

THE ORGANIZATION

Bed Size: 253

Number of Sites/Locations: One inpatient setting; two outpatient settings

Academic or Community: Academic

THE TEAM

Description: Total Joint Team

Multidisciplinary: Yes

Established: 2015

Care Setting: Inpatient (Baptist Health Madisonville); Outpatient (Baptist Health Home Care and Baptist Health Sports Medicine and Rehabilitation)

Patients: Total knee and total hip arthroplasty patients

TEAM STRUCTURE

Location: Part of the team cares for inpatients in the hospital, and the remainder of the team works with patients in the outpatient setting—either in the home or at Baptist Health Sports Medicine and Rehabilitation.

Outcomes Access: Core team members have access to outcomes information, which is shared with the remainder of the team on a quarterly basis.

Shared Goals: Many of the team's goals are set based on goals established within the hospital and health system. Examples include reducing CAUTI risk, delays, inefficiencies, length of stay, and speed of recovery.

Team Incentives: Team celebrates and recognizes successes and understands that improving efficiencies can have an indirect positive impact on resources.

Team Building Example(s): Team visited a system facility designated for Disease Specific Hip and Knee Certification and collaborated to revise its program/educational material from preoperative setting through home/outpatient rehabilitation.

TEAM PERFORMANCE

Team Contributions to Improving Value and Enhancing Care

- Streamlined process for patients receiving total joint arthroplasty.
- Created multidisciplinary preoperative class to better prepare patients for scheduled procedures and the recovery period. Patients' increased knowledge from preoperative class helps decrease patient anxiety about procedures.
- Researched best practices and formulated a protocol to avoid use of Foley catheter.
- Decreased Foley catheter use in total joint arthroplasty patients from 100% to 12.5%. Reduction in Foley catheter use improves patient safety by protecting patients from the possibility of developing a CAUTI.
- Improved efficiency and reduced length of stay by 14.6% by providing patients with discharge information preoperatively.
- Reduced number of total joint arthroplasty patients discharged to a rehabilitation facility from 35 to six. More patients now better prepared to recover at home with home health or outpatient services.

Team Impact on Delivering Care that Reduces Patient Suffering

- Total joint arthroplasty is now performed under spinal anesthesia whenever possible. Patients are able to get up faster and move more easily which decreases pain, increases range of motion, and helps facilitate physical therapy treatment.
- Total joint arthroplasty patients no longer have to endure the discomfort of Foley catheterization.
- Home care and outpatient appointments for physical therapy are set at hospital discharge, ensuring that orders are in place whenever the patient is ready to advance from home care to the outpatient setting.
- As a result of preoperative education, physical therapists in the inpatient, home care, and outpatient settings have found that patients are better prepared for the treatment plan and have a better understanding of the exercises that are necessary for their overall recovery.

Outcome Highlights

PATIENT EXPERIENCE

Overall Patient Experience

- Upon discharge from care, all patients sent a survey inquiring about the importance of the Total Joint Class in relation to their overall hospital stay and overall recovery process
 - 92% responded that the classes were either somewhat (27%) or very important (73%) to both

Patient Evaluation of Teamwork

- 90.6% on Press Ganey survey question, “Staff worked together to care for you

SAFETY, CLINICAL, OPERATIONAL, COST

Safety

- Urinary Catheter Days
 - 19.7% reduction

Clinical Outcomes

- 30-Day Readmissions (Any APR-DRG)
 - 52% reduction
- Complications of Care
 - 25% reduction

Operational

- ALOS-Days
 - 14.6% reduction

Cost

- Anticipated cost savings is related to a reduction in length of stay and complications

Cost to Patient

- Reduction in any out-of-pocket expense related to a stay on Acute Rehab

ENGAGEMENT

Overall Team Member Engagement

- The team was surveyed to determine perception of each of its disciplines toward overall engagement in the total joint process
 - 100% of the team felt that each discipline represented on the team was very engaged.

Team Perception of Teamwork

- 100% of the team felt that the team exhibited great teamwork.
- All team members felt like they had a voice in suggesting changes that would impact the overall process.