



## **Patient Experience Powers Value Based Orthopedic Surgery**

### ***ASC Chain Achieves Triple Aim***

#### ***Abstract***

A national Ambulatory Surgery Center (ASC) chain partnered with ValidCare ([www.validcare.com](http://www.validcare.com)) to prove whether specific total joint and spine procedures, which had historically been in-patient procedures, could be performed at their ambulatory surgery facilities at a lower cost while maintaining or improving the quality of outcome and patient satisfaction (i.e., achieving the “Triple Aim”). ValidCare’s patient experience platform was configured and deployed via app and web to participating patients. The platform enabled the ASC and patient to communicate surgery-specific education, and to report clinical and functional information both pre- and post-operatively in real time. The patient communication on the platform generated data and alerts that were used to measure and improve outcomes and patient experience.

Of the eligible patients, more than 50 percent registered to participate. Of the registered patients, 97 percent reported at least one clinical or functional status. 23 percent of patients reported a condition that could have indicated infection or deep vein thrombosis and were instructed to contact their physician’s office, thus preventing the cost and experience of unplanned hospital admissions.

This initiative demonstrated success across financial, quality and patient experience metrics. It also proved the value of real-time patient-reported clinical and functional reporting and exposed opportunities to improve the pre- and post-operative patient experience without any increased labor by the surgery centers. The results supported expansion of these surgeries in combination with the ValidCare platform across the surgery center enterprise. The data collected is strategically valuable when the surgery center chain negotiates with payors and employers for case volume versus hospitals.

#### ***Objectives***

As part of a Value Based Care initiative, the ASC chain desired to demonstrate:

- Safely performing 1-2 level spine and lower extremity total joint procedures (~100 CPT codes with 0-2 co-morbidities) at their participating facilities at a lower cost and at “as good or better” quality rates than competing hospitals.
- An average per procedure savings of approximately \$18,000 to the payor/employer versus an inpatient procedure performed at a hospital.
- Patient participation in self-reporting clinical, functional, quality and satisfaction data spanning the pre/post-operative episode of care.
- The value of patient reported experience to measure, identify and improve operational, clinical and financial aspects of care.

#### ***Method***

The Ambulatory Surgery Center chain contracted with specific payors to “shift” procedural volume from hospitals to their facilities for over 100 CPT codes.

The ASC chain and ValidCare configured and integrated the ValidCare platform to the ASC’s surgical scheduling system, providing each eligible patient a custom experience based on procedure, surgeon, facility and surgical date.

- Staff at participating facilities informed and encouraged patients to use ValidCare to report their experience across the episode of care through 30 days post op.
- Data collected via ValidCare’s mobile platform was shared weekly and imported to the ASC’s quality system.
- The ASC chain and ValidCare continuously monitored patient participation and worked to constantly improve the patient experience to achieve voluntary patient participation.
- ValidCare tracked and reported on specific significant patient metrics, alerts and noted the financial, clinical, quality and patient satisfaction aspects of each.



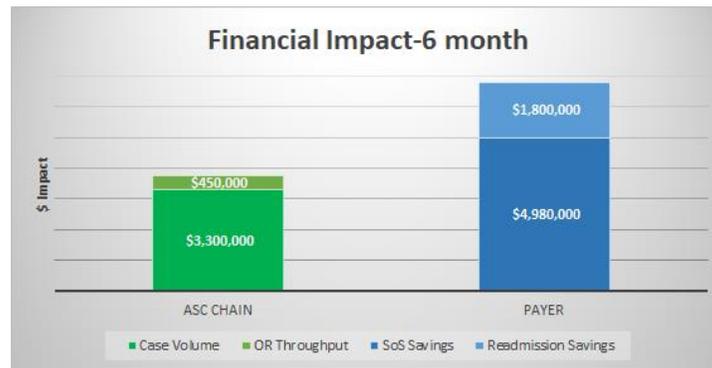
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### Results

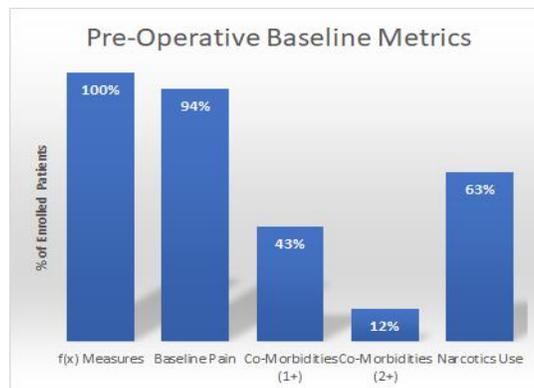
The ASC chain proved its ability to perform the identified surgical procedures at a lower cost than hospitals, and with significantly better patient reported quality scores related to post-operative complications than published hospital rates (typically 5-8% resulting in unplanned readmissions) for these populations. The value based model powered by ValidCare, demonstrated participation by a super-majority of patients without any direct incentives.

In all, 156 patient procedures were shifted to ASC chain facilities, resulting in an elimination of ~ \$5 million in costs to the healthcare eco-system. In addition, \$1.8 million in costs to payors associated with unplanned readmissions were avoided by ValidCare alerting 36 patients (@\$50,000 per readmission) to contact their doctor instead of going to the emergency room for issues with leg pain and surgical site abnormalities.

The ASC chain realized over \$3.3 million in new revenue, and avoided ~\$450,000 in cancelled surgeries because 30 non-compliant patients were alerted to perform their pre-surgical prep, thus saving \$15,000/patient in lost operating room time.



Baseline patient reported metrics were initiated pre-operatively upon a patient scheduling surgery.





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Use of ValidCare generated patient alerts that prevented cancellation of surgeries, unplanned readmissions and demonstrated patient satisfaction with their procedure.



100% of patients reporting at 30 days, had Net Promoter Score Satisfaction levels in the 90% percentile for both their surgery and experience at the facility.

### Conclusion

ASC's have the opportunity to aggressively negotiate with payors and employers to shift additional case volume for qualified total joint and spine procedures from hospitals without sacrificing quality or patient experience. Use of ValidCare's platform allows ASC's to generate real-time patient experience data and alerts to measure, prove and improve outcomes across the surgical episode of care.

### About ValidCare

ValidCare is a digital healthcare company that powers value based surgical care models through collection and use of real-time patient reported data, via its proprietary patient experience platform. Our clients use this data directly or in comparison to their peers to optimize reimbursement and outcomes and improve care coordination in value-based care models. For more information, visit [www.validcare.com](http://www.validcare.com).

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