Creating an Orthopedic Specialty Hospital Focused on Exceptional Patient Experience, High Clinical Quality, and Benchmark Level Efficiencies

Louann Newman RN, CNOR
Lehigh Valley Health Network, Louann.Newman@lvhn.org

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Creating an Orthopedic Specialty Hospital Focused on Exceptional Patient Experience, High Clinical Quality, and Benchmark Level Efficiencies

LouAnn Newman, BSN, RN, CNOR
Lehigh Valley Health Network, Allentown, Pennsylvania

Goals:
To create an Orthopedic specialty hospital focused on exceptional patient experience, high clinical quality, and benchmark level efficiencies.

Project Details:

- In February 2014, Lehigh Valley Health Network (LVHN) opened the Center for Orthopedic Medicine as a surgical specialty hospital campus with a programmatic focus on total joint replacement, spinal surgery, and ambulatory orthopedic surgery. Prior to opening the Center, most Orthopedic care was provided in a large, tertiary care setting around and among other high-acuity patient care.
- LVHN Tilghman was created in response to market competitive dynamics and increasing orthopedic patient expectations for boutique-style, value-based care. With significant collaborative input from orthopedic physicians, a physical and amenity-filled environment was created that focuses on efficiency, quality, and patient centered experience in a hotel-like environment that is staffed by a vested, specialized team.
- The lead by example approach of the management team has been able to further focus on maximizing the quality metrics such as HCAHPS, Press Ganey Score as well as staff engagement.
- Pre-Surgical education classes are offered monthly and are instructed by the nurse, technical partner, therapist, pharmacist, and case manager, the opportunity to discuss the individual care of each patient on the unit, report on variances to the plan of care, and facilitate discharge planning.
- Prior to opening the Center, most Orthopedic care was provided in a large, tertiary care setting around and among other high-acuity patient care.
- The Patient Centered Experience Council's mission is to understand the perceptions of the patients experience from the patient's perspective and make appropriate changes to continuously enhance this experience at LVHN Tilghman.
- The Center for Orthopedic Medicine (COM) has the highest HCAHPS scores out of 38 inpatient medical/surgical and ICU departments within the network.
- Operating room turnover times for total joint replacement and spine procedures averages 20 minutes.
- First case on-time starts for operating room cases is 98%.
- Average length of stay for total joint replacement is 2.1 days at the COM.
- Of the 8 HCAHPS measured domains, the COM is nationally benchmarked at the 99th percentile for 5 of the domains for similarly sized hospitals. The remaining 3 domains are no less than the 94th percentile.

Metrics/Results:

1. In just one year after opening, the inpatient unit at LVHN’s Center for Orthopedic Medicine (COM) has the highest HCAHPS scores out of 38 inpatient medical/surgical and ICU departments within the network.
2. Though not formally measured, physician satisfaction with the COM is extremely high.

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