

## **ABSTRACT TITLE: PATIENT ENGAGEMENT TECHNOLOGY TO IMPROVE THE PATIENT EXPERIENCE WITH ENHANCED RECOVERY PROGRAMS**

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### **Background:**

With the shift to value-based care for surgery, healthcare providers need new and more effective ways to educate, engage, and keep patients on track throughout the perioperative episode. The Enhanced Recovery team at Saint Peter's Healthcare System implemented SeamlessMD, an enterprise-wide patient engagement technology solution, to deliver value-based care. In this presentation, we will provide an overview of how the patient engagement technology works for 2 ERAS programs (cesarean section and orthopedics) and will share the patient compliance and experiential outcomes achieved.

### **Methods:**

Patients access the app on their smartphone, tablet or computer (available as a web application, iOS app and Android app). They are guided from our Enhanced Recovery preparation through recovery, and interact with our care plans using reminders, tasks, progress-tracking and video-based education. The care plans were carefully constructed to follow best practices and evidence-based guidelines for Enhanced Recovery. From patient engagement through the app, we have access to real-time dashboards that track patient progress (e.g. pain, wound photos, etc.), and allow us to identify at-risk patients and intervene, when appropriate, to avoid adverse events. We are also able to use trends and common areas of patient concern, identified through data monitoring, to continuously improve our care pathways and patient education programs. For this presentation we have pulled some of the data from the aggregate reports and analytics that we have access to for research and quality improvement.

### **Results:**

C-section (n = 125), 94% of patients activated their accounts within 7 days enrolled in the program, 100% of patients completed a "health check" (questionnaire) in the first week post-op, 74% of patients completed a health check in the second week post-op, 95% of patients recommend the program.

Orthopedics (n = 52), 84% of patients activated their accounts within 7 days enrolled in the program, 70% of patients completed a health check in the first week post-op, 86% completed a health check in the second week post-op, 78% of patients drank their 2 bottles of Ensure the night before surgery, and 81% took it on the morning of, 81% continued liquids 3 hours before surgery, 52% took 40 steps or more the day after surgery, 62% did their spirometer exercises on day 1 after surgery, 86% of patients sat in a chair for all of their meals on day 1 after surgery, 96% of patients recommend the program.

Results from both service lines (n = 177), 100% of patients would rate their hospital care "very good" or "excellent", 100% of patients recommend the hospital, 93% of patients said SeamlessMD helped them feel more prepared for surgery.

### **Conclusion:**

Patient engagement technology paired with best practices for education and engagement is an effective vehicle to succeed in value-based care models, particularly for Enhanced Recovery After Surgery. Patients are empowered to take action; they are less anxious, more prepared, and more connected to the care team.