

# 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](mailto:Louann.Newman@lvhn.org)

Follow this and additional works at: <http://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Nursing Commons](#)

---

## Published In/Presented At

Newman, L. (2015, October 7). *Creating an Orthopedic Specialty Hospital Focused on Exceptional Patient Experience, High Clinical Quality, and Benchmark Level Efficiencies*. Poster presented at: OR Manager Conferance, Nashville, TN.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).

# 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 staff of LVHN Tilghman is highly invested in the care a patient receives before their surgery as this care sets the tone for their entire experience. The units dedicated case manager starts the patient experience with a pre-admission phone call one week before surgery.
- Patients are able to receive all surgery related services at the facility including Pre-admission testing, Laboratory tests, radiographic tests, and personal consultations with the Anesthesiology Team that will be participating in the surgery. The preadmission process is run by the nursing staff in the peri-op division. In an effort to ease patient anxiety and promote the patient centered experience these same nurses will welcome the patient on the day of surgery, be with them pre-operatively and again post operatively.
- Pre-Surgical education classes are offered monthly and are instructed by the management team, including Perioperative Services, Patient Care Services, Rehabilitation Services, and Case Management.
- The lead by example approach of the management team provides daily mentorship to the staff through their direct presence on the working units. Daily interdisciplinary huddles have become hard wired on the unit and give the entire team, physician,

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.

- Through these five key deliverables, the LVHN Tilghman team has been able to further focus on maximizing the quality metrics such as HCAHPS, Press Ganey Score as well as staff engagement.
  - providing resources to assist patients in the navigation of the healthcare system
  - providing an care environment that promotes a comprehensive interdisciplinary team that includes patients and their families
  - providing respectful and timely communication with consistent and standardized work processes
  - providing an inviting and welcoming environment that promotes healing, encourages progress, and dispels fears
  - providing access to amenities to anticipate and accommodate patient and family needs.
- 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.
- Recognition of peers from within the work group has shown to significantly impact staff engagement and is reflected in exemplary care that is provided to the patients.
- The hard work and dedication of the Center for Orthopedic Medicine team has been recognized at an organization level, as the "Team Tilghman" has been selected to receive the LVHN Senior Management Council Patient Satisfaction Award for Inpatient Care from Lehigh Valley Health Network.

## Metrics/Results:

1. In just one year after opening, the inpatient unit at LVHN's Center for Orthopedic Medicine (COM) has the highest HCHAPS scores out of 38 inpatient medical/surgical and ICU departments within the network.
2. Of the 8 HCHAPS 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.
3. Operating room turnover times for total joint replacement and spine procedures averages 20 minutes.
4. First case on-time starts for operating room cases is 98%.
5. Average length of stay for total joint replacement is 2.1 days at the COM.
6. Though not formally measured, physician satisfaction with the COM is extremely high.

© 2015 Lehigh Valley Health Network



A PASSION FOR BETTER MEDICINE.™

610-402-CARE LVHN.org