

ABSTRACT TITLE: Creating a Center for Excellence for Hip and Knee Replacement

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Background: The rising demand for hip and knee replacements created the need to for an interdisciplinary team across the care continuum from the pre-op clinic, orthopedic clinic, surgical services, anesthesia, inpatient surgical unit, care coordination, and physical therapy to create a patient and family focused total joint replacement program improving quality outcomes and patient satisfaction.

Purpose: The purpose of this presentation is to describe how the work of the Hip and Knee Replacement Care Delivery Council improved quality outcomes and patient satisfaction.

Methods: Created interdisciplinary team to include all departments that have an impact on the total joint replacement patient, evaluated current metrics and created performance improvement plans. After implementing performance improvement plans metrics continue to be evaluated. We redesigned the care delivery for this patient population and created standardization across the care continuum of processes and education. When change was implemented an evaluation of how that change would impact each department was made.

Results: Evaluating the effectiveness of the total joint replacement program is done through regular monitoring quality outcomes and patient satisfaction. HCHAPS scores, appointment wait time, wait time to surgery, cost, average length of stay, surgical site infections, patients seen on post-op day zero by physical therapy and pre-op class attendance rates will be presented.

Conclusion: Strong collaboration among all members of the care team resulted in excellent patient satisfaction scores and improved quality outcomes our total joint replacement patients.