COI Delivers Exceptional Quality and Experience

Delivering the highest quality care and the best patient experience are tenets of the Connecticut Orthopaedic Institute (COI) at MidState Medical Center. Our specialized team of experts is the foundation of this Institute.

Recruiting top talent
Since opening two years ago, we have seen an increase in surgical volume of 150 percent year over year. To manage this incredible demand, we recruited additional top talent, including nurses, physician assistants, surgical staff, anesthesiologists, and surgeons. We now have 56 credentialed surgeons who specialize in joint replacement, spine, sports, hand, foot, ankle, neurological, and podiatric procedures. We are excited to welcome four new fellowship-trained physicians in the fall—all specializing in joint replacement. To accommodate growth, three additional operating rooms and new private patient rooms are under construction (for more details, see page 2).

A focus on patient experience
The patient experience is critical to the overall healing process. According to Press Ganey, a national company that supports patient experience improvement, 99 percent of our patients would recommend the COI to their family and friends. This puts the Institute in the 99th percentile compared to other Connecticut hospitals and its national peer group. COI continues to invest in patient experience, and we are excited about our new innovative engagement tablets that offer education and entertainment at the bedside and in waiting areas.

Quality
Recently, COI received The Joint Commission’s Advanced Certification for Total Hip and Total Knee Replacement, which places us among an elite group of programs in the country (more details on page 3). Our complication rates, deep vein thrombosis and pulmonary embolism rates, and 30-day readmission rates continue to be well below national best practice standards. We have an average length of stay for our total hip and knee procedures of approximately 1.2 days, which, when combined with our low readmission rate, demonstrates the success of our rapid recovery and transition home model. We continue to enhance this model through our partnership with CipherHealth (see page 3).

I’m proud of our continued success and look forward to celebrating the opening of the newly constructed spaces.

John D. McCallum, MD
Medical Director, Connecticut Orthopaedic Institute
Campus Construction Update

New Operating & Patient Rooms

The MidState Medical Center (MMC) campus is experiencing a significant amount of growth this year. To accommodate these changes, several areas are under construction. Currently, three new operating rooms, totaling more than 1,800 square feet, are under development to manage increased patient volumes on campus.

Plans also include a 5,000 square-foot building addition to create storage and support space (break room, on-call, office space, locker rooms) as well as an improved physician work room and locker room with restrooms right off the main OR. A new sterile processing area, including the latest equipment, is scheduled to be operational in the fall.

The Pavilion B renovation, adjacent to COI, has been completed. The space, which includes additional private rooms for COI patients, has new signage, artwork, and furnishings consistent with the COI experience.

Service Spotlight: Pre-Admission Center

Patients scheduled for elective surgery at the Connecticut Orthopaedic Institute now have access to the Pre-Admission Center on the MidState Medical Center campus – a convenient way for patients to ensure they’re ready for their upcoming procedure.

The center is staffed by an APRN and nurses who assess and test a patient’s health prior to surgery and perform blood work. This convenient service ensures every patient receives the pre-surgery care they need and is integral to the physician’s care-planning process.
In January, 2019, COI underwent a rigorous on-site review for The Joint Commission’s Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The advanced certification is for Joint Commission-accredited hospitals, critical access hospitals, and ambulatory surgery centers seeking to elevate the quality, consistency, and safety of their services and patient care. A Joint Commission expert evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements, including orthopaedic consultation, and pre-operative, intraoperative and post-surgical orthopaedic surgeon follow-up care.

This award confirms COI’s dedication to providing the best care. This is facilitated by a team approach in which the patient is guided through their experience with proper pre-operative education, excellent in-patient care, and appropriate rehabilitation after surgery. This recognition acknowledges the efforts of the COI team in demonstrating a commitment to maintaining excellence and continually improving the care we provide to the community.

Established in 2016 and awarded for a two-year period, the advanced certification was developed in response to the growing number of patients undergoing a total hip or total knee replacement surgery, as well as the increased focus on clinical evidence-based patient care as it relates to pain management, quality of life issues, functional limitation in mobility, and the return to normal daily activities.

COI Partners with CipherHealth to Improve Patient Care

COI has partnered with CipherHealth, a healthcare technology company, to manage and track orthopaedic patients from the beginning of their surgical journey through the 90 days following their procedure by enhancing communication and care coordination between patient and the orthopaedic team.

Patients do their best when they have regular check-ins with their care providers. CipherHealth helps COI keep in touch with patients by phone from 48 hours to 86 days after leaving the hospital. The calls collect post-operative updates, help resolve issues to reduce re-admission, and improve the patient experience.

If a patient indicates they need assistance when they receive a CipherHealth outreach call, an alert is automatically routed to the appropriate hospital staff, who then call the patient back and address their concern. Maintaining communication with patients after their discharge is a proven method to increase compliance, outcomes, and satisfaction.

Since going live with the program in January 2019, 87 percent of our patients have been reached and 17 percent were supported by a call back from the nurse navigators. In addition, more than 87 percent of our patients have been reached pre-operatively in preparation for their procedure.

This partnership has allowed COI to invest in improving health outcomes by increasing patient engagement and communicating in the right way, at the right time.

COI Receives National Recognition for Quality and Patient Experience

In January, 2019, COI underwent a rigorous on-site review for The Joint Commission’s Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The advanced certification is for Joint Commission-accredited hospitals, critical access hospitals, and ambulatory surgery centers seeking to elevate the quality, consistency, and safety of their services and patient care. A Joint Commission expert evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements, including orthopaedic consultation, and pre-operative, intraoperative and post-surgical orthopaedic surgeon follow-up care.

This award confirms COI’s dedication to providing the best care. This is facilitated by a team approach in which the patient is guided through their experience with proper pre-operative education, excellent in-patient care, and appropriate rehabilitation after surgery. This recognition acknowledges the efforts of the COI team in demonstrating a commitment to maintaining excellence and continually improving the care we provide to the community.

Established in 2016 and awarded for a two-year period, the advanced certification was developed in response to the growing number of patients undergoing a total hip or total knee replacement surgery, as well as the increased focus on clinical evidence-based patient care as it relates to pain management, quality of life issues, functional limitation in mobility, and the return to normal daily activities.
The Connecticut Orthopaedic Institute is proud to share its quality metrics.

**COI Average Length of Stay (Days)**

<table>
<thead>
<tr>
<th>Month</th>
<th>Hip</th>
<th>Knee</th>
<th>CNS Best Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Feb '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Mar '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Apr '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>May '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Jun '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Jul '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Aug '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Sep '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Oct '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Nov '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Dec '18</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
</tbody>
</table>

**COI DVT/PE Rate Knee & Hip Replacement**

- **DVT/PE%**
- **Best Practice**

**COI 30-Day Readmission Rate Knee & Hip Replacement**

- **Readmission %**
- **Best Practice**

**Regional Anesthesia Knee & Hip Replacement**

- **Regional Anesthesia %**
- **Program Goal**

**Transition to SNF After Knee & Hip Replacement Surgery**

- **SNF%**
- **Best Practice**

**2018 Press Ganey Overall Rating of Care**

- 90th Percentile Top Box Score Baseline