

MATER PRIVATE TOWNSVILLE:

Digital transformation of joint care results in reduced length of stay and improved recovery

Summary;

Evidence has shown longer hospital stays can lead to poorer outcomes for patients. To address this, Mater piloted its new Mater Accelerated Joint Replacement (MAJR) digital patient pathway for patients undergoing hip and knee replacement surgery at their Townsville site.

MAJR is part of the hospital working to enhance patient education and improve discharge flow through the implementation of digital patient pathways.

The experience:

The accelerated pathway provides comprehensive digital education for orthopedic patients on what to expect before, during and after surgery so they are more informed and better prepared.

Mater's aim was to reduce Length of Stay for around 1200 ortho surgical patients who come through the site each year. With the new pathway, communication and planning has improved, resulting in an LOS of under 2 days achieved with 180 patients participating in the pilot.



- ↑ More ortho surgical patients recovering sooner with a 1% re-presentation rate
- ↑ Better informed and satisfied patients with a NPS score of 94%
- ↑ Budget efficiency in reduced LOS from 5 days to under 2.



"Traditionally, patients would stay five days, but that was because they didn't have the education - the information at their fingertips. So by bringing in the Mater accelerated joint replacement pathway, patients are able to get real information, real education. It goes to show that education has reduced their length of stay."
Michaela Deneen, clinical coordinator

Why Digital Pathways were needed

The pathway was created to reduce Length of Stay for patients and improve recovery outcomes by:

- Decreasing manual processes and paper files
- Increasing opportunities for patients to self-manage
- Providing greater connection with community care providers
- Escalating post operative follow up care in a timely manner

The nursing and physiotherapy-led pathway was designed to increase the flow of information and ability for monitoring on the one platform. Digital questionnaires are now given to patients before, during and post surgery to help teams monitor progress, complete PREMS and record PROMS data. This allows for the screening of any red flags, provide patient education (like exercise videos and how to manage swelling) and allow the sharing of personalised information (e.g to clarify medications).

The collaborative approach, involving physiotherapists, occupational therapists, nurses and dieticians resulted in a multidisciplinary approach to address all facets of care.



Length of Stay

Reduced from 5 days to under 2.
Goal of MAJR was a reduction to 2 days



NPS

Average Net Promoter Score is 94%



Improved care

1% re-presentation rate to hospital for joint management patients

“The patients absolutely love it, because they see the physio videos before they actually get the surgery done. So they practice those exercises before they come in. Then they're stars at it once they go home.”

*Sophie Watson
MAJR Program Physiotherapist - Mater*

Solving real challenges for clinicians and patients

As a result of the digital patient pathway, there are reduced clinical risks through early detection of issues and better informed and prepared patients. Digitising processes has created efficiencies for both staff and patients. Through individualised pathways, patient experience has improved with people reporting the service provided them with helpful information at the right time to better manage their condition.

Future of Digital Transformation at Mater

Further refinement and expansion of the pathway are planned, including broadening referral options and adding extra supports for vulnerable patient groups (e.g., older patients, those with psychosocial risk factors). It's hoped a similar model can be used with other surgery specialties and shared with other Mater sites.

“The good thing about our digital offering is we can have multiple pathways for surgeons who have different protocols and needs. We're able to adapt the pathway quite significantly to make it customisable and effective.”

*Gabrielle Dockray
Allied Health Manager, Mater*

