efficient tools and processes for collecting this data—a problem compounded by stressful time constraints. In addition to devoting time during office visits to collect information from patients, physicians were forced to scan surgical records, x-ray analyses, outcome forms, and other paper-based materials into a proprietary database, stealing even more time away from patient care.

Finding a solution

In an effort to find a tool that could automate the slow process of collecting outcome data and save his team valuable time, Dr. Fisher and his group reviewed a variety of technology platforms. This initial search failed to identify a system that offered a viable solution to the problems his team faced. Following unsuccessful efforts to develop a system in-house, Dr. Fisher discovered *Wellbe Connected Care*—a web-based platform that enables patients to participate as partners in their care while giving providers the ability to coordinate and monitor a large volume of patients more effectively. After seeing the system in action, the OrthoIndy



"I had been looking to automate outcome data collection, but after reviewing current systems, the organization decided to wait until it was clear which was best. There was some effort to develop it in-house, but not with much success. I still wanted to pursue it, and ultimately decided to use Wellbe *Connected Care*."

Dr. David Fisher

team brought *Connected Care* live with Dr. Fisher's patients—ultimately expanding it to other physicians and patients.

Within six weeks, Wellbe's system was implemented and began to optimize and automate the patient journey based on Dr. Fisher's existing clinical pathways. After just two months, staff were collecting patient data through *Connected Care* using research-specific PROMs survey instruments without hindering productivity or overall patient care.

Meaningful, measurable results for providers and patients

Wellbe's solution not only helped the team scale their PROMs collection operations, but also improved patient engagement and satisfaction. Armed with the ability to direct patient flow and respond by exception when prompted by alerts, the OrthoIndy team can now eliminate unnecessary communications and devote more attention toward mitigating risks when they arise. *Connected Care*'s automated data collection capabilities also free staff from tedious manual data entry tasks, allowing them to redeploy themselves in other areas of patient care.

By presenting key information at the right point during an episode of care as well as offering a convenient means of providing feedback, the OrthoIndy team sees a newfound motivation among patients—a fact made clear by the numbers: OrthoIndy's PROMs survey response rate jumped from 30% to 93% overall. As of November of 2017, 100% of patients engaged via *Connected Care* have completed their PROMs survey throughout the entire year.



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The advantages of Wellbe's solution are also clear from the patient's perspective. Written materials have been replaced with a streamlined, online patient education and instruction system, giving patients what they need to know, when they need to know it, in manageable portions and a convenient format through the smartphones, tablets, and desktops they already use. Patient pathways are now tailored to address specific risk factors, further improving engagement and satisfaction by helping patients feel better understood by their providers.

Since implementing Wellbe's *Connected Care* platform in October of 2014, OrthoIndy has enrolled over 3,000 patients and has seen a whopping 306% increase in its PROMs collection rate.

Looking to the future, Dr. Fisher hopes to use *Connected Care* and the rich data sets it provides to go even further in delivering outstanding experiences to his patients.

Wellbe enables high-performing health systems across the U.S. to advance the coordination and quality of care. Founded in 2009, Wellbe's 2nd generation *Connected Care* solution engages and empowers patients to participate as partners with their providers. This coordinated participation delivers higher satisfaction, better outcomes, and improved efficiencies. Automated workflows and integrated pathways drive smart systems of care to reduce costs and increase care team productivity. In 2016, Wellbe debuted in *Inc. Magazine's* 35th annual Inc. 500, and AARP recently named Wellbe a 50+ Innovation Leader.



“ I hope to get to the point where patients are sending functional outcomes data before they even come to the office, making life easier for me and my staff. Collecting this data in real time can shorten the time needed in office. With an automated program like *Connected Care*, patients feel like they're talking to me every week—like they're in the room with me every time I send an email.

They feel like I'm right there with them every step of the way. That's important for their confidence. I would also like to tighten up intervals between data collection points and contact my patients on a regular basis, surveilling implants year after year. If they move out of state, I can still stay connected and track any complications or failures that might occur. Then as an organization, I hope someday we will be able to provide outcome information to our physicians so they can compare themselves with their peers.”

Dr. David Fisher