

Care Navigation: Supporting Growth and Productivity



When Joseph Signorelli, MD, left a large health system to grow the joint replacement program at Memorial Medical Center in Wisconsin (MMC), he identified three areas as key to success:

- Meticulous data management delivering insights and intelligence for optimal performance;
- Workflow automation to mitigate the impact of limited staff resources;
- Superior prep and follow-up programs to improve patient outcomes.

Dr. Signorelli and his staff selected the Orbita Care Navigation digital solution, which offered a proven track record of transforming the patient experience and increasing operational efficiency. Results have been significant:

- 125% increase in same-day surgeries (90% of all joint replacements)
- Up to 80% lower admission/readmission rates than nearby facilities
- 90% patients enrolled in virtual exercise program
- 93% patients satisfied with Care Navigation solution
- 86% say solution reduced anxiety about surgery

Patient support: When and how they want it

The solution is designed to automate the patient journey from initial outreach and consultation through recovery and rehabilitation. With Orbita, staff are free to focus on care delivery and remain on top of higher patient volumes.

Patients enroll in the Orbita Care Navigation program, using the secure platform to share health information and receive materials they can conveniently review from their phone, tablet or computer. The easy-to-navigate user experience enables more patients to be fully prepared for surgery, decreasing delays and cancellations. Post-procedure follow up can also be conducted digitally for greater efficacy and better outcomes – as well as fewer hospital admissions and emergency room visits.

Because MMC serves a rural area in northern Wisconsin, many patients need to travel several hours for in-person care. Offering patients the option to interact with the staff remotely for specific activities greatly reduces this burden while boosting satisfaction, rehabilitation compliance and outcomes.

“What it would take for three clinical nurses to do by phone, one individual can now do...”

Joseph Signorelli, MD

Efficiency and productivity increase

The solution likewise reduces the burden on staff by streamlining patient management and education. Less time is spent on administrative tasks and more on direct care, with a focus on patients that genuinely need one-on-one interactions. Dashboards and analytics allow MMC to monitor patients along their care journey, while built-in notifications alert staff when action steps are incomplete or other issues arise.

The greatest value Orbita Care Navigation delivers, Dr. Signorelli says, "is that it allows one nurse to track all of the patients...alerts let her know that she needs to reach out to a patient because they're not filling out their forms or if something is deviating from normal."

Before implementing Orbita Care Navigation, nurses spent up to three hours per patient conducting one-on-one classes to prepare them for surgery and recovery. Moreover, nurses were making time-intensive phone calls to each patient to follow up on classes and gather health information. With Care Navigation, MMC delivers forms and instructions via the patient's preferred communication channel, while staff monitors progress and compliance via an easy-to-understand dashboard. Nurses need contact patients only when concerns arise or potential delays are identified.

According to Jess Beirl, RN, the solution "has decreased the amount of time we have to spend educating patients in the clinic, and allows patients to guide themselves and ask questions when they are ready, need to and want to. Patients are still making that relationship and connection with us without the amount of time needed for clinic visits or phone calls."

The data management features of the solution deliver additional value. It has enabled MMC to contribute outcomes and surgical data to the national joint registry because it now has tools and resources to gather and process relevant information. Plus the program collects and tracks Patient Reported Outcome Measures (PROM) for quality reporting and analysis and to assess the patient experience.

Dr. Signorelli also noted the positive relationship MMC has with its technology vendor. The platform evolved with the practice, adding new content to Care Navigation, for example, when staff saw a spike in patient calls about bruising and swelling.

Care Navigation supports growth and satisfaction

Automation through Orbita Care Navigation has had a measurable impact on MMC's joint replacement program.

In 2017, before Dr. Signorelli joined the program and implemented Orbita Care Navigation, 34 joint replacement surgeries were performed. Within two years, that had grown to more than 300 procedures. Ninety percent are same-day surgeries, and hospital admission/readmission rates are only 20 percent of levels seen at larger facilities. This growth, in combination with automated PROMs data collection, was also instrumental in helping MMC achieve DNV certification as an Orthopedic Center of Excellence.

Patients have embraced the digital care journey as well. The vast majority of patients – 90% – elect to use the program, as well as enroll in the virtual home exercise program post-procedure. Of users, 93% say they are satisfied with their experience and 86% note that Care Navigation helped reduce their anxiety about surgery.

To learn more, [visit orbita.ai](https://orbita.ai) or email hello@orbita.ai

"Automating patient education, being able to measure how prepared patients are, identifying the high-risk patients, reaching out and doing our best to prepare them in this digital format is valuable, especially given our growth in volume."

Patty Pajtash, RN

Nurse Manager and Orthopedic Coordinator