

# Implementing Digital Care Journeys Hospital-Wide Leads to Lower Length of Stay & ED Visits

## Key Results:

- ↓ 1.2 days (↓48%) average Length of Stay
- ↓ 32% 30-day ED Visits
- ✓ 90% Patient Activation Rate
- ✓ 91% of patients felt more confident before surgery
- ✓ 97% of patients felt more confident at home after surgery
- ✓ Rolled out to 14 clinical areas in 16 months: Shoulder, Total Hip and Knee, Spine (Lumbar and Cervical), Cardiac Catheterization, Bariatrics, Colorectal, Urology, Gynecology, Breast Cancer, Maternity Care and Oncology.

*"There has been a noticeable difference in the efficiency of the delivery of patient care services since implementing SeamlessMD. Patients have consistently reported high satisfaction rates with the technology, while staff have expressed an improvement in operational efficiencies. It is truly a user-friendly technology that is loved by patients and staff alike."*



**Adam Vinet**  
Vice President, Patient Experience & Chief Nursing Executive  
Regional Vice President, Regional Cancer Care  
TBRHSC

Thunder Bay Regional Health Sciences Centre (TBRHSC) is a 375-bed acute care hospital serving over 250,000 residents across Thunder Bay and Northwestern Ontario, a geographical area that is approximately the size of France. The hospital is a designated academic health sciences centre and is a recognized leader in Patient and Family care, also offering a wide range of specialist services.

TBRHSC has been a leader in the healthcare innovation space, and is no stranger to leveraging technology in order to advance the quality care being received by patients. The hospital has partnered with SeamlessMD, a leading Digital Care Journey Platform, to engage and monitor patients throughout a wide range of care pathways. TBRHSC has launched SeamlessMD for Shoulder, Total Hip and Knee, Spine (Lumbar and Cervical), Cardiac Catheterization, Bariatrics, Colorectal, Urology, Gynecology, Breast Cancer, Maternity Care and Oncology.

## Collaborating with SeamlessMD to Customize Digital Care Journeys

TBRHSC recognized the importance of collaboration and clinician engagement when creating customized care plans to serve the specific needs of each department. As such, SeamlessMD worked with the entire interdisciplinary team at TBRHSC to customize protocols and content on the platform for each live digital care plan, which enabled the care team to:

- Engage patients with a mobile and web-enabled, virtual companion – guiding them from pre-admission preparation through post-discharge recovery;
- Deliver evidence-based pathways in the form of multimedia education, reminders and tasks;
- Monitor patient compliance, symptoms and recovery progress (e.g. knee range-of-motion, pain levels, incision photos, ostomy care etc.);
- Automate patient self-care guidance via smart algorithms and workflows (e.g. education for how to manage low-risk issues or when to escalate to a provider); and
- Receive alerts and monitor dashboards to identify when a patient's health status changes, enabling the care team to intervene sooner;
- Utilize a team of Nurse Practitioners to serve the remote patient population more effectively;
- Analyze data from SeamlessMD and application of insights to make changes to hospital protocols and procedures (e.g. analyzing pain score data and using insights to improve pain management practices moving forward)

## Improving Patient Engagement and Satisfaction

Boasting an 85% patient enrolment rate with a 90% activation rate despite an elderly and highly dispersed population, it is clear that there is a strong level of patient interest and engagement with the SeamlessMD platform.

"Feeling like an alternative was always available to have potential post surgical problems addressed rather than having to attempt to get a med appointment in a hurry - or going to emergency at the hospital."



TBRHSC Patient

"I liked that a nurse practitioner actually monitored my responses and called me when there might have been cause for concern. I also found the library helpful."



TBRHSC Patient

SeamlessMD equips patients with the tools to effectively self-manage from home through an easily accessible, expert-approved education library, empowering individuals to more actively participate in their own healthcare. The platform provides reminders at the right time, and automated feedback on how to manage issues patients would otherwise frequently call about. As a result, patients actively using SeamlessMD feel less anxious, feel more connected to their care team, and spend less time making unnecessary calls to their doctor.

## Results

### 1 . Average Length of Stay and ED visits

| Metric                        | Baseline | SeamlessMD | Change       |
|-------------------------------|----------|------------|--------------|
| Number of Patients            | 1,923    | 1,889      | --           |
| Average length of stay (days) | 2.47     | 1.28       | ↓1.19 (↓48%) |
| 30-day ED visits              | 32.8%    | 22.3%      | ↓31.7%       |

\*Results for surgical programs live on SeamlessMD

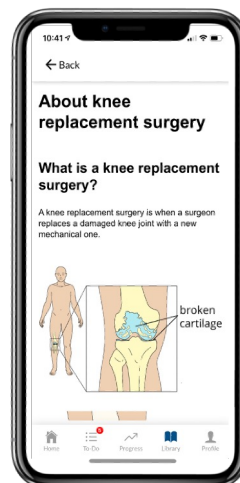
"Our team has worked very diligently with the SeamlessMD team to fulfill our mission of delivering quality care to patients and families, advanced through innovative solutions. Since implementing SeamlessMD, the technology has undoubtedly provided very positive outcomes specifically around decreased average Length of Stay, readmissions and ED visits across multiple clinical areas."



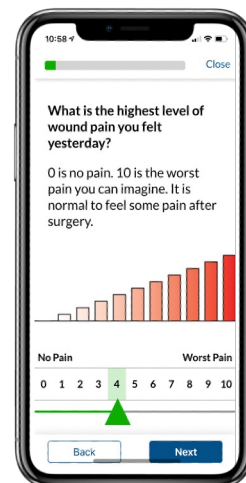
Caroline Fanti,  
Director of Regional  
Surgical Services,  
TBRHSC

### 2. Patient Satisfaction

| Metric                        | Result |
|-------------------------------|--------|
| More Confident Before Surgery | 91%    |
| Less Worried Before Surgery   | 83%    |
| More Confident At Home        | 97%    |
| Less Worried At Home          | 90%    |



Education



Progress Tracking

